

# I AM, BECAUSE WE ARE

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## THE POWER OF A SHARED STORY

PRESENTED BY *Shola Richards*





“If you want to go fast, go alone.  
If you want to go far, go together.”

# UBUNTU

-AFRICAN PROVERB





**"I've learned that people will forget  
what you said,  
people will forget  
what you did,  
but people will never forget  
how you made them feel."  
-Maya Angelou**

# TODAY'S AGENDA

I. The Spirit of Ubuntu: The Keys to Creating a Shared Story

## BREAK

II. Exercise: Crafting Your Story

III. Connecting to Your Strength

IV. The End of the Beginning



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The Spirit of Ubuntu:  
The Keys to Creating a  
Shared Story



# CAN YOU CHOOSE THE RIGHT ANSWER?

**#1:**

**A. Red    B. Green**

**#2:**

**A. Purple    B. Blue**

**#3:**

**A. Horizontal    B. Vertical**

**#4:**

**A. Five    B. Fifty**

**#5:**

**A. Stars    B. Planets**

**#6:**

**A. Up in the Air    B. On the Ground**

**#7:**

**A. Metal    B. Cloth**

**#8:**

**A. Checkerboard    B. Stripes**



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**B. Stripes**

# THE POWER OF A SHARED STORY

## KEY POINT:

***Our choices become easy when everyone shares the same vision***

## APPLICATIONS:

- ◆ Effectively telling a story to move people to action
- ◆ Convincing people to engage with your library's mission at the city, county, state and national level
- ◆ Ensuring that everyone in your library is operating at the highest levels of civility, customer service and professionalism





KEY #1: OWN IT (ACCOUNTABILITY)

*Connect to Your Higher Self*

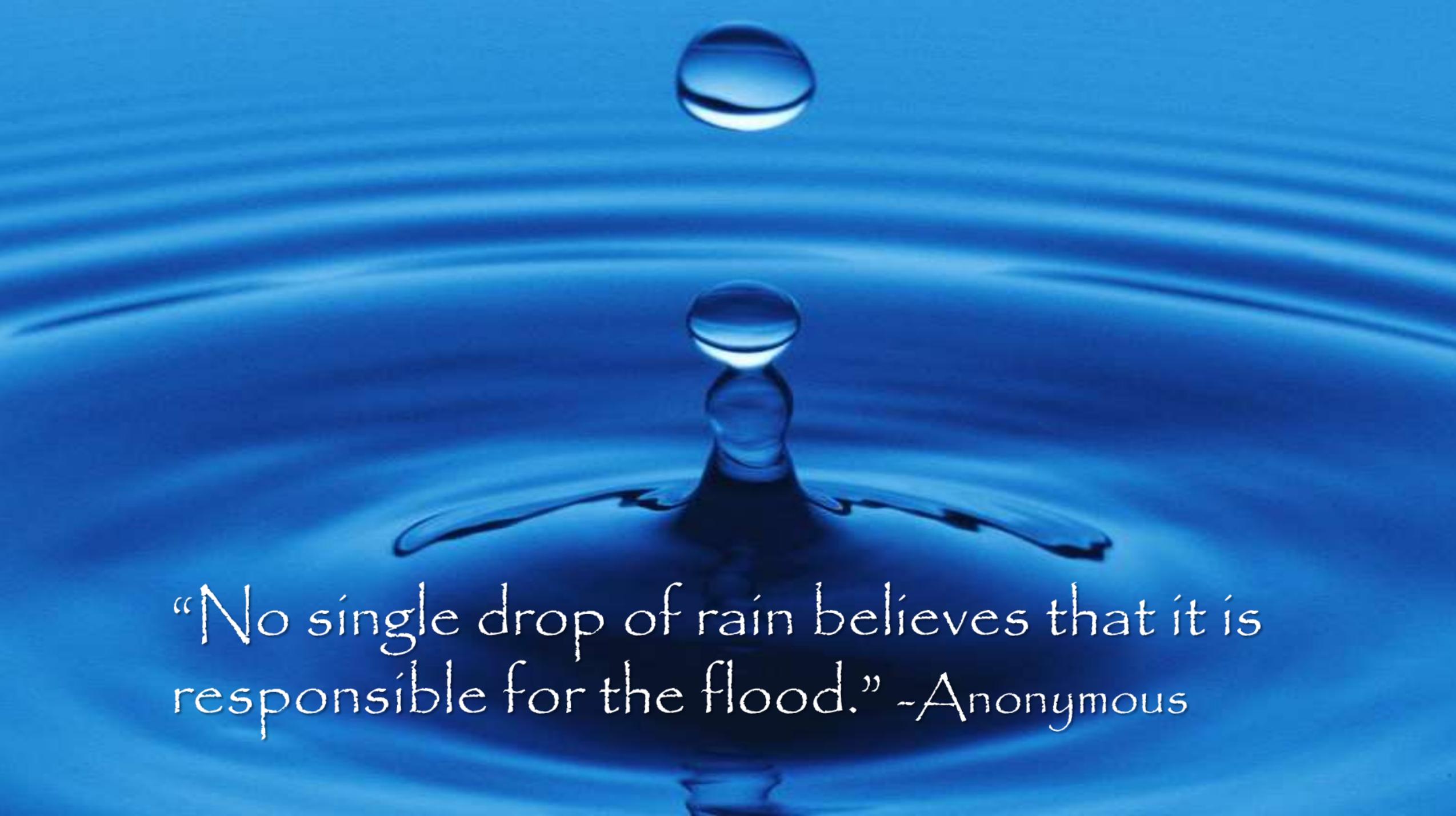
TEAM MEMBERS HAVE HIGH LEVELS OF OWNERSHIP OVER THEIR ACTIONS, THEIR WORDS AND THEIR BEHAVIOR.



