

Certificate of Completion

THIS CERTIFIES THAT
CALEB FELLOWES

has participated in the following education session:

Perceptions and Expectations: Conflicts for nurses

Presenter Dr Pam Savage

Nurse Education Specialist of The Nursing CPD Institute

In this session you will:

- Understand the role and function of a manager dealing with conflicts.
- Relate the required standards of professionalism to practice
- Identify behaviours that may underpin complaint processes and conflicts
- Reduce the risks of client dissatisfaction

Completed on

07 April 2019 (duration of 1 hour/s)

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

REFLECTION:

The role of the nurse has changed and the expectations about what is a nurse can be quite different between each generation of nurses as well as those of society.



Cheryl Dezotti

Director of the Nursing CPD Institute

Certificate #264752 issued by the
Nursing CPD Institute

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