THIS CERTIFICATE IS PROUDLY AWARDED TO

Toon van Gelderen

FOR SUCCESSFULLY HAVING PASSED THE EXAM FOR

Introduction to Conversation Design

This course introduces the fundamentals of conversation design, teaching how to create AI assistants that are natural, engaging, and user-friendly. Learn key principles, workflows, and best practices to craft effective chatbot and voice interactions.

CERTIFICATE ID

699355f3c77141a04d00bb7e

DATE OF ISSUE

02/16/2026

ISSUED BY



Hans van Dam

Conversational Design Institute
www.conversationdesigninstitute.com

Conversation Design Institute