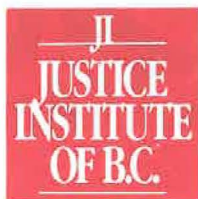


Interdisciplinary Studies Winter Calendar





Interdisciplinary Studies

January - April, 1992

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How to Use the Calendar

1. Check the Contents list for course categories. Categories indicate the subject or target group of the courses listed within them.
2. Categories are listed alphabetically. Within each category, courses are arranged by suggested sequence or date order.
3. Courses are also listed by date (see page 26).

Cover and inside graphics:
B.C. Native Petroglyphs

Notice

Our name has changed.

To better reflect the range of programs and services we offer, Extension Programs has changed its name to Interdisciplinary Studies.

Staff List

Interdisciplinary Studies

For numbers not listed below	228-9771
Dean	
Pat Ross	222-7220
Kate Walker, Supervisor Administrative Services	222-7221
Program Directors	
Flora MacLeod	222-7225
Shelley Rivkin	222-7233
Centre for Conflict Resolution Training	
Marje Burdine, Co-ordinator	222-7248
Kendra McEown, Program Planner	222-7213
Nancy McPhee, Program Planner	222-7219
Sally McMurray, Program Assistant	222-7287
Child Sexual Abuse Certificate Program	
Maggie Ziegler, Program Planner	222-7280
Justice, Family and Agency Training	
Cynthia Bettcher, Co-ordinator	222-7233
Tad Dick, Program Planner	222-7271
Lori Owens, Program Assistant	222-7251
Prosecution, Management and Training for Trainers	
Patricia McNeill, Program Planner	222-7229
Sandy Johnson, Program Assistant	222-7285
Residential Settings Management Training	
Sandra Rice, Co-ordinator	222-7273
Sandy Johnson, Program Assistant	222-7285
Office Support Staff	
Robin Bentley	222-7295
Cheryl Redding	222-7156
Judy Laird	222-7224
Steven Schick	222-7224

Registration Office

Registration Supervisor	
Kerry Gruber	222-7111
Registration Processing Clerks	
Lorraine Ordano	222-7276
Cindy Teather	222-7289

Library

Information	222-7200
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Interdisciplinary Studies
Justice Institute of B.C.
4180 West 4th Avenue
Vancouver, B.C. V6R 4J5
Telephone: 604/222-7224
FAX: 604/660-1875

General Information

Time of classes: Unless otherwise indicated, classes will be in session from 9:00 am to 5:00 pm. Please check the first page of each category and individual course listings. Class times are also noted on the registration receipt.

Parking: Parking is available, free of charge, in lots located north of Blake Hall, adjacent to Lawrence Hall, and east of the driveway off 8th Avenue.

Disabled designated parking: Two disabled designated parking stalls are located beside the gymnasium in the parking lot adjacent to Blake Hall (see map, page 31). Students in wheelchairs should check with the Registration Office for the location of access ramps and washrooms.

Location of classrooms: Unless otherwise stated, classes will take place at the Justice Institute in either Blake or Lawrence Hall. Check your receipt; it will show the location of your class. Notice boards inside the main doors of both buildings list courses and classrooms for that day. It is a good idea to check the notice board on entering as rooms are subject to change on short notice.

Library: All students attending courses at the JI are welcome to use the library. The library is open from 8:00 am to 5:00 pm, Monday to Friday, and library staff are

available to provide reference services. A screening room is available for viewing audiovisual items, and an audiovisual catalogue can be purchased for \$7.00. Photocopies charges are \$.20 a page. While any student may use the library, borrowing privileges are limited to students enrolled in Interdisciplinary Studies' certificate programs and to Corrections Branch and Court Services staff, firefighters, paramedics, police officers and Provincial Emergency Program workers. Others may borrow through interlibrary loan. Contact the librarian at your ministry, office, community college, university or public library.

Food on campus: Coffee and juice are provided in most classrooms and a small, deli-style store in Blake Hall is open from 8:00 am to 3:30 pm, Monday through Friday. The cafeteria, in a building just west of the gymnasium, is open from 7:00 am to 3:30 pm weekdays. You are welcome to bring your own lunch to eat in the student lounge area in Blake Hall, or outside if weather permits.

Out-of-town courses: Courses offered outside the Lower Mainland are listed at the end of each category.

In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.30.

Accident Investigation

The Pacific Traffic Education Centre (PTEC) is a joint venture of the Justice Institute of BC and the Insurance Corporation of BC. Launched in 1988, PTEC was established to help reduce the number and severity of traffic accidents in British Columbia by offering courses in advanced driver training and traffic accident investigation, and by conducting traffic research and participating in other forms of traffic safety training. Fee-for-service courses are co-sponsored with Interdisciplinary Studies.

Industrial Accident Investigation (#MGMT222)

This contract course has been designed for supervisors/safety co-ordinators who investigate industrial or motor vehicle incidents on behalf of their organization. It is available only on a contract basis. Content for the course includes on-site investigations (identification, collection and preservation of evidence; note taking techniques; interviewing and obtaining statements from witnesses) and preparation of an investigator's report, including cause analysis and recommendations. Through the use of simulations, participants will demonstrate skills and techniques related to on-site investigations. To find out more about the course and how it can be tailored to fit your needs, please call Patricia McNeill at 222-7229.

Resource People: Instructors are experienced police investigators with current experience and expertise in investigative techniques as they relate to interviewing witnesses, examining the site, collecting evidence and taking statements.

Traffic Accident Investigation, Level I (#PTEC100)

This course has been designed for fleet safety supervisors, peace officers, safety administrators, insurance adjusters and others with an interest in or responsibility for investigating motor vehicle accidents. The three-day course includes an introduction to damage evaluation and crash dynamics, interpretation of accident scene evidence, accident photography, measures and field sketches, and interviewing drivers and witnesses. The course will be run on a periodic basis. Interested applicants should contact Kim Howse at 222-7282 to put their name on a waiting list for the course.

Resource Person: Don Le Comte is an accident reconstruction specialist and Director of Pacific Institute of Traffic Safety Inc. He is a retired member of the RCMP with expertise in forensic accident analysis who has given expert testimony in Saskatchewan, Alberta and British Columbia. He is a graduate of Northwestern University's Traffic Institute and the University of North Florida's Institute of Police Technology and Management.

Administrative/ Support Staff

Unless otherwise indicated, Administrative/Support Staff courses will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm.

Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)

This planning workshop is directed toward administrative/support staff who have too much to do and too little time. Participants will learn how to identify and eliminate time wasters, manage their work better, and increase their productivity.

Length: One day
Date: **February 10**
Fee: \$85

Resource Person: Sheila MacCallum, consultant and trainer.

Managing Your Boss (#SUP120)

Productive relationships are the key to satisfaction and efficiency on the job. This workshop will help participants gain insight into personality styles on the job and how to make good use of differences in style. The course will cover problem solving techniques for effectively handling on-the-job difficulties, and the skills needed to help participants balance their own priorities with the priorities of others and develop confidence in selling ideas to their boss. Enrolment in this workshop is limited to 16 participants.

Length: Two days
Dates: **March 2-3**
Fee: \$185

Resource Person: A consultant with Ryane Consulting Inc.

Work and Self Management Skills (#SUP103)

This workshop is directed toward senior clerical staff who want to update or expand their skills and assume a wider range of administrative responsibilities. The two-day course will cover such work management skills as building working relationships, understanding the management process, setting goals, and planning, organizing and problem solving. Self-management skills to be covered include: distinguishing between stress and distress, coping mechanisms, self-assessment, and increasing self-motivation and action.

Length: Two days
Dates: **April 30-May 1**
Fee: \$165

Resource Person: Maureen Hannah, training consultant.

Front Line/Firing Line: Handling the Angry Client (#SUP109)

No matter where they work — a government, private or voluntary sector agency, or in the justice system — front office staff and line workers may find themselves having to handle distraught or angry clients. Through small group discussions and role plays, participants in this workshop will learn practical techniques to help them cool down these difficult encounters. Topics to be examined include resolving conflict, managing anger, and the concept of perceived power versus real power.

Length: Two days
Dates: **May 25-26**
Fee: \$165

Resource Person: A consultant with Ryane Consulting Inc.

Children and Youth

Unless otherwise indicated, Children and Youth courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Working with Troubled and Troubling Adolescents: A Certificate Program for Practitioners (#CY135)

This certificate program has been designed to increase the knowledge and skill level of practitioners currently working with adolescents in community or residential settings. The assessment/intervention framework presented in the program draws on three theoretical perspectives: 1) normative development; 2) psycho-educational model of re-education of troubled youth; and 3) a stress-coping model of developmental outcome.

A certificate of achievement will be issued to participants who successfully complete the core program and four elective workshops. For a brochure describing program structure, content and eligibility, contact the Registration Office at 222-7111.

Length: Twelve days
Dates: **February 7-8, 21-22, March 6-7, 20-21, April 3-4 and 24-25** (Fridays and Saturdays)
Fee: \$700 for the core program sessions

Facilitator: Penny Parry, Ph.D., has worked in the child and youth care field for over 15 years in both clinical and academic settings. She is currently a consultant in the areas of staff training and direct care. Resource people with expertise in a range of relevant issues will also be involved.

