

# Event Registration Complete

Text Size		
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Excellent! Please check your email.

**Steven Kolberg is registered for:**  
Gratitude Gathering for Member Library Directors

**Date(s):**  
Wednesday, October 20, 2010

**Time:**  
8:30 AM-10:30 AM

**The location is:**  
Crowne Plaza Hotel

**The confirmation number is:**  
NLTEN.

**Change registration:**  
Unregister for this Event.

See you there!

**Southwest Florida Library Network**  
Florida Gulf Coast University

Library 209 West  
10501 FGCU Boulevard South  
Fort Myers, FL 33965-6565  
Telephone: (239) 745-3720  
Fax: (239) 745-3724  
Main Line Suncom: 731-3720  
Toll-Free: 1-877-SWFLN99 / 1-877-793-5699

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# Giftng

## Building Trust & Commitment

### Achievement:

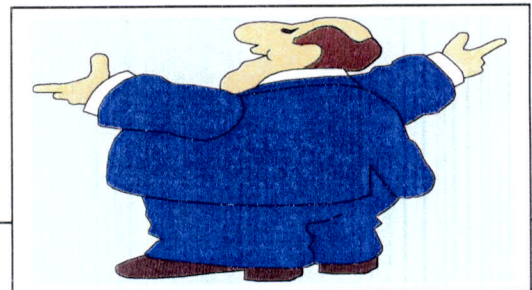
- ❑ I give opportunities for my staff/colleagues to try it *their way* when appropriate and help them explore the boundaries of their potential.
- ❑ I pay attention to their progress and compliment them when they do well.
- ❑ I make it a point to find out what people consider important and valuable and acknowledge them in ways THEY find important.
- ❑ I ask people what success means to them and how they want to be respected.
- ❑ When possible and appropriate, I share their successes with others.
- ❑ I know the special talents and skills of the people with whom I work

### Contribution:

- ❑ I publicly acknowledge others' contributions
- ❑ I tell them how important their input is
- ❑ I make their contributions "visible" (letter of thanks, recommendation, award for service)
- ❑ I recognize the value of individual differences and their "gifts"
- ❑ I encourage others to challenge my thinking.
- ❑ I ask them how they think they are becoming a contributing employee.
- ❑ I ask what can we do to remove the obstacles to their excelling
- ❑ I proactively ask for their creative ideas and ideas for improvements and insight to problem solving.

### Language of Praise

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S  
A  
P

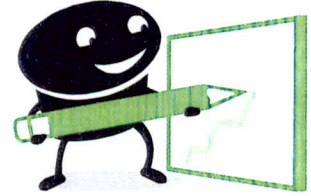


### Belonging:

- ❑ I ask others' opinions and engage them in the process of creating a great performance
- ❑ I engage people in discussions about trust and what's important to create trusting exchanges.
- ❑ I give public acknowledgment
- ❑ I share relevant data with others and keep them in the loop.
- ❑ I make sure I include people as updates occur.
- ❑ I support and reward team effort.
- ❑ I help people see how what they do impacts the success of the whole company/organization.
- ❑ I introduce them to other people and include them in conversations and make them feel welcome.
- ❑ I let more tenured people tell their "Done Great" stories to speak to history and roots
- ❑ I provide opportunity for fun and celebration, using their input, where we can experience the feeling of "family"/"team"

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## Empowerment in Everyday Exchanges



### Positive Plus: Add empowering/inspiring statements

- That's the problem as I see it.
  - *Add: Now we can run with it.*
  
- This is something we need to face sooner than later.
  - *Add: I am confident we can create a win/win*

### Practice:

#### Good morning/afternoon

*Add:*

#### I haven't had time to look at your ideas

*Add:*

#### Here's the report. Please read it and then let's talk.

*Add:*

#### We are going to have to use all our skills and know how to face the challenges

*Add:*

#### I'd like you to be on our project task team.

*Add:*

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## Solution-Focused Statements →



- Problem Oriented:** Why didn't you get this done on time?  
Solution Oriented:
- Problem Oriented:** Why didn't someone catch this error?  
Solution Oriented:
- Problem Oriented:** Where did this go off track?  
Solution Oriented:
- Problem Oriented:** Why did you do that?  
Solution Oriented:

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## **Common Perspective:**

Manage the process so that the group looks at an idea from the same perspective at the same time.

Here's a simple method to do so:

**LCS:** Likes, Concerns, Suggestions

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**Likes:** First everyone talks about what they like about an idea, or the upsides of a suggestion. Everyone agrees to withhold reservations, criticisms, changes to the idea, etc.

**Concerns:** Then, everyone talks about concerns they have about an idea.

**Suggestions:** Last, everyone talks about suggestions they might have to address concerns or to improve the idea