

## *Certificate of Completion*

THIS CERTIFIES THAT  
***CALEB FELLOWES***

has participated in the following education session:

### **Advanced Communication Skills - Leading with confidence**

Presenter Dean King  
of Personal Edge

In this session you will:

- Gain a deeper understanding of communication
- Gain insight into their own preferred learning and communication styles
- Experience how to communicate like an authentic leader
- Learn how to develop rapport

Completed on  
**05 April 2019 (duration of 1 hour/s)**

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

#### REFLECTION:

Inside the healthcare environments, research suggests that over 70% of all errors, adverse events and accidents can be traced back to poor communication or miscommunication.



Cheryl Dezotti  
Director of the Nursing CPD Institute

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Nursing CPD Institute  
ABN 56 116 470 716