

Certificate of Completion

THIS CERTIFIES THAT
CALEB FELLOWES

has participated in the following education session:

Managing Aggression: working with clients and their visitors

Presenter Sue Walker

Nurse Consultant of Health services Evolution

In this session you will:

- Gain an understanding of aggressive behaviour in the health care setting
- Review strategies that you can put into place to manage the aggressive situation
- Revise strategies that could prevent the situation occurring in the first place
- Reflect on your own practice in creating and managing a safe work environment

Completed on

14 April 2019 (duration of 1 hour/s)

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

REFLECTION:

In this session, we will discuss aggressive behavior in the health care setting, strategies that you can put into place to manage the aggressive situation as well as strategies that could prevent the situation occurring in the first place.



Cheryl Dezotti

Director of the Nursing CPD Institute

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Nursing CPD Institute

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