

# *Certificate of Completion*

THIS CERTIFIES THAT  
***CALEB FELLOWES***

has participated in the following education session:

**Verbal and Non Verbal Communication: interacting with  
colleagues and clients**

Presenter Cheryl Dezotti

Nurse Consultant of The Nursing CPD Institute

In this session you will:

- Gain an understanding of the different types of communication utilised in the workplace
- Be provided with the factors that contribute to communication failure in the healthcare setting and strategies to reduce same
- Learn effective verbal communication strategies to apply in your workplace
- Learn effective non verbal communication strategies to apply in your work environment

Completed on

**23 April 2019 (duration of 1 hour/s)**

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

## REFLECTION:

In this session, we will discuss the concept of verbal and non-verbal communication and how the professional relationship with colleagues and clients can be enhanced by the understanding of communication strategies.



Cheryl Dezotti

Director of the Nursing CPD Institute

Certificate #266077 issued by the  
Nursing CPD Institute

ABN 56 116 470 716