## KEY #2: LIVE IT (ATTITUDE)

A room with a white door, a grey wall, and a wooden floor. Two potted plants are on the floor.

TEAM MEMBERS' HABITUAL  
WAY OF THINKING IS POSITIVE  
AND SOLUTION-ORIENTED.



“No single drop of rain believes that it is responsible for the flood.” -Anonymous

# KEY #3: SAY IT (COMMUNICATION)



TEAM MEMBERS EXCHANGE INFORMATION (VERBALLY, NON-VERBALLY, IN-PERSON OR VIA EMAIL) IN WAYS THAT ARE CLEAR, DIRECT AND RESPECTFUL.



**45%** of employees said that they  
took the stress from their jobs due to  
workplace incivility. **45%** of employees  
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jobs due to workplace incivility.



**Source:** *The Cost of Bad Behavior: How Incivility is Damaging Your Business and What to Do About It.* (Christine Pearson and Christine Porath)

## KEY #4: ADDRESS IT (CONFLICT)



DISPUTES AMONG TEAM MEMBERS ARE ADDRESSED QUICKLY AND RESOLVED PROFESSIONALLY.

# BEHAVIOR OR NOT?

1. Over-confident
2. Very aggressive
3. Needs to be less emotional and more strategic
4. Arrogant
5. Good team player and cares about the people in her department
6. Decisive
7. Extremely productive
8. Excellent all-around manager

Remember:  
*Behaviors are actions  
that people take.*



# FOCUS ON THE BEHAVIOR NOT THE PERSON

- ✗ “He was **rude** during the meeting.”
- ✓ “He spoke at the same time another person was speaking.” (*Rude*)
- ✗ “She was **engaged** during our team meeting.”
- ✓ “She leaned forward in her chair, wrote notes after other team members spoke, and then repeated some of the things that they said.” (*Engaged*)
- ✗ “She seemed **bored** at her team’s presentation.”
- ✓ “She yawned, rolled her eyes, and looked out of the window during her team’s presentation.” (*Bored*)
- ✗ “He seemed **pleased** with the report his employees presented.”
- ✓ “He smiled and nodded his head during his employees’ presentation of the report.” (*Pleased*)



# KEY #5: HONOR IT (RECOGNITION)

TEAM MEMBERS ARE  
APPRECIATED FOR THE  
POSITIVE CONTRIBUTIONS  
THEY MAKE TO THE TEAM.



# THANK YOU



77% of employees said that they would work harder if their efforts were better recognized and appreciated at work.

*-Source, Leadership IQ  
-Workforce Mood Tracker Survey*



## KEY #6: FLEX IT (ROLE FLUIDITY)

TEAM MEMBERS ARE WILLING TO CONSISTENTLY STEP OUTSIDE OF THEIR DESIGNATED ROLES TO FURTHER THE SUCCESS OF THE TEAM.



# KEY #7: SUPPORT IT (ASSIST)



TEAM MEMBERS ARE WILLING TO ACT SELFLESSLY TO ASSIST OTHER TEAM MEMBERS WHO ARE STRUGGLING.





ILLUSTRATION BY ROSE SMITH  
WWW.STYLISHPOST.COM/ALBUMS/11114

LIFE  
IS WAY  
TOO SHORT  
TO SPEND  
ANOTHER DAY  
AT WAR  
WITH YOURSELF.

# KEY #8: PROTECT IT (TRUST)

TEAM MEMBERS ARE DEDICATED TO ENSURING THE PERSONAL, PROFESSIONAL AND PSYCHOLOGICAL SAFETY OF ALL TEAM MEMBERS.



