



Management Skills for Supervisors

Interpersonal Communication
and Conflict Resolution

Course Overview

\$665

There is no doubt that we all need to have difficult conversations at times, especially as a manager. If you want to better handle difficult conversations and achieve positive outcomes, you will appreciate this practical course. Cover common factors in miscommunication, concepts of motivation, intention, and perception, and learn all five conflict-handling styles and identify when to use them.

You will become a confident communicator through the development of listening, assertiveness, questioning, paraphrasing and feedback skills.

Approximately one week before the course starts you will receive a confirmation email that provides additional course details

Textbook:

Course materials are provided

26 Hours Online

1

2025F CESS151 - 101

September 8 - October 8, 2025

Monday / Wednesday | 6:30pm - 9:30pm

Online

Registration recommended by

August 31, 2025

2

2025F CESS151 - 102

October 14 - December 12, 2025

Online (Unscheduled, self-directed)

Registration recommended by

October 6, 2025

3

2025F CESS151 - 103

October 21- 24, 2025

Tues / Weds / Thur / Fri | 8:30am - 4:00pm

(In Person - Prince George Campus)

Registration recommended by

October 13, 2025

Please register before the recommended date as courses under-enrolled as of this date may be cancelled. Registrations after this date will be accepted if space is available.

Ready to Register?

Request for [Registration](#);
and/or [Sponsor an Employee Form](#)

FOR MORE INFORMATION:

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