Electives

All of the following courses are electives in the Working with Troubled and Troubling Adolescents Certificate Program, but are also open to those not enrolled in the Certificate Program.

NEW

High Risk: Children Without a Conscience (#CY118)

This two-day workshop is directed towards professionals working with unattached, high-risk children in a therapeutic context. Participants will examine societal trends that impact upon the development of children, explore a framework for recognizing and treating unattached, character-disturbed children, and identify methods to prevent the development of anti-social behaviour.

An evening panel is directed toward parents and other interested members of the public.

Length: Two days/or two days and one evening/or one evening

Dates: **February 10-11** all day, and an evening panel on **February 11**

Fee: \$200 Full program (two day workshop and evening panel) (#CY118)
\$175 Two day workshop (not including panel) (#CY118A)
\$25 Evening panel only (#CY118B)

Resource Person: Dr. Ken Magid, a licensed clinical psychologist, is the co-director of the Behavioral Science Department for Family Practice Physicians at Saint Joseph Hospital, and the Director of Psychology at Golden Medical Clinic in Golden, Colorado.

Evening Panelists: Dr. John Allen, Associate Professor of Counselling Psychology, Faculty of Education, UBC, and author of *Inscapes of the Child's World*; Arden Henley, M.A. (Psych.), Director of Clinical Services for Peace Arch Community Services and Co-founder and Director of the White Rock Family Therapy Institute; Dr. Ken Magid (see above); and Charles Weber, a parent of special needs adoptive children. Co-sponsored with the Society of Special Needs Adoptive Parents.

Managing Out-of-Control or Assaultive Behaviour in Adolescents (#CY142)

This workshop is directed toward frontline workers in a variety of settings who may have to manage verbally or physically aggressive adolescents. Day one will examine ways to identify potentially violent or out-of-control behaviour, and will demonstrate verbal and non-verbal techniques to defuse or alleviate assaultive or acting-out behaviour. Day two will focus on safe, non-violent, physical intervention that can be applied, including the use of restraint.

Length: Two days

Dates: **April 15-16**

Fee: \$150

Resource Person: Mario Govorchin, an adolescent psychiatric worker and a former instructor with the Crisis Prevention Institute in Minnesota.

Anger Management with Youth, Level I (#CR720)

Managing an adolescent in conflict often involves dealing with some level of anger. These angry feelings may take the form of hostile, resistant, withdrawn or acting-out behaviours. Adults who respond often find themselves frustrated in a power struggle, escalating an angry adolescent. In this skill-building workshop, participants will learn how to acknowledge and understand an angry adolescent. Anger management skills will help participants to manage their own defensiveness and anger arousal. Course content will include communication skills and strategies to defuse an adolescent's angry feelings, and methods that will enable the adolescent to confront, set limits on, and disengage from angry, acting-out behaviours. The goal is to move through anger and identify the problem that exists. When an adolescent's angry feelings have been defused, rational problem-solving can occur.

Length: Two days

Dates: **April 13-14**

Fee: \$165

Resource Person: Paula Temrick, mediator and counsellor in private practice, and education consultant.

Anger Management with Youth, Level II

An Advanced Level Workshop (#CR720A)

This advanced workshop is for practitioners dealing with adolescents who are particularly resistant and difficult to engage. An adolescent's expression of anger at this level is often motivated by mistrust, suspicion and fear, and is generally evidenced by behaviours which are inappropriate, indirect or displaced. Extreme resistance, whether expressed through withdrawal or acting out, is always a negative expression of an unmet need. In this workshop, participants will learn strategies for building rapport and identifying and addressing underlying needs. Prerequisite: Anger Management with Youth, Level I. (An elective in the Working with Troubled and Troubling Adolescents certificate program.)

Length: Two days

Dates: **February 11-12**

Fee: \$165

Resource Person: Paula Temrick, mediator and counsellor in private practice, and education consultant.

Empowering Youth through Problem Solving (#CY139)

In conflict situations, adolescents frequently make decisions based on fear, assumptions and impulse. Adults often give them advice based on the adult's interpretation

of the events and personal needs. As a result, there is no ongoing commitment on the part of the young person to follow through. This workshop will model problem solving techniques that can be used by youth and child care workers and other practitioners to guide young people through conflict situations. Participants will learn to facilitate a process whereby adolescents can consider the circumstances, concerns and assumptions that motivate their behaviour; develop their own critical thinking and problem solving skills; and begin to make decisions that successfully meet their underlying needs. Prerequisite: Anger Management with Youth or Critical Skills for Communication in Conflict Situations. (An elective in the Working with Troubled and Troubling Adolescents certificate program.)

Length: Two days
 Dates: **March 16-17**
 Fee: \$165

Resource Person: Paula Temrick, mediator and counsellor in private practice, and education consultant.

Parent-Teen Conflict: Creating Agreements for Change (#CY148)

Youth and child care workers, residential care staff, school counsellors, social workers and probation officers are all in a unique and powerful position to facilitate change in the communication patterns and assist in the resolution of conflict between parents and teens. In this workshop, participants will learn how to act as intermediaries and guide conflicted families through a collaborative problem solving process. The practical, goal oriented nature of this intervention is designed to encourage young people to participate in family and individual sessions with a skilled intermediary, and to facilitate the establishment of agreements around such issues as curfews, chores, truancy and substance abuse. Small group work will be facilitated by skills coaches. Priority registration will be given to participants who have completed Anger Management with Youth, Level I.

Length: Two days
 Dates: **March 30-31**
 Fee: \$165

Resource Person: Paula Temrick, mediator and counsellor in private practice, and education consultant; Debbie Verkerk, B.A., Director of Avalon School, Vancouver.

Working with Pre-Delinquent and Delinquent Youth, Level I: Awakening Personal Responsibility (#CY124)

This workshop is directed toward professionals working with pre-delinquent and delinquent youth. Day one will look at the psychological needs of adolescents, compare and contrast normal and dysfunctional needs of adolescents, and present an overview of counselling strategies for behavioural change. Day two will examine counselling strategies in more depth, with particular emphasis on models that assist adolescents to develop a sense of

personal responsibility and respect in their own community. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Length: Two days
 Dates: **January 31-February 1**
 Fee: \$145

Resource Person: Larry Green, M.A., counsellor and trainer in private practice.

Working with Pre-Delinquent and Delinquent Youth, Level II: Using the Teen's Reactivity to Enhance One's Influence (#CY124A)

This workshop, which is directed toward youth and child care workers, will build upon the concepts presented in Working with Pre-Delinquent and Delinquent Youth, Level I. The focus will be on 'reading' and integrating the client's ongoing behaviour into the overall shape of the therapeutic process. Strong emphasis will be placed on role modelling, role plays and particularized feedback. Participants are encouraged to bring case examples to the workshop for discussion and roleplay. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Length: Two days
 Dates: **March 13-14**
 Fee: \$145

Resource Person: Larry Green, M.A., counsellor and trainer in private practice

Adolescents and Addiction, Level I: Practical Strategies for Assessment and Treatment (#CY141)

This workshop is directed toward staff who want to develop practical, community-based strategies for intervention with adolescents who are at risk of being, or are already, addicted to alcohol and/or drugs. The workshop will provide an overview of models of addiction, explore assessment approaches, and highlight counselling strategies for working with this target group. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Length: Two days
 Dates: **February 3-4**
 Fee: \$145

Resource People: Rob Axsen, B.A., Program Director, Odyssey Substance Abuse Services for Youth; and Colin Sanders, M.A., Supervisor of Residential Services, P.E.A.K. House.

Adolescents and Addiction, Level II: Alternative Treatment Methodologies (#CY141A)

This second level workshop will examine alternative treatment methodologies, within the emerging 'eclectic' model of addiction, for working with young people with

substance abuse problems. Using a biopsychosocial framework, key aspects of adolescent development psychology will be examined in relation to factors that predispose young people toward substance abuse. Participants will have an opportunity to examine stages of adolescent development within a systemic perspective, consider the range of treatment options available for working with young people who have addiction problems, and develop a plan to ensure optimal treatment matching. Prerequisite: Adolescents and Addiction, Level I, or by permission of the Co-ordinator. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Length: Two days
Dates: **April 28-29**
Fee: \$145

Resource People: Rob Axsen, B.A., Program Director, Odyssey Substance Abuse Services for Youth; and Colin Sanders, M.A., Supervisor of Residential Services, P.E.A.K. House.

Art and Play Therapy: Treatment Approaches for Children Who Have Suffered a Loss (#CY104)

This workshop is directed toward therapists, social workers, child care workers and mental health professionals currently working with children (3-12 years) who have suffered a loss through death or divorce. Content will cover the function of art and play therapy through the developmental stages and the stages of grief, and coping mechanisms and practical concerns related to the use of art and play therapy.

Length: Two days
Dates: **January 24-25**
March 20-21
Fee: \$165

Resource Person: Marie Jose Dhaese, M.Ed., a certified and registered art and expressive therapist specializing in play therapy.

