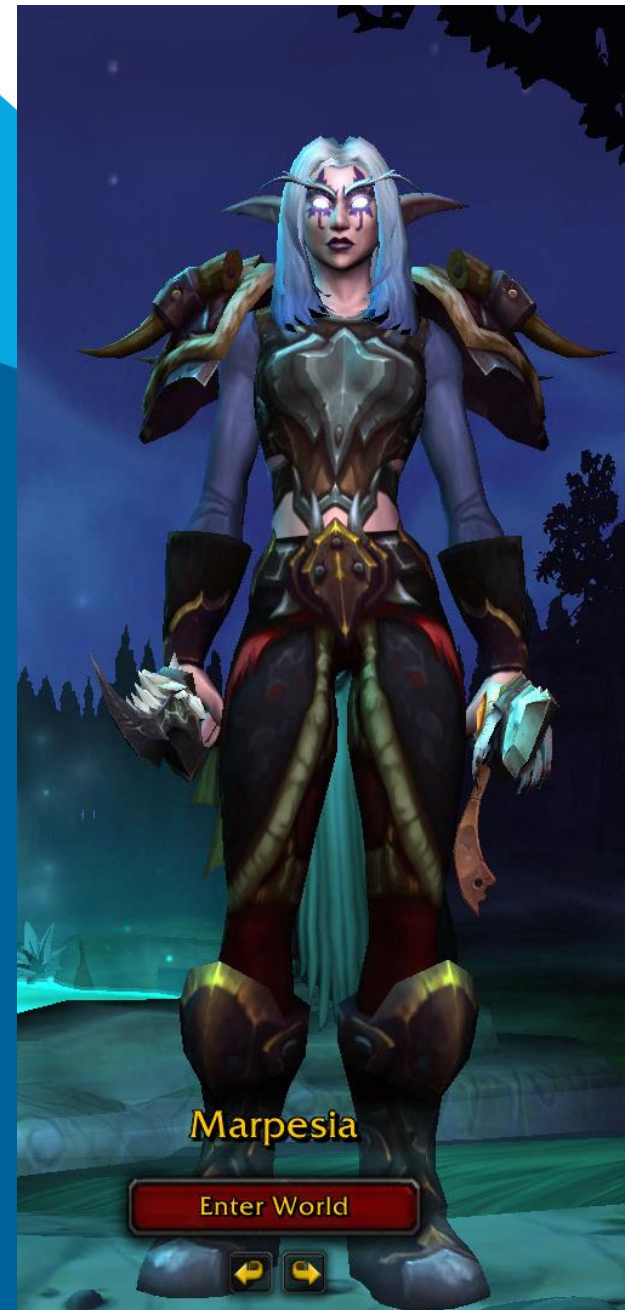


For the Win!

Everything I learned about
Management, I learned in
World of Warcraft



History

∞ Role Check:

- ∞ Customs Officer
- ∞ Editor
- ∞ Ice Cream Factory Girl Friday
- ∞ Data Entry Clerk
- ∞ Videographer



History

- ⌘ Library School
- ⌘ UofT Robarts Serials Dept
- ⌘ MLS Page



How did I get here?

⌘ Was it all just luck?