# TRUST-BUILDING DISCUSSIONS

- ✓ The setback that made me **demonstrate resilience** in order to get through it.
- ✓ The **book** that had the biggest positive impact on me and why.
- ✓ My **favorite quote**, bumper sticker, or saying.
- ✓ The **greatest kindness** ever shown to me.
- ✓ The **most courageous act** that I ever witnessed.
- ✓ The **biggest risk** I could take in my life right now.
- ✓ The **hardest challenge** I am currently facing at work.
- ✓ One thing that people usually **misunderstand** about me.



The Positivity Solution 

# The Dunning-Kruger Effect



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Break Time!



# SHOLA RICHARDS



KEEP IN TOUCH WITH ME!

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@POSITIVITIESOLVE



@POSITIVITIESOLVE



MY BOOKS: "MAKING WORK WORK" AND "GO TOGETHER"

JOIN THE WORKPLACE  
POSITIVITY MOVEMENT!

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Ready to join the thousands of people worldwide who start off their Monday mornings with some hard-hitting positivity? If so, simply text the word **POSITIVITY** to **444999** to join my Monday Morning "*Positivity Solution*" email list!

And...as an added bonus, you'll receive my free e-book, *The Definitive Guide for Dealing with Extremely Difficult People!*



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# I AM, BECAUSE WE ARE THE POWER OF A SHARED STORY

**EXERCISE:**  
Crafting Your Story



**#1: Own It:**  
*Accountability*



**#2: Live It:**  
*Attitude*



**#3: Say It:**  
*Communication*



**#8: Protect It:**  
*Trust*



**#4: Address It:**  
*Conflict*



# 8 KEYS OF UBUNTU

**#7: Support It:**  
*Assist*



**#6: Flex It:**  
*Role Fluidity*



**#5: Honor It:**  
*Recognition*



What does it mean  
to be “on time” for  
your 7 AM shift?

# CREATING A SHARED STORY, STRATEGICALLY

## 1. Diagnose the Issue



**#1: Own It:**  
*Accountability*



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# CREATING A SHARED STORY, STRATEGICALLY

1. Diagnose the Issue
2. Brainstorm Ideas for Improvement



## Brainstorm Question:

*“What behaviors can we start or stop doing to improve COMMUNICATION on our work team?”*

# CREATING A SHARED STORY, STRATEGICALLY

## Brainstorm Ideas: Communication (“Say It”)

- Stop gossiping about co-workers.
- Stop complaining and take ownership.
- Start addressing inappropriate communication within the team (yelling, passive-aggressiveness, name-calling, etc.) instead of making excuses as to why we can’t do anything about it.



# Creating Positive Teams, Strategically

1. Diagnose the Issue
2. Brainstorm Ideas for Improvement
3. Create the Commitment Statements



# CREATING A SHARED STORY, STRATEGICALLY

## ~~Break to the Good Communication Culture ("Satsit")~~

- We will ~~demonstrate positive communication~~ by ~~Stop gossiping about co-workers.~~ committing to talk to our co-workers when challenges arise, not about them.

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- We will ~~demonstrate positive communication~~ by ~~Stop complaining and take ownership.~~ being problem-solvers, instead of solely pointing out all of the problems that exist in our unit and organization.

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- Start addressing inappropriate communication ~~within the team (yelling, passive aggressiveness, name-calling, etc.)~~ instead of making excuses as to why we can't do anything about it.



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## EXERCISE: CRAFTING TEAM NORMS



# CREATING THE SHARED STORY

## 1. Diagnose the Issue



## **"OWN IT":**

### **ACCOUNTABILITY**

TEAM MEMBERS HAVE OWNERSHIP OVER THEIR ACTIONS, THEIR WORDS AND THEIR BEHAVIOR

## **"FLEX IT": ROLE FLUIDITY**

TEAM MEMBERS ARE WILLING TO CONSISTENTLY STEP OUTSIDE OF THEIR DESIGNATED ROLES IN ORDER TO FURTHER THE SUCCESS OF THE TEAM

## **"PROTECT IT": TRUST**

TEAM MEMBERS ARE DEDICATED TO ENSURING THE PERSONAL, PROFESSIONAL AND PSYCHOLOGICAL SAFETY OF ALL TEAM MEMBERS

## **"LIVE IT": ATTITUDE**

TEAM MEMBERS HABITUAL WAY OF THINKING IS POSITIVE AND SOLUTION-ORIENTED



## **"SUPPORT IT": ASSIST**

TEAM MEMBERS ARE WILLING TO ACT SELFLESSLY TO ASSIST OTHER TEAM WHO ARE STRUGGLING

## **"SAY IT":**

### **COMMUNICATION**

TEAM MEMBERS EXCHANGE INFORMATION (VERBALLY, NON-VERBALLY, IN-PERSON OR VIA EMAIL) IN WAYS THAT ARE CLEAR, DIRECT AND RESPECTFUL

