CERTIFICATE OF COMPLETION

Theresa Ann Torchin

THIS PROGRAM (APPROVAL No: 9630565) HAS BEEN APPROVED FOR 2 HOURS OF HUMAN RESOURCES CONTINUING EDUCATION CREDIT PURSUANT TO 61E14-4.001 FAC. IF YOU HAVE ANY CONCERNS THAT THE COURSE YOU HAVE JUST COMPLETED DID NOT MEET THE LEARNING OBJECTIVES SET OUT IN THE COURSE MATERIALS, DID NOT COVER THE SUBJECT MATTER OF THE COURSE, OR WAS A SALES PRESENTATION; PLEASE CONTACT THE COUNCIL'S OFFICE IN WRITING AT:

DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION
REGULATORY COUNCIL OF COMMUNITY ASSOCIATION MANAGERS
2601 BLAIR STONE ROAD, TALLAHASSEE, FLORIDA 32399-0771

"DEALING WITH DIFFICULT PEOPLE"

June 12th, 2026

Date

Leland
MANAGEMENT

Jeff Gay

Jeff Gay, Divisional Director
Leland Management
Course Instructor