

WEBVTT

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00:00:03.490 --> 00:00:06.419

Okay. So now we're going to start. Let people in.

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00:00:11.030 --> 00:00:14.690

Kevin King: I'm going to sit here and say, hi to every single person that comes in. I'm kidding.

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00:00:14.700 --> 00:00:31.989

Julie Edwards: Hi, everybody! I see you all joining us. Welcome, i'm Julie Edwards with Niche Academy. I'm so glad you're joining us today. We're going to start in a little bit here, but we're just going to take some time at the minute for a few minutes to to get everybody in here and situated,

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00:00:32.000 --> 00:00:43.029

Julie Edwards: feel free to jump over to the chat and let us know where you are joining us from. That's always one of my favorite parts of our Webinars to see where everybody is coming from. So

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00:00:43.040 --> 00:00:44.660

Julie Edwards: hop over to chat.

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00:00:44.840 --> 00:00:45.589

So that's not

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00:00:45.600 --> 00:00:53.520

Julie Edwards: hey, Ontario. Right away we see our Canadian librarians, Kalamazoo, Hey, Texas, Hey, West Virginia, One of my favorite states,

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00:00:53.640 --> 00:01:00.889

Kevin King: Brooklyn, Alberta. I'm never gonna keep up with this Tennessee, Louisiana, Hey,

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00:01:02.880 --> 00:01:09.190

Julie Edwards: Hey, California! I hope it's not super hot where you are at in the State. I know It's roasting out there

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00:01:09.200 --> 00:01:10.919  
Kevin King: because I don't know about it.

11  
00:01:10.930 --> 00:01:12.880  
Julie Edwards: Hey, Miss again,

12  
00:01:13.420 --> 00:01:23.949  
Kevin King: all you all, you Colorado librarians! I'm. Going to be at the Colorado Library Association Association of Libraries Conference this week. So come, say, hi! If you're at that conference.

13  
00:01:23.960 --> 00:01:26.150  
Kevin King: Hi, Kelly, I saw you,

14  
00:01:27.880 --> 00:01:29.699  
Julie Edwards: hey? Framing him.

15  
00:01:30.250 --> 00:01:32.240  
Julie Edwards: Hey, Lincoln! Montana

16  
00:01:32.290 --> 00:01:35.129  
Julie Edwards: So pretty up there, Hey, Virginia!

17  
00:01:35.370 --> 00:01:37.050  
Julie Edwards: So great!

18  
00:01:37.120 --> 00:01:44.380  
Kevin King: I'm going to be in Palo Alto next week this time. So it's always from parallel. They'll tell me I have a dress.

19  
00:01:44.420 --> 00:01:49.610  
Julie Edwards: Abc. Hey? South Carolina, hey? New Hampshire? Maybe out. Your hey? Utah!

20  
00:01:50.070 --> 00:01:53.089  
Julie Edwards: Hey, Ithaca! Niagara Falls!

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00:01:53.600 --> 00:01:56.859  
Julie Edwards: Hey? Wow! This is so great. Hey? Central Oregon!

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00:01:58.250 --> 00:02:09.880

Julie Edwards: Hi! Hello! South Dakota! Wow! We! So there are seven hundred and climbing. Ah, people in in here. This is so great welcome. Everybody

23

00:02:10.789 --> 00:02:18.489

Kevin King: supposed to be better weather in Palo Alto next week. All right. It should be cooler. Not in the hundreds that's Nice to know.

24

00:02:18.500 --> 00:02:19.290

Kevin King: Yeah,

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00:02:19.300 --> 00:02:20.210

Okay,

26

00:02:21.800 --> 00:02:25.089

Julie Edwards: hey ofteneing brother-in-law used to live up there

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00:02:25.650 --> 00:02:28.090

Julie Edwards: the Arkansas, Southern Illinois.

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00:02:28.100 --> 00:02:31.589

Kevin King: Oh, Mule Shoe Texas! That's the best name so far

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00:02:32.530 --> 00:02:35.960

Julie Edwards: hey? Arizona also one of my favorite states.

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00:02:36.270 --> 00:02:39.370

Julie Edwards: That's a Louisiana library. It's nice to see you.

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00:02:39.870 --> 00:02:46.089

Casey Coker: So I are, you big in Louisiana?

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00:02:46.100 --> 00:02:59.790

Julie Edwards: Awesome. So it's a right noon here in the mountains. I'm joining you today from Laramie Wyoming. Actually, i'm out here in layer. Me so. Um! We're going to go ahead and get started. Welcome to this Webinar. Me difficult,

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00:02:59.800 --> 00:03:24.239

Julie Edwards: not very difficult. I love this title. It's the best one we've had yet. I'm Julie Edwards, a librarian and instructor instructional designer of Niche Academy. I'm going to introduce each Academy really quickly. Do a little bit of housekeeping, and then turn it over to our presenters. So Niche Academy is an easy to use all in one learning platform that helps public sector organizations like libraries, create and deliver effective training and measure learner's success.

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00:03:24.250 --> 00:03:35.959

Julie Edwards: So our software is the perfect tool for libraries looking to increase your resource, usage, improve and measure your learner's success and deliver training that impacts your patrons and staff development.

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00:03:36.120 --> 00:03:51.479

Julie Edwards: So If you're interested in finding out more about our e-learning solution or chatting with a member of our team about how we can help your library. I'm going to drop a link in the in the chat to our website, where you can learn more about what has been called libraries occupational best.

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00:03:51.490 --> 00:04:09.580

Julie Edwards: So just a few more housekeeping pieces, and then i'll introduce our speakers. We are recording this, and I will make this recording available to everyone who has registered. After the presentation. I'm. Going to email you. The recording the Chat Transcript and the presenter slides probably by the end of the day on Friday.

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00:04:09.760 --> 00:04:28.629

Julie Edwards: Zoom does not automatically generate a certificate of attendance. So if you need one of those, i'll put the details of how to get one into the chat window in just a bit. We have turned on closed captioning. If you'd like to use that, you can um use closed captioning by clicking on the live transcript button at the bottom of this.

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00:04:29.010 --> 00:04:46.080

Julie Edwards: So there are now ah, one thousand one hundred people in this Webinar. So questions for the presenters are going to get lost in the chat. So please use the question and answer box for any questions

for Casey and Kevin.

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00:04:46.090 --> 00:04:55.679

Julie Edwards: I will moderate those questions, and the Q. And A. At the end of the presentation. If you put something in the chat, I probably won't see it, so drop it in the Q. And A.

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00:04:55.910 --> 00:05:13.350

Julie Edwards: This Webinar series is part of our commitment to solving bigger problems together and providing continuing education in life space. I'm so happy that so many of you have joined us today. If you're interested in our upcoming Webinars, you can register for those at Niche Academy.

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00:05:13.360 --> 00:05:31.400

Julie Edwards: So our presenters today are Casey Coker and Kevin Kevin has worked at the Kalamazoo Public Library since one thousand nine hundred and ninety eight. Currently, he serves as the head of community engagement, which includes working with vibrant branches, mobile library vehicles, outreach programming, security and social services.

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00:05:31.410 --> 00:05:40.769

Julie Edwards: Kevin is presented at conferences and workshops in over twenty states on topics like leadership, organizational health innovation and trauma-informed care.

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00:05:40.780 --> 00:05:46.960

Julie Edwards: In two thousand and twenty he became the inaugural winner of the Michigan Library Association's lifetime achievement.

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00:05:47.370 --> 00:06:00.319

Julie Edwards: Casey graduated from Farah State University with a bachelor of science degree in psychology. She attended Western Michigan University, where she received her Ma. In the department of counselor, education, and counseling psychology.

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00:06:00.330 --> 00:06:05.309

Julie Edwards: She also completed an Ms. From Purdue in human Development and family Studies.

