

Overview of PD Day Sessions

Keynote: Bridging the Gap: Generations at Work

Kristen Cummings, [Cantos Performance Management](#)

Description:

This engaging talk uses a demographic framework to illuminate the values and workplace characteristics of different generations at work. By exploring the socio-economic conditions of each generation, audiences will gain insight to effective strategies to connect and collaborate across generations and build a high-performance culture that celebrates the unique strengths and contributions of each generation.

Kristen will also have breakout sessions on how to handle conflict in a positive manner in order to build on the information from the keynote.

Creating a Culture of Constructive Conflict

Description:

Conflict is an essential element to creativity, growth, innovation and change and yet many people struggling to manage and engage in conflict at work. This talk will explore the positive possibilities of conflict and consider day to day changes that might help to better foster productive, healthy and constructive conflict at work.

Visual Communication: Engaging Your Library Patrons Through Photos

Anne Marie Watson, Marketing/Social Media Manager, Red Deer College

Sona MacNaughton, [Librarian and Learning Designer](#), Red Deer College

Description:

If a picture is truly worth a thousand words, how can you use photos to engage your library patrons? This session will cover:

- Tips for composing a great shot
- Using free photo editing tools or apps
- Using photos to drive social media engagement
- Finding and using copyright-friendly images

Sona brings her love of photography and her keen design eye, and Anne Marie brings her passion for social media and community engagement. Together they will show you how engaging your patrons with great photos can be a snap!

Emotional Intelligence

Leah Sanderson

Holistic/Spiritual/Registered Professional Counsellor

HERCircles

Swiss Bionic -PEMF: Health Canada Certified to reduce Pain & Inflammation

Certified Laughter Yoga Leader

Reiki Master -Usui

Certified Angel Card Reader - Doreen Virtue

Description:

What is Emotional Intelligence? Discover the five aspects of Emotional Intelligence (Self-Awareness, Self-Regulation, Motivation, Empathy and Social Skills) through experiential exercise and discussion.

Crisis Development and Introduction to Tactical Communication

Kathie Brooks, [Marston House](#)

Description:

In this introduction, library managers and trustees will learn about the progression of a crisis and then examine tools and techniques to safely and effectively respond to challenging behavior in a way that prevents escalation. You will leave with: the 'habit of mind' necessary to handle conflict skillfully, particularly under pressure, the preferred body position to maintain when intervening with an aggressive individual, and a simple tool to stay calm and rational under pressure. With training and support, your team can provide superior customer service in the most difficult of circumstances.

What's Our Role? The Connections Between the Library Board and Other Community Organizations

Ken Allan, Library Consultant, Public Library Services Branch

Description:

Public library boards are governing boards accountable to the community. But how does this affect the board's relationships with other bodies (e.g. council, manager/staff, Friends groups)? Come find out more about the library board's role and how this affects its relationships with the people and organizations the board deals with on a regular basis.