

LEADING WITH COMPASSION

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realistic consistent
communicating solutions
consistant career
empowerment
community leading learning
wisdom responsibility opportunity
libraries support success
build service
question asset clarity leadership
sharing nice kindness example fair attitude feedback
relationship change
hiring teammate improve listen library
learn growing leader compassion
succeed clients lead balance
advancement promote empower
improvement capable patient communicate
mistakes expectations management others
training experience
communication
professional serve
education



**See
Potential**

**"Treat people as if they were what they ought to be,
and you help them become what they are capable of being."**

--Johann Wolfgang von Goethe



**Build
Your Team**

- **Your team is your biggest asset**
- **Expect turnover every 5-7 years**
- **50% of employees stay because of life changes**

Keep staff committed

1. Work life balance
2. Flextime
3. Leadership
4. Investment Career path
5. Job Growth
6. Education
7. Money



**Invest in
Your Team**

Start here

- Hire for attitude
- You can't fake nice
- Every new hire is an opportunity to learn something



Hiring



**Give Your Team
The Tools
They Need**

- **Training**
- **Clear written instructions**
- **The Why things are done**

Thank you for asking!

- Be prepared and expect staff to question procedures
- If staff don't ask questions get nervous
- ~~"It's always been done that way."~~



Change



- Train staff to be prepared for change
- Empower staff to effectively manage change
- Teams with the ability to manage change respond better to patrons

"A genuine leader is not a searcher for consensus
but a molder of consensus."

--*Martin Luther King Jr.*



**"Before you are a leader,
success is all about growing yourself.**

**When you become a leader,
success is all about growing others."**

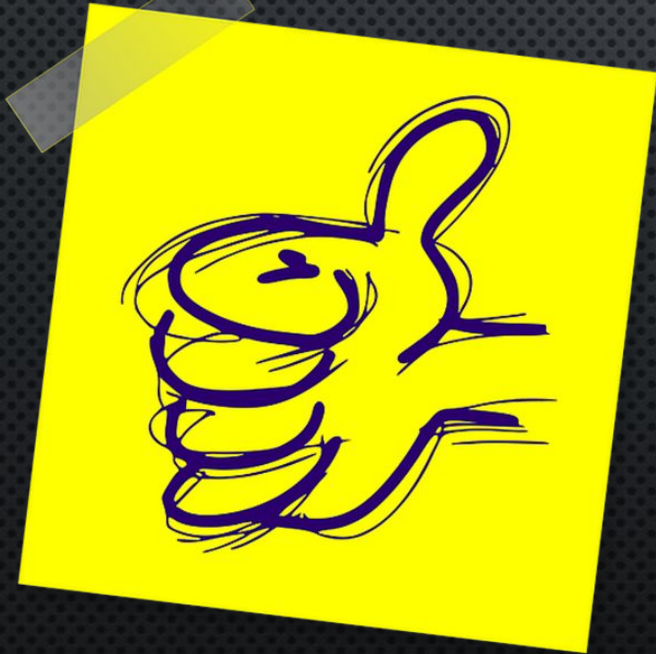
--Jack Welch



**Leadership is
about
Your Team**

**"As we look ahead into the next century,
leaders will be those who empower others."**

--Bill Gates



Demonstrate

- Compassionate leadership
- Authentic leadership
- Professionalism
- Positive community relationships

