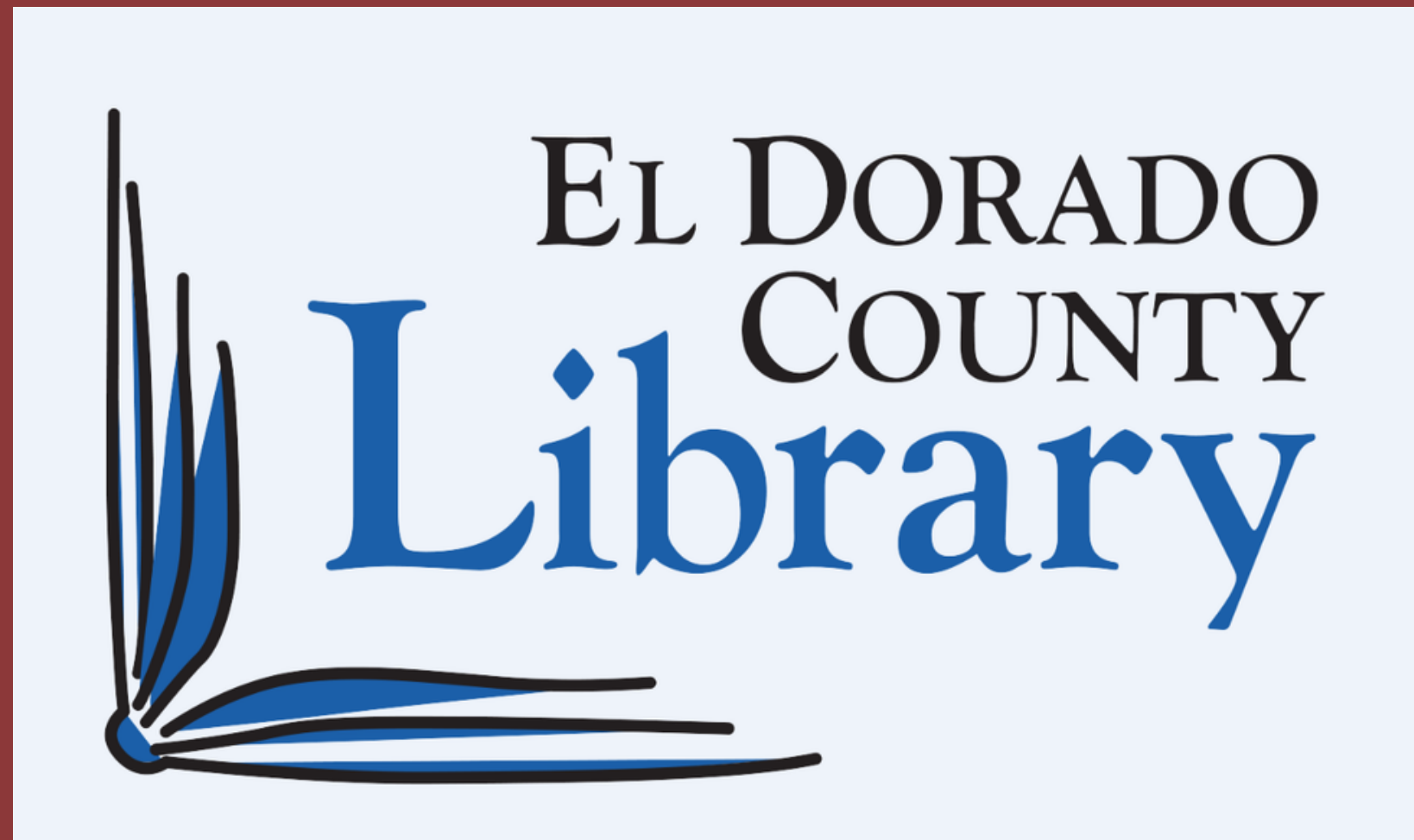


IN-SERVICE DAY



Placerville Library - October 20
2023

IN-SERVICE DAY SUPPORTS LIBRARY WORK AND BENEFITS STAFF AND THE COMMUNITY



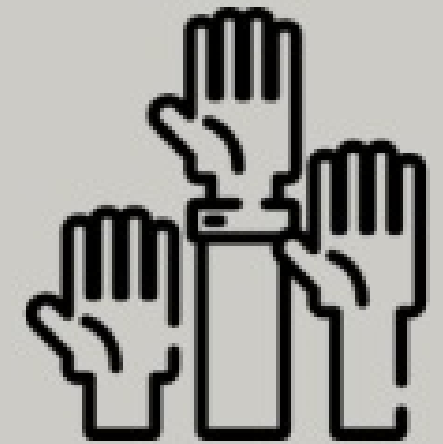
The library had **11,054** open hours in 2022/2023!



93,146 people have a card at our library



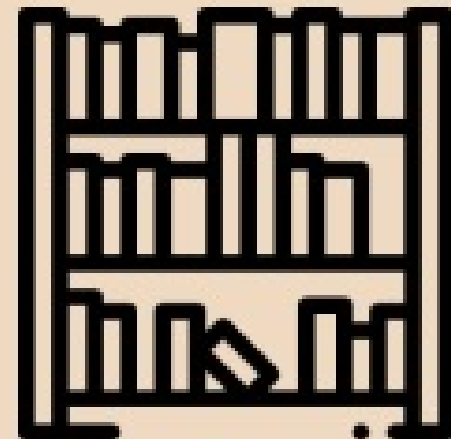
416,264 people walked through our doors last year



11,118 Reference questions were asked



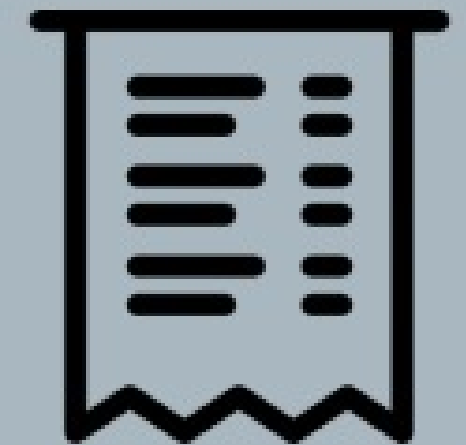
Print materials totaled **297,912**



The collection contained **612,616** items



There were **173,086** electronic materials circulated



Contributing to a total of **794,796** checkouts!



LIBRARY IN-SERVICE DAY OVERVIEW

- In-service day allowed the library and museum team to learn, train, and grow, in a dedicated collaborative environment, with the collective goal of continuing to provide excellent customer service to our patrons as community needs continue to evolve.
- Training during the in-service day this year included a nearly four-hour foundational course focused on building staff confidence and skill as related to working with those experiencing homelessness.