## **"ADDRESS IT": CONFLICT**

DISPUTES AMONG TEAM MEMBERS ARE ADDRESSED QUICKLY AND RESOLVED PROFESSIONALLY

## **"HONOR IT": RECOGNITION**

TEAM MEMBERS ARE APPRECIATED FOR THE POSITIVE CONTRIBUTIONS THEY MAKE TO THE TEAM

# CREATING THE SHARED STORY

1. Diagnose the Issue
2. Brainstorm Ideas for Improvement



# CREATING THE SHARED STORY

Brainstorm Question:

*“What behaviors can we start or stop doing to improve \_\_\_\_\_ on our work team?”*

# CREATING THE SHARED STORY

1. Diagnose the Issue
2. Brainstorm Ideas for Improvement
3. Create Commitment Statements



# CREATING THE SHARED STORY

Transform your ***top two or three*** highest-prioritized brainstormed items into commitment statements beginning with the words, “*We will...*”

**Accountability Example:** “*Stop acting like we are helpless victims*” could turn into...



“*We will **demonstrate accountability** by doing whatever is within our control to improve the team, and not giving power to the things that are outside of our control.*”

# REPORT OUT



# CREATING THE SHARED STORY

1. Diagnose the Issue
2. Brainstorm Ideas for Improvement
3. Create the Commitment Statements
4. Reinforce, Reinforce, Reinforce!



# REINFORCING THE NEW CULTURE

- ✓ Daily huddles/team meetings
- ✓ One-on-One meetings
- ✓ Peer feedback
- ✓ Interviews for new team members (and reference checks, too)
- ✓ Performance evaluations
- ✓ Email reminders



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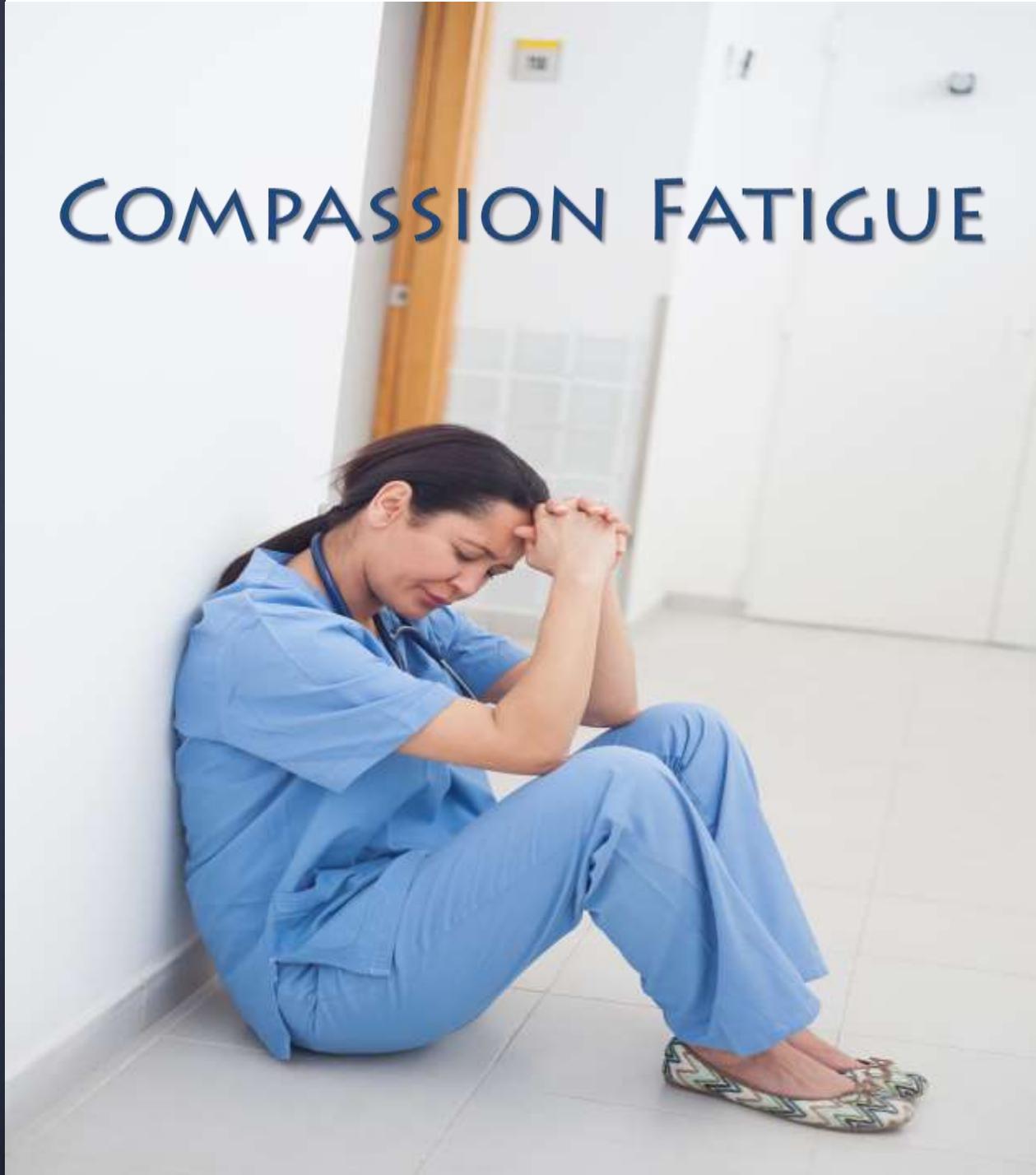
Connecting to Your  
Strength