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00:06:05.450 --> 00:06:23.150

Julie Edwards: She has several publications in peer-reviewed journals and has presented at local state and national professional conferences. She is currently a psychotherapist at the Rinehart Institute in Kalamazoo, Michigan. I am totally thrilled to have Casey and Kevin here with us today, and i'm going to turn it over to you.

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00:06:23.590 --> 00:06:31.690

Kevin King: Thank you very much for having us speak to you today. First question, Williams, Are we off the bat? Casey is not my therapist,

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00:06:31.700 --> 00:06:38.089

Casey Coker: not my paid therapist I could be so lucky.

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00:06:38.100 --> 00:06:40.560

Casey Coker: Yeah, Exactly.

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00:06:40.570 --> 00:06:48.009

Kevin King: So we're going to talk today about patrons and a lot of stuff in an hour. So let's just get going here

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00:06:48.400 --> 00:06:50.640

Kevin King: all right. Oh, there you go.

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00:06:50.650 --> 00:07:02.459

Kevin King: So the basis for everything we're going to talk about today is trust, and I like to start all my presentations with talking about trust, because it is the foundation at which

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00:07:02.470 --> 00:07:20.430

Kevin King: pretty much all healthy organizations are built upon, and healthy relationships are built on. And I just think it's really important in a lot of ways, too. We talk about trust. It's not just something that just you can't go to work tomorrow and say, you trust me now, and you trust me now, and you trust me Now it takes time,

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00:07:20.440 --> 00:07:39.780

Kevin King: and one of the ways you can do. It is what I like to call personal history exercise. We're not going to do it, because there is over one thousand two hundred people in here, and it would take four days for us all to do this. But you'll get these slides so you'll have this recipe here, this one, one, two, three group exercise.

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00:07:39.790 --> 00:07:48.439

Kevin King: This is kind of a non-invasive way to kind of start building the trust between you and the people. You work with

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00:07:48.450 --> 00:08:07.780

Kevin King: and this comes from Patrick Lynchoni's book, the Five dysfunctions of a team, and the reason he introduces it, because, like I said, it's kind of an easy way to kind of start breaking down those walls and just get to know each other every time I've done this in teams I work with or with groups. I have

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00:08:07.910 --> 00:08:27.260

Kevin King: talk to about organizational health and trust, no matter what somebody says. I. I worked this person for twenty years, and I didn't know this, and so it's just a really easy way to start kind of building that relationship, and then it allows you to later on and say, Oh, you know, I can talk to that person. I know a little bit about them,

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00:08:27.270 --> 00:08:44.190

Kevin King: so it's pretty easy. It's like. Where did you grow up? I grew up in a town called Howell Michigan. It's halfway between Detroit and Lansing. If you're from Michigan, you've probably heard of the reputation of Howl, which you know kind of is,

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00:08:44.630 --> 00:09:01.740

Kevin King: would say a lot about me if you were from Michigan. So it's a way you can learn a little about me there. How many kids in your family? And where were you in the birth order. There's two in my family. I'm the oldest. Thus I and me better looking, more intelligent of the two,

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00:09:01.980 --> 00:09:09.749

Kevin King: three. What was the most difficult or important challenge in your childhood, and this is probably the one that's the most really kind of

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00:09:09.950 --> 00:09:13.960

Kevin King: it could be the most private one, and It's not like you have to talk about

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00:09:14.000 --> 00:09:21.029

Kevin King: something like a deep, dark secret that you only talk to your therapist about it. Give you something as simple as you know, I

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00:09:21.090 --> 00:09:39.459

Kevin King: I had a heart. Well, I can take an example. When I did this with one of my teams, a person said to me, I was a stutter, I stuttered at a difficult time, you know, being able to talk without stuttering, and that helped me in so many ways, because it made me click because i'm

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00:09:39.470 --> 00:09:42.960

Kevin King: i'm a fast talker, and i'm a quick thinker,

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00:09:43.070 --> 00:09:51.820

Kevin King: and I would talk to this person, and I would get frustrated because I would say something to him, and i'd feel like, Do you hear me? I'm talking to you, and you can respond.

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00:09:51.880 --> 00:09:59.199

Kevin King: When I found out this kind of hard time studying, I realized probably the lack of quick response. Is there

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00:09:59.260 --> 00:10:05.139

Kevin King: way to make sure they don't stutter, you know, and I that's really what it was. And so

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00:10:05.870 --> 00:10:12.950

Kevin King: this exercise gives you a little bit of insight on the people you work with, and the people that that are on your team.

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00:10:13.310 --> 00:10:15.840

Kevin King: Anything to add there, Casey before I move on.

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00:10:16.420 --> 00:10:46.409

Casey Coker: No, I think it is you know important when we're talking about working with uh co-workers and colleagues, and we'll get to this further into the presentation, and like having that when we talk about questions like what was the difficult or important challenge in your childhood, we want to make sure that um we'll have earned the right to hear what the challenge was. So as we're building that trust um some of those first two questions like, Where did you grow up like I grew



up in a like a very small town, a rural community in

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00:10:46.420 --> 00:11:16.410

Casey Coker: in Michigan. Um. So like Culturally, I can tell the difference between different kinds of camelot camouflage Um and November fifteenth as a holiday. So there are things that like really can connect to you with your and if you're not from um, I am loving to see that people are from all over the world, and Michigan, where I grew up November fifteenth is like the day where a hunting starts. And so and that's like uh rifle hunting, and so

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00:11:16.420 --> 00:11:46.140

Casey Coker: so that is like a huge holiday. And so those kind of conversations with your coworkers can really bring out parts of them that can help you better understand them. Why they do the things that they do um. And so as you so someone else grew up. Hi Ray grew up in, or the Michigan too. Um, And so and I have, you know, like in the holidays there are multiple different kinds of crocs at the front door. Some are lying with ferns. They are like There are different ways that you can learn about your

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00:11:46.150 --> 00:12:15.919

Casey Coker: um. You definitely earn the right to like to learn the difficult things about me or the things that have been challenging as we build that trust. So when I think of these three questions, I think of them as like as i'm earning your trust as we're learning about each other. I might try to share more about the difficult things um, or the important things that have happened to me as we're kind of growing in relationship. Um! But there is no such thing as leaving work at work and home at home.

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00:12:15.930 --> 00:12:39.459

Casey Coker: I mean, we do have to have boundaries, but if i'm struggling at home. I'm struggling in my life that is going to impact how I show up at work, and we have these like old adages where we say things like, you know, to leave it at the door, which isn't very um compassionate or understanding. I mean, we do have to make sure that we're taking care of ourselves, so we don't hurt the people around us. Um, which is what this presentation is essentially about. But,

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00:12:39.470 --> 00:13:04.370

Casey Coker: um, we do have to be mindful that, like the old ways of saying, leave things at the door, isn't really possible, and I don't have one of those like men in black, which is like an alien movie where I can just like zap you, Kevin, and say, like, if you had a



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00:14:31.230 --> 00:14:41.720

Casey Coker: So we also have to think about when we think about, why am I being difficult, or why is someone else being difficult? Thinking about it? From a more holistic perspective of like

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00:14:41.730 --> 00:15:11.449

Casey Coker: life happens? The car breaks down, struggles with finances. The kids are acting up. It's been the first week of school here for a lot of families in the last few weeks, and people's patience runs thin, but we also like happy doesn't even healthy. All of our emotions are clues. They're important parts of our story, and the goal isn't to make me feel better, or to like solve the problem, because there's nothing wrong with me when i'm sad um inside is different.

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00:15:11.460 --> 00:15:40.710

Casey Coker: Then the question. So when we think about why people act if difficult, or why, we even ask at the act of we have to think about it in terms of like, what we use as this I for so all we can see in another person, and Kevin will get more into this fundamental attribution is, we just see someone's behavior, and then we make a lot of assumptions about a person's behavior based on our own values, belief, faith, history of trauma, our own assumptions.