- Team building during the in-service day this year included nearly three-hours dedicated to exploring marketing possibilities, where staff brought nearly fifty different logo ideas for discussion.
- Activities during the in-service day this year included a one-hour question and answer session with members of El Dorado County Sheriff's Office Homeless Outreach Team.



**4 HOURS OF
TRAINING**

**3 HOURS OF
TEAM
BUILDING**

1 HOUR Q & A -

**HOMELESS
OUTREACH
TEAM**



TRAINING SESSIONS

1. trauma and the 5 most important seconds of conflict
2. nonverbal tools to eliminate conflict
3. preventing conflict
4. managing your own emotions during conflict
5. verbal tools for conflict

DE-ESCALATION 101



You have influence over another person's behavior because **you have influence over their brain.**

YOUR ACTIONS

THE OTHER PERSON'S BRAIN



ESCALATORS

Escalators are **things that you do** that engage "The Guard Dog" in the other person's brain.

TWO MOST IMPORTANT TYPES

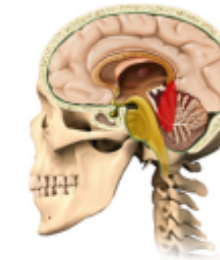
- Threats
- Disrespect



"THE GUARD DOG"

- ⚠ Fight/Flight
- ⚠ Emotional
- ⚠ Impulsive
- ⚠ Increases fear

PART OF THE BRAIN
AMYGDALA



Related Neurochemicals

Adrenaline
Cortisol



DE-ESCALATORS

De-Escalators are **things that you do** that engage "The Professor" in the other person's brain.