# BURNOUT



# COMPASSION FATIGUE



# BURNOUT

Cumulative process marked by emotional exhaustion and withdrawal associated with increased workload and institutional stress. It is **NOT** trauma related.

Source: The American Institute of Stress



# WARNING SIGNS OF BURNOUT

- ◆ Loss of purpose
- ◆ Low connection to your role and/or to the people who you serve
- ◆ Moodiness
- ◆ Cynicism
- ◆ Feelings of helplessness and hopelessness
- ◆ Absenteeism and/or presenteeism
- ◆ Difficulty concentrating
- ◆ Emotional detachment
- ◆ Quickness to anger
- ◆ Low morale/excessive complaining



# COMPASSION FATIGUE

The emotional residue or strain of exposure to working with those suffering from the consequences of traumatic events. Compassion Fatigue can occur due to exposure on one case, or can be due to a cumulative level of trauma.

**Source:** The American Institute of Stress



# WARNING SIGNS OF COMPASSION FATIGUE

- ◆ Nightmares and/or trouble sleeping
- ◆ Dread of working in certain types of situations
- ◆ Flashbacks of traumatic episodes
- ◆ Crippling self-doubt
- ◆ Becoming a “workaholic”
- ◆ Unhealthy coping tactics (e.g., increased use of alcohol or drugs)
- ◆ Isolation from others
- ◆ Extremely irritable (and often taking out your irritability on others)
- ◆ Lack of interest in hobbies



# UNHEALTHY BELIEFS

"I DON'T WANT TO BE SEEN AS WEAK OR AS A WHINER..."

WORRYING ABOUT MY CHALLENGES IS SELFISH. IT'S NOT ABOUT ME—I'M HERE TO CARE FOR OTHERS...

"EVERYONE ELSE AROUND HERE SEEMS TO BE FINE, SO THERE MUST BE SOMETHING WRONG WITH ME..."

"THESE FEELINGS ARE JUST PART OF THE JOB. I JUST HAVE TO KEEP PLUGGING ALONG. I'M SURE THAT IT WILL GET BETTER EVENTUALLY..."

"I'LL NEVER BE ABLE TO ADVANCE IN MY CAREER IF I ADMIT TO OTHERS THAT I'M STRUGGLING..."

# PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

**Web Address:** [https://proqol.org/ProQol\\_Test.html](https://proqol.org/ProQol_Test.html)

The **Professional Quality of Life Scale** (ProQOL) is the most widely-used self-assessment to measure burnout and compassion fatigue in existence. You can access it by typing the web address above in your web browser, or you can put your smart phone camera over the QR code to the right.



# VIEWING SELF-CARE DIFFERENTLY

## FEEL GOOD SELF-CARE



## SMART SELF-CARE



**Source:** *Aces Too High, Fight Burnout and Compassion Fatigue with Lots of Self-Care Ideas* by Larissa Krause

# VIEWING SELF-CARE DIFFERENTLY

## FEEL GOOD SELF-CARE



- ◆ Meditation/yoga
- ◆ Reading a good book
- ◆ Taking a bath
- ◆ Playing with your pet
- ◆ Exercise/going on a walk
- ◆ Spending quality time with friends and family
- ◆ Getting a massage
- ◆ Taking regular vacations

# VIEWING SELF-CARE DIFFERENTLY

- ◆ Maintaining healthy boundaries (saying “No”)
- ◆ Removing yourself from toxic relationships
- ◆ Going to therapy
- ◆ Reducing (or eliminating) the time spent on social media
- ◆ Making healthy food choices
- ◆ Forgiving others (and yourself, if necessary)
- ◆ Asking for help
- ◆ Refusing to numb yourself and/or justify unhealthy behavior because of all of the good things that you’re doing for others