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00:15:40.780 --> 00:16:08.349

Casey Coker: So we see this with like road rage or driving, or why someone's acting a certain way and a lot of the times. We don't even know why we do what we do, so we don't know why we're acting the way we do. We don't know why I try the kind of car that I do, or I buy the kind of clothes that I do. We just do what we are familiar with, what we know, what our culture tells us, and so, but we do tend to judge other people by saying like

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00:16:08.450 --> 00:16:30.360

Casey Coker: I would never say that I would never do that. I would never act that way. And so one of the most important things is to first explore your own iceberg like. Why, what is going on with me that I wonder Why, I would be difficult sometimes. And then we also don't have permission in the in the culture where I am

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00:16:30.370 --> 00:16:43.369

Casey Coker: to tip the iceberg. So if I am going through a divorce, or my child is really struggling in school, and that's making me a little less patient. That's making me struggle a little more.

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00:16:43.380 --> 00:17:09.429

Casey Coker: We don't have permission to tip the iceberg and say, Hey, Kevin! Like you know i'm having a hard time in my marriage, because it's like Oh, Whoa! Whoa! Whoa! Whoa! Whoa! Whoa! You know like Now you're sharing too much information, and I don't know what to do with that! And so but that would often help with compassion related to like. Oh, well, this person is struggling, and this person is behaving this way because our behavior always makes sense in context.

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00:17:09.440 --> 00:17:19.830

Casey Coker: And so we typically and I, Kevin, will explain that more. We typically project our all this stuff on to other people, because one we don't think about

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00:17:19.839 --> 00:17:41.030

Casey Coker: mental health, and we don't believe that it's real. And I don't know how that even became a thing, because mental health and physical health are health period. And then we also Don't, have permission to address what we're struggling with. We don't have time or insurance, or support to deal with the challenges in our life.

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00:17:41.060 --> 00:17:49.690

Casey Coker: And then, when we are going through something, or our coworkers, or colleagues or family members are struggling, we often Don't have permission

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00:17:49.940 --> 00:18:11.379

Casey Coker: to even share those things to give people some context. And so why people are acting difficult is complex. The same reason that you sometimes activate and I active most of the time. It's not personal. Most of the time we're all living in our own universe and our own stuff, and we

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00:18:11.390 --> 00:18:25.909

Casey Coker: aren't thinking like i'm trying to do this not all the time. Sometimes we do intentionally hurt people, but most of the time it's because all of this iceberg stuff happening that's impacting my ability to focus, to be patient, the understanding that it can passionate.

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00:18:25.980 --> 00:18:27.110

So

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00:18:28.190 --> 00:18:40.989

Kevin King: you probably have all heard this phrase. It's been. It's been kind of in vogue in the last few years, the trauma informed here. It's this idea in which the

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00:18:41.000 --> 00:18:58.130

Kevin King: to approach individuals with the idea that they're they're dealing with trauma like they said. They're dealing with their own iceberg. They're dealing with things in their lives, So it's kind of a way to have a trauma or approach would be making sure that you have that in mind as you kind of,

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00:18:58.140 --> 00:19:23.959

Kevin King: and you're in a situation with people whether that's a de escalation situation, whether that's just a standard customer service situation. Somebody walks into your library, and they're looking Harriet, or out of control. And if you have a trauma informed approach you're understanding their understanding, their expert and what's going on in their lives. And it helps kind of center the way you deal with that.

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00:19:24.220 --> 00:19:53.569

Kevin King: So there's been a lot of great. This. This is an idea that's been around for a long time. There is a great resource from Samhsa, which is a substance, abuse, and mental Health Services administration. It's a guy called Concept Concept of trauma and guidance for a trauma-informed approach, and it's a guide. It's free it's a pdf um you just type that in you. Will. You will get this really great Pdf: And there's some things I just There's six key principles, and I just want to talk quickly about how they interact and work with them on

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00:19:53.580 --> 00:20:09.949

Kevin King: library. The first key principle of a trauma-informed care is safety and you want to be able to have a safe space where staff and patrons feel physically and psychologically safe. You want to make sure the setting is safe.

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00:20:09.960 --> 00:20:35.300

Kevin King: You have, you know, lights, and there's no dark corners, and it's a very high priority. This is one of the key principles of trauma-informed care. Two. It's trustworthiness and transparency organizations that have trauma informed care as as a centerpiece they

operate and make. Decisions are conducted with transparency, so there's a lot the goal of building and maintaining trust between staff. There's that we're trust again.

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00:20:35.310 --> 00:20:37.860

Kevin King: Staff and patrons we're building Trust

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00:20:38.080 --> 00:20:41.840

Kevin King: that's trustworthiness and transparency. Three is peer support.

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00:20:41.920 --> 00:20:55.059

Kevin King: When this is a key vehicle for establishing Safety and Hope Building Trust, enhancing collaboration and utilizing the stories of lived experience to promote recovery and healing. This is a little more in depth.

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00:20:55.070 --> 00:21:14.120

Kevin King: You're at the council of the Public Library we actually have a group of peer support specialists, peer navigators, we call them, and these are individuals who have lived experience of either being unhoused, struggle with mental health or substance use disorder, and they work in the library, and they just interact with individuals to help them

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00:21:14.130 --> 00:21:29.399

Kevin King: get on a path to recovery and to help them become productive assisted citizens in our society, and it's been very helpful and very enriching, and that is a way that we have a trauma informed care, approach with the people we work with

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00:21:29.560 --> 00:21:49.100

Kevin King: for collaboration and mutuality. Importance is placed on partnering and leveling of power differences between staff and patrons. Everyone has a role to play five empowerment, voice, and choice. This organization will foster empowerment for staff and patrons in approaching the recovery process.

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00:21:49.110 --> 00:21:52.489

Kevin King: So organizations understand the importance of power differentials.

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00:21:52.660 --> 00:22:02.449

Kevin King: So if you're working on any kind of this is kind of some of the language that You've probably heard, if you're doing a Dei work, diversity, equity of inclusion, work,

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00:22:02.550 --> 00:22:20.589

Kevin King: especially with power differential. So you make sure that you give everyone that empowerment, that ability to be a part of the solution and make choices for themselves. And then six, you cultural, historical and gender, issues your organization actively. News, past cultural stereotypes and biases so

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00:22:20.600 --> 00:22:32.380

Kevin King: quickly. Just want to talk about these six key principles of ways, libraries can become more trauma-informed. And if you kind of follow aspects of these six principles. It will definitely

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00:22:32.910 --> 00:22:38.280

Kevin King: empower your staff to approach difficult patrons in a new light in a different way.

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00:22:39.820 --> 00:22:42.789

Casey Coker: And so we want to talk about secondary trauma real quick.

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00:22:42.800 --> 00:22:45.989

Casey Coker: Oh, yeah, I'm: sorry. Secondary trauma.

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00:22:46.000 --> 00:23:09.780

Casey Coker: Yeah. So secondary trauma is a lot of what we've all experienced in the last two years. So on a global scale in the Us. You know, about a million people have died of Covid, and we've had political, social, racial unrest and the consistent exposure to that through news through media, through our own personal lives.

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00:23:09.790 --> 00:23:39.209

Casey Coker: Um has a significant impact on our nervous system has an impact on our mental health has an impact on our personal relationships or professional relationships, and then, specifically, as it relates to librarians folks that who are exposed to the public, and and how the public has been handling the last two years are also experiencing that secondary trauma because of the way that they're maybe being treated because of the way that people are talking to one another because of the aggressiveness.

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00:23:39.220 --> 00:23:47.259

Casey Coker: I'm not able to pay attention to all the chats, but i'm as they're coming up. I do want to say that as i'm talking about difficult people

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00:23:47.270 --> 00:24:06.489

Casey Coker: understanding someone, isn't excusing their behavior. So a lot of my job as a therapist is to understand people like why a person is doing what they're doing, and most of us make sense when we understand this iceberg, or even when we talk about secondary trauma.

