



Lisa Jeskins Training

Engaging training for information professionals

Course outline

Reference desk skills

Course aim

To provide library or archive staff with an introduction to reference desk skills and to provide a range of techniques to help enhance their reference desk practice.

Objectives

At the end of the course participants will have:

1. Identified barriers to communicating and listening
2. Practised using facilitative questioning and active listening techniques
3. Recognised different behaviours and examined ways of dealing with difficult situations
4. Considered the impact of negative language when dealing with users
5. Identified a personal plan of action and contributed to a shared team plan of action

Content

- What is the current reference desk landscape?
 - Who are our users?
 - What do we do well? What can we do to make it better?
- Communication skills
 - Barriers to good communication and listening
 - Facilitative questioning and active listening
- Handling difficult behaviour
 - Recognising difficult behaviours
 - How to respond and coping strategies
 - Use of language and empathetic listening
- The way forward
 - What will individuals take away from the session
 - Team plan of action (written by the team, for the team)

Course type

The session will include a mixture of presentation and group discussion work.

All courses are tailored to meet your specific requirements. [Please contact me for further details.](#)