This Month's Theme = COMMUNICATION

LIBRARY

UC CORE COMPETENCIES: Background

In May 2011 the University of California introduced a system-wide UC Core Competency Model. This model was based on the need to identify competencies that would serve as a foundational tool for the assessment and development of UC staff, managers and leaders. The UC Core Competencies can also be applied as standards to employment, compensation, performance management, career development, and succession management.

The UC Core Competencies are expected to be demonstrated in all UC employee roles. Those in the role of manager have additional competencies for which they are accountable.

This Competency Model is intended to describe target, expected or satisfactory performance behaviors at the University of California. Therefore, it is important that all staff and managers understand the competencies and the corresponding Individual Behavior Indicators for each competency:

- Communication
- Diversity and Inclusion
- Employee Engagement
- Innovation and Change Management

CAMPUS

2017-18 Staff Citation of Excellence Awards Program

UCSB Staff Assembly is pleased to announce its 2017-18 Staff Citation of Excellence Awards Program. The purpose of this program is to acknowledge and celebrate outstanding achievements and meritorious service of staff. Ten awards will be made; each recipient will receive $500 and a plaque. Presentation of awards will be made during the Staff Celebration Week Luncheon.

Any UCSB faculty, academic, management, or staff member may submit a nomination, along with one endorsement letter. Students are not eligible to nominate or submit endorsement letters. A selection committee of staff members will review the nominations and choose this year’s recipients.

Guidelines for the nomination as well as the nomination form can be found on the Staff Assembly website http://www.staffassembly.ucsb.edu/staff-awards.

At this time only policy-covered contract and career Professional and Support Staff (PSS) employees and career CX represented employees not on probationary status are eligible to be nominated for this award. We encourage you to review the award guidelines and to check with the Business Officer in your department to verify the eligibility of a staff member.

Nominations are due Wednesday, February 28th by 4pm.

Upcoming Global Skill

ACADEMIC LIBRARIES

UC Digital Library Forum and post-forum conference on Library Carpentry

On March 1st from 8:30-5:30 pm a Post UC DLF Conference workshop will cover "Introduction to Data" and the "Unix Shell" lessons of Library Carpentry. You don't need previous knowledge of the tools presented. The lessons bust technical jargon, demonstrate the power of the command line interface and give attendees the power to work with directories and files, find and manipulate data, and do complex search/replace. The workshop is provided by certified Carpentry instructors from several University of California campuses.

This free event will take place the day after the inaugural UC DLFx Conference<https://ucdlfx2018.sched.com/> held at the University of California, Riverside. You do not need to register to attend UC DLFx if you are only interested in attending the post-conference session; however, if you would like to attend conference sessions you would need to pay the $50 registration cost.

• Job Mastery and Continuous Learning
• Resource Management
• Results Orientation and Execution
• Service Focus
• Teamwork and Collaboration
• People Management

**CORE COMPETENCIES AND DESCRIPTORS**

<table>
<thead>
<tr>
<th>INDIVIDUAL BEHAVIORAL INDICATORS</th>
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<tr>
<td>1. <strong>COMMUNICATION</strong> – Shares and receives information using clear oral, written and interpersonal communication skills</td>
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<tr>
<td>• Uses working relationships with customers and colleagues to build strong connections, cooperation and collaboration.</td>
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<tr>
<td>• Demonstrates interpersonal communication that invites participation and future dialogue.</td>
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<tr>
<td>• Actively seeks others’ perspectives to ensure inclusiveness and understanding.</td>
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<td>• Actively listens, provides constructive feedback, and demonstrates respect for differing views.</td>
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<td>• Tailors communications to diverse audiences.</td>
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<td>• Addresses conflict constructively with the intention of seeking a mutually beneficial resolution.</td>
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Seminar: Monday, February 26

OISS has developed the **Global Skills Seminar Series** to more fully support our campus administration and faculty who work with international students, scholars, and staff. Seminars are held throughout the year, approximately two times per quarter, in the Student Resource Building first floor MultiPurpose Room. RSVP requested, but not required.

**RSVP here**

- Monday, February 26, 3:30 pm
  - Student Resource Building MPR
  - **Strategies for Improving International Student Writing Skills**
  - Facilitated by Nastacia Schmoll (Campus Learning Assistance Services/CLAS)

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**LAB GIRL BOOK CLUB**

Thursdays Feb. 1, Feb. 15 & Mar. 1, 12-1pm at SIS&T Conference Room, SAA SB 2201A) Organized by the Women in Technology Group: Open to all students, staff and faculty. For a free copy of the book contact Sharon Solis at sharon.solis@sa.ucsb.edu or x4958.

