

## TRANSCRIPT: Welcome

If you are struggling to get reluctant library staff to use new tech then this course is especially for you.

I've been training library staff to use tech tools for 20 years, and I often get emails like these from team leaders and managers.

"Some of these services require our Senior Librarian Team to upskill and tread the unknown."

"My worry is that she will become even more alienated from the team unless I can help her to embrace new technology."

"I deal with all manner of reluctance including hatred, fear, and lack of confidence."

Many people don't realise how difficult it is to be an awesome manager. There are so many things you have to figure out on your own. And sometimes dealing with reluctant staff can feel like you're having a Marge Moment. But let me reassure you that breaking through tech-reluctance is totally do-able.

When I was creating this course, I learned something that really surprised me. According to research by Josh Bersin and Deloitte, the average staff member has only 24 minutes a week to spend actively learning. 24 minutes a week. It's not much! But I'd be willing to bet that finding 24 minutes can sometimes seem impossible.

Time is your most valuable resource, right? And that's why each video in this course is bite-sized and straight to the point. Each video takes less than 10 minutes to watch. They give you what need to break through tech-reluctance in the shortest time possible.

You'll learn how to use a simple but powerful technique to get actionable results in less than ten minutes. You'll also learn how to overcome reluctant behaviours. And I'll show you how you can put everything you've learned into practice.

Let's get started shall we?