TWO MOST IMPORTANT TYPES

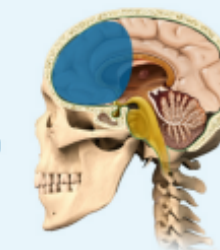
- Safety
- Respect



"THE PROFESSOR"

- ✓ Rational decision-making
- ✓ Self-control
- ✓ Increases trust & empathy
- ✓ Reduces anger/aggression

PART OF THE BRAIN
PREFRONTAL CORTEX



Related Neurochemicals

Serotonin
Dopamine
Oxytocin

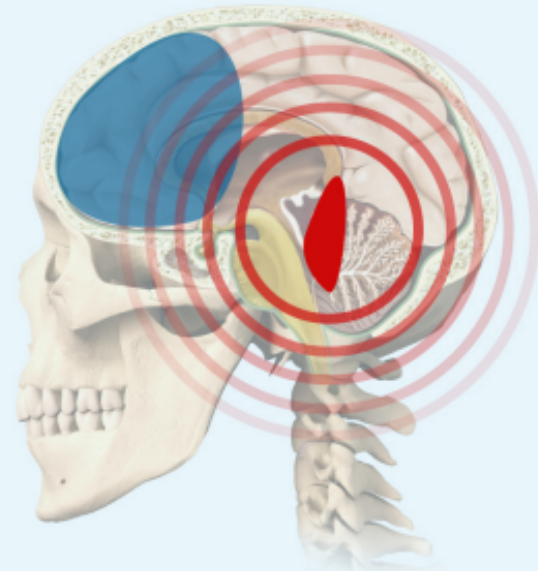
TRAUMA 101



The most vulnerable can be the most challenging because trauma **changes how the brain responds** to conflict.

IMPACT OF TRAUMA ON THE BRAIN

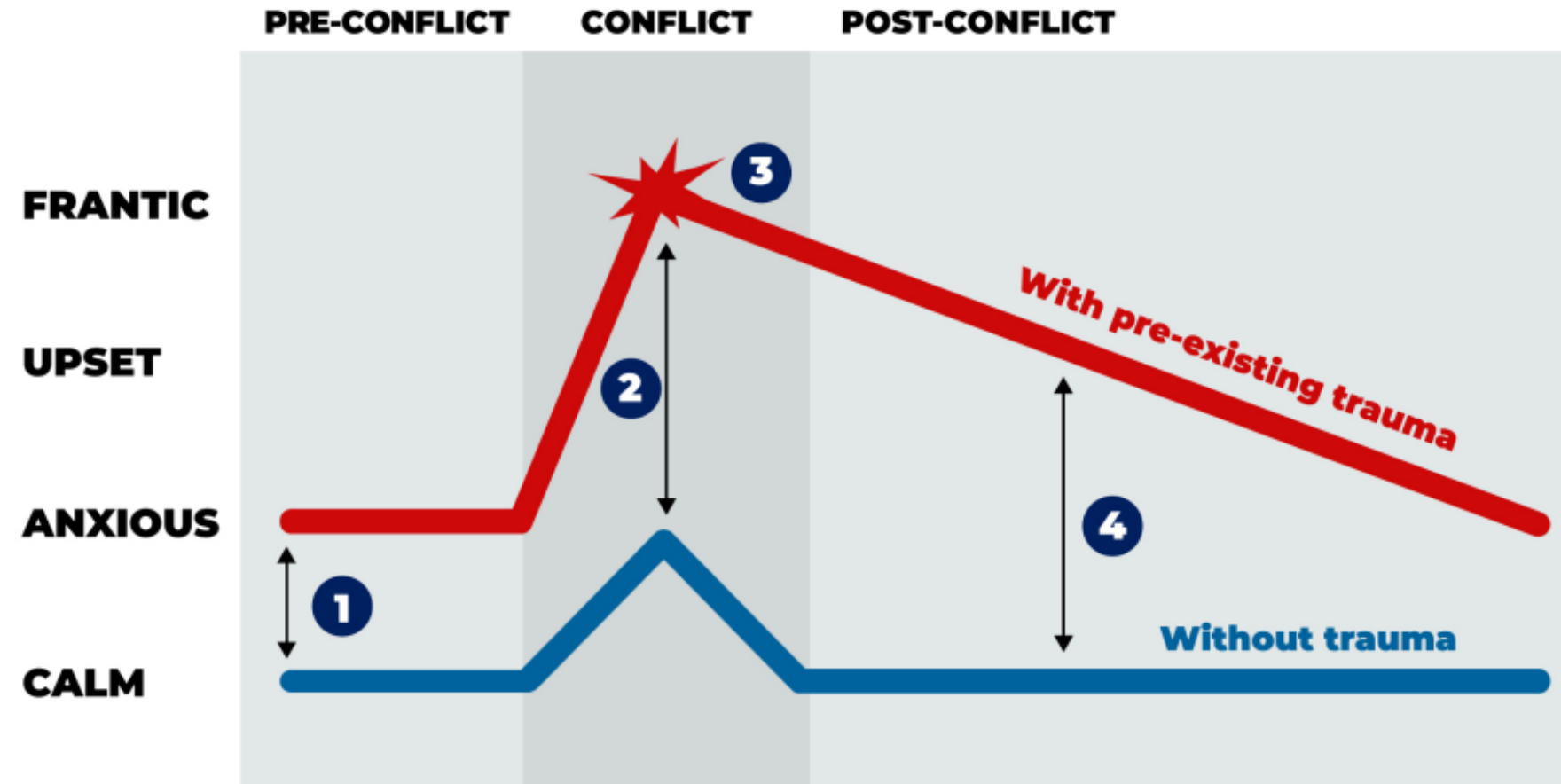
“THE GUARD DOG”