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Visit the UCSB Learning Center (link) to see the types of courses, both instructor-led and online, offered by Campus HR that assist us in growing in our communication skills.

The People Management Certificate includes the following online classes that address this competency:

• Building Collaborative

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NEW Researcher Academy

Help your researchers navigate their research careers

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Do you help guide early and mid-career researchers as they navigate scholarly publishing, identity management and other career-building bricks? The Researcher Academy e-learning platform can assist with resources for the different phases of the research cycle.

Visit Researcher Academy

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**ACRL e-Learning online course: Leadership in Libraries**

February 5-March 2, 2018

This online course ([http://www.al.org/acrl/onlinelearning/leadershipinlibraries](http://www.al.org/acrl/onlinelearning/leadershipinlibraries)) is an overview and critical examination of leadership theories for library leaders. Explore the concepts of leadership and followership and critically examine several popular leadership theories including emotional intelligence and transformational, authentic, and servant leadership. Perform a personal SWOT analysis of your leadership skills and abilities and create your own definition and theory of leadership and how it manifests itself in a library. After each week, re-evaluate your SWOT analysis, definition, and theory and think about how you could incorporate that week’s information. By the end of the class, you will have developed your own personal leadership SWOT, definition, and theory that you can use to guide your leadership and career development.

**Learning Outcomes**

After completing this course, participants will be able to:

* Articulate their own definition and theory of leadership in order to better inform their leadership practice
**Relationships**
- Change Project Management: The Crucial Role of Communication
- Communicating: Connecting to Your People
- Dealing with Negative Reactions to Performance Feedback
- Exercising Influence
- Facilitating Upward Feedback
- Giving and Receiving Feedback
- Responding to Conflict

lynda.com also has a number of courses that have been mapped to this competency. The advantages of lynda.com is that you can a) go through a course in small increments of time, b) receive a completion certificate, and c) post on your Linked-In profile. Please see the Excel spreadsheet mapping lynda.com courses and videos here(link). The embedded link will take you to a playlist of the courses and videos.

**What can you do with a playlist? Copy** it to YOUR playlists so it’s available to you every time you login to lynda.com!

What is the UC Core Competency... and what do they have to do with ME???

Come learn more about them in an instructor-led discussion.

**WEEKLY WEBCAST SPOTLIGHT**

Communication: Facilitating Multi-Dimensional Listening:

**Happy Gardening Workshop**

This workshop will utilize our unique campus garden space for a mood boosting day of fun! This will include some gardening activities at the Edible Campus Educational Plot, meditation, journaling, art, as well as crafts together at the garden. Join us on **Wednesday February 7** from 10:30 AM – 2 PM

Feel free to bring your own craft of choice, maybe a journal, sketch paper, a camera, instruments, ANYTHING that brings peace to your mind and will help bring relief to the stress of the past few weeks. However, supplies will also be provided too for all of our happy gardening activities.

The Greenhouse and Garden Project is located between Harder Stadium and Los Cameros Rd. and behind San Clemente housing. Contact Olivia at ojlocatelli@gmail.com for more information.

**Housing Services Moves and Merger**

I am happy to announce the merger of three
Helping Groups Identify Common Ground while Acknowledging Differences

Weds Feb 7 / 12-1pm + discussion afterwards

Many of us are familiar with the practice of "active listening." This webinar will help facilitators and discussion leaders further develop their skills to listen beneath the surface of what's being said. You will receive instruction in advanced facilitation concepts supported by examples from fellow librarians. Skill in multi-dimensional listening is particularly relevant in today's society when people can be extra sensitive to identity and position. Learn how to help the entire group listen together more skillfully for clues to where there might be common ground while respecting differences that arise. Join us to hone your listening and facilitation skills and bring questions from your own experiences.

This session is hosted by the California State Library, represented by Suzanne Flint. The lead presenter will be Susan Stuart Clark, with case examples curated from California librarians experienced in facilitating multi-dimensional listening.

This webinar will be of interest to: Librarians and library staff who have had experience designing and facilitating group discussions on important issues and are interested in deepening their group process skills.

