Modelling Respect
Outside the Box
We know we shouldn’t view patrons as objects... right? What does it look like when we think “outside the box” in program design and service curation? How can we model patience and respect even when faced with rude patrons? This crash course in the framework of “Leadership and Self Deception” of the Arbinger Institute will spark conversations of patience and compassion.
Recognize We Have a Problem

"SELF-BETRAYAL"

1. An act contrary to what I feel I should do for another is called an act of "self-betrayal."

2. When I betray myself, I begin to see the world in a way that justifies my self-betrayal.

3. When I see the world in a self-justifying way, my view of reality becomes distorted.

4. So—when I betray myself, I enter the box.

5. Over time, certain boxes become characteristic of me, and I carry them with me.

6. By being in the box, I provoke others to be in the box.

from Leadership and Self-Deception
Self –Deception & the Box

- What is the Box?
- Self-deception is an issue every human being grapple with.
- It’s similar to being stuck in a box despite our intentions, we still have biases of issues, and are unable to see the primary cause our roles we plays into the issue.
- Because we are unable to see that we are the issue, all that we do while in the box tends to be useless. It prohibits our ability to make decisions, and gradually wear away our leadership abilities.
- When we get outside of the box, new opportunities evolves.

https://www.slideshare.net/ramadd1951/leadership-and-self-deception-90241948
Others: Objects vs Human Beings?

• When people are in the box, we treat others as objects or a means to aid us in accomplishing what we want.

• We see our needs more important than other people. However, when we are outside of the box, we treat people as people, as equals, with the same respect, integrity, and dignity.
In the Box

Picture yourself rushing for a meeting, and as the elevator door is closing you see someone running towards it. But in a split second, you choose to let the elevator doors shut, because you won’t be late.

When this happens you’re behaving like someone in the box, and you are seeing the other person as the object as an hindrance to your meeting, and his or her needs are less valid than yours.
Get Outside the Box

WHAT DOESN'T WORK IN THE BOX

1. Trying to change others
2. Doing my best to “cope” with others
3. Leaving
4. Communicating
5. Implementing new skills or techniques
6. Changing my behavior
Get Outside the Box

KNOWING THE MATERIAL

- Self-betrayal leads to self-deception and “the box.”
- When you’re in the box, you can’t focus on results.
- Your influence and success will depend on being out of the box.
- You get out of the box as you cease resisting other people.
Your drop-in morning programs primarily attract adults from day communities. They enjoy collaborative programming where folks can connect socially and especially light up when music is involved.
Inside the Box

- I am not a musician.
- I am not a musical person.
- My miniscule budget is set in stone.
- Everyone will laugh at me if I am vulnerable.
- People already come for what I’ve been planning.
- I don’t know this community and will not be seen as an expert if I ask for help or advice.
Outside the Box

Karaoke!

• Background singers and dancers
• Sing with karaoke track or song on YouTube
• Librarian goes first!
Are we just crossing wires this week? You haven’t been able to touch base with a coworker lately due to desk and programming schedules but feel like there’s tension. It’s worth a conversation, but you don’t know how or where to start.
In the Box

• Yep, you did something wrong.
• Actually, no – your coworker is just salty!
• What’s wrong with her, anyways?
• She didn’t say good morning on Tuesday.
• I bet she’s been mad at me since then.
• Should I put in this much effort at work for people to just be mad at me?
Outside the Box

• Go to the source!
• Ask clarifying questions.
  – What can I do to help?
  – Am I understanding this correctly?
• Meet one on one
  – Walking meetings
  – Go outside of the office if need be
Habits Are One Day at a Time

**LIVING THE MATERIAL**

- Don’t try to be perfect. Do try to be better.
- Don’t use the vocabulary—“the box,” and so on—with people who don’t already know it. Do use the principles in your own life.
- Don’t look for others’ boxes. Do look for your own.
- Don’t accuse others of being in the box. Do try to stay out of the box yourself.
- Don’t give up on yourself when you discover you’ve been in the box. Do keep trying.
- Don’t deny that you’ve been in the box when you have been. Do apologize; then just keep marching forward, trying to be more helpful to others in the future.
- Don’t focus on what others are doing wrong. Do focus on what you can do right to help.
- Don’t worry whether others are helping you. Do worry whether you are helping others.
Thank you!

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