



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.

*Tuition is subject to applicable student fees and taxes.

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. Offered Online & In-Person

1

2026F CESS 151 101

September 9 - October 14, 2026

Online - Synchronous

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

Registration recommended by

Monday, August 31, 2026

2

2026F CESS 151 102

October 13 - December 11, 2026

Online - Asynchronous

Registration recommended by

Monday, October 5, 2026

3

2026F CESS 103

October 20 - October 23, 2026

In-Person

Tuesday to Friday | 8:30am - 4:00pm

Registration recommended by

Monday, October 12, 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.



College of
New Caledonia