



# Managing Client Flow

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## Outcomes

At the completion of this program, participants will be able to:

1. Monitor procedures to ensure best flow of clients
2. Identify special needs of clients
3. Respond to client needs and reactions

## How long is this course?

- This course should equate to 6 CPD points
- The course should take you approximately six hours if you read through all materials and watch each of the video clips, as well as complete the quizzes. It will depend on your rate of learning.