Client Centred Play Therapy (#CY104A)

This workshop is directed toward practitioners who use play therapy in their work with children. Course content will include principles of non-directive play therapy, the symbolic language of play as it develops through the therapy process, kinds of play and how play changes, and stages of the treatment process. Enrolment in this workshop will be limited to 16 participants. Prerequisite: Art and Play Therapy, Level I.

Length: Two days
Dates: **May 22-23**
Fee: \$175

Resource Person: Marie Jose Dhaese, M.Ed., a certified and registered art and expressive therapist specializing in play therapy.

Conferences and Special Events

Justice: Extending the Vision - A National Conference on Victimization and Recovery (#EP190)

This conference is directed toward victim service providers, policy developers, researchers, law enforcement and criminal justice personnel, and mental health workers involved in the victim assistance field. Eight workshop streams will examine new programs, provide specific skills for service delivery, and debate current trends and emerging issues. Co-sponsored with the BC Victim Assistance Program; and Ministries of Women's Programs and Government Services, Attorney General and Solicitor General, Province of BC.

Length: Four days
Dates: **March 2-5**, 1992 at the Victoria Conference Centre

Fee: \$220 before December 31, 1991 and \$240 after
Resource People: Inspector Chris Braiden, Edmonton Police Department; Pat Marshall, Metropolitan Toronto Action Committee on Public Violence against Women; Shirley Turcotte, therapist and author; Dr. Glenda Sims, Chairwoman of the Canadian Advisory Council on the Status of Women; and many other practitioners and researchers in the field of victim services.

Conflict Resolution

The Justice Institute's Certificate Program in Conflict Resolution is designed to meet the needs of a wide range of professionals for increased skill and knowledge in dealing with conflict in their work environments. It is the only program of its kind in Canada.

To complete the Certificate Program, participants attend 210 hours of core and elective courses and demonstrate competency in both mediation and negotiation skills. Students interested in pursuing the Certificate are encouraged to begin their studies with course #CR100. Those who have had no previous training in this field would also likely benefit from taking #CR735 as an entry course. For further details, call 222-7287.

It may sometimes be necessary to substitute an instructor for the courses listed below. The Centre for Conflict Resolution Training also reserves the right to change the location of any course due to space restrictions at the Justice Institute. Participants will be notified at least a week in advance of changes in course location.

To receive credit for the program, participants must attend each course in its entirety.

Courses in the program are highly experiential and require participation in skill practice exercises and roleplay. All students are expected to participate actively and are invited to bring a VHS videotape to record their simulations in all core courses.

Course Times and Locations

Unless otherwise indicated under individual course listings, Vancouver courses will be held at the Justice Institute of BC, 4180 West 4th Ave., Vancouver, BC. Classes will be in session from 9:00 am to 5:00 pm. Parking is free at the Justice Institute.

Out-of-Town Courses

Courses in the Certificate Program are now available throughout the province as well as in Whitehorse and Tacoma, Washington. For listings, see page 12.

Instructors

Most courses in the Centre are delivered by:

Michael Altshuler, J.D., M.S., mediator and counsellor in private practice;
Elizabeth Azmier-Stewart, mediator and trainer in private practice;
Randy Boychuck, M.A., counsellor and trainer in private practice;
Sally Campbell, J.D., lawyer, mediator, and trainer in private practice;
Michael Fogel, LL.B., J.D., M.Ed., mediator and counsellor in private practice, and Director of Mediation Services with BC International Commercial Arbitration Centre;
Mario Govorchin, trainer, consultant and adolescent psychiatric worker;
Karen Haddigan, mediator in private practice, and Project Co-ordinator, Inner City Housing;
Stacey Holloway, consultant and counsellor in private practice specializing in youth and education;
Marg Huber, trainer and mediator in private practice, specializing in family, community and native groups;
Tom Northcott, LL.B., mediator and trainer in private practice;
Michael Reynolds, trainer and mediator in private practice;
Arthur Ridgeway, Ph.D., registered psychologist, consultant and trainer in private practice;
Gordon Sloan, LL.B., mediator and trainer in private practice;
Jim Toogood, mediator, arbitrator and trainer in private practice;
Deborah White, M.A., ABS, organization development consultant and trainer in private practice;
Dale Zaiser, M.A., ABS, consultant and counsellor in private practice, and Instructor, Douglas College.
Other resource people with complementary expertise and specializations are also involved.

Coaches

Sandy Dunlop, Donna Dussault, Angie Dyck, Cam Ellison, Kelly Henderson, Wendy Hilliard, Laurie McGillivray, Ronald Monk, Carol Oleksiuk, Ingrid Pipke, Jill Schroder, Tracy Selinger, Pamela Theriault, Leanne Turnbull, Jacque Waechter.



Jump-Over Creek

Core Courses

Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)

This course explores the sources and implications of interpersonal conflict within various contexts. Participants will have an opportunity to assess their current approaches to resolving conflicts and to broaden their range of options. An examination of power, expectations, anger and problem solving will include specific concepts, skills and techniques useful in the resolution of interpersonal conflicts. Emphasis will be on skill development through structured practice and roleplay simulations. Recommended as a prerequisite for Conflict Resolution, Level II: Dealing with Anger (#CR200).

Length: Three days (21 hours)

Dates: **January 16 & 23** (7:00 pm-10:00 pm) and **January 18 & 25** (9:00 am-5:00 pm), Dale Zaiser

January 22-24, Michael Altshuler

February 17-19, Randy Boychuck

March 16-18, Michael Reynolds

April 21-23, Marg Huber

Time: 9:00 am - 5:00 pm

Fee: \$250

NEW

Conflict Resolution, Level I: Resolving Conflict in the Workplace (#CR763)

This course is equivalent to Conflict Resolution, Level I: Dealing with Interpersonal Conflict, but has additional information and focus on organizational issues and conflicts. It may be taken in place of #CR100. The course will explore the dynamics of conflict both generally and within the work environment. Emphasis will be on participants' own conflict style at work and on their skills in critical conflict resolution, effective confrontation, assumptions management and collaborative problem-solving. This course will be of particular value to managers and supervisors who wish to expand their leadership skills.

Length: Three days (21 hours)

Dates: **May 25-27**, Deborah White

Time: 9:00 am - 5:00 pm

Fee: \$250

Conflict Resolution, Level II: Dealing with Anger (#CR200)

Angry, hostile or resistant feelings and behaviours are commonly generated in conflict situations. Efforts to resolve the conflict may be ineffective if these feelings are ignored or denied. This course presents theory, techniques and approaches for effectively managing angry feelings and behaviour, including confronting, defusing and disengaging in angry conflict situations and moving through anger to constructive problem solving. Emphasis

will be on skill development through small group and individual exercises. Recommended prerequisite: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)
Dates: **February 10-12**, Michael Fogel
March 12 & 19 (7:00 pm-10:00 pm)
and **March 14 & 21** (9:00 am-5:00 pm), Mario
Govorchin/Michael Raynolds
March 23-25, Stacey Holloway
May 11-13, Karen Haddigan
Time: 9:00 am - 5:00 pm
Fee: \$250

Mediation Skills, Level I (#CR300)

Mediation is a practical method for assisting other people to resolve their conflicts and attain mutually satisfying outcomes. The process is useful in a wide variety of settings, including organizations, neighbourhoods, committees, schools and families. This course introduces the concepts, skills and techniques needed to mediate disputes encountered on a day-to-day basis. Emphasis will be on skill development through simulated mediations.

Length: Three days (21 hours)
Dates: **January 27-29**, Randy Boychuck
February 13 & 20 (7:00 pm-10:00 pm)
and **February 15 & 22** (9:00 am-5:00 pm),
Michael Raynolds
February 24-26, Sally Campbell
April 6-8, Marg Huber
Time: 9:00 am - 5:00 pm
Fee: \$250

Mediation Skills, Level II (#CR400)

This course prepares the mediator to deal with complex and emotionally charged conflicts. Skills, techniques and theory include power-balancing, dealing with resistance and dysfunctional behaviour, mediator interventions and styles, and legal and ethical issues. Skill practice sessions are facilitated by trained coaches. Prerequisite: at least four other courses in the Certificate Program, including Mediation Skills, Level I, or by permission of the Co-ordinator.

Length: Five days (35 hours)
Dates: **February 17-21**, Karen Haddigan
April 27-May 1, Michael Fogel
Time: 9:00 am - 5:00 pm
Fee: \$425

Negotiation Skills, Level I (#CR500)

Negotiation skills are essential in daily interactions with others to assist you in getting what you need and want. Principled negotiation results in an agreement that responds to the interests of both parties involved. This course introduces the skills, theory and techniques for

applying interest-based negotiation in a variety of work and day-to-day situations. Participants will learn to build a collaborative climate and use the skills and concepts of principled negotiation. Required reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 1981.

Length: Three days (21 hours)
Dates: **February 3-5**, Deborah White
March 2-4, Tom Northcott
May 4-6, Michael Altshuler
Time: 9:00 am - 5:00 pm
Fee: \$250

Negotiation Skills, Level II (#CR600)

This course applies the negotiation process and techniques from the Level I course to more complex situations. Content will include negotiator assertiveness and style, factors that escalate or de-escalate competitiveness, resolving impasses and overcoming resistance. Emphasis will be on skill development through simulated negotiations facilitated by trained coaches. Required reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 1981. Prerequisite: at least four other courses in the Certificate Program, including Negotiation Skills, Level I, or by permission of the Co-ordinator.

