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| logo_forms | Wisconsin Department of Public Instruction**CONTINUING EDUCATION ACTIVITY REPORT**PI-2453 (Rev. 09-11) | **INSTRUCTIONS:** Complete and submit annually to your library system validator along with the Annual Summation of Continuing Education Activities, Form PI-2454. Refer to the *Certification Manual for Wisconsin Public Library Directors* for assistance. |
| Name *Last, First, Middle*      |
| Mailing Address *Street / PO Box, City, State, ZIP*      |
|  | I. CONTINUING EDUCATION ACTIVITY DESCRIPTION |  |
| Title of ProgramBest Practices of a First-Time Manager  |
| Description of ProgramUsing Emotional Intelligence as a practical framework, Dr. Mays will focus on the foundational pillars of emotional intelligence to share her best practices on how collaborative teamwork among staff reduced the number of security incidents at Center Street Branch by 50% within one year. Knowing your staff, mentorship, when is it time to hit the reset button and employing a solid service philosophy are just a few successful strategies for building healthy relationships with staff and patrons. At the end of this session, participants will immediately be able to apply best practices, concepts and techniques to their libraries and communities. |
| Relationship of Program to Present Position or Career Advancement      |
| Activity Dates | Location | Number of Contact Hours |
| From *Mo./Day/Yr.*1/23/2020 | To *Mo./Day/Yr.*1/23/2020 | online | Technology *If any*      | Total1.0 |
| Provider *If applicable*Wisconsin Public Library Systems, DPI |
| Category *Check one, attach written summary if applicable*[ ]  A. Credit Continuing Education *Attach formal documentation from the sponsoring agency.*[x]  B. Noncredit Continuing Education[ ]  C. Self-directed Continuing Education |
|  | II. SIGNATURE |  |
| **I HEREBY CERTIFY** that the information provided is true and correct to the best of my knowledge. |
| Signature of Participant⮚ | Date Signed *Mo./Day/Yr.* |