Whose Job Is It Anyway?

A Game Show About Team Management and Preventing Burnout
With Your Host...Ryan Paul!
Let’s Meet Our Contestants!
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But first! We want to hear from you. Whose job is it to be responsible for preventing burnout?
Question #1
Give an example of a time you identified team burnout within a museum setting.

6 minutes on the clock!
In summary...

- Small team or group outings can be helpful
- Institute regular check-in appointments with your team or direct reports
- Reward/acknowledge hard work
- Small meetings or one-on-ones can be good for those that aren’t sure how to voice their concerns in large, all-staff meetings
- Listen when employees come to you with concerns of burnout (about themselves or members of their teams)
- Explore the Eisenhower Matrix for tackling To-Do lists
- Give permission to say “No!”
Question #2
What are some simple solutions for boosting morale?

6 minutes on the clock!
In summary...

- Get outside of the museum and break up the day-to-day routine
- Validation is important at every level
- Visit other museums or cultural institutions for inspiration
- Embrace inside jokes and odd rituals
- Take breaks
- Things like “Hello!” or “How was your weekend?” go a long way
- Creativity and inspiration can be found in unexpected places
Question #3
How have you helped a staff member transition from *being on a team* to *managing a team*?

6 minutes on the clock!
In summary...

- Find your sounding board(s)
- Be careful with the “I’ll just do it myself” attitude
- Be patient with yourself (and others!)
- Delegate, decline, delete:
  - As hard as it may be, sometimes the best thing to do is LET GO.
  - Just say no! There are so many times that we overcommit because we care about our jobs, organizations, missions, staff, etc. But saying “Yes” isn’t always the best thing for those involved.
  - What has been looming on your To Do list or iPhone reminders for months? It’s probably time to delete it!
Question #4
How do you encourage staff at all levels, including part-time, to feel a sense of ownership and empowerment for their work?

6 minutes on the clock!
In summary...

- Explain how things fit into the bigger picture and the importance of each task/role
- Have regularly scheduled check-in meetings, so you aren’t checking in too frequently or not frequently enough
- Encourage departments or individual team members to share what’s going on in their bubble of the museum; helps everyone to understand our different roles and varying workloads
- Have staff-wide retreats to reiterate mission/vision/values, expectations, flow charts and chain of command, etc.
- Share success stories and lessons learned (formally or informally)
Question #5
How can directors, managers, or team leads help their staff manage stress?

6 minutes on the clock!
In summary...

● Be open--sharing ideas or strategies for how you deal with stress
● Emphasize that life is more important than work and finding a life/work balance is crucial
● We work at museums--it isn’t life or death
● Vacations exist for a reason--use them
● Staff should feel a safe environment for communicating when they feel “underwater” or overwhelmed
● Boundaries are important--don’t foster an environment of oversharing
● Rather foster an environment of trust--we’re all adults
Questions?
Ideas?

We encourage anyone from the audience to chime in with suggestions!
Resources

Packets of this presentation are available for attendees. A digital version will be available after the conference. We’ve also provided some resources such as books, articles, podcasts, etc.
Be sure to check out the following:

➔ **Read:** *Creativity in Museum Practice* by Linda Norris and Rainey Tisdale

➔ **Listen:** *Ask A Manager* on Apple Podcasts (especially the “How can I be a good manager?” episode)

➔ **Subscribe:** New York Times Smarter Living Newsletter (QR code below!)

➔ **Explore:** Eisenhower Matrix at eisenhower.me

➔ **Listen:** *Oprah’s SuperSoul Conversations* on Apple Podcasts (specifically the “Dr. Brené Brown: The Anatomy of Trust” episode)

➔ **Read:** *The Care and Keeping of Museum Professionals* by Sarah Erdman
Final Thoughts...

“We need to remember what's important in life: friends, waffles, work. Or waffles, friends, work. Doesn't matter, but work is third.”
— Leslie Knope