



# 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.

### 26 hours

**1** **2024! CESS 151 - 101**  
**May 13 - Jun. 12, 2024**  
Mon. & Wed. | 6:30pm - 9:30pm  
Synchronous Online  
Registration recommended by  
Monday, May 6, 2024

**2** **2024! 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.

### Ready to Register?

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

### FOR MORE INFORMATION:

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