Length: Four days (28 hours)
Dates: **March 30-April 2**, Marg Huber
Time: 9:00 am - 5 p.m.
Fee: \$330

Mediation Skills Assessments (#CR499)

Negotiation Skills Assessments (#CR699)

Dates: **January 13-17**
May 11-22
Fee: \$100 per assessment
Resource Person: Marje Burdine, Co-ordinator, Centre for Conflict Resolution Training, Justice Institute of BC, and the Centre's instructors.

Electives

Critical Skills for Communicating in Conflict (#CR735)

This course is intended for those who have had little or no previous training in conflict resolution skills. It will focus intensively on the micro-skills essential to effective mediating, negotiating or resolving of interpersonal conflict. It is recommended for anyone entering the Certificate Program and would be helpful as an isolated learning experience. Each skill will be demonstrated and then practised in the context of a conflict situation. Specific skills will include: non-judgemental listening; probing; clarifying; reframing; refocusing; and assertive, non-defensive communication.

Length: Two days (14 hours)
Dates: **January 20-21**, Stacey Holloway
February 13-14, Dale Zaiser
March 11-12, Tom Northcott
April 15-16, Dale Zaiser
May 19-20, Dale Zaiser
Time: 9:00 am - 5:00 pm
Fee: \$185

Asserting Yourself Under Pressure (#CR702)

This course is for people who are usually assertive but who either over-react or sell themselves out in difficult conflict encounters, such as when dealing with powerful, aggressive individuals, or in high-risk, high-stake situations. The result is often a diminished relationship or unmet goals. Assertively expressing your needs, thoughts, feelings and beliefs is essential to improving self-esteem and enhancing relationships. It is also a key element in ensuring mutual understanding and respect, even though strong feelings are involved.

Length: Two days (14 hours)
Dates: **January 30-31**, Marg Huber
April 13-14, Randy Boychuck
May 16 & 23 (9:00 am-5:00 pm), Mario Govorchin
Time: 9:00 am - 5:00 pm
Fee: \$185

Silent Messages: Communicating Non-Verbally in Conflict (#CR758)

We all communicate something every minute that we are with other people. Particularly in conflict situations, people often give one message non-verbally and quite another message verbally. These mixed messages may be confusing, irritating and misleading. Resolving conflicts effectively requires an awareness of our own and others' non-verbal communication including facial expressions, hand gestures, posture, voice tone, pacing, eye contact and spacial variations. This course will expand participants' ability to tune into the fuller message in conflict situations, including mediations, negotiations and interpersonal disputes. It will also help participants improve their own skills in sending clear, congruent messages.

Length: Two days (14 hours)
Dates: **February 6-7**, Mario Govorchin
May 7-8, Stacey Holloway
Time: 9:00 am - 5:00 pm
Fee: \$185

NEW

Unfinished Business - Getting Past the Past (#CR768)

Unspoken or withheld feelings of anger, hurt, mistrust and resentment often impede the process of resolving a conflict. Unreasonable demands, attacks and outbursts are symptomatic of unfinished business which now clouds the

present issues. Judgements prevailing throughout the relationship lock our perceptions of the other and limit the options for resolution. These judgements need to be cleared in order to begin to re-establish trust and build a foundation of co-operation. This course will focus on developing skills for getting past unfinished business by clearing judgements, acknowledging hurt, reducing defensiveness and working toward a trusting relationship. This course will focus on personal and work related conflicts.

Length: Two days (14 hours)
Dates: **February 27-28**, Arthur Ridgeway
Time: 9:00 am - 5:00 pm
Fee: \$185

NEW

Managing the Hostile Individual (for high risk professionals) (#CR753)

This course is specifically designed for enforcement personnel, including: emergency health services workers, police, security guards, sheriffs, psychiatric workers, street workers, transit officers and others involved in high-risk, high-stress situations. Many professionals find themselves to be the target of hostile or aggressive behaviour as a regular part of their jobs. Dealing with these encounters inevitably requires emotional energy and frequently results in increased stress. This course will provide alternatives for constructively managing hostile individuals when you are the recipient of their aggressive behaviour. Attention will be given to assessing risk factors and ensuring personal safety. Through lecture, group discussion, case studies and roleplay, participants will have an opportunity to: identify factors that escalate the level of hostility, identify personal responses to hostile behaviour, develop self-management skills for responding to threatening behaviour, learn and practise a model for defusing hostility, and increase skills in constructively confronting problem behaviour.

Length: Two days (14 hours)
Dates: **March 5-6**, Mario Govorchin
Time: 9:00 am - 5:00 pm
Fee: \$185

NEW

Use-It-Or-Lose-It Clinics

These clinics are being offered for the first time in response to requests for more opportunity to practise skills and techniques. Coaches will conduct small group practice sessions with video feedback. Students will determine the focus for their own work, including interpersonal conflict resolution, negotiation or mediation, as well as any specific skills or interventions such as probing, reframing or shifting from positions to interests. Scenarios and worksheets will be available or students may bring in their own material. Groups may choose to stay together for the entire day or move to a new group at designated times. These sessions will also provide an opportunity to network with colleagues in the field. Please bring your own VHS video tape if you wish to record your work.

Length: One day (7 hours)
Dates: **March 7**
April 25
Time: 9:00 am to 4:00 pm (half hour for lunch)
Fee: \$50 (includes lunch)
Instructors: Coaches in the Centre for Conflict Resolution Training.

NEW

Child-Centred Mediation: An Advanced Level Course (#CR762)

This elective is intended to broaden the skills of those involved in family mediation by focusing on the interests of the children. Participants will examine the values and beliefs surrounding separation and divorce, issues challenging blended families, the developmental stages of children, and legal issues regarding children upon marriage breakdown. Focus will be upon development of specific strategies for more effective mediation where children are involved. Prerequisite: Mediation Skills, Level I.

Length: Two days (14 hours)
Dates: **March 9-10**
Time: 9:00 am - 5:00 pm
Fee: \$185
Instructor: Sally Campbell, J.D., lawyer/mediator; and Ellen Shapiro, M.A., family counsellor.

Resolving Inner Conflict (#CR744)

Many people work with clients who feel stuck when faced with a major decision or who repeatedly make decisions which do not seem to work out well for them. They may be confused by the message they are receiving from the head versus the heart, or may feel overwhelmed by the multitude and complexity of the influencing factors. As a result, they postpone decision making beyond the optimal time, or plunge ahead and risk making a poor decision. This course will present a set of skills and processes to facilitate personal decision making when values or needs are in conflict. Participants will assess their own styles of decision making and will focus on one of their own inner conflicts in order to learn an innovative and systematic approach to personal decision making.

Length: Two days (14 hours)
Dates: **March 19-20**, Randy Boychuck
Time: 9:00 am - 5:00 pm
Fee: \$185

Shifting From Positions to Interests: An Advanced Level Course (#CR748)

Whether in the context of negotiation, mediation or interpersonal conflict, people adopt positions and offer solutions in order to meet their underlying interests. Working towards interest-based resolutions requires skill in clarifying and understanding the wants, needs, concerns, and fears which support the opposing positions. This skill

building course is designed to assist participants to reach positive outcomes through a deeper exploration of positions, interests and intentions. Participants will enhance skills aimed at eliciting underlying interests, illuminating blocks, facilitating processes, establishing positive outcomes, and generating a wider range of choices. Prerequisite: at least three other courses in the Certificate Program.

Length: Two days (14 hours)
Dates: **March 26-27**, Arthur Ridgeway
Time: 9:00 am - 5:00 pm
Fee: \$185

Conflict in Organizations: Symptoms, Origins and Strategies (#CR704)

Conflict in organizations takes many forms. This course focuses on difficulties that arise because of differences between the needs of the individual and those of the organization. What prevents an organization from working well for its people? What are the impacts of management style and organizational culture? What are our deep-rooted assumptions about the nature of our organizations and our work? From these questions, the focus will shift to a review of some alternative forms of organizations and strategies for their development. The objectives of this course are to increase the understanding of organizational conflict and provide options that participants may then apply in their own situations.

Length: Two days (14 hours)
Dates: **April 9-10**
Time: 9:00 am - 5:00 pm
Fee: \$185
Instructor: Mike Talbot, M.A., M.Tech., organizational consultant in private practice with a particular interest in organizational evolution.

Building Competency in Negotiation (#CR765)

Building competency requires the integration of skills and concepts that form the backbone of negotiation. This course will isolate stumbling blocks that chronically arise in this learning process. Video examples of negotiation pitfalls and examples of effective techniques for avoiding these trouble spots will be presented. Learners will be assisted to assess their own work given these indicators of competency. Prerequisites: #CR100 and #CR500.

Length: One day (7 hours)
Date: **April 24**, Michael Fogel
Time: 9:00 am - 5:00 pm
Fee: \$90

Building Competency in Mediation (#CR759)

Building competency requires the integration of skills and concepts that form the backbone of the mediation process. This course will isolate stumbling blocks that chronically arise in this learning process. Video examples of media-

tion pitfalls and examples of effective techniques for avoiding these trouble spots will be presented. Learners will be assisted to assess their own work given these indicators of competency. Prerequisites: #CR100 and #CR300.