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00:24:06.550 --> 00:24:36.469

Casey Coker: Um, but that doesn't mean that I have to expose myself to that behavior, or I can't set boundaries. So if someone is being abusive or aggressive or difficult that doesn't mean. I have to tolerate that behavior, because I understand that behavior. I can be empathetic and understanding from a safe distance, which we'll talk about more when we get to boundaries. And then also, as Kevin and I are talking about these things, We're talking about an ideal situation where you have leaders and co-workers

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00:24:36.480 --> 00:25:04.320

Casey Coker: who have the emotional intelligence and the emotional skills to understand your high school. So as I say these things, I understand that a lot of folks may say. Well, it's not safe for me and some people we work with. They don't have the skills they don't have the empathy. They don't have the understanding for us to tip our eyes. So I I because i'll do this presentation and say, yeah, you know I am not. I don't feel like I can. I have that number one safety that number to trust

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00:25:04.330 --> 00:25:25.610

Casey Coker: to say to my boss to my colleague like i'm struggling at home, and sometimes people don't have the capacity to respond to that. They don't have the skill set. We aren't really taught in our understanding, or in our early life a lot of emotional intelligence skills. And so if we don't have those skills, where are we going to learn them?

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00:25:25.620 --> 00:25:52.689

Casey Coker: And also so like as Kevin and I are talking. We're talking about an ideal situation where an organization really takes the time to understand um what it means to be empathetic, what it



means to embody the six principles of trauma informed Care it isn't just a placard we put on the wall. We really have to do the work individually and as organizations, so that people can work through these challenges.

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00:25:52.700 --> 00:26:12.379

Kevin King: Add to that that chemistry, public library is not there yet for the six key principles, I mean, we've been working hard towards them, and there there are times we do really well in some, and not well, and the others. But it's something, you know, like I said earlier, just to go to work and say, you trust me. You trust me and trust me like Casey said it's going to take

123

00:26:12.390 --> 00:26:18.229

Kevin King: that time and an effort, really, and the efforts of the big part of that. So

124

00:26:18.640 --> 00:26:19.690

all right.

125

00:26:19.920 --> 00:26:49.799

Casey Coker: And so in a larger presentation, I do about just being trauma-informed period. I have this concept that I call. Are you a porcupine or teddy bear? And so what does that mean? A lot of times. A. So a lot of folks might be familiar with the adverse childhood experiences research which talks about trauma and childhood, and we know that about seventy percent of folks have experienced at least one traumatic event

126

00:26:49.810 --> 00:27:11.400

Casey Coker: forty, and this is before the age of eighteen. Forty percent have experienced four more. We know the more traumatic experiences you have early in life, particularly in the first two months. So we're talking like before you even have any of this higher level trauma.

127

00:27:11.410 --> 00:27:17.289

Casey Coker: It impacts it can impact your functioning. And then we haven't even talked about adulthood left.

128

00:27:17.300 --> 00:27:33.609

Casey Coker: Yeah. So then, being an adult and having a car accident or someone just raised up having a chronic illness like cancer. So I

interact with most people like they've had some sort of trauma, because in my experience, after talking to people. Most people

129

00:27:33.620 --> 00:28:03.110

Casey Coker: have experienced some sort of trauma in their lives. So when we talk about porcupines, I think about people who have experienced trauma, and when we try to reach out to them with kindness, it's hard for them to trust. Because what if no one ever loved you? What if no one ever held you or supported you or respected you. What if you didn't grow up in a space where people were safe, and now they're in your library, or now for me in healthcare. They're in the hospital,

130

00:28:03.120 --> 00:28:23.679

Casey Coker: and i'm trying to treat them with kindness and compassion, and they don't know how to respond to that. So they act in ways that are pokey, because that's what they know to keep themselves safe. So our primary function is to keep ourselves safe when we feel safe, then we can connect

131

00:28:23.690 --> 00:28:38.690

Casey Coker: so just like with porcupines they have to unfurl when they feel safe or they're going to poke you. And so some people grow up in good, and we call it good enough parenting, because there's no such thing as

132

00:28:38.700 --> 00:29:00.459

Casey Coker: no such thing, and the research literally has a good enough parenting where they do think that the world is a safe enough place. They think that, you know, for the most part people are doing the best they can with what they have, and so they don't They're not as scared of people. They don't think like all people suck, or everyone's trying to hurt me because their story doesn't

133

00:29:00.470 --> 00:29:30.459

Casey Coker: that. And so when we think about people, and we're all on a continuum, so no one is like one hundred percent of porcupine or one hundred percent of Teddy Bear. But when we think about people who are acting in ways that are pokey, it's important to understand that they may not know or have the skills, or have ever interacted with someone who is compassionate or kind or understanding, who didn't also have an ulterior motive, who didn't also hurt them. And so when we think about ourselves in the Times

134

00:29:30.470 --> 00:29:42.460

Casey Coker: that we're pokey, it's when we don't feel safe when we don't feel heard when we don't feel believed, or when we physically don't feel safe. And so when we feel safe, we can build that trust,

135

00:29:42.470 --> 00:29:57.090

Casey Coker: and that's when we can unfurl. And that's when we can really build those trusting, encountering relationships. But for some people that's just going to be harder than others, because of how they grew up because of what they're going through now, or even because of a recent.

136

00:29:57.100 --> 00:30:05.729

Casey Coker: And we know again, through the research that trauma is extremely prevalent, and that most people have experienced a significant trauma in their life.

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00:30:06.980 --> 00:30:08.570

Kevin King: So um!

138

00:30:08.780 --> 00:30:22.800

Kevin King: There's this concept that I've been talking about with my staff for the last ten years, and it's called the Fundamental Attribution error. And Casey talked a little touch, started talking about a little bit, but it's this idea of

139

00:30:22.840 --> 00:30:38.700

Kevin King: it's a social science term. It's the idea of the worst traits you see in others. You blame it on internal factors, so that parent who's yelling at their file and delaying at their kids in the library. That's a horrible parent that's a bad person.

140

00:30:38.760 --> 00:30:46.740

Kevin King: But if you have those same feelings of those behaviors, it's because of external reasons. I yell, my kid, because I had a bad day.

141

00:30:47.040 --> 00:31:05.429

Kevin King: So that's the idea of somebody actually run a chat. I loved it Actually, I wish I could star it. But this idea that when you see someone driving down the street at one hundred miles an hour you get really angry, and then the chat I saw I was told always to imagine they have a birthday cake in the back seat, and i'm like that's

brilliant.

142

00:31:05.440 --> 00:31:11.670

Kevin King: The idea is, you don't know if that person's rushing someone to the hospital who's lay down in the backseat, so it's just

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00:31:11.680 --> 00:31:29.400

Kevin King: It's not blaming people for their their external actions. It's understanding that this is kind of like this. This is almost exactly the trauma informed approach, assuming there's something going on in their lives. So I had this example called Fruit Loops Dad versus Pudding Cubdad, which is a true story,

144

00:31:29.410 --> 00:31:35.490

Kevin King: and I would like to share it with you. Now it's story time in our presentation. So I was a young parent,

145

00:31:35.660 --> 00:31:52.419

Kevin King: and I worked. My My wife worked Tuesday nights, and I came home one day and I had a six-year-old and a three-year-old, and as soon as I walked to the front door she gave me the three-year-old and said, You've got to go to the grocery store. I have to go to work,

146

00:31:52.540 --> 00:31:55.430

Kevin King: and it was just like I could tell that it probably was a bad day,

147

00:31:56.140 --> 00:32:13.380

Kevin King: so of course I took the six year old and the three year old, both daughters and I got him in their car seats, and I went to the local supermarket, and Of course I got the cart with the bad wheel after it, with the younger one in the seat, and we're going down the cereal aisle

148

00:32:13.390 --> 00:32:22.339

Kevin King: them to them going down the stereo and coming down the opposite direction was like a mirror. It was another father pushing two kids

149

00:32:23.250 --> 00:32:35.189

Kevin King: and the one kid said, Daddy, Daddy, I want fruit loops, and he said, shot up. I just want to get groceries and go home, and as

I was going by I was again. That's the worst father of her,

150

00:32:35.200 --> 00:32:36.690

Kevin King: the worst father ever.