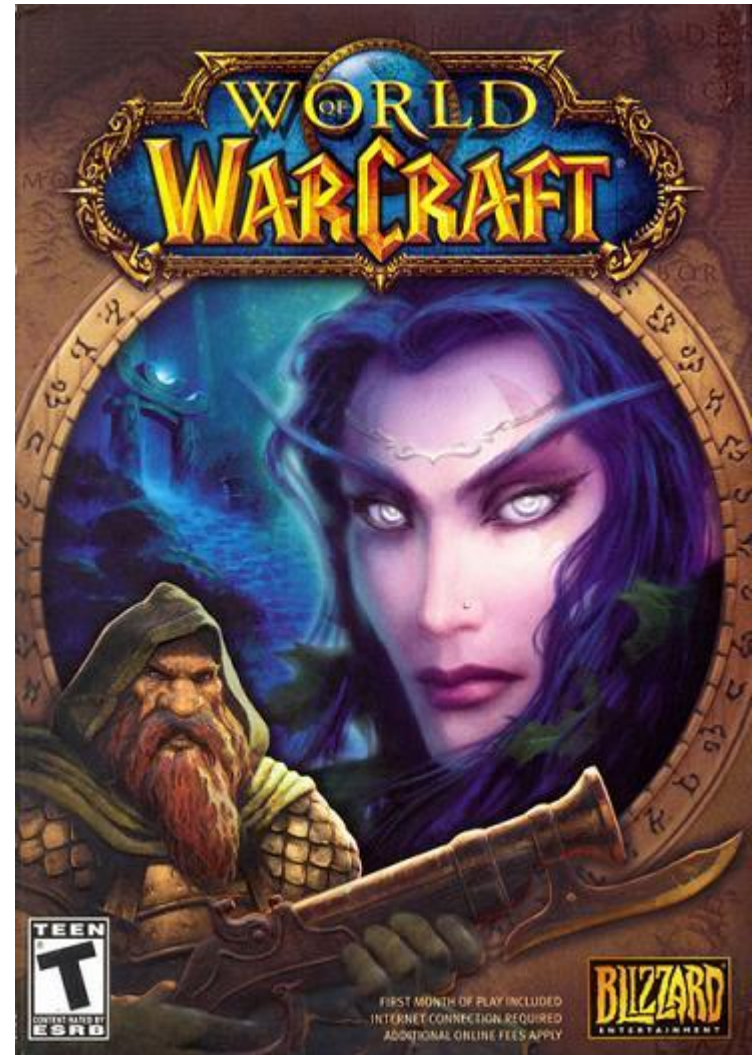
“Luck is what happens when preparation meets opportunity.” –Seneca

Catalyst

Fun facts:

- World of Warcraft came out in late 2004
- I graduated library school in April 2005.

I began to see a correlation...



Stats (or extrapolated skills)

+30

Charm

∞ Customs Officer

↔ Customer Service

+20

Accuracy

∞ Editor

↔ Aesthetics / Attention to

Detail

+20

Agility

∞ Ice Cream Factory “CSR”

↔ Flexibility

+15

Haste

∞ Data Entry Clerk

↔ Speed

+15

Stealth

∞ Videographer

↔ Perspective

- General	
Health:	161,160
Energy:	115
Item Level:	598 / 604
Movement Speed:	117%
- Attributes	
Strength:	1,202
Agility:	2,753
Intellect:	711
Stamina:	2,686
- Enhancements	
Critical Strike:	18.45%
Haste:	+9.25%
Mastery:	22.47%
Spirit:	533
Bonus Armor:	0
Multistrike:	10.67%
Leech:	0.00%
Versatility:	5.29%
Avoidance:	0.00%

...all handy super-Librarian skills!



Librarian → Senior Librarian → Manager → Acting Area Manager

Definitions (gamers go afk)

- ⌘ **MMORPG**: massively multiplayer online role playing game.
- ⌘ **Instances**: teaming with 4-5 people to take down an (called mobs or bosses).
- ⌘ **Raid**: teaming with 9 or more people to fight REALLY HARD Mobs and Bosses. (note the caps)
- ⌘ **Guild**: a group of people who play together often, sharing resources and identifiable by their tabard.
- ⌘ **Roles**: tanks and healers and damage-dealers...oh my!

...All caught up?

In theory, it's easy!

- ⌘ If everyone just plays their role and does what they're supposed to, you kill things and everyone's happy, right? ...Not really.
- ⌘ Each Raid, and there have been dozens over the past ten years, has multiple bosses; and each boss requires completely different strategies and tactics.
- ⌘ Not everyone can always be the hero.
- ⌘ Always evolving...





Meet Zedael & Co.

Raid Leader
Hails from
Scotland
Awesome



Manager as Raid Leader

- ⌘ Be a Role Model: showcase the behaviour and attitude you want to see and encourage in your team
 - ⌘ Be Prepared: do your homework, be ready to answer questions, and bring extra supplies.
 - ⌘ Servant Leadership: know what your team needs and facilitate access to it.
- ...It's all in the attitude!