Length: One day (7 hours)
Date: **May 4**, Karen Haddigan
Time: 9:00 am - 5:00 pm
Fee: \$90

NEW

Making it Hard to Say No - Negotiating with Difficult People (#CR767)

The negotiation model presented in the core courses provides a useful framework for negotiating mutually satisfying agreements. Yet problems emerge when applying this model to people who only want to win. The question is how to find common ground and move toward joint problem solving with individuals who are confrontational, inflexible, reluctant and unreasonable. This workshop focuses on the techniques of effective negotiation in difficult situations. Participants will learn the five-step strategy presented in William Ury's book *Getting Past No - Negotiating with Difficult People*, and will develop skills to overcome the obstacles to successful negotiation.

Length: Two days (14 hours)
Dates: **May 14-15**, Arthur Ridgeway
Time: 9:00 am - 5:00 pm
Fee: \$185

NEW

Translating Family Mediation Skills into Organizational Settings (#CR734)

Organizations increasingly call upon family mediators to intervene in disputes — whether in corporations, non-profit organizations, religious groups or family businesses. A family mediator responding to an organizational dispute

requires substantive knowledge of organizational development and behaviour theory, and must learn additional intervention strategies and approaches. This course will provide participants with knowledge about: organizational structures and systems; how and when to intervene in an organizational dispute; whether the problem calls for mediation or some other intervention strategy; the ethical implications of intervening in an organizational dispute; and translating family mediation skills to organizational disputes.

Length: Two days (14 hours)
Dates: **May 21-22**
Time: 9:00 am - 5:00 pm
Fee: \$185

Instructor: Michael D. Lang, mediator from Portland, Maine; Board Member and Past President, Academy of Family Mediators; mediation consultant for Child Find of America.

Positive Power in Mediation (#CR731)

The concept of power in mediation inevitably evokes connotations of power struggles and power imbalances. People in conflict often use their personal power and influence to minimize their losses or to prevent others from gaining what they want. Mediators are faced with the challenge of assisting the parties to identify positive uses of power, to diversify their styles in dealing with power issues, and to understand the implications of their own spheres of influence. This course will also examine ways in which the mediator's own power and influence affect the process.

Length: Two days (14 hours)
Dates: **May 28-29**, Joan Balmer, Senior Consultant, Ryane Consulting Ltd.
Time: 9:00 am - 5:00 pm
Fee: \$185

Out-of-Town Courses

The following courses will be held throughout the province, and in the Yukon and Washington State.

Abbotsford

Co-sponsored with Fraser Valley College. To register telephone: 604/853-7441. For information contact Continuing Education. All courses are held from 9:00 am to 5:00 pm daily.

Course: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)

Length: Three days (21 hours)
Dates: **February 20-22**
Instructor: Nym Hughes

Cranbrook

Co-sponsored with East Kootenay Community College. To register telephone: 604/489-2751. For information contact Continuing Education. All courses are held from 9:00 am to 5:00 pm daily.

Course: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)

Length: Three days (21 hours)
Dates: **February 20-22**
Instructor: Tom Northcott

Course: Conflict Resolution, Level II: Dealing with Anger (#CR200)

Length: Three days (21 hours)
Dates: **May 7-9**
Instructor: Michael Raynolds

Courtenay

Co-sponsored with North Island College. To register telephone: 604/334-8911. For information contact Continuing Education. All courses are held from 9:00 am to 5:00 pm daily.

Course: Critical Skills for Communicating in Conflict (#CR73)

Length: Two days (14 hours)

Dates: **February 27-28**

Instructor: Sally Campbell

Course: Negotiation Skills, Level I (#CR500)

Length: Three days (21 hours)

Dates: **March 26-28**

Instructor: Sally Campbell

Fort St. John

Co-sponsored with Northern Lights College. To register telephone: 604/785-6981 or FAX: 604/785-1294. For information contact Continuing Education. All courses are held from 9:00 am - 5:00 pm daily.

Course: Critical Skills for Communicating in Conflict (#CR735)

Length: Two days (14 hours)

Dates: **January 21-22**

Instructor: Deborah White

Course: Negotiation Skills, Level I (#CR500)

Length: Three days (21 hours)

Dates: **January 23-25**

Instructor: Deborah White

Course: Asserting Yourself Under Pressure (#CR702)

Length: Two days (14 hours)

Dates: **February 18-19**

Instructor: Michael Altshuler

Course: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)

Length: Three days (21 hours)

Dates: **February 20-22**

Instructor: Michael Altshuler

Course: Silent Messages: Communicating Non-Verbally in Conflict (#CR758)

Length: Two days (14 hours)

Dates: **March 24-25**

Instructor: Dale Zaiser

Course: Mediation Skills, Level I (#CR300)

Length: Three days (21 hours)

Dates: **March 26-28**

Instructor: Dale Zaiser

Course: Managing the Hostile Individual (#CR753)

Length: Two days (14 hours)

Dates: **April 28-29**

Instructor: Mario Govorchin

Course: Conflict Resolution, Level II: Dealing with Anger (#CR200)

Length: Three days (21 hours)

Dates: **April 30-May 1**

Instructor: Mario Govorchin

Course: Shifting from Positions to Interests (#CR748)

Length: Two days (14 hours)

Dates: **May 26-27**

Instructor: Marg Huber

Course: Negotiation Skills, Level I (#CR500)

Length: Three days (21 hours)

Dates: **May 28-30**

Instructor: Marg Huber

Course: Negotiation Skills, Level II (#CR600)

Length: Four days (28 hours)

Dates: **June 24-27**

Instructor: Sally Campbell

Co-sponsored with Selkirk College. To register telephone: 604/442-2704 or FAX: 604/447-2877. For information contact Continuing Education. All courses are held from 9:00 am to 5:00 pm daily.

Course: Silent Messages: Communicating Non-Verbally in Conflict (#CR758)

Length: Two days (14 hours)

Dates: **February 28-29**

Instructor: TBA

Course: Negotiation Skills, Level I (#CR500)

Length: Three days (21 hours)

Dates: **March 26-28**

Instructor: Michael Altshuler

Nelson

Co-sponsored with Selkirk College. To register telephone: 604/352-6601. For information contact Continuing Education. All courses are held from 9:00 am to 5:00 pm daily.

Course: Negotiation Skills, Level I (#CR500)

Length: Three days (21 hours)

Dates: **February 27-29**

Instructor: Tom Northcott

Course: Managing the Hostile Individual (#CR753)

Length: Two days (14 hours)

Dates: **April 21-22**

Instructor: Mario Govorchin

Course: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)

Length: Three days (21 hours)

Dates: **April 23-25**

Instructor: Mario Govorchin

Co-sponsored with New Westminster Community Education and Douglas College. For information contact: 604/222-7287.

Course: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)

Length: Three days (21 hours)

Dates: **February 6-8**

Instructor: Michael Altshuler

Course: Critical Skills for Communicating in Conflict (#CR735)
Length: Two days (14 hours)
Dates: **February 14-15**
Instructor: Karen Haddigan

Course: Asserting Yourself Under Pressure (#CR702)
Length: Two days (14 hours)
Dates: **March 3 & 5** (7:00 pm - 10:00 pm)
and **March 7** (9:00 am - 5:00 pm)
Instructor: Jim Toogood

Course: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)
Length: Three days (21 hours)
Dates: **March 26 & April 2** (7:00 pm - 10:00 pm)
and **March 28 & April 4** (9:00 am - 5:00 pm)
Instructor: Michael Raynolds

Course: Asserting Yourself Under Pressure (#CR702)
Length: Two days (14 hours)
Dates: **May 7-8**
Instructor: Dale Zaiser

Course: Negotiation Skills, Level I (#CR500)
Length: Three days (21 hours)
Dates: **May 20-22**
Instructor: Deborah White

Prince Rupert

Co-sponsored with Northwest College. To register telephone: 604/624-6054. For information contact Continuing Education. All courses are held from 9:00 am to 5:00 pm daily.

Course: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)
Length: Three days (21 hours)
Dates: **February 6-8**
Instructor: Tom Northcott

Course: Negotiation Skills, Level I (#CR500)
Length: Three days (21 hours)
Dates: **March 12-14**
Instructor: Deborah White

Quesnel

Co-sponsored with New Caledonia College. To register telephone: 604/992-3906. All courses are held from 9:00 am to 5:00 pm daily.

Course: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)
Length: Three days (21 hours)
Dates: **February 20-22**
Instructor: Jim Toogood

Course: Negotiation Skills, Level I (#CR500)
Length: Three days (21 hours)
Dates: **April 9-11**
Instructor: Randy Boychuck



Clo-oose

Tacoma, Washington

Co-sponsored with Tacoma Community College. To register telephone: 206/566-5018. For information contact Continuing Education. All courses are held from 9:00 am to 5:00 pm daily.