151

00:32:37.240 --> 00:32:51.900

Kevin King: So we go to the next aisle, and we're going down the aisle, and it's islands pudding cups in it, and my daughter says the oldest daughter, says, Daddy Danny, I want pudding cuts, and I said shot. Oh, I just want to get the groceries and go home. I've had a bad day.

152

00:32:52.290 --> 00:33:08.490

Casey Coker: That's the fundamental attribution there, and I always related to my staff as it's a monster. It's something we always have to be aware of. So to me a monster is a man in a chicken suit, because i'm definitely afraid of men and chicken suits. That's just me bad dreams, you know childhood.

153

00:33:08.500 --> 00:33:10.490

Kevin King: I haven't talked to my therapist about it yet, but it's

154

00:33:11.100 --> 00:33:21.669

Kevin King: so. I always stress that to get rid of the Fae monster. You have to treat everyone's trust and compassion. You trust that their intentions are noble. They're coming in the library to use the library the way you

155

00:33:21.820 --> 00:33:33.529

Kevin King: set it up based on a strategic priority and a strategic plan. And then the compassion was understanding that there could be trauma in their lives, and then we trust that their intentions are totally normal, and so

156

00:33:33.890 --> 00:33:44.770

Kevin King: that's something that's kind of lived with for a while, and I think it's a really easy way to kind of speak to this trauma and form to care approach that I just wanted to share with you.

157

00:33:46.800 --> 00:33:51.039

Casey Coker: So one of the ways that

158

00:33:51.050 --> 00:34:09.239

Casey Coker: I've kind of developed to deal with difficult people is this concept called kind curiosity? And so before. And this happens with my husband. This happens with coworkers. This happens with clients. When I feel like someone is being difficult.

159

00:34:09.250 --> 00:34:22.580

Casey Coker: I need to check in with myself first, So I need to make sure, because humans our emotions are contagious, and we feed off each other. So if we were in the same

160

00:34:22.590 --> 00:34:35.290

Casey Coker: room together, our blood pressure would sink up, our heart rates would sink up, and even if we're not conscious of it, a lot of times we are. We can feel when someone's in a bad mood,

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00:34:35.300 --> 00:34:45.809

Casey Coker: so someone asks fae fundamental attribution. Error is what Fa stands for. And again, I think they'll have the presentation.

162

00:34:46.040 --> 00:35:06.059

Casey Coker: And so one of the things that is really important to do when you're about to deal with a difficult patron, a difficult child, a typical partner, a difficult friend. And this is a difficult person like I said, not a dangerous person. So if this person is difficult frustrating you, you're having a hard time.

163

00:35:06.070 --> 00:35:30.939

Casey Coker: This is the approach. If they are a dangerous person, get out of the situation. I am not condoning you, being in an unsafe space, so I don't want you to take away from this; but, like if you feel that your life is threatened, but this person could perch you. Then I think that's when you you get out you use fight or flight, and you get out of this space as soon as possible. But if this is just a challenging situation, a tough conversation, a difficult patron of

164

00:35:30.950 --> 00:35:54.919

Casey Coker: this is where you really need to slow down your nervous system. So we have the sympathetic nervous system which is fight or flight. And then we have this other one called the parasympathetic nervous system, and that is our rest and digest system. And that's where we're chilling on the Savannah. There is no lion chasing me. And i'm doing okay. And so the way that we activate them

165

00:35:54.930 --> 00:36:05.569

Casey Coker: that rest and digest system is we breathe and we breathe in and out of our nose when we can so by breathing. If if we don't have blockages

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00:36:05.580 --> 00:36:22.359

Casey Coker: by breathing in and out of our nose slowly, we activate that Paris, but the death that calming down of our body, and if we can't breathe in it out of our nose for congestion or blockage, we want to breathe in it out of our mouth like we're breathing it and out of a straw,

167

00:36:23.090 --> 00:36:31.140

Casey Coker: and then we want to slow down. So we want to slow down our thinking. So I haven't said a thing yet right.

168

00:36:31.150 --> 00:36:48.530

Casey Coker: My husband's frustrating me. I'm going through a like a client is yelling at me. I'm having a hard time with the colleague. I haven't said a thing, yet I am checking in with my body. I am slowing down my body. I'm slowing down the way I talk. I may even like,

169

00:36:48.540 --> 00:37:03.109

Casey Coker: soften my voice and my tone. And then I do this no hook, no stiff, so I do not get defensive. There are four types of communication that destroy relationships.

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00:37:03.120 --> 00:37:09.549

Casey Coker: One of the most important ones that happens the most often is defensiveness.

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00:37:09.560 --> 00:37:35.679

Casey Coker: And so, if you say to me as a client as a co-worker as my husband like. I feel this way, or you made me feel this way. The worst thing I can do in that moment is hook or stick, and that's where I say I get defensive, and I didn't mean it that way. You're over reacting, and that's coming from a place of firefly. So if i'm using that part of my brain, i'm gonna get defensive and reactive, and the conversation is going to escalate

172

00:37:35.880 --> 00:38:03.590

Casey Coker: it doesn't mean that I did it that i'm saying I did do it again like it doesn't mean that i'm saying that I my intention was to that's not the point. The point is to de-escalate the conversation, so I do not get defensive. I do not get reactive, but I need to take responsibility from my own physiology, and if I'm. In fight or flight. I am going to engage in defensiveness and reactivity in that conversation, and that conversation will ask the way.

173

00:38:04.170 --> 00:38:05.700

Casey Coker: So next time.

174

00:38:07.620 --> 00:38:20.679

Casey Coker: So some of the ways that some of the questions that let me minimize this so I can see it that I've used that kind of open the space, because behind every question is an assumption.

175

00:38:20.970 --> 00:38:43.570

Casey Coker: So when we ask someone like, what do we, what do you do? We're asking them like we're assuming they have a job when we ask a question about like, How many kids do you have? We're assuming they have kids. So when we think about the questions we're asking. We have to use the widest possible assumptions that are the most inclusive.

176

00:38:43.580 --> 00:39:01.280

Casey Coker: So I like to ask the most wide open questions or validating statements. So Can you help me understand what's happening? Because I've been over? So I specialize in relationships, and and I can tell you that partners what you say and what they hear are not the same thing.

177

00:39:01.290 --> 00:39:19.160

Casey Coker: And what I'm saying to you all, one thousand four hundred of you right now, and what you're hearing all depend on your Isol. So one thousand four hundred of you are going to have very different experiences of what happened in this session, based on all of the things that have happened in your life,

178

00:39:19.170 --> 00:39:40.540

Casey Coker: how you respond to me and my voice, how you respond to how I showed up. So one person can email me after this and say, this was absolutely great, and I loved it. Another person could say this was a waste of my time. I could throw this away. And why did I even do it? And so I think we have to understand that our perceptions of events are deeply shaped.



179

00:39:40.920 --> 00:39:45.679

Casey Coker: Our iceberg, and we have to take responsibility for that.

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00:39:45.690 --> 00:40:05.249

Casey Coker: And so I like to ask why don't big questions when people are really difficult, Do you need me to do something I feel like, I'm. So. These are the validating states. I feel like I might be missing something, because what you're saying is it consistent with what i'm perceiving. And so, instead of attacking you, I want to better understand what you're seeing,

181

00:40:05.350 --> 00:40:23.389

Casey Coker: and then I understand why you would feel that way. So that is empathy. I may not feel the same way that you feel about the same situation, but that doesn't mean It's not valid to you. So oftentimes we struggle with that. Because, like, why are they acting that way? It's not that big of a deal, but it is to them.

