

# Construction e-Learning Centre

INDUSTRY-DEVELOPED, INDUSTRY-APPROVED TRAINING INNOVATIONS

Course description

## Communication, Negotiation and Conflict Resolution

### SUMMARY

The information presented in this course will help you to improve your communication skills both written and oral, your negotiating skills and conflict resolution abilities alongside co-workers and on the job site every day.

### DESCRIPTION

The Communication, Negotiation and Conflict Resolution course has been designed to help improve written, oral and negotiating skills within the construction industry. The course contains interactive elements, case studies, practical examples, a search function, course glossary and reference library.

### OBJECTIVES

Upon completing this course, you will be able to:

- Overcome communication barriers,
- Communicate clearly using a variety of methods,
- Apply communication skills to lead a meeting,
- Define a conflict,
- Identify the stages of conflict,
- Apply assertiveness techniques to help people understand your point,
- Work with difficult behaviours more effectively,
- Describe the criteria for an effective negotiator,
- Describe how power can be used or abused in negotiation,
- Identify when to close negotiations.

### AUDIENCE

This course is intended for anyone in the construction and maintenance industry who must interact effectively and professionally with employees, subcontractors, owners, clients, engineers and employers.

### COURSE LENGTH

The course duration is approximately 5 hours.

### AVAILABLE FORMATS

This course is available online in English and French.

### CREDITS/CERTIFICATES

This course has been accredited by the Canadian Construction Association (CCA) for two (2) credits toward Gold Seal Certification. A final mark of 100% is required in order to receive a certificate of completion.



### HOW TO ENROLL

You will require a PIN # prior to registering for this course. Please contact your local distributor to obtain your PIN # and cost information. Distributors can be located on the Construction e-Learning Centre website at <https://elearning.buildforce.ca>.