Course: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)

Length: Three days (21 hours)

Dates: **February 26-28**

Instructor: Mario Govorchin

Course: Mediation Skills, Level I (#CR300)

Length: Three days (21 hours)

Dates: **April 8-10**

Instructor: Gordon Sloan

Terrace

Co-sponsored with Northwest Community College. To register telephone: 604/635-6511. For information contact Continuing Education. All courses are held from 9:00 am to 5:00 pm daily.

Course: Negotiation Skills, Level I (#CR500)

Length: Three days (21 hours)

Dates: **February 26-28**

Instructor: Jim Toogood

Course: Asserting Yourself Under Pressure (#CR702)

Length: Two days (14 hours)

Dates: **March 26-27**

Instructor: Randy Boychuck

Victoria

Co-sponsored with Camosun College. To register telephone: 604/592-1556 or FAX: 604/370-3150. For information contact Continuing Education. All courses are held from 9:00 am to 5:00 pm daily.

Course: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)

Length: Three days (21 hours)

Dates: **February 27-29**

Instructor: Elizabeth Azmier-Stewart

Course: Negotiation Skills, Level I (#CR500)

Length: Three days (21 hours)

Dates: **March 26-28**

Instructor: Karen Haddigan

Course: Critical Skills for Communicating in Conflict (#CR735)

Length: Two days (14 hours)

Dates: **April 10-11**

Instructor: Michael Altshuler

Course: Asserting Yourself Under Pressure (#CR702)

Length: Two days (14 hours)

Dates: **May 1-2**

Instructor: Randy Boychuck

Whitehorse

Co-sponsored with Yukon College. To register telephone: 403/668-8710. For information contact Continuing Education. All courses are held from 9:00 am to 5:00 pm daily.

Course: Mediation Skills, Level I (#CR300)
 Length: Three days (21 hours)
 Dates: **January 23-25**
 Instructor: Randy Boychuck

Course: Negotiation Skills, Level II (#CR600)
 Length: Four days (28 hours)
 Dates: **February 5-8**
 Instructor: Sally Campbell

Course: Conflict Resolution in the Workplace (#CR704)
 Length: Two days (14 hours)
 Dates: **February 26-27**
 Instructor: Deborah White

Course: Anger Management with Youth, Level I (#CR720)
 Length: Two days (14 hours)
 Dates: **February 28-29**
 Instructor: Deborah White

Course: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)
 Length: Three days (21 hours)
 Dates: **April 2-4**
 Instructor: Mario Govorchin

Course: Unfinished Business - Getting Past the Past (#CR757)
 Length: Two days (14 hours)
 Dates: **April 22-23**
 Instructor: Arthur Ridgeway

Course: Shifting from Positions to Interests (An Advanced Course) (#CR748)
 Length: Two days (14 hours)
 Dates: **April 24-25**
 Instructor: Arthur Ridgeway

Course: Mediation Skills, Level I (#CR300)
 Length: Three days (21 hours)
 Dates: **May 7-9**
 Instructor: Deborah White

Course: Group Conflict Resolution (#CR736)
 Length: Two days (14 hours)
 Dates: **June 4-5**
 Instructor: Karen Haddigan

Course: Building Competency in Mediation (#CR759)
 Length: One day (7 hours)
 Date: **June 6**
 Instructor: Karen Haddigan

Williams Lake

Co-sponsored with Canadian Mental Health Association. For registration and/or information telephone: 604/398-8224. All courses are held from 9:00 am to 5:00 pm daily.

Course: Conflict Resolution, Level II: Dealing with Anger (#CR200)
 Length: Three days (21 hours)
 Dates: **January 30-February 1**
 Instructor: Dale Zaiser

Crime Prevention

The following courses are co-sponsored with the BC Ministry of Solicitor General, Crime Prevention Program. **Unless otherwise indicated, Crime Prevention courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.**

Working with Pre-Delinquent and Delinquent Youth, Level I: Awakening Personal Responsibility (#CY124)

This workshop is directed toward professionals working with pre-delinquent and delinquent youth. Day one will look at the psychological needs of adolescents, compare and contrast normal and dysfunctional needs of adolescents, and present an overview of counselling strategies for behavioural change. Day two will examine counselling strategies in more depth, with particular emphasis on models that assist adolescents to develop a sense of personal responsibility and respect in their own community. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Length: Two days
 Dates: **January 31-February 1**
 Fee: \$145
 Resource Person: Larry Green, M.A., counsellor and trainer in private practice.

Working with Pre-Delinquent and Delinquent Youth, Level II: Using the Teen's Reactivity to Enhance One's Influence (#CY124A)

This workshop, which is directed toward youth and child care workers, will build upon the concepts presented in Working with Pre-Delinquent and Delinquent Youth, Level I. The focus will be on 'reading' and integrating the client's ongoing behaviour into the overall shape of the therapeutic process. Strong emphasis will be placed on role modelling, role plays and particularized feedback. Participants are encouraged to bring case examples to the workshop for discussion and roleplay. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Length: Two days
 Dates: **March 13-14**
 Fee: \$145
 Resource Person: Larry Green, M.A., counsellor and trainer in private practice.

Adolescents and Addiction, Level I: Practical Strategies for Assessment and Treatment (#CY141)

This workshop is directed toward staff who want to develop practical, community-based strategies for intervention with adolescents who are at risk of being, or are already, addicted to alcohol and/or drugs. The workshop will provide an overview of models of addiction, explore

assessment approaches, and highlight counselling strategies for working with this target group. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Length: Two days
Dates: **February 3-4**
Fee: \$145

Resource People: Rob Axsen, B.A., Program Director, Odyssey Substance Abuse Services for Youth; and Colin Sanders, M.A., Supervisor of Residential Services, P.E.A.K. House.

Adolescents and Addiction, Level II: Alternative Treatment Methodologies (#CY141A)

This second level workshop will examine alternative treatment methodologies, within the emerging 'eclectic' model of addiction, for working with young people with substance abuse problems. Using a biopsychosocial framework, key aspects of adolescent development psychology will be examined in relation to factors that predispose young people toward substance abuse. Participants will have an opportunity to examine stages of adolescent development within a systemic perspective, consider the range of treatment options available for working with young people who have addiction problems, and develop a plan to ensure optimal treatment matching. Prerequisite: Adolescents and Addiction, Level I, or by permission of the Co-ordinator. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Length: Two days
Dates: **April 28-29**
Fee: \$145

Resource People: Rob Axsen, B.A., Program Director, Odyssey Substance Abuse Services for Youth; and Colin Sanders, M.A., Supervisor of Residential Services, P.E.A.K. House.



Clo-oose

Driving

The Pacific Traffic Education Centre (PTEC) is a joint venture of the Justice Institute of BC and the Insurance Corporation of BC. Launched in 1988, PTEC was established to help reduce the number and severity of traffic accidents in British Columbia by offering courses in advanced driver training and traffic accident investigation, and by conducting traffic research and participating in other forms of traffic safety training. Fee-for-service courses are co-sponsored with Interdisciplinary Studies.

Staying in Control: A Driving Course in Skid Control and Avoidance Tactics (1/2 day course #PTEC200 and #PTEC200A)

In this unique, advanced-level driving course, attendees spend 80% of the course time participating in driving exercises. Participants use their own car to practice techniques for staying in control while operating a vehicle, and practice skid control techniques using the unique *ProFormance Skid Car*. This 1/2-day course is designed to teach drivers better handling and control of their cars, and to make them aware of their limitations and capabilities as drivers and the limitations and capabilities of the vehicles they operate.

Length: One-half day
Dates: TBA
Times: 8:30 am - 12:00 noon (#PTEC200)
1:00 pm - 4:30 pm (#PTEC200A)

Location: PTEC facility, Boundary Bay

Fee: \$175 for 1/2 day

Resource People: Ross Bentley, President and Chief Instructor with ProFormance Advanced Driving School Inc. Ross has over 13 years of racing and 10 years of advanced driving instruction experience. Al Lund, Program Director of PTEC. Al is an accident reconstructionist and a former member of the RCMP. Al developed the tactical driving course currently used by both the RCMP and municipal police in BC. Ross Bentley and Al Lund will be assisted on the course by instructors who have been specifically trained in advanced driving techniques.

Family Assault and Sexual Violence

Unless otherwise indicated, Family Assault and Sexual Violence courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Contact the Registration Office for brochures describing the following certificate programs.

Child Sexual Abuse Intervention: A Training Program for Practitioners (Series #CSA105)

This program is designed for practitioners currently providing treatment for sexually abused children and adult survivors of child sexual abuse. The training will examine principles of practice, demonstrate intervention skills, model treatment approaches, and develop interdisciplinary networking. A certificate of achievement will be available to registrants who successfully complete the program.

Children & Youth Option (#CSA105A)

Length: 14 days
Dates: **January 10-April 4** (Fridays & Saturdays on alternate weeks) or
July 6-23 (consecutive weekdays)
Fee: \$675

Adult Survivor Option (#CSA105B)

Length: 12 days
Dates: **April 24-July 4** (Fridays & Saturdays on alternate weeks) or
July 13-30 (consecutive weekdays)
Fee: \$600

Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A)

This certificate program training is directed toward experienced clinicians working with adult survivors of child sexual abuse. The training will highlight the differences and similarities among different clinical approaches and will demonstrate the value of linking aspects of various models in therapists' work with adult survivors. Specific attention will be paid to socio-cultural, gender and intergenerational issues and their relevance in treatment. Participants will be encouraged to bring cases from their own practice for group examination and feedback. Registration priority will be given to participants who have completed the basic level certificate program.

