



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.

Select sections of CESS 151 course may be eligible for the future skills grant. Learn more about eligibility and how to apply for funding by visiting cnc.bc.ca/futureskills.

26 hours offered three times:

- 1 2023F CESS 151 - 101**
Sept. 6 - October 11, 2023
Sept. 5 - Oct. 9,
Mon & Wed | 6:30pm - 9:30pm
Oct. 11, Wed. | 6:30pm - 8:30pm
Synchronous online | Registration
recommended by August 29, 2023
- 2 2023F CESS 151- 102**
Oct. 16 - Dec. 15, 2023
Asynchronous online | Registration
recommended by October 6, 2023
- 3 2023F CESS 151 - 103**
Oct. 17 - Oct. 20, 2023
Tue. - Fri. | 8:30am - 4:00pm
In person | Registration
recommended by October 10, 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.

Ready to Register?

Request for Registration Online Form; and/or
Sponsor an Employee Form

FOR MORE INFORMATION:

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cnc.bc.ca/ce



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