

What you can do today

- Go buy some good stationery.
- Meet up with anyone from your museum that is attending the conference. Ask them what they've learned/enjoyed, and share what you've learned.
- Strike up a conversation with someone who is at a different experience level from you. They might be next to you in line or sitting a row behind you.
- Get a good night's sleep.
- _____

What to do Monday back at work

- Keep your office door open all day. If you must have a confidential meeting/call, take it off site.
- Write a thank you note on that lovely new stationery.
- Sign up for leadership tips of the day (go to JoyfulMuseums.com for ideas)
- Go home on time. Your employees are watching you and modeling your behavior.

What to do over the next three months

- Call a mandatory all-staff meeting. Tell everyone you were inspired by the NEMA conference and want to make going to work better for everyone. Ask them to share their ideas for change with their supervisors OR send them to you directly. No ideas are too crazy. You are going to make your workplace the best it can possibly be. (Only do this if you actually mean it, and you intend to act on suggestions.)
- Create an in-house task force to work on improving workplace culture. Get buy in from department heads on the importance of this issue and the formation of the group. Let the group name and manage themselves, give them a small amount of money, and take their suggestions seriously.
- Ask employees to send you examples of great reviews of your museum, positive "overheard quotes" from visitors, and other stories about the good work your team does. This should be on-going. Highlight these and celebrate them.
- Print out a list of all of your employees. Put checks next to their names whenever you thank them publicly. Keep it up to date and make sure the page gets covered in marks. Be sincere. Address the gaps.
- Work on a 360 assessment.
- Complete an ROI on bettering workplace culture—how much will you save by creating a better environment? Share it with your senior staff and board.



- Make workplace culture a recurring agenda item with your senior staff.
- Ask someone on staff to evaluate your staff meetings and recommend changes. Take their advice seriously.

What to do over the next six months

- Examine your hiring procedures. How can you bring in the best people possible? A board committee might be helpful with this.
- Review your vacation policy. Do a cost-benefit analysis of offering more time off. Be creative: could you give the last week in December off? Could you assign a handful of days for off-site professional development (and let employees figure out how best to use them)? Talk this over with your board.
- Good communication skills are vital to a functioning workplace. How can you teach this to your staff? Can you bring someone in for a workshop? Can you ask staff to read a book on communication? Can you have a mandatory meeting to give a mini session yourself? Does a board member have skills in this area?
- Form a consortium of other museum/non-profit leaders in your community. Talk with this group about improving workplace culture. Is there a way you can pool your resources in a way that benefits all organizations (workshops, consultants, HR resources, etc.)?
- Identify volunteer opportunities for your staff to take. Your team will gain new skills, help others, and feel good. Your museum will also benefit from connecting with the community.

By next year's conference, I will have:

- ✓ Used all or a considerable portion of my vacation days
- ✓ Used up all my note cards
- ✓ Improved my museum's hiring policy
- ✓ Increased transparency
- ✓ Appreciated my staff in an appropriate manner
- ✓ Offered training and professional development to my staff
- ✓ Made progress as a leader because I did this: _____
- ✓ _____

