

Certificate of Completion

THIS CERTIFIES THAT
CALEB FELLOWES

has participated in the following education session:
Dealing with Difficult people in the Workplace

Presenter Cheryl Dezotti

In this session you will:

- Gain an understanding of the types of situations experienced by Nurses when dealing with difficult people
- Receive information to facilitate effectively communicating with difficult people in the workplace
- Review strategies to consider when meeting a difficult person
- Identify personal actions to take to assist you in dealing with difficult people in the workplace

Completed on

17 April 2019 (duration of 1 hour/s)

This equates to 1 CPD Hour/s (Continuing Professional Development)

REFLECTION:

Healthcare workers are exposed to difficult people on a daily basis. Nurses interact with a plethora of different personalities with varying priorities, viewpoints and spheres of influence which all have the capacity to impact the Nurses ability to do their job. Over time Nurses develop the skill and art of effectively communicating with difficult people. This session reviews key tips in dealing with difficult people.



Cheryl Dezotti

Director of the Nursing CPD Institute

Certificate #262700 issued by the
Nursing CPD Institute

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