



The Principles of Management and Leadership for Librarians

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To equip the leaders with practical skills and knowledge needed to develop their management skills in order to become confident and competent individuals who will turn their library staff into successful and productive teams.

Outcomes:

Introduction

- Case studies
- Management versus leadership
- Firm on standards and fair on people

Performance Management - getting the job done

- Identifying the needs of team members
- Introducing the Z-model
- Measuring performance against standards
- Planning and organising
- Time management

Communicating effectively

- Performance appraisals
- Giving and receiving feedback
- Monitoring performance without "snooping"

Managing underperformance

- Coaching
- Counselling
- Delegating
- Mentoring

Ethical behaviour

- What is ethical behaviour?
- Building ethical power

Conclusion

- Case studies review