182

00:40:23.600 --> 00:40:36.190

Casey Coker: So I understand why you would feel that way. I don't assume people want my help even as a therapist, so I will say things like, Can I help you with something, especially before I start getting into to fix it

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00:40:36.200 --> 00:40:43.809

Casey Coker: right. I don't again. Happy, doesn't equal, healthy. If you're sad mad, frustrated, I don't assume you want me to fix anything.

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00:40:44.520 --> 00:41:01.630

Casey Coker: Is there someone you would feel safe talking to? So maybe i'm triggering you. Maybe it's my voice. Maybe you don't like me. Maybe this is this is there someone you would feel safe talking to so just like humbling myself and saying, Maybe i'm not the right therapist, friend person, for this situation.

185

00:41:01.720 --> 00:41:28.989

Casey Coker: Is there anything I can do? And then I think I have. Is there someone you would just on there twice? But really the the the goal of these questions is to dig into that iceberg and try to understand what would make you feel that way. So recently. I had a client who came back after a session, and they were so upset with me,

and I had said something to them about. I think you're doing really well,

186

00:41:29.200 --> 00:41:33.989

Casey Coker: and they came back, and they were so mad, and they said, you're trying to kick me out of therapy,

187

00:41:34.000 --> 00:41:58.969

Casey Coker: and I had No, I, you know, like that, but that was not my attention. Um, but through iceberg. Conversation of helped me understand what happened in the past. When therapist had said that that was when they were trying to wrap things up so a lot of times, or every time we're in a communication with somebody. We are bringing all of our past communication, all of our past from all of us

188

00:41:58.980 --> 00:42:18.579

Casey Coker: to every interaction, and filtering through that, and so I could have gotten defensive, and said, I didn't mean it that way, or like. I was just trying to compliment you. But really, what helped us deepen our relationship is me understanding like. Oh, you thought I was trying to kick you out.

189

00:42:18.590 --> 00:42:32.600

Casey Coker: And i'm just noticing that you're making gains. And so really just taking responsibility for the fact that I don't need to know all of your history, and you don't need to share it with me. But I can definitely use these questions to explore it

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00:42:33.490 --> 00:42:34.540

next,

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00:42:35.210 --> 00:42:40.339

Kevin King: so i'm gonna hold off on showing this, but

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00:42:40.930 --> 00:42:59.200

Kevin King: I encourage you to go back and watch Simon Sinek's explanation. The circle of safety. Um! It comes from this great book Leaders eight last. Why some teams pull together to understand. And the reason we bring this up on our presentation is that when you look at the circle of safety and in teams that are in

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00:42:59.240 --> 00:43:13.030

Kevin King: trust, their building towards trust. And when you work with people that you that you are beginning to trust more, and you have a trusting and working relationship with, and and I see trust

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00:43:13.160 --> 00:43:18.830

Kevin King: I should explain. Trust a little more within kind of the way i'm talking about here.

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00:43:19.310 --> 00:43:39.390

Kevin King: I don't mean trust. You've got to spill everything about your life to your coworker the trust that i'm speaking of in some ways, here is this idea that you have such a strong trust that when you work together you know that when somebody says something like, maybe I don't like your idea. You don't take offense to it.

196

00:43:39.400 --> 00:43:52.839

Kevin King: You're like Oh, I trust that person. I understand we're all moving in the same direction. So in Simon's next idea of the circle of safety. Is this idea that if you have a strong trust, you think of yourself as a circle

197

00:43:54.160 --> 00:44:09.379

Kevin King: you have outside dangers that are trying to get in your circle, and if you trust the person on the right and the left of you, they're not going to get into the circle because you can head on. Just look at the danger coming in at you because you trust those people,

198

00:44:09.440 --> 00:44:21.170

Kevin King: and that's this idea of the circle of safety, and he'll say that in trusting organizations. Well, actually, in organizations that are not healthy. What happens is you have a circle made up of just the administrators,

199

00:44:21.180 --> 00:44:30.409

Kevin King: and they're like the rest of you can fend for yourselves, You know we're going to keep our self-state at the top in the C-suite or in the leadership team.

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00:44:30.420 --> 00:44:31.370

Kevin King: But

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00:44:31.760 --> 00:44:38.299

Kevin King: healthy organization. Everyone is everyone. It's in that circle, everyone's making up that circle to keep the group safe.

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00:44:41.000 --> 00:44:43.160

Kevin King: Um! So

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00:44:44.200 --> 00:44:58.059

Kevin King: managing difficult people in the library. We talked about trauma-informed care. We talked about the faa monster, the fundamental attribution, air monster, check in with yourself. And the one thing I kind of want to

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00:44:58.190 --> 00:44:59.690

Kevin King: bring the light as it's

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00:44:59.700 --> 00:45:17.150

Kevin King: a study that was done with Buristas, and it was in the Journal of Social Psychology and Personality science. What happened was they did this study, where they had those in San Francisco, and they had individuals that were conducting the study wait outside of coffee shops in San Francisco,

206

00:45:17.360 --> 00:45:20.419

Kevin King: and when people went in they would say, Can you help us in a study? We

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00:45:20.800 --> 00:45:33.090

Kevin King: you go in just, you know, come out and talk to us and answer a few questions, but beforehand they talked to the breezes, and they said, All right. What we want you to do is every time someone comes in.

208

00:45:33.100 --> 00:45:45.369

Kevin King: We want you to just be overly. If you so be super happy, be be, you know, totally upbeat. Say, hi, do all the things. You know that it's good customer service,

209

00:45:45.770 --> 00:46:03.110

Kevin King: and so customers would come in, and the bistas serving coffee would be like. Oh, you guys said, you know, welcome. Have a great day. So on, and so forth. And when the customer left the the person connecting the study would say, Can I contact you today and ask

you a few questions I want to say sure.

210

00:46:03.120 --> 00:46:08.690

Kevin King: So then they get contact in the day, and the question would be, How was your day

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00:46:09.730 --> 00:46:18.890

Kevin King: an overwhelming amount of the respondents that I had an amazing day, and I can contribute that to the interaction I have this morning.

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00:46:18.920 --> 00:46:24.779

Kevin King: So this idea that when you are spreading happiness and you are you

213

00:46:24.810 --> 00:46:25.979

Kevin King: um

214

00:46:26.090 --> 00:46:36.029

Kevin King: understanding that the people, you know come in with some trauma, or they come in with, You know they might be dealing with

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00:46:36.080 --> 00:46:43.219

Kevin King: things at work, things at home, dealing with being homeless, you know, in the library

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00:46:43.230 --> 00:46:56.159

Kevin King: One of the things I did early in my career is, I was rude to somebody who came to the front desk and asked the question about where were the tax forms, and I said, It's right here on this sign. Can't you read?

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00:46:56.170 --> 00:47:03.619

Kevin King: And later on a coworker said to me, What if they couldn't read Kevin, and so that was fundamental attributionary right there.

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00:47:03.630 --> 00:47:04.450

Kevin King: So

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00:47:04.930 --> 00:47:18.499

Kevin King: this was just a study. I wanted to point out that as librarians and people that work with people that work in libraries, I should say, if we are spreading happiness we can do the happiest place in the entire community, and

220

00:47:18.510 --> 00:47:25.230

Kevin King: understanding the trauma-informed care. Understanding secondary trauma understanding the fee monster helps us do that

221

00:47:27.360 --> 00:47:29.310

Kevin King: should we show this one. Now

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00:47:29.820 --> 00:47:36.520

Casey Coker: I think we should keep moving. You move. Oh, yeah, here we go keep when we watch this one, too, because this is a really good one for the

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00:47:37.190 --> 00:47:55.690

Casey Coker: So when we I I do want to talk about boundaries because we've talked so much about difficult people, and how to accommodate them, and like how to make sure that so one of the most important things is um understanding what boundaries mean to you. So when we talk about this is a lot of Renee Brown.

