



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

cnc.bc.ca/ce

26 Hours Online

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2026I CESS151 101

May 11 - June 10, 2026

Online - Synchronous

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

Registration recommended by

Friday, May 1, 2026

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College of
New Caledonia