I AM, BECAUSE WE ARE

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
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
TODAY’S AGENDA

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

BREAK

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

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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
Can you choose the right answer?

#1:  
A. Red  B. Green

#2:  
A. Purple  B. Blue

#3:  
A. Horizontal  B. Vertical

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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)

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
Team members exchange information (verbally, non-verbally, in-person or via email) in ways that are clear, direct and respectful.
Yelling or raising your voice
Belittling a colleague, the work done by a colleague, or both
CC'ing the entire leadership team whenever you send an email
Spreading rumors or gossiping about others
Passive-aggressiveness
Stealing (or “forgetting”) to share credit for a job well done
Casting blame on others for your own mistakes
Criticizing people in front of others
Interrupting others and/or not listening
Eye-rolling, loud sighing, head-shaking (etc.) when others are talking
25% of employees said that they look for a new job due to the stress of working with workplace incivility.
Disputes among team members are addressed quickly and resolved professionally.
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.
“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.
More than 60% of employees seldom, if ever, receive personal thanks.

-Source, Leadership IQ
-Workforce Mood Tracker Survey
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.
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.
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 Dunning-Kruger Effect
I. The Spirit of Ubuntu: The Keys to Creating a Shared Story

II. **Exercise: Crafting Your Story**

III. Connecting to Your Strength

IV. The End of the Beginning
Break Time!
SHOLA RICHARDS

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@PositivitySolve

My Books: “Making Work Work” and “Go Together”

Join the Workplace Positivity Movement!

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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EXERCISE:
Crafting Your Story
8 Keys of Ubuntu

#1: Own It: Accountability
#2: Live It: Attitude
#3: Say It: Communication
#4: Address It: Conflict
#5: Honor It: Recognition
#6: Flex It: Role Fluidity
#7: Support It: Assist
#8: Protect It: Trust
What does it mean to be “on time” for your 7 AM shift?
1. Diagnose the Issue
8 KEYS OF UBUNTU

#1: Own It: Accountability

#2: Live It: Attitude

#3: Say It: Communication

#4: Address It: Conflict

#5: Honor It: Recognition

#6: Flex It: Role Fluidity

#7: Support It: Assist

#8: Protect It: Trust
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

Stop gossiping about co-workers.

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

Stop complaining and take ownership.

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

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.

Shola Richards | www.SholaRichards.com | Shola@SholaRichards.com
8 Keys of Ubuntu

#1: Own It:
Accountability

#2: Live It:
Attitude

#3: Say It:
Communication

#4: Address It:
Conflict

#5: Honor It:
Recognition

#6: Flex It:
Role Fluidity

#7: Support It:
Assist

#8: Protect It:
Trust
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.
1. Diagnose the Issue
2. Brainstorm Ideas for Improvement
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.”
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
8 KEYS OF UBUNTU

#1: Own It: Accountability
#2: Live It: Attitude
#3: Say It: Communication
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Connecting to Your
Strength

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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
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…”
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.

**Web Address:** [https://proqol.org/ProQol_Test.html](https://proqol.org/ProQol_Test.html)
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
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Conclusion:
The End of the Beginning

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

-African Proverb
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