

CONTINUING EDUCATION

BY COMPETENCY

ADAPTABILITY

FEB **20**

WHY SMART GOALS

를 MAR **19**

LEADERSHIP ACADEMY



A DAY FOR PUBLIC SERVICE

CATALOGING & METADATA



A DAY FOR CATALOGERS



EFFECTIVE WORKPLACE COMMUNICATION FOR NEW SUPERVISORS



FROM PEER TO LEADER

COLLABORATION



ENHANCING COMMUNITY PARTNERSHIPS AND GRANT WRITING

APR **29**

RELATIONSHIP MANAGEMENT: HOW TO FOSTER STAFF RELATIONS WITHOUT ELECTRONICS OR EMAIL



A DAY FOR PUBLIC SERVICE

MED JUN

CUSTOMER SERVICE ON THE TELEPHONE AND BY EMAIL



DE-ESCALATION IN THE LIBRARY

COLLECTION MANAGEMENT



THE RETURN OF BOOK LOOK



COLLECTION MANAGEMENT AND DEVELOPMENT NETWORK MEETING

COMMUNICATION



NEW SUPERVISORS' ACADEMY

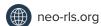
CUSTOMER SERVICE



A DAY FOR PUBLIC SERVICE











LEVERAGING LIBRARIES AS A RESOURCE FOR IMMIGRANT AND REFUGEE NEIGHBORS



CRITICAL CONVERSATIONS: BUILDING EMPATHY TO BUILD COMMUNITY



RA RETHINK: MERCHANDISING AND UPSELLING EDITION



CUSTOMER SERVICE EXPERIENCE BOOT CAMP



CUSTOMER SERVICE ON THE TELEPHONE AND BY EMAIL



DE-ESCALATION IN THE LIBRARY



MENTAL HEALTH ISSUES AND YOUR LIBRARY:
AN INTRODUCTION

DELEGATION



NEW SUPERVISORS' ACADEMY



LEADERSHIP ACADEMY

EMERGENCY PREPAREDNESS



DE-ESCALATION IN THE LIBRARY

FISCAL & BUDGET



AOS TRAINING AND FISCAL OFFICER NETWORK



BUDGETING PART 1: THE RULES



BUDGETING PART 2: THE PROCESS

FUNDRAISING



ENHANCING COMMUNITY PARTNERSHIPS AND GRANT WRITING

HUMAN CAPITAL MANAGEMENT



WHY SMART GOALS



IF IT'S BROKE, FIX IT: HANDLING LEFTOVER CHALLENGES EFFECTIVELY



HUMAN RESOURCES NETWORK



EFFECTIVE WORKPLACE COMMUNICATION FOR NEW SUPERVISORS



RELATIONSHIP MANAGEMENT: HOW TO FOSTER STAFF RELATIONS WITHOUT ELECTRONICS OR EMAIL





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HUMAN RESOURCES

MAR

IF IT'S BROKE, FIX IT: **HANDLING LEFTOVER CHALLENGES EFFECTIVELY**

HUMAN RESOURCES NETWORK MEETING



HR STUFF THAT EVERY SUPERVISOR SHOULD KNOW

LAWS



THE ROAD TO COPYRIGHT **CLARITY**

LEADERSHIP



NEW SUPERVISORS' ACADEMY



LEADERSHIP ACADEMY



FROM PEER TO LEADER



BRANCH MANAGERS NETWORK MEETING



GOOD LEADERS, BAD DECISIONS

PROBLEM SOLVING



NEW SUPERVISORS' ACADEMY



WHY SMART GOALS



LEADERSHIP ACADEMY

PROGRAMMING



ENCORE ENTREPRENEURSHIP: SERVING 50+ PATRONS



LEVERAGING LIBRARIES AS A RESOURCE FOR IMMIGRANT AND REFUGEE NEIGHBORS



NEXT LEVEL LEGOS



CRITICAL CONVERSATIONS: BUILDING EMPATHY TO BUILD COMMUNITY



BOOK DISCUSSION NETWORK



NORTHEAST OHIO TEEN NETWORK WORKSHOP



THE SILVER TSUNAMI AND YOUR **LIBRARY: LEARN TO SURF OR BE SWEPT AWAY**

PROJECT MANAGEMENT



WHY SMART GOALS



THE BASICS OF PROJECT MANAGEMENT



PROJECT MANAGEMENT 101

RECORDS MANAGEMENT



CREATING AND MAINTAINING A SUMMER READING DATABASE

STRATEGIC PLANNING



WHY SMART GOALS

TECHNICAL SERVICES



A DAY FOR CATALOGERS



