



Management Skills for Supervisors: Interpersonal Communication & Conflict Resolution

Course Overview

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 development of listening, assertiveness, questioning, paraphrasing and feedback skills.

Course materials are provided.

Fees

\$615

Ready to Register?

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

27 hours

Offered once online:

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2021I CESS 151 WI001

May 25 to June 10, 2021

Tue, Wed | 6:00 pm - 9:30 pm

Thur | 6:00 pm - 8:00 pm

Registration recommended by
May 17, 2021

Delivered synchronously

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Did you know?

This course is a prerequisite for the [Medical Device Reprocessing Technician Associate Certificate](#) and [Bookkeeping Certificate](#) programs.

FOR MORE INFORMATION:

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