

## Empowering Managers and Leaders in Times of Change and Transition: *A Videography*

by Plummer Alston Jones, Jr.

*Teachers and consultants responsible for training and motivating current managers and potential leaders are the intended audience for this videography. While many of the videos selected for inclusion were produced for business and industrial personnel, still others were produced solely for librarians. All contain information that will be useful in any management setting. They are also appropriate for library school courses in library administration and management and continuing education workshops for school, public, and academic librarians. All have been used in actual teaching situations with enthusiastic response from the participants.*

Anderson, Kare. *Getting What You Want: How to Reach Agreement and Resolve Conflict Every Time*. Towson, MD: ALA Video/Library Video Network, 1993. \$95 (10% discount for ALA members). 19 minutes. 1-800-441 TAPE

Kare Anderson gives practical advice which is applicable in any confrontational situation. Believing that it is natural for people to resist change, which often leads to conflict, Anderson presents her own philosophy that the best way to make people comfortable with change is to show that people or groups they admire have already done something similar. Anderson gives many insights and hints about how to respond positively and effectively in confrontational situations involving angry and sometimes irrational individuals.

Barker, Joel Arthur. *The Business of Paradigms*. Burnsville, MN: ChartHouse International Learning Corporation, 1990. \$895. 38 minutes. 1-800-328-3789

\_\_\_\_\_. *The Power of Vision*. Burnsville, MN: ChartHouse International Learning Corporation, 1990. \$895. 30 minutes. 1-800-328-3789

The old adage that "you get what you pay for" is abundantly true for these tapes produced by Joel Arthur Barker in conjunction with ChartHouse International Learning Corporation. Barker, an avowed and ardent futurist, introduces his philosophy of leadership and management in an informative and polished presentation.

Barker's scripts and scenarios engage viewers as active participants in much the same way that Edward R. Murrow's interviews gave viewers that "you-are-there" feeling. Viewers are transported to exotic and dramatic settings from Venice, Italy, and Neuchatel, Switzerland, on the one hand, to Auschwitz, Poland, on the other.

The central concept of both videos is the philosophy that change in organizations and individuals is positive, if anticipated and planned. The first mentioned video demonstrates that models or paradigms of thinking about organizations are changing; the second espouses the philosophy, based on the teaching of Victor Frankl and others, that organizations and individuals with a positive vision of the future are successful in their endeavors when those without vision fail.

Bissell, Ben. *The Manager's Balancing Act: Paradoxical Management*. Richmond, VA: W. R. Shirah, 1991. 44 minutes. 804-272-1979

\_\_\_\_\_. *Managing Change and Transition*. Richmond, VA: W. R. Shirah, 1991. \$251. 44 minutes. 804-272-1979

\_\_\_\_\_. *Pitfalls to Avoid in Dealing with Difficult People*. Richmond, VA: W. R. Shirah, 1991. 804-272-1979

Holding the doctorate in psychology, Ben Bissell is a much-sought-after consultant and engaging workshop leader. These tapes are recordings of presentations in front of audiences composed of participants in his workshops.

Bissell reminds the viewer of a cross between the standup comic and the televangelist as he consistently elicits smiles, even laughs, nods of approval, and enthusiastic applause, from his audiences, both on screen and off. His philosophy, while based largely on a commonsensical approach to human resources management, is nevertheless built on a sound understanding of psychology and extensive observation of human nature at its best and not so best.

Bissell believes that change is a S.E.E. (significant emotional event) that must not be ignored in individual lives and organizational settings. Change can be positive when employees are empowered and taught how to cope. The power of communication at all levels of the organization is emphasized.

*Coping with Change*. Towson, MD: ALA Video/Library Video Network, 1993. \$130 (10% discount for ALA members). 22 minutes. 1-800-441-TAPE

Professional actors and practicing librarians team up to help library managers lead their staffs through changes in the workplace. A six-step plan for coping with change is suggested:

- (1) define the situation
- (2) recognize the impact
- (3) set a goal to be achieved
- (4) explore your options
- (5) make decisions
- (6) evaluate and adapt

After a brief discussion of the purpose of each of the six steps, feedback from library managers in library settings where change has been successfully managed is shared.

*A Library Survival Guide: Managing the Problem Situation*. Towson, MD: ALA Video/Library Video Network, 1986. \$130 (10% discount for ALA members). 21 minutes. 1-800-441-TAPE

Intended as a vehicle for problem solving and decision making in the public library setting, this video sets up problem situations for viewers to solve. The video has several "stop tape" sections where there is a period for groups to discuss their reactions to the scenarios and to offer potential solutions. Experts in librarianship, law, mental health, and law enforcement give valuable insight into ramifications of different solutions to the problem situations.

Lustberg, Arch. *Controlling the Confrontation: Arch Lustberg on Effective Communication Techniques*. Towson, MD: ALA Video/Library Video Network, 1989. \$99 (10% discount for ALA members). 44 minutes 1-800-441-TAPE

Arch Lustberg, a communications expert and consultant, gives hints to an audience of librarians on how to communicate the mission, goals, and objectives of the library effectively in what could turn out to be a hostile confrontation with irate or frustrated patrons and the inquisitive, sometimes accusative, media. The focus of the tape is on the public library setting, but much of the content is relevant to school and academic libraries also.

Merritt, Connie. *Total Quality Management in Libraries*. Towson, MD: ALA Video/Library Video Network, 1994. \$99 (10% discount for ALA members). 26 minutes. 1-800-441-TAPE

Connie Merritt, a former critical care nurse and public health director, is currently an international speaker on business and industry trends that are relevant to the private and public sectors. She presents the essential goals of Total Quality Management (TQM) and demonstrates how effective implementation of TQM can guide the library in a unified effort to deliver excellent resources and services.