224

00:47:55.700 --> 00:48:06.010

Casey Coker: Yeah, that's Bernie Brown. Yeah, it's forne. Brown's work that we're talking about. Now, too, is Brene Brown has this idea, which is absolutely true, that you have this inner circle of folks,

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00:48:06.020 --> 00:48:35.329

Casey Coker: and in this inner circle are the people who have earned the right to hear your story. So they have earned the right because they listen to you with empathy. They don't try to fix you. They're understanding when they talk to you. When you come to them they're patient, and they have earned the right to keep learning more and more and more and more about you. So you don't just rush into a relationship like you start throwing a little pebble and say, like, How do you respond?

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00:48:35.340 --> 00:48:44.640

Casey Coker: Then you learn where the boundaries are with that person, and so most people only have like two to three people on their posted. So that's

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00:48:44.650 --> 00:49:11.400

Casey Coker: like two to three people who have earned the right to hear your story. Hear your trauma, hear your joy, because, goodness gracious! Like, we can barely share our joy, because people will say things like must be nice or good for you, or you know, even if we get like a good night of sleep, people will still say things like wow, that's good for you. So even things like people who can celebrate you are the people who have earned the right to be on your postfit.

228

00:49:11.410 --> 00:49:40.840

Casey Coker: And so, when we think about our boundaries. We have to be able to say, This person gets to be out here because they have not earned the right. That doesn't mean that they're a bad person. It doesn't mean that you don't like them, but not everybody has the capacity or the right to to know you, to know your story, to to be able to understand you. And so really realizing where people are on these concentric circles will help make your life a lot easier.

229

00:49:40.850 --> 00:49:47.349

Casey Coker: All right. This is Stanley and Stanley, and I. I can share with him about the weather,

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00:49:47.460 --> 00:50:16.650

Casey Coker: And this is Kevin, and I could call Kevin and say, i'm really struggling right now, because, like I'm having a hard time, and he'll make time, and he'll be understanding. So like these people have earned the right. And just because someone is your mother, brother, sister, Cousin Doesn't mean they automatically get permission to be in the inner circle, right? They still have to earn the right through compassion, empathy, and understanding. So what happens sometimes is sometimes you're in somebody's inner circle, but they're not in yours. That's okay.

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00:50:16.660 --> 00:50:39.739

Casey Coker: And if you hear this and you're like, I don't really have anyone in your inner circle. I would check with your insurance to see if you could work with a therapist to start developing what those people in your inner circle could look like, because sometimes, as a therapist, I might be the only person in the inner circle until I've helped people develop skills and relationship to trust other people and to build those stressing relationships.

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00:50:39.750 --> 00:50:42.289

Casey Coker: But we are saying with your boundaries like,

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00:50:42.300 --> 00:50:55.280

Casey Coker: okay, this person is here. This person is here, regardless of their family, your coworker and this person is someone that I can trust and share with you with. And if you have two or three of those people in your life. You're really really lucky,

234

00:50:55.290 --> 00:51:22.740

Casey Coker: but you don't have to share or let everybody into your most important, most intimate, most detailed trauma of pain that has to be heard, and people have to do that through compassion. And when someone shames me, then I push them to an artist, and I don't write it on Facebook. I don't say, Hey, Heaven shame me! And now i'm not going to talk to him anymore like this is an intimate decision between yourself around. Okay, where does this go?

235

00:51:22.890 --> 00:51:25.589

Kevin King: I'm: just headed by a family class past Stanley:

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00:51:25.600 --> 00:51:27.690

Yeah, it was sad.

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00:51:27.700 --> 00:51:29.160

Kevin King: And now it's up,

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00:51:29.170 --> 00:51:53.230

Casey Coker: and then also understanding as people who work in libraries. Um! The goal isn't like. Let me be a therapist um, and let me do that work, and your role is to be empathetic and understanding. So Don't have to give advice. One of my favorite when I, when I do other kind of teaching. One of the rules I have is no fixing, no saving, no advising.

239

00:51:53.240 --> 00:52:02.970

Casey Coker: Empathy is just meeting somebody where they're at, where they're at, not where you want them to be, not where you wish they could be where you think they could be,

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00:52:03.070 --> 00:52:22.640

Casey Coker: but where they're at. So when you're interacting with the public or coworkers. The goal is empathy, not therapy, and even in



therapy I don't give advice, but that's a different conversation for a different day. But empathy is really about trying that kind of curiosity understanding the iceberg. And you really have to understand yourself first.

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00:52:22.880 --> 00:52:25.589

Casey Coker: So I think we get to that next right, Kevin.

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00:52:25.600 --> 00:52:32.320

Casey Coker: Yeah. So this is something you can look at just an action plan for yourself. But

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00:52:32.610 --> 00:52:38.659

Casey Coker: where I wanted to get it to this self-compassion. So well with the

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00:52:38.950 --> 00:52:43.680

Casey Coker: you can only meet people as deeply as you've met yourself.

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00:52:43.690 --> 00:52:56.330

Casey Coker: And so, if you don't have compassion for yourself, if you don't, if you think being angry, and anger and behavior are different. I'm allowed to feel that i'm allowed to feel Ingram not allowed to for you.

246

00:52:56.340 --> 00:53:10.549

Casey Coker: But if you have a problem with anger. If you have a problem with sadness, if you have a problem with Greece, then you're not going to be able to support somebody else in theirs. So a lot of this work with dealing with difficult people is understanding your own challenges, and how

247

00:53:10.560 --> 00:53:28.219

Casey Coker: compassionate or not you are to yourself, because if i'm able to be like Okay, It's okay, Casey, you're angry or you're confused. You're much more likely to be able to do that for somebody else. If i'm like. No, I have to be positive all the time, or I have to be, or the world's garbage fire. Then i'm going to project that on.

248

00:53:28.690 --> 00:53:42.690

Kevin King: Yeah. And you know, we wish there was like fifty minutes

super fast, a lot of information thrown at you. We all know It's going to take a lot more work. If it only took fifty minutes, the world would be in a better place,

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00:53:42.700 --> 00:54:01.990

Kevin King: and it would be easy to work with difficult patrons. But what we hope that we've done today is giving you just some building box and some ideas to kind of Do your own research and your own work, like Casey was saying, to start understanding and building a plan towards

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00:54:02.000 --> 00:54:15.370

Kevin King: a trauma-informed cure. Approach fundamental attribution there, working on, you know, looking at your own iceberg, self compassion, and things like that. So we have time for questions now, Julie, so

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00:54:15.380 --> 00:54:24.220

Kevin King: we do. Thank you both, Casey and Kevin so much. This was fantastic. I don't know if you're seeing all the kudos coming through the chat, but it's great.

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00:54:24.240 --> 00:54:38.529

Julie Edwards: So yeah, there have been quite a few questions that that have come in. One of the ones that I think we could start with is a lot of us now are working working in this hybrid environment where we're online with people. So.

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00:54:38.540 --> 00:54:44.590

Julie Edwards: But do we build trust with them in the same ways as you suggested here? Or is there a different method for reaching

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00:54:44.600 --> 00:54:47.130

Julie Edwards: trust with those coworkers.

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00:54:48.040 --> 00:54:49.200

Casey Coker: So

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00:54:49.950 --> 00:54:59.409

Casey Coker: you have to have connection to build trust. So one of the things that's really important in a hybrid working environment is remembering things. So

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00:54:59.420 --> 00:55:18.589

Casey Coker: if it's somebody, if somebody said, I mean, these are simple but significant things. So if we're in a meeting at teams meeting or a zoom meeting on a Thursday, and Kevin said, Hey, my daughter's graduation party was this weekend? Um, it's really important to remember that. And then the next time you have a meeting with him to ask him,

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00:55:18.800 --> 00:55:20.979

Casey Coker: How did that?

