

P.E.P.P. UNLIMITED

On-line Continuing Education
Training at your convenience!

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1-800-944-5459



This course meets mandatory requirements for PCH Administrators

\$59



COMMUNICATION: WHAT ARE YOU HEARING?

- **Ways we communicate.**
- **What is effective communication and how do we use it?**
- **Interpreting and improving non-verbal communication.**
- **Using listening & compassionate communication skills with residents, families, community and staff.**

3-HRS