

E-LEARNING COURSE

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

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

**Ready to get started? Complete the below form and hit Submit, email back to
alana@hhca.ca or fax to 905-572-9166.**

Company Name: _____ Phone: _____

Contact: _____ Email: _____

Address: _____

METHOD OF PAYMENT

- Credit Card (2% service charge applies) HHCA Member Account Cheque

Cardholder _____ PIN numbers @ \$150.00 _____

Credit Card # _____ Exp. date _____ HST (R#107462830) _____

Signature _____ TOTAL DUE _____