



## ONLINE CLASS

Wednesday, June 18, 2025  
0800-1200 hours

Instructor: Kim Turner

CCN 1301-20850-24-003  
POST Plan NA  
4-hours of CPT

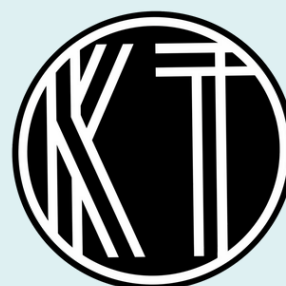
Tuition \$149

Eligible for CalOES  
Reimbursement  
Michigan Cert# TKT2023-3515



# CONFLICT MANAGEMENT

Elevate your conflict management skills to create a more harmonious dispatch center. This course uncovers the root causes of workplace conflicts and bullying, equipping you with effective strategies to defuse tense situations. Learn powerful communication techniques tailored for high-pressure environments, and discover practical tools to foster a positive team atmosphere.



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