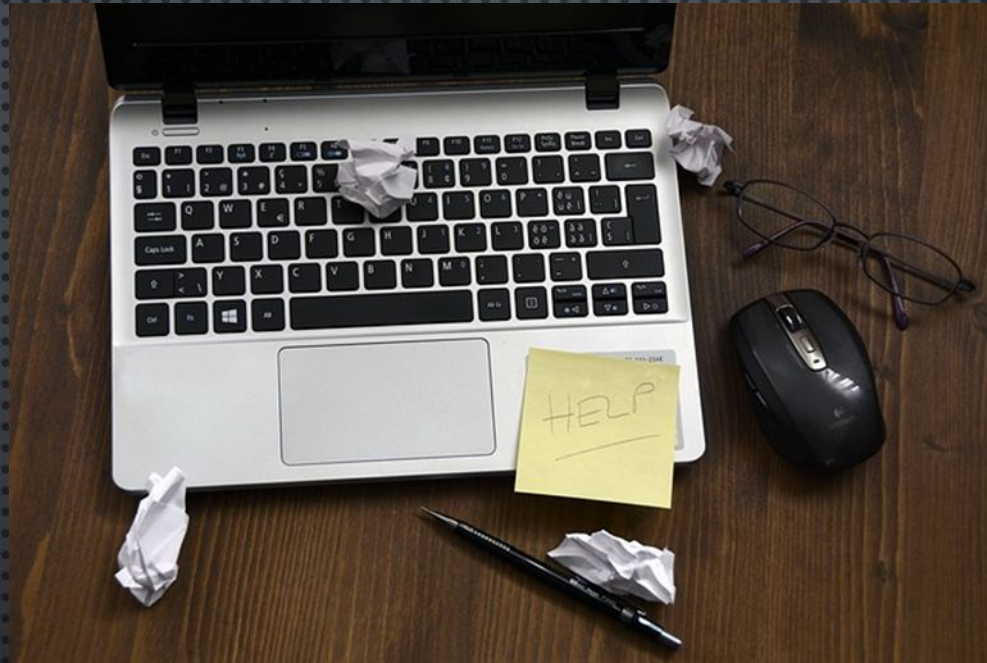


**"Real leadership is leaders recognizing
that they serve the people that they lead."**

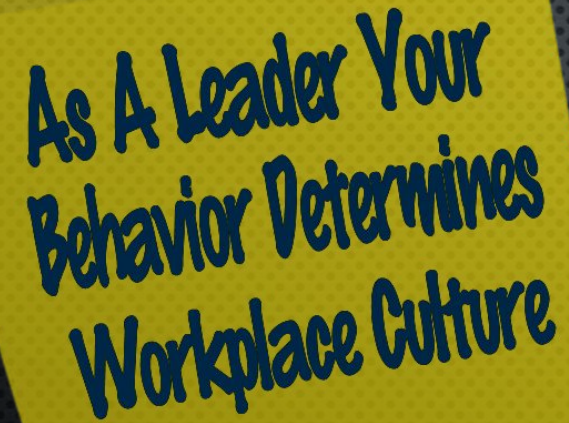
--Pete Hoekstra



**As a Leader You
are There to Help**



How Can I Help Employees Succeed?



As A Leader Your
Behavior Determines
Workplace Culture

Leadership

- You are the example
- Do less better
- Demonstrate your priorities
- Be Consistent

Empower

- Communicate Clear Vision
- Encourage Self- Improvement
- Cross Train Positions / teams
- Delegate Responsibility



Be Giving

- Give staff authority to make decisions
- Give support for their decisions
- Give credit
- Give feedback





Support Rather
Than Coerce

"Leadership is the art of getting someone else to do something you want done because he wants to do it."

--*Dwight D. Eisenhower*

When things go sideways:

- Take responsibility
- Analyze the interaction
- Walk through the thought process
- Be timely, direct and considerate
- Stop doing X because it affects Y
- Give alternatives



OOPS!

Difficult conversations:

- Prepare - Script - Document
- Frame expected changes positively
- Stay focused
- Do not “sandwich”: good, bad, good
- Do not use absolutes: *Always & Never*



Focus On
Solutions!

Be Open to Changing Yourself:

- 360 evaluations
- Admit your mistakes
- Be open to feedback
- Be brave





"Leadership cannot really be taught.
It can only be learned."

--Harold Geneen



Foster
Learning



DO IT
NOW!

THANK YOU!

Have additional questions,
comments?

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