Length: 10 days
Dates: **January 17-March 14** (Fridays & Saturdays on alternate weeks)
Fee: \$700

Child Sexual Abuse Support Worker Training Program (#CSA134)

This new training program has been designed for front line staff and others who work in a support capacity with sexually abused children and their family members. The

program will provide participants with an understanding of the role and function of support, and will demonstrate specific skills for working with clients from the time of disclosure through to the completion of treatment. Content will cover the nature and dynamics of child sexual abuse, ethical issues in relation to the provision of support, methods to engage and support the sexually abused child, and effective ways to work in co-operation with therapists and other professionals who are involved with the child and the family. A certificate of achievement will be granted to participants who successfully complete the program. All five days must be completed to receive a certificate.

Length: Five days
Dates: **April 30, May 1** and **Saturday, May 2** and **May 8** and **Saturday, May 9**
Fee: \$250
Location: TBA
Resource People: The program will be taught by practitioners in the field who have extensive experience working with sexually abused children and their families.

NEW

Children Who Offend: Intervention and Treatment (#CSA112)

This workshop is directed towards professionals working with sexually abused children who have become sexually reactive or intrusive. Day one content will examine behavioural signs and explore the dimensions of the problem, including male victimization and female perpetration of sexual abuse. A framework for identification and assessment will be presented. Day two will explore a range of treatment issues stemming from individual and group work, including the presentation of a treatment model used by the resource people.

Length: Two days
Dates: **April 13-14**
Fee: \$165
Resource People: Sandra Ballester, Psy.D., and Frederique Pierre, Psy.D., psychologists in private practice with Ballester, Boykins and Associates in Torrance, California. They specialize in child and adolescent psychotherapy.

Group Work with Children (#CSA114)

This two-day workshop is directed towards counsellors and professionals working with sexually abused children (6-11 years). Content will focus on group design and structure, planning issues and treatment goals. Principles of group process will be explored, highlighting the selection of exercises, the use of art, and the stages of treatment.

Length: Two days
Dates: **March 9-10**
Fee: \$150
Resource Person: Monica Carpendale, B.F.A., DVATI, an art therapist in private practice who works with children, youth and adults individually and in groups.

Fire Safety

Distance Education

People registered in distance education courses will have access to a knowledgeable tutor by telephone and correspondence throughout the course. Courses are co-sponsored by Interdisciplinary Studies and the Fire Academy. (Note: Fire service personnel in BC should contact the Fire Academy directly to obtain this self-study course.)

Fire Safety at Work (#DE102)

Designed in the distance education format and developed in co-operation with the Open College component of the Open Learning Agency, this course is intended for employees and supervisors with job responsibilities in fire safety, and others with an interest in fire prevention and response. Course materials explore the nature of fire, common fuels and ignition sources, hazards for each building type, fire prevention, fire drills, and using portable extinguishers and a fire safety plan. After completing the course, students will be able to conduct basic fire prevention inspections, educate other employees on safe ways to respond to fire, lead fire drills, and prepare a full fire safety plan for any organization. Students are required to submit four written projects and pass a multiple choice exam to complete the course. Successful candidates will receive a certificate. (This course is not designed for professional or volunteer fire service personnel.)

Length: 120 self-study hours
Fee: \$250

Dangerous Goods (#DE101)

This course has been designed for fire service personnel but is also relevant to non-fire service personnel whose responsibilities include the area of dangerous goods. A series of five self-study booklets present the basic principles of controlling dangerous goods incidents. The course covers legal jurisdiction and highlights legislation that affects safety in the storage and transport of dangerous goods. It also offers information on identification of dangerous goods under emergency conditions and on national, provincial and local information sources. The course discusses the inherent hazards of dangerous goods, with specific attention to assessing a situation, determining the resources required, and taking appropriate initial action.

Length: 60 self-study hours
Fee: \$200

Basic Fire Science (#DE100)

This course has been designed for fire service personnel but is also applicable to non-fire service personnel who need a fundamental understanding of fire and flammable materials, and to members of the general public with an

interest in this safety area. The course provides an introductory level study of basic chemical and physical principles underlying fire and dangerous goods behaviour in emergency situations. Topics include vapour pressure and combustion, elements of fire suppression, and general methods of fire control.

Length: 40 self-study hours
Fee: \$150

Technical Math (#DE105)

This course presents the basic math skills needed for fire flow calculations, such as volume and surface area, and provides frequent opportunities to apply the information to practical situations. Units covered include whole numbers, fractions and decimals, percentages, averages, algebraic equations, powers and square roots, ratios and proportions, and measurements of length, area and volume. Prerequisite: basic skills in addition, subtraction, multiplication and division.

Length: 40 self-study hours
Fee: \$150

Intervention

Unless otherwise indicated, Intervention courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

NEW

Counselling the HIV Positive Client (#EP169)

This workshop has been designed to provide the necessary tools and confidence to health care practitioners and therapists working with clients, family members or friends who are dealing with HIV and AIDS. The workshop will be divided into four sections: HIV disease-the continuum, client issues, practitioner issues and integration. Day one will explore myths, stereotypes and current beliefs about HIV; review and update current information about the disease, its progression and information; examine the social context of HIV/AIDS; identify and explore key issues facing HIV positive clients; and discuss the special needs of different HIV positive groups. Day two will explore attitudes and beliefs that promote or impede work with clients who are HIV positive, demonstrate a counselling model for HIV clients, and provide opportunities for participants to role play case examples.

Length: Two days
Dates: **January 20-21**
Fee: \$150

Resource Person: Kathryn Templeton, M.Sc., M.Ed., counsellor in private practice with expertise working with clients who are HIV positive; Gail Farmer, M.B.A., group facilitator; and Bridget McKenzie, Co-ordinator, Support Services, AIDS Vancouver.

NEW

Working With Families in Perpetual Crisis (#CY121)

This one-day workshop is directed toward front-line workers assisting families that are caught in a cycle of perpetual crisis. Participants will explore key issues, such as engaging these families, preparing for their 'emotional roller coaster,' setting realistic goals and achievable tasks, and ways to maintain an appropriate balance between meeting the needs of the family and the needs of the caregiving system.

Length: One day
 Date: **February 24**
 Fee: \$100

Resource People: John Marton, Ph.D., a registered psychologist who has worked with children and youth in mental health settings. He has an interest in co-ordinated care for difficult families. Sieko Marton, R.S.W., has worked with acting out, emotionally disturbed, and disabled children and adolescents. She has a particular interest in working with cultural minorities.

NEW

Supporting Women in Difficult Relationships (#EP175)

This two-day workshop is directed towards group leaders who facilitate peer support groups for women involved in difficult or abusive relationships. Content will explore issues related to women's socialization, self esteem and victimization; examine the stages of 'recovery'; and provide an opportunity for participants to share strategies and experiences.

Length: Two days
 Dates: **April 6-7**
 Fee: \$150

Resource People: Denise Hall, family therapist and group facilitator; and Ronni Richards, M.A., registered psychologist in private practice specializing in relationship issues.

Working with the Troubled Family, Level II (#EP136A)

This second-level workshop is directed toward practitioners who work with families where physical abuse, emotional neglect or substance abuse have occurred. The focus of the workshop will be on modelling specific interventions that can be used to assist the family, and the individual members in it, to recover. Through the use of experiential exercises and structured role plays, participants will have an opportunity to explore the recovery process, consider models for healthy family development, and examine family beliefs and values and their impact on the family's ability to adapt and cope. Specific skills to assist individual family members to develop their own identity and individuate within their family system will also be presented. Registration priority will be given to participants who have completed Working with the Troubled Family, Level I.

Length: Two days
 Dates: **March 23-24**, 9:00 am to 4:00 pm
 Fee: \$150

Resource People: Brenda Casey, RCC, psychotherapist and group leader in private practice; and Denise Hall, family counsellor and group facilitator.

Management

Unless otherwise indicated, Management courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Basic Supervisory Competency (#MGMT213)

Each job or function has specific areas of knowledge, skill and operating values which, taken together, give individuals the competence to perform a particular job. This competency-based basic supervisory program covers such topics as the role of the supervisor, situational leadership and teamwork, staff development, delegation of work, communication and interpersonal effectiveness, problem solving and decision making, and conflict resolution. The program is intended for first level supervisors, or those who aspire to be supervisors, in both government and private agencies. Before coming to the course, participants and their managers will complete an inventory assessment of participants' skills and knowledge. BC Corrections Branch employees who successfully complete the course will be granted certification for the Basic Supervisor Competency Course, Week I. Co-sponsored with the Corrections Academy.

Length: Five days
 Dates: **January 27-31**
March 23-27
 Time: 9:00 am - 4:30 pm on Day 1; 8:30 am - 4:30 pm on subsequent days
 Fee: \$425
 Resource Person: Joyanne Landers or Suzu Speier, both with Ryane Consulting Ltd.

