



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

- 1 2024S CESS 151 - 101**
Jan. 15 - Mar. 15, 2024
Asynchronous Online
Registration recommended by
Friday, January 5, 2024
- 2 2024S CESS 151- 102**
Feb. 20 - Feb. 23, 2024
Tue. - Fri. | 8:30am - 4:00pm
In person (Prince George Campus)
Registration recommended by
Tuesday, February 13, 2024
- 3 2024I CESS 151 - 101**
May 13 - Jun. 12, 2024
Mon. & Wed. | 6:30pm - 9:30pm
Wed., Jun. 12, 2024 | 6:30pm - 8:30pm
Synchronous Online
Registration recommended by
Monday, May 8, 2024

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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& Continuing Education