



## ONLINE CLASS

Thursday, September 25, 2025  
0800-1200 hours



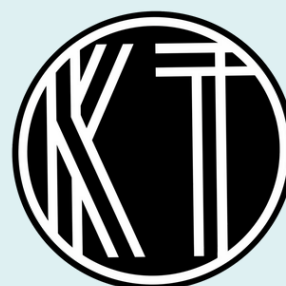
**Instructor: Kim Turner**

- POST CCN 1301-20850-25-002
- POST Plan NA
- 4-hours CPT
- Eligible for CalOES ATA Reimbursement
- Michigan TKT2023-3513
- Tuition \$199



# 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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