



Management Skills for Supervisors

Interpersonal Communication
and Conflict Resolution

Course Overview

\$665

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.

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

Textbook:

Course materials are provided

26 Hours Online

1

2025F CESS151 - 101

September 8 - October 8, 2025

Monday / Wednesday | 6:30pm - 9:30pm

Online

Registration recommended by

August 31, 2025

2

2025F CESS151 - 102

October 14 - December 12, 2025

Online (Unscheduled, self-directed)

Registration recommended by

October 6, 2025

3

2025F CESS151 - 103

October 21- 24, 2025

Tues / Weds / Thur / Fri | 8:30am - 4:00pm

Online

Registration recommended by

October 13, 2025

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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