SMART SELF-CARE



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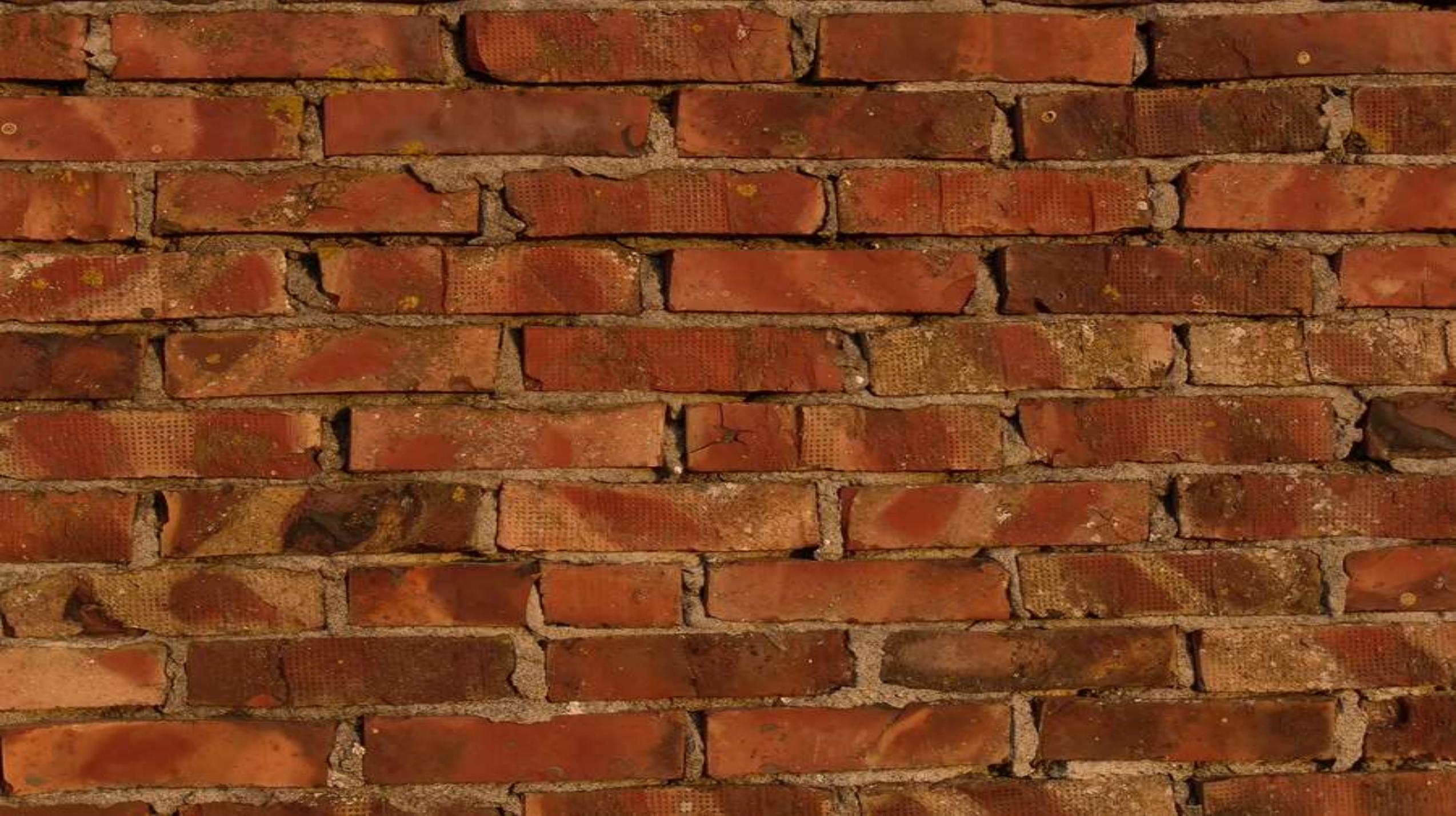