The Big FIVE



Persistence

Once more unto
the breach, dear
friends, once
more!



Patience

"How poor are they that have not patience! What wound did ever heal but by degrees?"



Courage

“Screw your
courage to the
sticking-place.”



Inclusivity

“So we grew
together, Like to a
double cherry,
seeming parted,
But yet a union in
partition.”



Humour

“Better a witty
fool than a foolish
wit.”



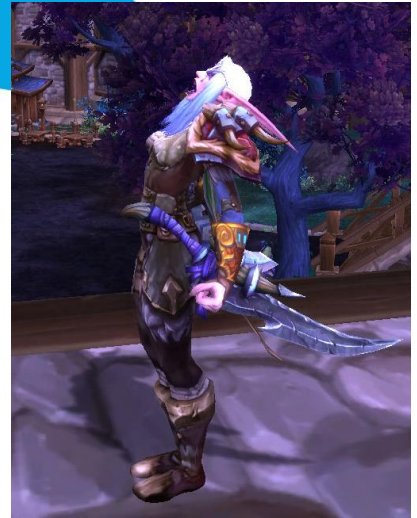
Fantasy v Reality

Guildies

- ...want to play.
- ...have fun playing.
- ...get personal satisfaction out of playing.
- ...can quit if they don't want to play.

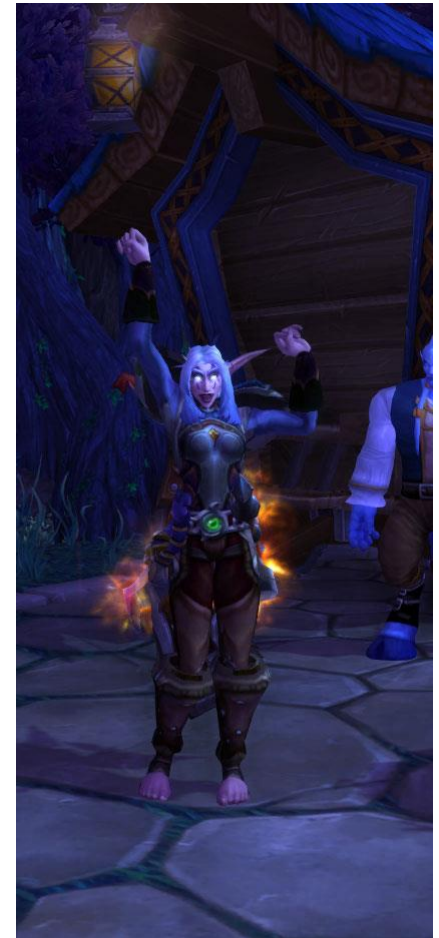
Staff

- ...want to work?
- ...have fun working?
- ...get personal satisfaction from their job?
- ...can't quit even if they don't want to work?



Reality can be fantastic

- Foster a culture of play: epic fails are allowed!
- Get buy-in from teams so work isn't just about work.
- Personal accomplishments should be celebrated – nobody is a WorkBot.
- Time away is important to recuperate physically and regenerate mentally.



Further Reading and Viewing...




- Why I put World of Warcraft on my resume:
http://money.cnn.com/2014/06/19/technology/world-of-warcraft-resume/index.html?hpt=hp_t4
- Jane McGonigal on Video Games and how they can save the world:
http://www.ted.com/talks/jane_mcgonigal_gaming_can_make_a_better_world.html
- How to be an Awesome Young Manager
<http://www.levo.com/articles/career-advice/how-to-be-an-awesome-young-manager>
- From Star Trek to board games: meet Wil Wheaton, king of the nerds:
<http://www.theguardian.com/technology/2014/dec/04/star-trek-board-games-wil-wheaton-kind-of-nerds-tabletop>



Questions?

GLHF (Good Luck, Have Fun)

Contact Info:

 905-615-3200 x3589

 amanda.french@mississauga.ca

 @malecasta

 Marpesia, Argent Dawn