“THE PROFESSOR”



IMPACT OF TRAUMA ON CONFLICT



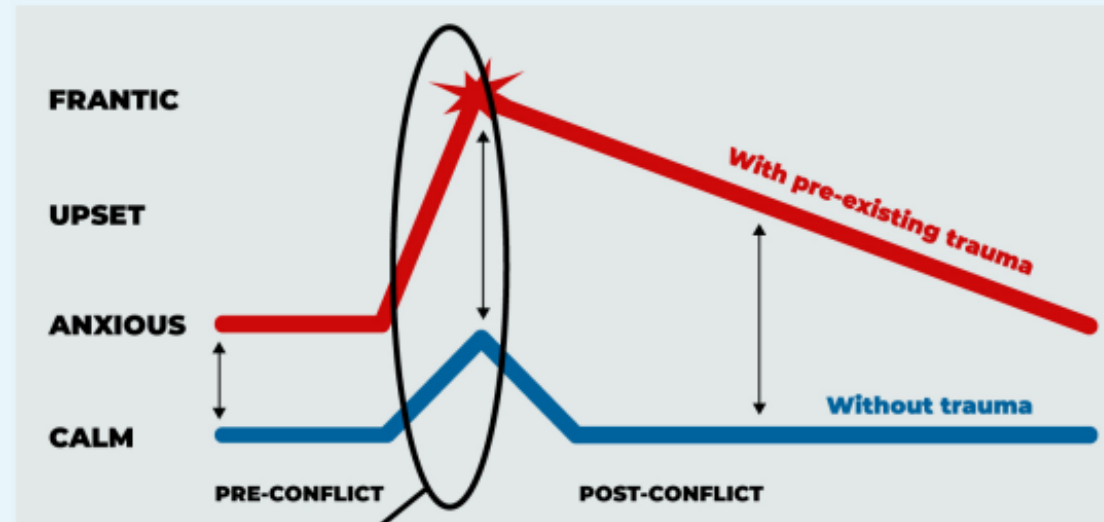
- 1 HYPERVIGILANCE**
Already in a heightened state of tension before an issue arises.
- 2 MISPERCEIVING THREAT STIMULI**
Becomes upset quicker, easier and with minor issues.
- 3 EMOTIONAL DYSREGULATION**
Increased anger and “reactive” aggression.
- 4 HYPERAROUSAL**
Trouble calming after becoming upset.

