

Meeting in Nordic Library network in Reykjavik

Program

9.45-10.00	Arrival and breakfast
10.00-10.10	Welcome - Ingibjörg Steinunn Sverrisdóttir (IS)
10.10-11.15	Presentation - Vibeke Nielsen (DK)
11.15-11.45	Expert Network in Sweden - Cecilia Herdenstam (S)
11.45-12.30	Lunch
12.30-13.00	Guided tour at National and University Library
13.00-14.15	Language cafes, integration and the role of volunteers- Jamie Johnson and Stina Åmo (N)
14.15-14.30	Coffee break
14.30-15.00	Communication in the network -Vibeke Nielsen (DK)
15.00-15.15	Conclusion of the meeting
15.30-	Guided tour at Reykjavik City Library

Presentation

- Name
- Organisation
- Briefly report on an activity in your work that relate to the network

Example:

- Vibeke Nielsen from The Royal Library in Denmark
- We provide physical and digital materials for linguistic minorities to the Danish public libraries, which also includes knowledge sharing

Presentation

At our first meeting in Bergen it was decided that the presentation of the participants in groups worked well and the model will be used for future meetings.

The presentation will include active listening, which I will introduce briefly.



Greater benefit from network participation through active listening



What can active listening?

The original purpose of active listening was ... "to help other people to unfold and make new perception." (Rogers & Farson 1957)



Are you really
interested in
understanding others??

Listening versus active listening

“Normal” listening

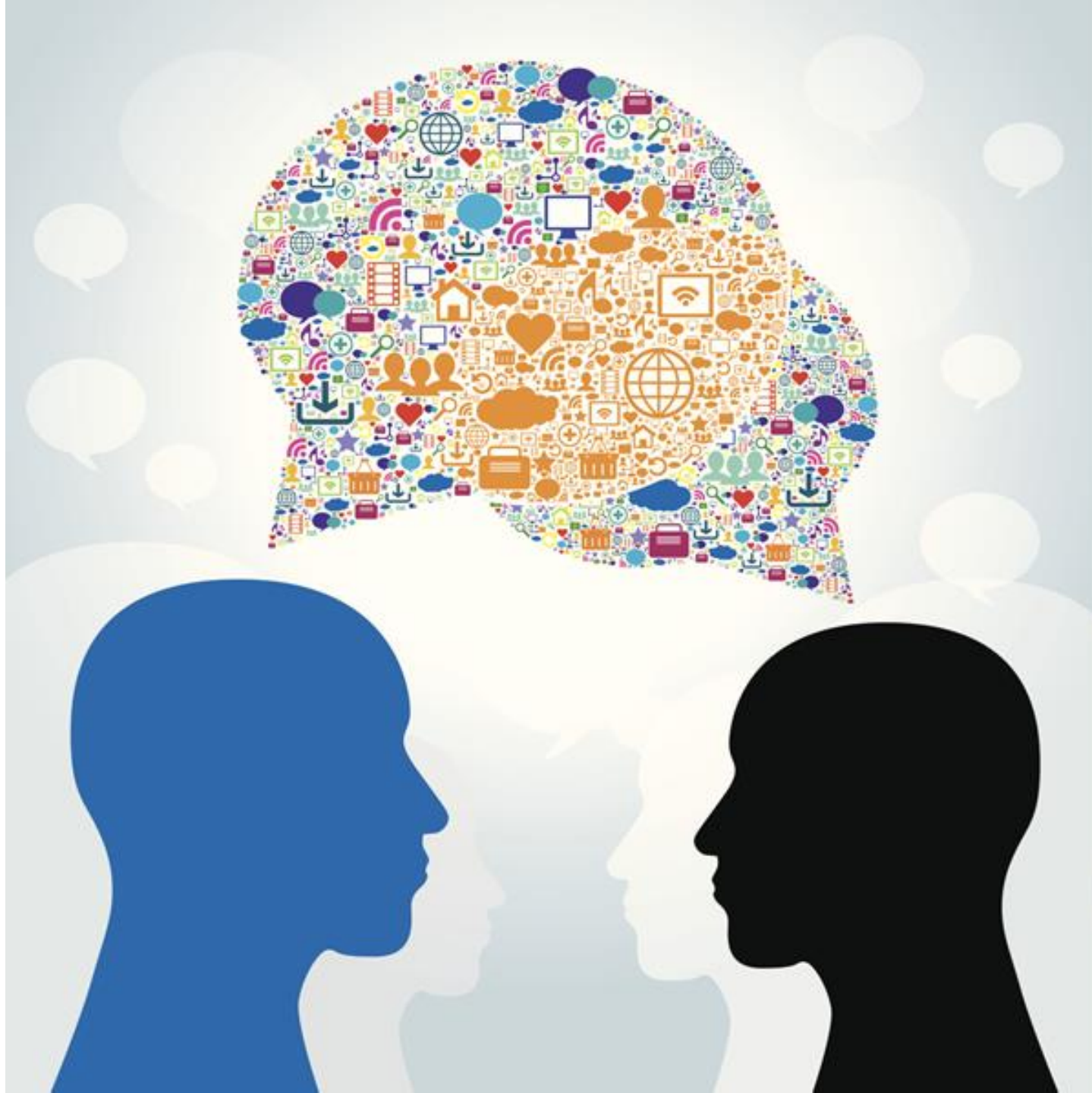
- Attention to yourself
- Thinking about the next thing you want to say
- Focus on whether you agree or disagree

Active listening

- Attention on the other person
- Listening from the other's point of view
- Empathetic setting

Active listening can give ...

- New knowledge
- Common reflection
and developments of
ideas



How do you do active listening?

- Let the other speak and listen carefully
- Helps focus and deepen the conversation
- You repeat what you have heard in your own words
- Asks open questions ... Who, how, what?

Don't...

- Interrupt the speaker!
- Talk about your opinions, ideas and solutions!



Why is listening so difficult?

Busyness



Helpfulness

We don't want to
change our
understandings



Don't give good advice too soon!

Open questions

- What have you tried to do?
- How did you do the activity?
- What can the reason be?
-



Presentation and exercise in active listening

Present a specific situation:

- A challenge you currently are working on
- Something you've done which worked well and why it worked?
- A good idea you know from other colleagues, libraries or other organizations



Knowledge sharing

The best observation or situation you want to share

