



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

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2026F CESS 151 104

October 19 - November 25, 2026

Online - Synchronous

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

(No classes on Nov 4, 11 & 18)

Registration recommended by

Friday, October 9, 2026

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.

This course is part of the Management Skills for Supervisors series, which may be eligible for funding through the StrongerBC future skills grant when students register in all three required courses.

See the StrongerBC future skills grant for details.

*Tuition is subject to applicable student fees and taxes.

Ready to Register?

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

FOR MORE INFORMATION:

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