



custom. professional. local.



COMMUNICATION & CONFLICT RESOLUTION

Overview

Gain the tools that are essential for clear communication and conflict resolution on your team.

This course is designed to increase communication skills and learn essential skills to effectively manage conflict in the workplace. Course is delivered over 2 days and can be combined with policy training and / or workplace investigation training (potentially eligible for Canada Alberta job grant). Condensed version also available.



Communication Essentials

- Active Listening
- Communication Skills
- Asking Questions
- Giving and Receiving Feedback



Conflict Resolution

- Interest based conflict resolution
- Conflict Styles
- Creating a safe environment to productively manage conflict
- Self Awareness