



# Management Skills for Supervisors

## Interpersonal Communication and Conflict Resolution

### Course Overview

**\$652**

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.

### Ready to Register?

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

### FOR MORE INFORMATION:

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E [continuinged@cnc.bc.ca](mailto:continuinged@cnc.bc.ca)  
[cnc.bc.ca/ce](http://cnc.bc.ca/ce)

## 26 Hours Online or In-Person

- 1** 2025S CESS 151 - 101 or 103  
**January 13 - March 14, 2025**  
Online (Unscheduled, self-directed)  
Registration recommended by  
January 3, 2025
- 2** 2025S CESS 151 - 102  
**February 18 - February 21, 2025**  
Tuesday - Friday | 8:30am - 4:00pm  
In-Person | Prince George Campus  
Registration recommended by  
February 10, 2025
- 3** 2025I CESS 151 - 101  
**May 12 - June 11, 2025**  
Monday & Wednesday | 6:30pm - 9:30pm  
Online  
Registration recommended by  
May 2, 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.



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