

Certificate of Completion

THIS CERTIFIES THAT
CALEB FELLOWES

has participated in the following education session:

Practical Strategies to Deal with Difficult People in the Workplace

Presenter Cheryl Dezotti

Nurse Consultant of The Nursing CPD Institute

In this session you will:

- Learn practical strategies to promote effective communication in the workplace
- Gain knowledge in practical ways to effectively work with difficult people in your workplace
- Learn about strategies you can use to resolve issues of conflict when working with colleagues
- Gain knowledge on action you can employ to be able to promote a harmonious work environment

Completed on

21 April 2019 (duration of 1 hour/s)

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

REFLECTION:

The strategies to manage professional relationships in the workplace are essential to creating a team environment that delivers the best possible nursing service. In this session, the strategies to deal with difficult people will be discussed and the individual will be provided the opportunity to reflect on the effectiveness of their work relationships.



Cheryl Dezotti

Director of the Nursing CPD Institute

Certificate #266058 issued by the
Nursing CPD Institute

ABN 56 116 470 716