



Management Skills for Supervisors: Interpersonal Communication & Conflict Resolution

Course Overview

You'll learn how to give and receive effective feedback that will help resolve even the most difficult situations, as well as create a supportive communication climate for problem solving discussions; whether it's with a fellow employee, colleague, or superior. Topics of discussion will focus on identification & prevention of win/lose situations before they begin, the six rules to developing a supportive work climate, the three essential skills to help resolve all interpersonal conflict, understanding why people do the things they do, and ultimately, how you can turn all conflict into cooperation in the workplace.

Fees

\$665

Ready to Register?

Phone 250 692 1700 or drop by during office hours.

FOR MORE INFORMATION:

P 250 692 1700

E lkdsdist@cnc.bc.ca

cnc.bc.ca/burnslake

26 hours

Feb 22 - Mar 1, 2020

Saturdays & Sundays

9:00 am - 4:30 pm

2020S CESS 151 CI501

Did you know?

Having your staff continuously practice their interpersonal & conflict resolution skills is key in maintaining a peaceful work environment.

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