



Conflict Management

This is to certify that

Karen Harding

completed an e-learning course in the above subject.

This activity equates to 1 hour of CPD. This certificate should be kept within your CPD record, and can be used as evidence in a CPD audit by a professional institute or regulator.

- The key areas covered:**
- Managing conflict between individuals
 - Managing conflict between groups
 - How to prevent future conflict

Date: 11/06/2020

Signed:

Jon Collins
Executive Chairman of CPL Online

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