

Management Skills for Supervisors: Interpersonal Communication and Conflict Resolution

Course Overview

\$640

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.

Course materials are provided.

Approximately one week before the course starts you will receive a confirmation email that provides additional course details.

Ready to Register?

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

FOR MORE INFORMATION:

P 250 561 5846
E continuinged@cnc.bc.ca
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27 hours offered five times online:

- 1 **2022F CESS 151 - 101**
Sept. 6 - Nov. 4, 2022
Asynchronous delivery | Registration recommended by August 29, 2022
- 2 **2022F CESS 151- 103**
Nov. 7 - Dec. 5, 2022
Mon & Wed | 6:30pm - 9:30pm
Synchronous delivery | Registration recommended by November 4, 2022
- 3 **2023S CESS 151 - 101**
Jan. 16 - Mar. 17, 2023
Asynchronous delivery | Registration recommended by January 6, 2023
- 4 **2023S CESS 151 - 103**
Mar. 6 - Apr. 3, 2023
Mon & Wed | 6:30pm - 9:30pm
Synchronous delivery | Registration recommended by February 24, 2023
- 5 **2023S CESS 151 - 101**
May. 15 - Jun. 14, 2023
Mon & Wed | 6:30pm - 9:30pm
Synchronous delivery | Registration recommended by May 5, 2023

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.

Did you know?

This course is a prerequisite for the Medical Device Reprocessing Technician Associate Certificate and Bookkeeping Certificate programs.

