

## ONLINE COURSE

# Communication, Negotiation, and Conflict Resolution

Allows self-paced, online e-learning, accessible 24/7 on desktop, tablet, and mobile devices.



For supervisors, project managers, and anyone who must deal effectively and professionally with employees, subtrades, owners, clients, engineers, and employers.

Improve your written, oral, and negotiating skills and enhance your conflict resolution skills.

- ✓ Define a conflict and identify the stages of conflict.
- ✓ Appreciate the importance of communication.
- ✓ Apply assertiveness techniques to get a point across.
- ✓ Deal with difficult people more effectively.
- ✓ Recognize what makes an effective negotiator.
- ✓ Understand how power can be used or abused in negotiation.
- ✓ Determine when to close negotiations.

This course uses interactive elements, scenarios, videos, and quizzes to reinforce learning.

### PRICE



\$150

### COURSE DURATION



Approx. 4 hours

### AVAILABLE LANGUAGES

EN | FR

### SUPPORTED BROWSERS



### SUPPORTED OPERATING SYSTEMS



CANADIAN CONSTRUCTION  
ASSOCIATION  
CANADIENNE DE LA CONSTRUCTION

2 credits