CONFLICT 101



If you get the **first five seconds of conflict** right, everything after is MUCH easier.

FIRST 5 SECONDS OF CONFLICT IS MOST IMPORTANT



CONFLICT
Your only goal during the first 5 seconds is to use your actions to set the direction of conflict.



ESCALATORS engage the other person's **GUARD DOG** and make everything after harder.



DE-ESCALATORS engage the other person's **PROFESSOR** and make everything after easier.



DE-ESCALATORS FOR THE FIRST 5 SECONDS



Slow Down

Do not ignore/avoid the situation or try to rush de-escalation. "Slow is smooth. Smooth is fast."



Introduce Yourself

Give your first name. Then ask their name.



Less Public

Ask the person to speak to you away from others who can hear you.



15 Degree Stance

Pivot your body 15 degrees so your shoulders do not point directly at the person.



Give FULL Attention

Listen.
Make eye contact.
Use "backchannel cues" (nodding, 'uh huh,' 'ok,').

PRO TIP

Using these de-escalators is **essential** when working with individuals who have experienced trauma.



CHALLENGING CUSTOMER SERVICE INTERACTIONS

AVERAGE SURVEY SCORE BEFORE TRAINING

Circle a number from 1-10, 1 being extremely uncomfortable, 10 being extremely comfortable, how comfortable are you de-escalating challenging customer service situations?

6.2

AVERAGE SURVEY SCORE AFTER TRAINING

Staff confidence increased after the training by as much as four points, with some scores jumping from 3 to 7!

