

Certificate of Completion

This is to certify that

Jaqueline Diniz

Successfully completed the course entitled

Effective Communication with Children and Families

Learning outcomes include:

Communicate effectively with children, young people and their parents or carers; Understand the importance of remaining professional without being impersonal; Learn how to operate within professional boundaries; Learn how to manage professional boundaries; Learn about the barriers to effective communication; Learn about what is meant by effective communication; Learn the importance of listening first; Learn the importance of listening carefully; Understand the importance of being prepared; Learn about active listening; Learn about the importance of watching yourself; Learn about reflective listening; Learn about the types of questions that can be asked

CPD hours

01 hours 30 minutes

Award date

01 October 2017