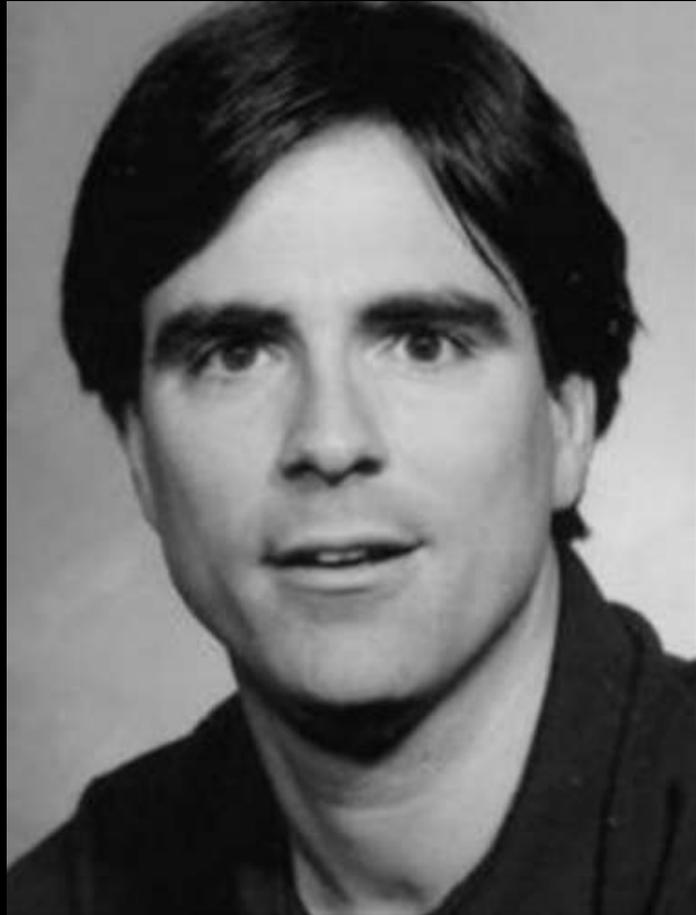


# I AM, BECAUSE WE ARE THE POWER OF A SHARED STORY

Conclusion:  
The End of the Beginning







The brick walls are there for a reason. The brick walls are not there to keep us out. The brick walls are there to give us a chance to show how badly we want something. Because the brick walls are there to stop the people who don't want it badly enough. They're there to stop the other people.

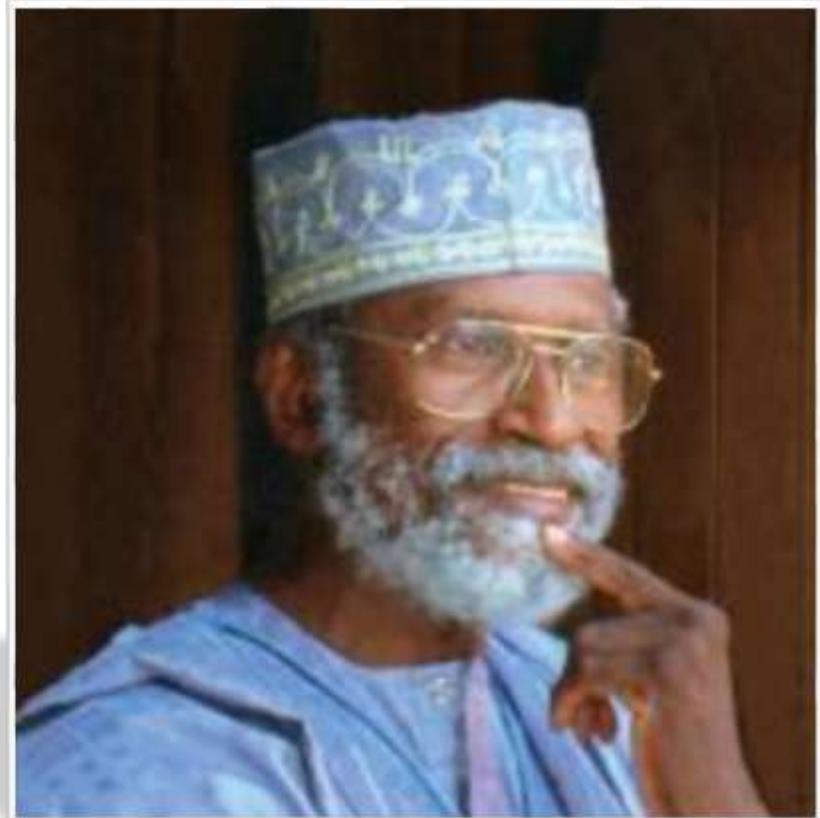
— *Randy Pausch* —

# **COMMITMENT**

**MEANS STAYING LOYAL TO  
WHAT YOU SAID YOU WERE  
GOING TO DO, LONG AFTER  
THE MOOD YOU SAID IT IN  
HAS LEFT YOU.**



“I’m too small to make a difference.”