Register here: http://tinyurl.com/ycumrj9x

SAVE THESE DATES!
The Art of Email: Practicing Better Communication
Weds Feb 14 / 11am-12pm / 2511

Effective Listening: Building Trust and Engagement in the Workplace
Fri Feb 23 / 11am-12pm / 2511

Taking the Difficult out of your Difficult People
Weds Feb 28 / 11am-12pm / 2511

Cultural Intelligence in the Library Workplace

An Infopeople 4-week online course, March 20, 2018-April 16, 2018

Is your library serving an increasingly diverse community? Do you want to improve your interactions with and understanding of different cultures? Cultural awareness and understanding our unconscious biases are critical first steps towards improving our job performance, however, we cannot stop there. Awareness alone does not guarantee success, but the ultimate question is how to take that awareness and put it into action by using cultural intelligence in order to ensure these biases do not influence judgments about others.

During the course, you will learn to:
- Identify sources of unconscious bias
- Develop strategies to combat and manage bias
- Explain cultural intelligence
- Develop and apply cultural intelligence at work and beyond
- Create a personal cultural intelligence development plan

Please Note: All course participants will be required to take an online cultural intelligence assessment during the first week of the course. Access information will be provided by the instructor on the first day of the course. Each participant will need to pay $25 (this cost is not included in the course fee) to take the assessment online. A feedback report will be provided to each participant via email.

Instructor: Dr. Michele Villagran

Fee: $150 for those in the California library community, $200 for all others (plus $25 fee for online assessment to be taken during first week of course)

For a complete course description and to register, go to: https://infopeople.org/civicrm/event/info?id=747&reset=1

Any UCSB faculty or staff member may

2017-18 Staff Sustainability Recognition Awards Program

The purpose of the program is to acknowledge and celebrate outstanding achievements and meritorious service of career staff in the area of sustainability. One Staff award will be made to an individual and one staff award will be made to a group during 2017-2018. The recipient(s) will receive $500 and a certificate to be awarded during the Staff Celebration Week Luncheon.

Criteria

Any UCSB faculty or staff member may
Where can you find learning events?

**LIBRARY-RELATED**

- **mODE (this!)** weekly for upcoming library-wide learning events
- **Online Webinars and Courses** monthly for upcoming online webcasts, workshops and courses.
- **Learning & Growth CALENDAR** for what's coming up and available online ... this week or any week! This month or future months!

E-courses are listed “above the line” and webcasts are shown in Pacific Time.

- Click on the ‘Agenda’ tab (upper right) to create an easy-to-read listing by date.
- If you watch a free event, please let Margaret know so it can be added to your Training Transcript!
- If you are interested in attending a fee-based event, fill out a Learning & Growth form and get signatures – we may be able to support with funding.

**Past Webcasts** for library-purchased or -sponsored webcast recordings available on demand. Search the UCSB Library wiki blog by topic. Updated bi-weekly.

**Database of on-demand webinars** (link to Google Spreadsheet) from various external library webcast providers such as Florida State Libraries Webinars. Updated bi-monthly. Use CtrlF to open a search window.

**OTHER LEARNING OPPORTUNITIES**

- **lynda.com** for thousands of video-based courses on topics beyond imagining! Check out the new Learning Paths, or just browse their library. Login from the UCSB HR page to gain FREE access from any anywhere on any device!

Submit a nomination for a current UCSB staff member or team (you may also self-nominate).

Please submit a nomination packet including: A letter of nomination not exceeding two pages in 12 pt. font, a letter of endorsement in support of the nomination not exceeding two pages in 12 pt. font, and the completed Nomination Form to jewel.snively@ucsb.edu by 4:00 PM on Wednesday, February 28th, 2018. A selection committee will review the nominations and choose this year’s recipient. The nomination form can be found here.

At this time only policy-covered contract and career Professional and Support Staff (PSS) employees and career CX represented employees not on probationary status are eligible to be nominated for this award. Click here for full guidelines. We encourage you to check with the Business Officer in your department to verify the eligibility of a staff member.

**Nominations are due 4:00 PM on Wednesday, February 28th, 2018.**
Every Tuesday 12:10-12:50 pm (3591C T&D Room) Come join in this program - no registration required.

Thank you for reading this week’s mODE. Please contact Margaret Driscoll or Kristy Stahl with any suggestions or questions.