

# Meeting in Nordic Library network at Mångkulturellt centrum

## Program

<b>9.45-10.00</b>	<b>Arrival and breakfast</b>
<b>10.00-10.10</b>	Welcome
<b>10.10-11.00</b>	Presentation - Vibeke Nielsen (DK)
<b>11.00-11.30</b>	Esbo stadsbibliotek – Sunniva Drake & Carola Snell (FI)
<b>11.30-12.30</b>	Workshop part 1 – Mikael Morberg & Tal Lewinsky (S)
<b>12.30-13.00</b>	Lunch
<b>13.00-13.45</b>	Guided tour at Mångkulturellt centrum
<b>13.45-14.00</b>	Coffee break
<b>14.00-15.00</b>	Workshop part 2 – Mikael Morberg & Tal Lewinsky (S)
<b>15.00-15.15</b>	Conclusion of the meeting & next meeting in Denmark

# 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 December 2017 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.



You get greater benefit from network participation through active listening



# What is the purpose of 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

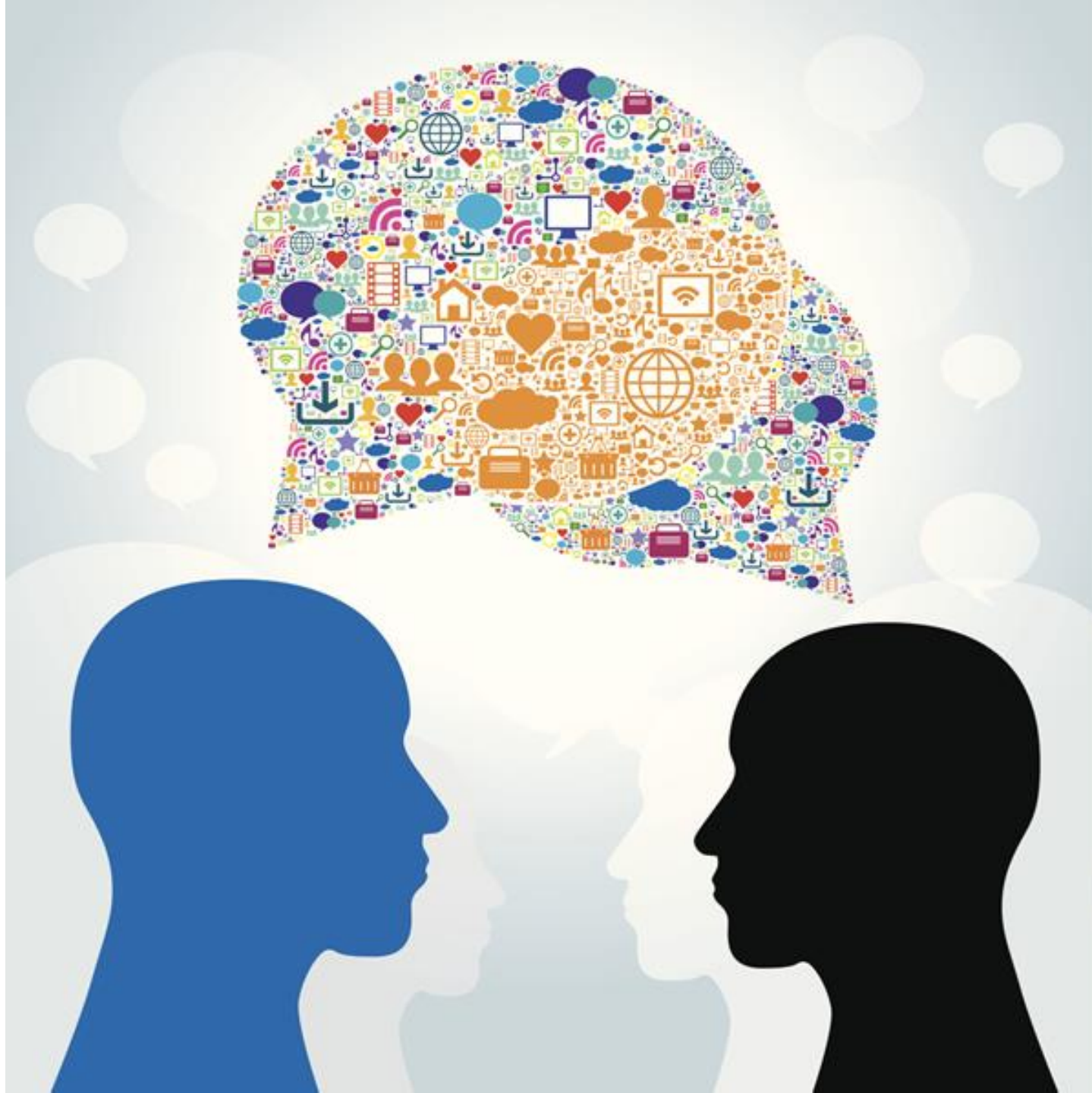
- Attention to yourself
- Thinking about the next thing you want to say
- Focus on whether you agree or disagree

## 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

