



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; and/or
Sponsor an Employee Form

FOR MORE INFORMATION:

P 250 561 5846
E continuinged@cnc.bc.ca
cnc.bc.ca/ce

26 hours

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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

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2024I CESS 151 - 101

May 13 - Jun. 10, 2024

Mon. & Wed. | 6:30pm - 9:30pm

Wed., Jun. 12, 2024 | 6:30pm - 8:30pm

Synchronous Online

Registration recommended by

Monday, May 8, 2024

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2024I CESS 151- 102

May 13 - May 16, 2024

Mon. - Thurs. | 8:30am - 4:00pm

In person (Prince George Campus)

Registration recommended by

Monday, May 6, 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.



School of Access
& Continuing Education