

Managing Students in the Library

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Student interactions can be both positive and negative. The difference depends on your ability to identify and handle these situations. Participants complete a questionnaire prior to the course that will provide them with confidential information about their likely reactions to, and feelings towards, different situations that can occur in the library environment. Delegates will gain an understanding of the typical causes of these situations and tested approaches to manage them. This workshop will enable you to:

- Understand the results of your questionnaire and relate them to how you feel and react about conflict situations
- Understand the motives behind behaviour of students
- Understand how students think and act compared to library employees
- Apply a variety of verbal approaches to handle different situations
- Control your body language and its impact – yours and theirs

Who Will Benefit?

Those who want to establish more effective ways of interacting with students in a library setting

Course Outline

- Self awareness – interpreting the questionnaire
- Understanding student's behaviour
- How to anticipate typical student behaviours
- Consequential thinking and decision making – the difference between the approaches of students and library employees
- Managing the different needs and expectations of students within the library
- Verbal communication models for different situations
- Identifying your strengths and weaknesses in managing different types of interactions in the library
- How to remain positive when dealing with difficult student's behaviours
- Understanding the impact of body language
- Controlling your body language to positively impact in situation
- How to remain assertive
- Recognising the signs of substance abuse

Duration

1 Day



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