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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 ProgramGiving Bad News |
| Description of ProgramGiving bad news is seldom easy, especially for service-oriented library staff. It is, however, a regular part of the job. Bad news may cause anguish and agitation -- for both the person giving and receiving it! Learn how to deliver bad news in a tactful and direct way that ensures safety, defuses tension, and helps everyone involved retain a sense of dignity and pride. Learning objectives for this webinar include how to prepare to give bad news, how to deliver it, and how to follow up.  |
| Relationship of Program to Present Position or Career Advancement      |
| Activity Dates | Location | Number of Contact Hours |
| From *Mo./Day/Yr.*4/10/2020 | To *Mo./Day/Yr.*4/10/2020 | online | Technology *If any*      | Total1.0 |
| Provider *If applicable*WVLS, NWLS, SWLS |
| Category *Check one, attach written summary if applicable*[ ]  A. Credit Continuing Education *Attach formal documentation from the sponsoring agency.*[ ]  B. Noncredit Continuing Education[x]  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.* |