



CSC E-LEARNING COURSE

This course can only be accessed on-line and is available in both English and French.

This course is self-paced and is approximately 6 hours in length.

E-Learning Centre courses are easy to use. Just contact the HHCA to get started.

Cost of course: \$150.00

COMMUNICATION, NEGOTIATION, CONFLICT RESOLUTION

This course has been designed to help improve oral, written and negotiating skills within the construction industry, and will provide the student with the tools to help:

- Define a conflict
- Identify the stages of conflict
- Understand how power can be used/abused in negotiation
- Identify when to close negotiations
- Use assertiveness techniques to get their point across



The student who successfully completes this course, by obtaining a final mark of 75%, will be able to receive two (2) credit towards Gold Seal Certification.



SUCCESSFUL COMPLETION OF THIS COURSE WILL ENABLE THE STUDENT TO:

- Understand the importance of communication
- Deal with difficult people more effectively
- Recognize the criteria for an effective negotiator

**ORDER FORM -
return by fax to
905-572-9166**

Company Name

Contact Person

Address

City

Postal Code

Phone

Fax

Email

HHCA

370 York Blvd., Ste. 100
Hamilton, ON L8R 3L1

Phone: 905-522-5220
Fax: 905-572-9166
Web: www.hhca.ca

To view course descriptions/demos please visit:
<http://elearning.csc-ca.org/Pages/courseCatalogue.aspx>

Complete this form to purchase a PIN # which is required prior to registering for this Construction Sector Council E-Learning Centre online course.

METHOD OF PAYMENT

Cheque Credit Card*

* A 2% service charge is applicable on all credit card payments

Cardholder

_____ PIN numbers @ \$150.00 ea. _____

Credit Card #

Exp. date

HST (R#107462830) _____

TOTAL DUE _____

Signature

The HHCA cares about your privacy. For a complete statement of our Privacy Policy please visit www.hhca.ca or contact us at 905-522-5220 to request a copy. By completing the attached form you acknowledge having read and understood the HHCA's use of your personal data.