7.8

100%

of staff said they were better prepared to offer excellent customer service



97%

better understand some of our patrons

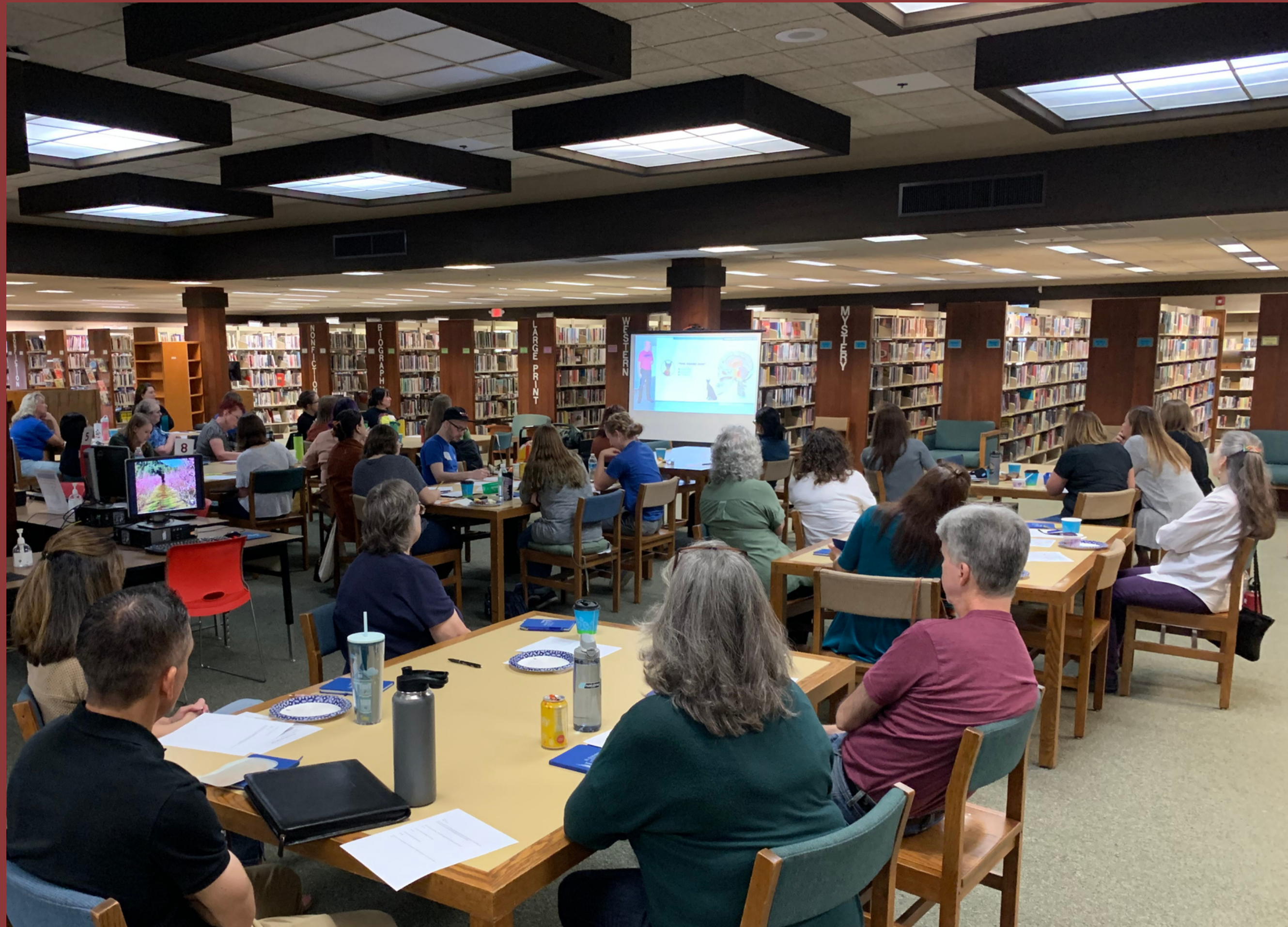


STAFF SURVEY RESULTS

97%

of staff learned something that helps them in their job



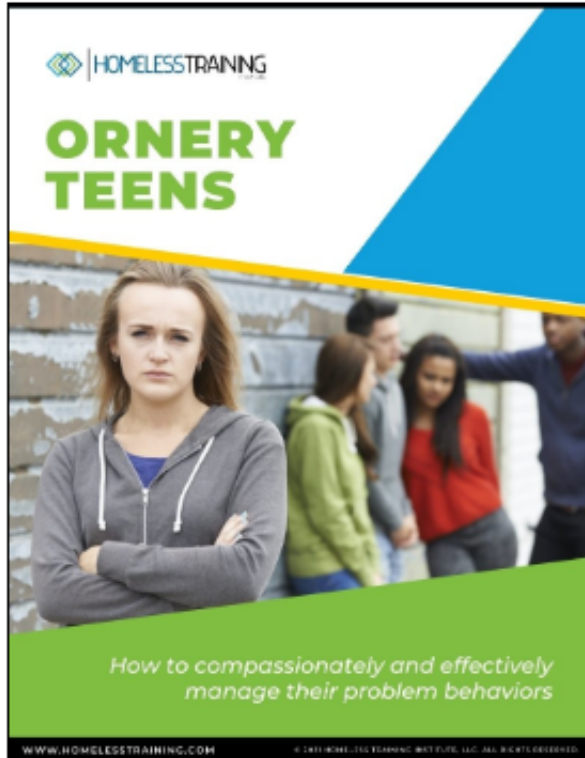


**100%
PARTICIPATION**

**PERFORMANCE
EVALUATION
GOALS**

**CORE AND
ADDITIONAL
TRAININGS
THROUGHOUT
YEAR VIA
WEBINARS**





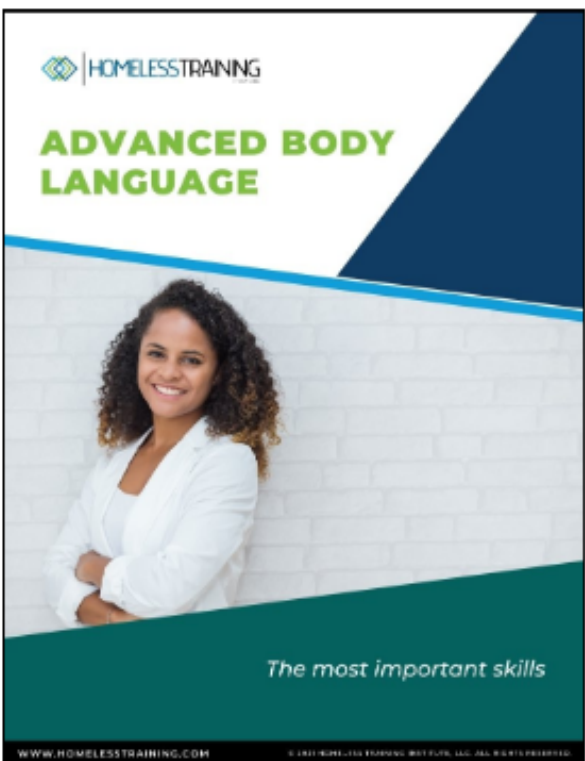
[WATCH TRAILER](#)

