



# 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

Please register before the recommended date as courses under-enrolled as of this date may be canceled. 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:

P 250 561 5846

E [continuinged@cnc.bc.ca](mailto:continuinged@cnc.bc.ca)

[cnc.bc.ca/ce](http://cnc.bc.ca/ce)

## 26 Hours Online

1

**2025F CESS151 - 102**

**October 14 - December 12, 2025**

Online (Unscheduled, self-directed)

Registration recommended by  
October 6, 2025

2

**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

3

**2026S CESS151 - 101**

**January 12 - March 13**

Online - asynchronous

Registration recommended by  
January 2, 2026

4

**2026S CESS151 102**

**February 16 - 20, 2026**

Tues / Weds / Thur / Fri | 8:30am - 4:00pm  
(In Person - Prince George Campus)

Registration recommended by  
February 4, 2026



College of  
New Caledonia