

---

# ALTERNATIVE DISPUTE RESOLUTION

---

---

**ACADEMY**

---

---

# **CERTIFICATE OF COMPLETION**

---

---

Is *Awarded To*

---

---

diana santa maria

---

---

For Course

---

---

## Dealing with Difficult Clients (1CME Ethics)

---

---

Guno Ritfeld, JD

---

---

Certificate 3656-1235-653

---

---

February 8, 2020

---