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	COURSE DURATION	AVAILABLE LANGUAGES
$150	Approx. 4 hours	EN | FR

SUPPORTED BROWSERS

SUPPORTED OPERATING SYSTEMS

CANADIAN CONSTRUCTION ASSOCIATION
CANADIENNE DE LA CONSTRUCTION

2 credits

8 Group A CPD Points

BUILDFORCE CANADA

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