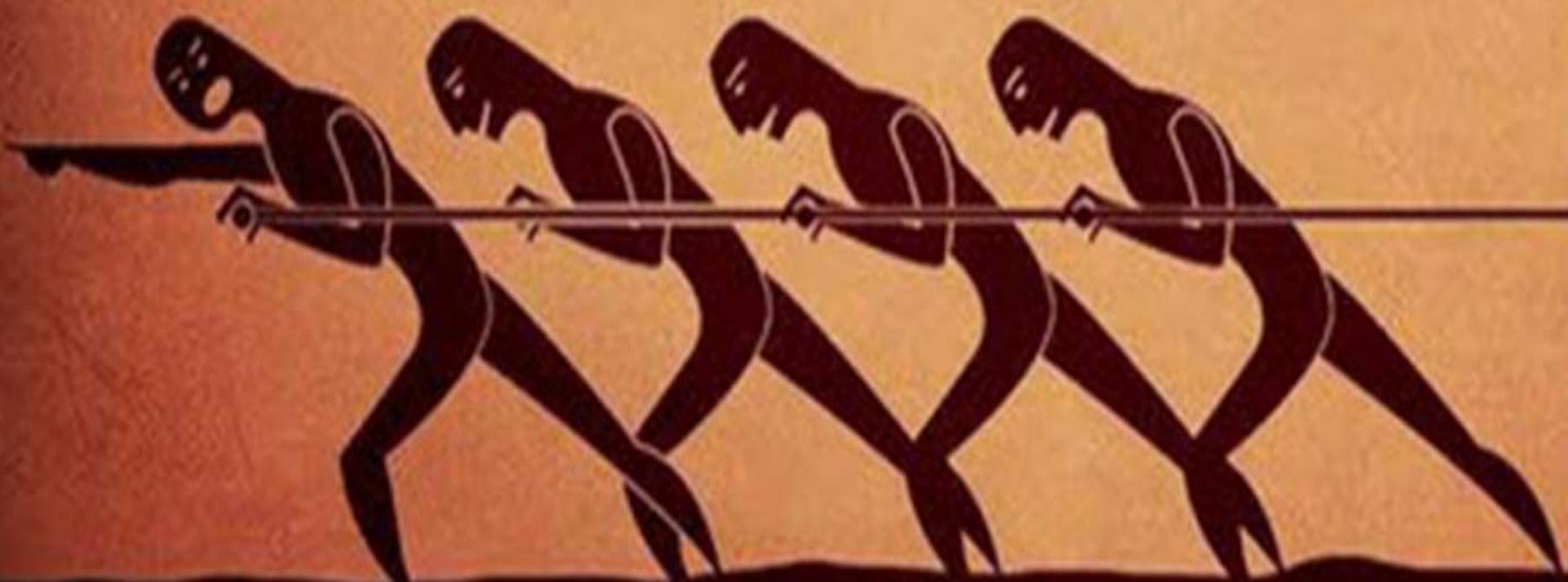


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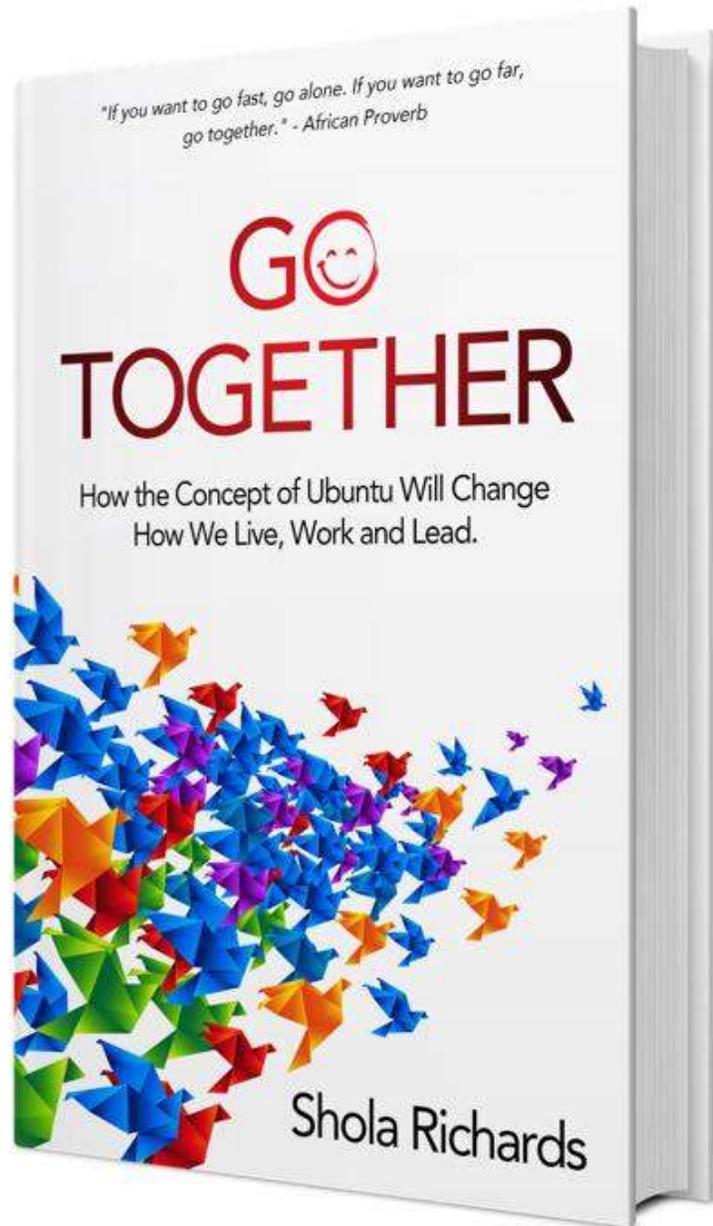
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# LEADER



MISSION



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