1 HOUR

ORNERY TEENAGERS

How to compassionately and effectively manage their problem behaviors

If you work with teenagers, you need to understand how their brains are different from adults' (or childrens'). For example, the "nucleus accumbens" and "frontal cortex" explain a lot of the goofy things that teens do. Their "bidirectional" view of respect explains much of the rest. This training teaches you how to adapt your style for teenagers. It focuses on practical skills for: 1) Pre-conflict, 2) During conflict and 3) Post-conflict. For example, research has shown that high expectations are effective when combined with one other thing.



1 HOUR

ADVANCED BODY LANGUAGE

The most important skills

If you have taken our core training, then you know *"It almost doesn't matter what you say. It is all about how you say it."* In this training, we will explore why nonverbal skills are so important for preventing conflict. You will learn the nonverbal cues that indicate someone may be violent (hint: it is not their volume!). You will also learn advanced body language techniques you can use today. For example, you will learn how to physically approach someone and the effectiveness of "mirroring."



TEAM BUILDING ACTIVITIES

marketing possibilities

staff brought nearly 50 different logo ideas to in-service day

through group exercises and discussion the team
chose one logo idea to explore further

updating the library logo would allow us to stay competitive from
a marketing perspective and better tell the story of the library
and what we offer to the community



HOMELESS OUTREACH TEAM

Q & A

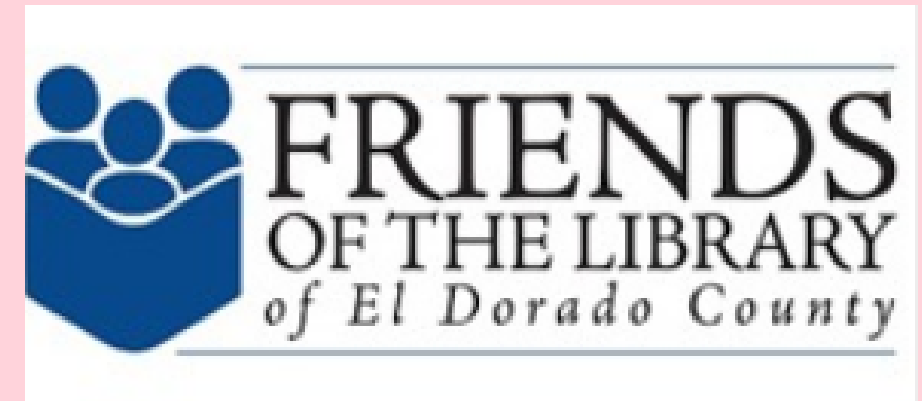
EL DORADO COUNTY SHERIFF'S OFFICE

- HOW THEY HELP THE COMMUNITY
- CHALLENGES AND OPPORTUNITIES THEY SEE
- HOW WE CAN CONTINUE TO WORK TOGETHER

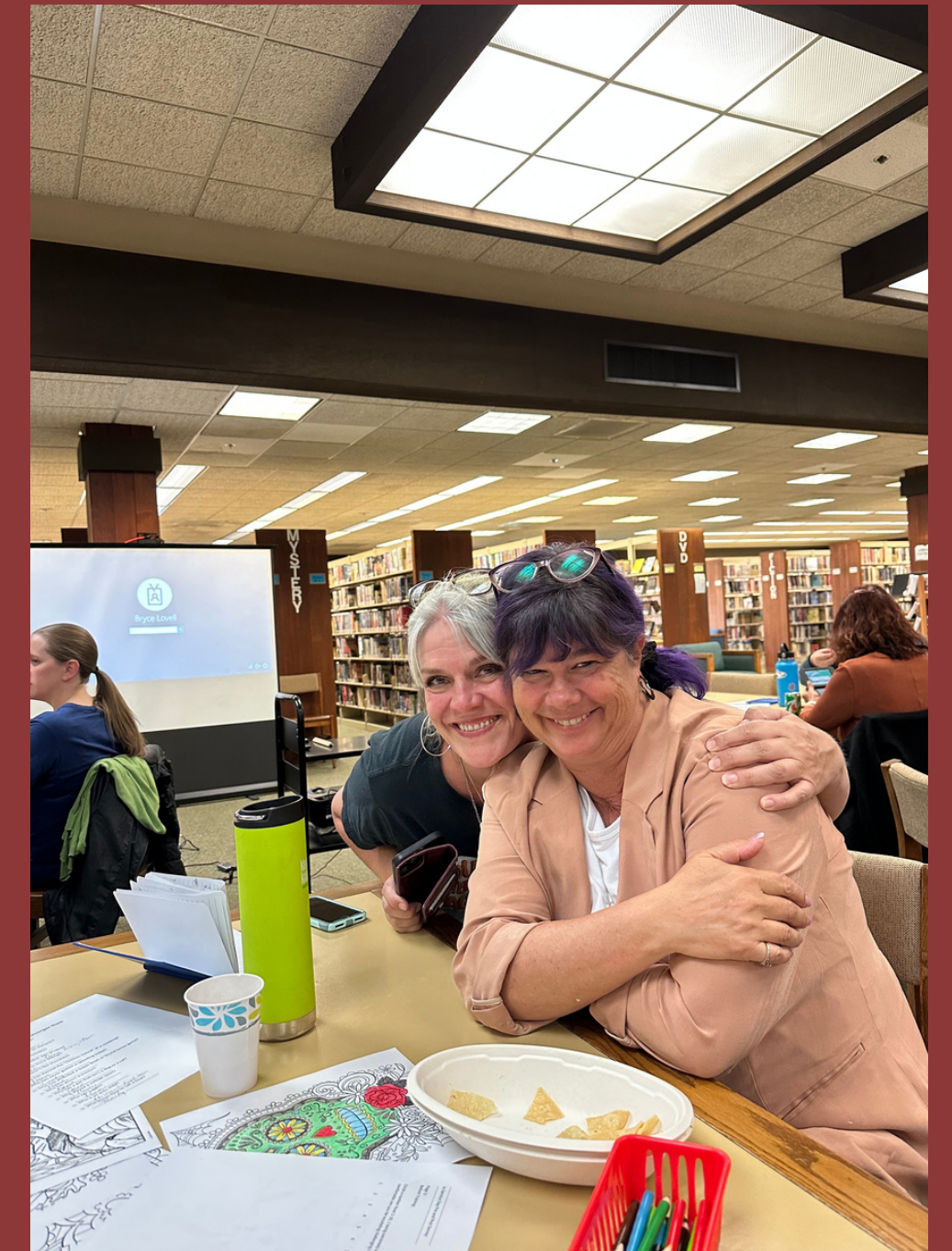
USE LIBRARY SPACES AS INTENDED

1. pruned shrubs to create better sightlines (Placerville)
2. wifi hours (6AM - 8PM - Placerville)
3. installed additional outdoor lighting (Placerville)
4. plan to fence our shed area used by the Native Plant Society (Placerville)

PROVIDED A STAFF LUNCH DURING IN-SERVICE DAY
1-YEAR OF ONLINE TRAINING ACCESS (\$1,349)



THANK YOU!





STAFF COMMENTS

Very informative!

Great video training!

Thank you, it was good information.

Very informative, fun, educational.

In-service day was great!

Helpful

Very good, learned a lot.

Very informative, I liked learning how the brain is functioning during a conflict.

Today's in-service day was great!

Great day. The training was dynamic and easily understandable.

END.

