

**How Can I Help Them To Get Along**  
**Participant List**  
**Tuesday May 8, 2007**  
**Pat Wagner, Presenter**

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**Conflict Resolution Skills and Strategies for Library Middle Managers  
Evaluation Form May 8, 2007**

**40 Registered**

**36 Attended**

**35 Evaluations**

**Please rate the following by circling the appropriate number  
(1-Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree or 5-Strongly Agree)**

**The content of the symposium is relevant to me as a middle level manager.**

**1 2 3 4 (7) 5 (28)**

**The presenter delivered information in an interesting, interactive manner**

**1 2 3 4 (3) 5 (32)**

**Ideas, concepts presented were new and/or innovative to me.**

**1 2 3 (4) 4 (18) 5 (13)**

**The symposium materials were helpful by enabling me to follow along with the presenter.**

**1 2 3 4 (15) 5 (20)**

**The facility was appropriate for the symposium.**

**1 2 (3) 3 (8) 4 (11) 5 (11)**

**Overall, the symposium met my expectations.**

**1 2 3 4 (9) 5 (25)**

**List three top issues discussed today that are directly applicable to your position as a middle level manager. (number in parentheses indicates additional instances of comment)**

**Look at self first (1)**

**Controlling my own behavior**

**My mindset**

**Choose how you react**

**We choose how to react to what other people tell us**

**Being able to be introspective-my role in the situation**

**People make choices**

**Choices have consequences**

**Pause button (2)**

**Pause, calm down (2)**

**Pause, no bullying, no victim, no meddling**

**Pause take a breath**

**Pause before responding to make sure you don't judge anyone**

**Conflict triangle (5)**

**Bully, Victim, Meddler (6)**

**Are you a bully, victim or enabler?**

**Don't bully or be bullied**

**How to change one's perception of the problem who is the bully, victim, meddler in the equation**

**Do Not Meddle**

**How to neutralize my own bully behavior**

**Civility Agreement**

**Use of contract in solving problem**

**Conflict negotiating techniques**

**Use of mediation (1)**

**How to be a successful coach**

**Be a coach (1)**

**Coaching by mediator**

**How to be a better coach and not a meddler**

**Conflict Resolution (1)**

**How to deal with or redirect the problem**

**Differences between personnel & personal (7)**

**Sending & receiving messages**

**Word "respect" has no meaning**

**How to solve conflict**

**Dealing more effectively with staff behaviors that serve as triggers to me**

**Types of conflict**

**Triggers**

**Basic rules of communication**

**Using a better way to communicate**

**Improve communication**

**Memo**

**Behaviors of people**  
**Interaction of types**  
**Possibilities of why things happen the way they do**  
**Dealing with others – identifying what’s happening**  
**Understanding different behavior**  
**Chunking down**  
**Gossip Diet (7)**  
**Learn how to stop gossip**  
**Dealing with gossip and victims**  
**Learn company policies**  
**Policy audit**  
**Venting about unpleasant patrons may not be beneficial**  
**Twelve warning signs that we need to leave (1)**  
**The importance of fun in the workplace**  
**We have to learn how to be better people than we really are, elicit the best from staff**  
**Shifting from warm chats to more effective coaching**  
**Arbitration process was very helpful**  
**Meet with your difficult staff**  
**Issues must be addressed**  
**Being more positive when dealing with problems**  
**Be non-judgmental/give the benefit of the doubt**  
**Hard to sort out issues at the moment, Lots to think about**

**What other topics would you like to see the State Library and Archives address in an all day seminar for the middle level manager?**

**Hiring Process—Best Practices for Interviewing selecting new employees**  
**Being an effective middle manager- manager trusts you enough to allow you to do your job**  
**Procedure & Policy manual writing**  
**Customer service skills**  
**Approaches & Vocabulary**  
**Anything related to personnel issues**  
**Team building**  
**Grant Writing**  
**Fundraising**

**Was today's session a worthwhile investment of your time? Please explain:**

**Yes (1)**

**Absolutely (3)**

**More new than most workshops – yes**

**Yes – one of the best I've heard on topic**

**Very much so, it brought to the fore front the fact that when you are rational it is harder to be emotive!!!**

**Yes, learned a lot about myself and others-gave me a lot to work on**

**Yes, it was very helpful**

**Yes, fresh perspective on resolving conflict and altering my attitude**

**Oh yes much to think about both personally and professionally**

**Yes, it is valuable to learn techniques to grow as a person**

**Yes it is applicable in my situation**

**Yes, the session was worthwhile, It was very interesting and I have learned a lot**

**Yes very relevant to my position**

**Absolutely opened my eyes to where our library is lacking –specifically policy enforcement and policy making**

**Yes, Pat is a wonderful speaker**

**Her personal examples added a lot to this workshop**

**Yes, I have heard some of this before, it is good to keep hearing it to reinforce it**

**Yes, it gave good pointers on how to address issues**

**Yes, speaker provided useful information**

**Yes, I enjoyed the presentation and learned quite a lot**

**Every topic was worthwhile investment of my time**

**Yes, it related to current workplace issues**

**Yes, I have several ideas to take back & implement in my work**

**For the most part yes**

**It was very positive-It will definitely change my dealing with others**

**Yes, good ideas that can be used on the job**

**Do you have other comments about the symposium?**

**Yes – one of the best I've been to**

**Very excellent speaker & obviously on top of conflict resolution solutions!!!**

**Very good but did feel a bit claustrophobic-need stretching room**

**Excellent skills and knowledgeable speaker**

**The meeting place was cramped and the presenter did not have a table or stand to place her material she had to use the floor**

**Excellent examples & interpretation of psychology, etc.**

**Yes loved Pat**

**Very informative**

**Good and dynamic**

**Great**

**Excellent presentation**

**How's it working for you**

**Didn't like the room – round tables were inappropriate**

**Pat is an excellent communicator**

**Wonderful speaker – very engaging**

**Many thing to think about in changing my behavior**

**Pat was very good, better than any other lecture on similar topics**

The Middle Manager Leadership Symposium, a component of the Florida Library Leadership Program, is made possible by a Library Services and Technology grant administered by the Florida Department of State, State Library and Archives of Florida

**Please leave this evaluation at any conference table  
THANK YOU!**