The Human Side of Facilitating Organizational Change

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LLAMA Leadership Development Seminar
ALA Midwinter 2016
Foster learning
Build community
Provide access
admin
IT
maintenance & security

access services
collection dev materials handling tech services

learning experiences
digital literacy experiential learning programming

community engagement
outreach partnerships virtual CE

adult services
customer services
youth services
people are asked to give up
security
habit
predictability
comfort
identity
status
success
people
space
choose positivity
zoom out
communicate and include
be intentional about culture
Thank you!

Want to continue the discussion?

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