



## *Certificate of Completion*

*Alice Flanagan*

*has completed the online course*

*Difficult People: Why They Act That Way and How to Deal with Them*

*Presented by the National Institute of Corrections*

*on January 18, 2022*

*Training hours: .5*

A blue ink signature of Jeff Hadnot, written in a cursive style.

Jeff Hadnot, Chief  
NIC Academy Division