

LEADERSHIP IN PRACTICE™ ORANGE COUNTY LIBRARY SYSTEM

Orange County Library System is committed to connecting its community to the evolving world of ideas, information, and technology, and making Orange County a great place to live, learn, work, and play.

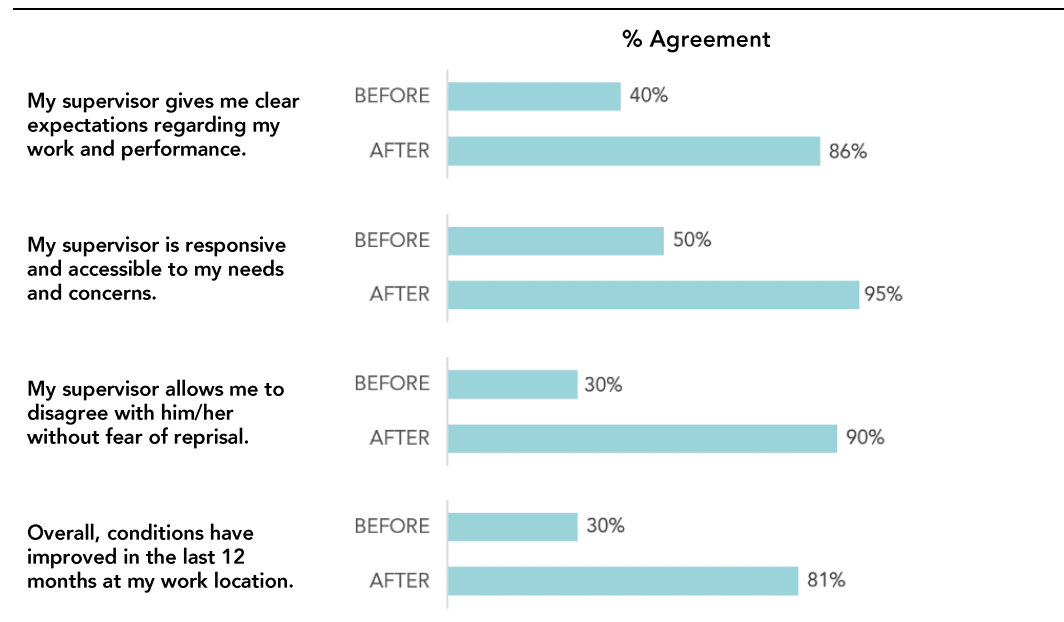
The Need

One department of OCLS was experiencing rapid growth, but was also challenged with higher than expected employee turnover. A regularly administered survey indicated a poorer than expected result in employee satisfaction.

The Solution

Adams Learning began by conducting an environmental assessment to determine what was contributing to the situation. We interviewed a cross-section of employees, and then compiled and quantified their responses to identify common themes. The findings were shared with leaders and managers in an assessment report.

After using the findings to prepare their action plans, the four managers in this department participated in Adams Learning's Leadership in Practice, eight months of leadership development that included ongoing training, coaching, feedback, and measurement. The managers focused on improving communication amongst themselves and within the department. Through the use of surveys, employee perceptions were measured before leadership development began, and again twelve months later.



"During the summer of 2015, the library noted a poorer than anticipated result in our employee satisfaction survey among a key work group. We brought in Adams Learning, Incorporated to help us isolate issues and work on resolutions. J.B. spent time with both staff and managers to identify issues and create improvement plans. We are most happy to report that one year later our employee satisfaction results are greatly improved. Clearly we are pleased with these measurable results – so pleased, in fact, that we have engaged Adams Learning to work with a group of managers who are being prepared to take on executive roles in the future."

Debbie Moss
Assistant Director
Orange County Library System