

## *Certificate of Completion*

THIS CERTIFIES THAT  
**CALEB FELLOWES**

has participated in the following education session:

### **What Patients Really Want: Crawling Around Inside Your Patient's Head**

Presenter Nicole Nash-Arnold

Nurse Career Coach of Nurse Manager HQ

In this session, you will:

- Learn how patients want something completely different from what you think they want
- Discover key techniques for making your complaining patient feel truly heard
- Understand the difference between apology and acknowledgement
- Identify the options you have to de-escalate a situation with no senior management in sight

Completed on

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

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

#### REFLECTION:

In this session, we will explore complaints and how patients may want something completely different from what you think they want.



Cheryl Dezotti

Director of the Nursing CPD Institute

Certificate #265990 issued by the  
Nursing CPD Institute

ABN 56 116 470 716