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00:55:20.990 --> 00:55:23.339

Kevin King: Yeah, I do. Um. One of my

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00:55:23.350 --> 00:55:48.620

Casey Coker: my biggest tools is the one on one meeting I meet with my direct reports every Other Week based at the agenda. But at the beginning of every meeting I've taken notes. Those exact things like, How are things going, and they might say, Well, my parents are coming in this weekend, and so the next time I meet with them, I say, how is the visit with your parents, and that's you know. We talked about that personal history exercise That's just the first step, having the meetings, talking,

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00:55:48.680 --> 00:56:05.250

Kevin King: listening, listening all the time. Um! I saw that one of the comments I saw a lot, and I wanted to dress was a lot of people say, Yeah, well, my upper management sucks. This is all great, but they're all bad people, and I don't doubt that. But

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00:56:06.900 --> 00:56:22.389

Kevin King: your that I always say to that is, if you are doing your best to get even know the people and working on your teams and making your teams healthy. That's That's what you can do at this situation when you when you have a poor upper management,

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00:56:22.400 --> 00:56:25.690

Kevin King: I just went off topic really quickly. There, i'm sorry I beard

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00:56:25.710 --> 00:56:26.490

Kevin King: so.

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00:56:26.500 --> 00:56:35.050

Kevin King: No, I think that's great, because it. It did come up in the chat a lot. It hasn't shown up in the Q. And A. But that was the side conversation that was happening in the

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00:56:35.070 --> 00:56:37.129

Kevin King: I think it's just working on.

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00:56:37.200 --> 00:56:54.189

Kevin King: If you could work on your area, work on what you can control, and then, honestly, there's a point where you have to decide. This might not be the place for me. This is an unhealthy relationship or an unhealthy work environment. I think Casey can probably address it a little better than I.

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00:56:54.980 --> 00:57:13.769

Casey Coker: Well, and so i'm just also seeing someone. But like, do all problems come from managers? And I think no, just not all problems come from parents. I think that what Kevin and I want to make sure to do is we're trying to show nuance, and it's not black, and it's not black and white. It's not like

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00:57:13.860 --> 00:57:43.410

Casey Coker: what people are bad people or like dangerous, or you know, like I I think it's complex. I think that some management I've had in my life. Leaders are exceptionally empathetic and understanding, and have those skills and some leaders they just they don't have that empathy and understanding for whatever reason. So I don't want to paint like a wide swath. Say, like, you know, this is all toxic, and I think it's different, for different personality. Styles too right like

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00:57:43.480 --> 00:57:56.639

Casey Coker: my personality style, and what I need if i'm reporting to somebody may or may not be a good fit with somebody, and that might not mean they're a bad leader. It just means that this might not be the best place for me, and so

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00:57:56.650 --> 00:58:10.970

Casey Coker: I think that, like we often with these Webinars, you know people want tips and tricks and things like that, and people are just

so much more complex. And the the recommendation that I

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00:58:10.980 --> 00:58:40.609

Casey Coker: really support is to you for you to study your own, your own iceberg, your own triggers, your own behavior, so that you can better understand what triggers you, what kind of support you need. What do you need to feel like? This leader supports me, and being able to ask for that? Um, and so like, you know. I think, that I wish, like Kevin said, we could follow this in fifteen minutes, but it's it is complex, and you know a great leader, for you might not be a great leader for me, and that has been in my history, too. So

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00:58:40.620 --> 00:59:01.889

Casey Coker: you know, in some organizations, especially during the pandemic. You know it got really hard, and we are struggling as a as a culture with mental health right now in our response to trauma. And so you know, it's people are really having a hard time which makes work environments a lot harder to like, I said, because we don't need work at work.

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00:59:01.900 --> 00:59:02.390

Yeah,

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00:59:02.400 --> 00:59:12.370

Kevin King: one of my guiding principles that the Department had is one of my most important jobs that give people what they need to succeed.

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00:59:12.380 --> 00:59:29.359

Kevin King: Learn that by asking questions, by having one on one meetings, by trying to build trust in relationships, and if I can be there and be resource for them to succeed, because I gain nothing from their failure. I only i'll engage on their success, and the library will engage with their success. So that's the guiding principle for me,

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00:59:29.370 --> 00:59:48.670

Kevin King: and I hope that people that don't have those leaders can find those people. At least you respond to different leaders different ways. But I find that that's how I best respond to people that give me one of you succeed and support me. So i'm sorry any more questions. There's a lot. We took a lot of time there.

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00:59:48.680 --> 00:59:55.829

Kevin King: No, actually. So there. There are quite a few. But you. You both hit on a lot of them right there. So a lot of questions were coming in about

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00:59:56.170 --> 01:00:11.639

Julie Edwards: difficult coworkers, different personalities, and how this works. And so I think, as you're reiterating this, you know, thinking through yourself. Your own reaction first, before bringing this out into your workplace is is the place to to be. Am I getting that right?

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01:00:11.880 --> 01:00:23.150

Casey Coker: Yeah, I think after I do trainings, a lot of people will come up to me and say, my sister-in-law really needs therapy, and Then I ask, are you? And then they walk away.

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01:00:23.160 --> 01:00:53.149

Casey Coker: And so you know, I think that, like we love, we like, you know, and I I think that we a lot of this work. We have to figure out what we need, what's healthy for us, and we have to do that work ourselves. Um! And that's hard work to do, but that makes us healthier, and it puts us in healthier relationships and health. Your requirements. Um, Because what works for me might not work for you. So I encourage you to definitely do the work of figuring out your iceberg, and why you do what you do and why you feel like,

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01:00:53.160 --> 01:00:58.040

Casey Coker: feel so that you can get your needs met and feel healthy.

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01:00:58.050 --> 01:01:06.790

Casey Coker: Yeah. And leaders people out there that are leaders that are listening and giving people that you work with the time to do that work at work is work.

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01:01:06.800 --> 01:01:08.720

Kevin King: Yes, it is work.

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01:01:08.730 --> 01:01:12.419

Casey Coker: Yes, so it's not like. Oh, you do that stuff on your own time.

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01:01:12.750 --> 01:01:23.250

Kevin King: Why you're here. You got to do the library stuff, but that is work, and I feel I just saw an article today that there's a lot of businesses that are hiring chief mental health officers

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01:01:23.270 --> 01:01:24.989

Casey Coker: that I love it.

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01:01:25.000 --> 01:01:31.079

Casey Coker: I know I just saw that this morning, and I was like that is super cool, because I think it's something we need

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01:01:32.100 --> 01:02:01.240

Julie Edwards: That's fantastic. Um. And actually, that leads me into into a couple of things I want to let people know before we wrap up um. I've seen several people in the Q. And A. And in the chats, and bring this back to their library to share this as a all staff training to share this recording and the slides I will be sending out the recording and the size of a few days, so you will absolutely be able to do that. Just a reminder for those of you who are subscribers to Niche Academy. We have tutorials on secondary traumatic stress passion

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01:02:01.250 --> 01:02:15.380

Julie Edwards: and burn out workplace bullying which has come up a lot in the chat and in the Q. And A. And trauma-informed approach to library services. So check out the Niche Academy marketplace for those, or talk with your admin.

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01:02:15.390 --> 01:02:21.290

Julie Edwards: You'll have all this to bring back, and to extend to your staff to to continue on this conversation,

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01:02:21.350 --> 01:02:27.790

Kevin King: Kevin and Casey. Thank you so much for this presentation. It was absolutely amazing.

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01:02:27.800 --> 01:02:34.030

Kevin King: Yeah, here's our information right here. If you want to get a hold of us, and thanks a lot for the opportunity.

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01:02:34.040 --> 01:02:36.329

Casey Coker: All right. Thank you so much.

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01:02:36.990 --> 01:02:44.689

Julie Edwards: Thank you all for joining us today. I hope we see you at the next Webinars. Until then have a great afternoon.

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01:02:44.700 --> 01:02:45.890

Casey Coker: Bye

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01:02:45.900 --> 01:02:47.849

Kevin King: bye, bye, everybody.