The Justice Institute is designing a second-level Basic Supervisory Competency course to be offered in the fall of 1992. We will keep records of all participants who complete the first week of the training so that we can apply credit for participation in Week 1 to any certificate program we may develop in the area.

Clear and Simple (#MGMT212)

This workshop is directed toward supervisors and managers who know what they want to say but have difficulty putting it in writing. Days one and two will cover communication as a transaction, writing skills, business styles and conveying organizational messages. Day three will specifically focus on report writing and will cover planning, organizing and special techniques. Participants are requested to submit two samples of their written work when they register. This workshop is limited to 16

participants. (An elective in the Management Development for Residential Settings certificate program.)

Length: Three days
Dates: **February 19-21**
Fee: \$210

Resource Person: Sarah Kennedy, consultant and trainer, Ryane Consulting Inc.

NEW

Building Effective Teams: An Innovative Model (#MGMT120)

Corporations and organizations increasingly rely on teams to assume responsibility and accomplish tasks. However, without development of team skills, the frequent result is merely a group of individuals with a number of separate agendas. Good teamwork requires understanding, commitment and skills. This workshop presents an innovative model of teamwork. Participants will gain a working knowledge of the basic elements of teamwork and their interrelationships. The workshop will address fundamental issues of group dynamics, including the need of each member to have his or her individuality acknowledged and supported. The model includes an inventory for assessing team performance and identifying strengths and weaknesses of the team at any stage of its development. Building Effective Teams is designed for supervisors, managers and staff who work with or in teams. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days
Dates: **March 19-20**
Fee: \$165

Resource People: Joanne Fallow, a consultant and facilitator with special interest and expertise in the areas of group dynamics and communications; and Tim Sullivan, a consultant and trainer who has developed and taught teamwork seminars in a variety of settings.

NEW

Project Evaluation: Developing an Effective Plan (#MGMT110)

Funding agencies increasingly require that projects they fund be subjected to a systematic evaluation procedure. This two-day workshop will provide participants with an opportunity to increase their understanding of the evaluation process and will assist them in developing an evaluation plan for their own specific project. Participants will discuss evaluation models, aspects of formative and summative evaluation, methods of data collection, hierarchy of evaluation evidence, and the utilization of evaluation results. The workshop will be participatory in nature and each workshop participant will be encouraged to develop an evaluation plan suitable for his or her program. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days
Dates: **April 9-10**
Fee: \$165

Resource Person: Linda Elliott, M.Ed., is an adult education consultant with extensive experience in program evaluation for community and government agencies.

Performance Planning and Review (#MGMT215)

This workshop is designed for managers and supervisors who want to improve their ability to write performance standards and increase their skills in giving constructive feedback about performance. Following a discussion of the purposes of performance planning and review, participants will learn how to develop and carry out a performance plan, conduct a review interview, and administer the review system.

Length: Two days
Dates: **May 7-8**
Fee: \$165

Resource Person: Maureen Hannah, training consultant.

NEW

Working Together: Bridging the Gender Gap (#MGMT202)

Research and personal experiences confirm that cross-gender communication is often less precise, complete, accurate and effective than is generally presumed. As a result of gender-specific ways of communicating, addressing conflict and problem solving, men and women working together will experience misunderstandings, misperceptions and invalid or faulty assumptions. Gender gap glitches may occur; for example, when the fact that one person wants to work on a project as a team and the other wants to work independently is misinterpreted, or when the inability to work out a problem because of different approaches alienates one from the other. Gender-related differences can offer opportunities for an enhanced working relationship, but a failure to understand and effectively employ these differences is likely to prove problematic. Participants in this workshop will enhance their ability to value and understand gender-related communication styles, conceptual frameworks and problem-solving processes, and will explore ways to move from misunderstanding to fuller comprehension and from missed opportunities to effective options. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days
Dates: **April 22-23**
Fee: \$165

Resource People: Michael Fogel, LLB, J.D., M.Ed., mediator and counsellor in private practice; and Kelly Henderson, M.Ed., mediator in private practice with extensive experience in the health care industry.

See the Administrative/Support Staff and Training for Trainers categories for additional listings.

Professional Health Programs

Professional Health Programs at the Justice Institute offers courses for physicians, nurses and pre-hospital care workers. The following courses may be held at the Justice Institute or other communities on request. For more information, or to enquire about the possibility of courses in your area, contact Professional Health Programs at 222-7121. Unless otherwise indicated, the courses listed below will be held at the Justice Institute and will be in session from 8:00 am to 5:00 pm.

For out-of-town courses see page 22.

Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)

This two-day workshop is intended for physicians, nurses and pre-hospital care workers who are involved in the management of cardiac arrest victims. The two days are divided into lecture and practice components. The lectures highlight important information in pharmacology, dysrhythmia interpretation, sudden cardiac death, and post-resuscitation care as related to cardiac arrest management. Practice time is provided to enable participants to manage a cardiac arrest simulation and review cardiac dysrhythmias. Each participant will be given at least one opportunity to manage a cardiac arrest scenario. Pre-reading from the ACLS manual is required; allow at least eight hours to adequately prepare for this course. Successful completion is based on:

1. Demonstrating leadership during a cardiac arrest scenario.
2. Obtaining 80% correct on the written exam.
3. Demonstrating ventilation and endotracheal intubation techniques.
4. Providing evidence of current BCLS, level C, status.

Length: Two days
Dates: **February 8-9**
April 25-26
June 6-7
Fee: \$325

Advanced Cardiac Life Support Update (#PHP110)

This one-day course provides an opportunity for persons who have successfully completed ACLS to update to current ACLS standards. Pre-reading is required to supplement the theory lectures and practice sessions held during the day. Successful completion is based on:

1. Demonstrating leadership during a cardiac arrest scenario.
2. Obtaining 80% correct on each exam, theory and dysrhythmia interpretation.
3. Demonstrating ventilation and endotracheal intubation techniques.
4. Providing evidence of current BCLS, level C, status.

Length: One day
Date: **February 8**
April 25
June 6
Fee: \$200

Paediatric Advanced Life Support (#PHP204)

An advanced life support course developed by the American Heart Association and endorsed by the Heart and Stroke Foundation of Canada and BC/Yukon. This course is for physicians, nurses, paramedics, and respiratory therapists caring for critically ill paediatric patients. Course content covers management of the acute paediatric patient with difficulties related to cardiopulmonary arrest, respiratory failure, and shock. The information in this two-day course is presented through a series of lectures and small group practice stations. Successful completion is based on:

1. Obtaining 84% correct on the written exam.
2. Demonstrating acceptable performance during simulated scenario stations for:
 - a. Newborn resuscitation, cardiopulmonary arrest; and
 - b. Respiratory failure and shock.
3. Attending all sessions.

Dates: TBA
Fee: TBA
(NB: This course cannot be offered out of the Lower Mainland at this time.)

Cardiac Arrest Management (#PHP115)

A one-day course to develop confidence in cardiac arrest situations. The workshop is a combination of lectures and small group practice sessions. It covers the pharmacology of cardiac arrest drugs, lethal dysrhythmia interpretation, compromised airway management, and cardiac arrest practice scenarios.

Length: One day
Dates: **February 17**
May 8
Fee: \$125

First Line Trauma Management for Nurses

Program content is related to the 'must-dos' of multi-trauma assessment, treatment and stabilization, and can be presented in one- or two-day seminars. Program presentation is a combination of lecture and group practice sessions.

First Line Trauma Management for Physicians

This one-day course is designed for physicians responsible for managing the trauma victim in a non-tertiary facility. Course content is provided by two emergency physicians and covers appropriate management of the ABCs and the assessment, treatment and management of the multi-trauma victim.

Out-of-Town Courses

The courses listed above can be held outside the Lower Mainland. For more information, or to enquire about the possibility of courses in your area, contact Professional Health Programs at 222-7121.

Duncan

Course: Advanced Cardiac Life Support Update (#PHP110)

Length: One day

Date: **January 25**

Penticton

Course: Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)

Length: Two days

Dates: **January 11-12**

Residential Settings

Unless otherwise indicated, Residential Settings courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Management Development for Residential Settings Certificate Program

This new certificate program was created in consultation with executive directors and front line managers from the residential field. It has been specifically designed to meet the needs of supervisors and managers who work in a variety of residential and vocational settings. The program provides skills specific to this workplace and opportunities to network with other professionals from the field.

The program consists of 20 days of training: eight two-day core courses, and four classroom days of electives (usually two courses). Courses must be taken in sequence from Level 1 through 8, unless otherwise approved by the Co-ordinator.

Interested persons should submit an application describing their relevant work experience, and a statement outlining their interest in the program. Participants must currently be supervising others or have proven supervisory experience. Applicants without supervisory experience may contact the Co-ordinator for information on course availability.

For a brochure describing program structure, content and eligibility contact the Registration Office at 222-7111. For application forms contact Sandy Johnson at 222-7285.

Core Courses

Management Development for Residential Settings, Level 1 (#MGMT214)

This two-day course is designed to help supervisors examine and apply basic supervisory skills. The course will cover the role and responsibilities of the supervisor, ways to assess the supervisor's personal communication style and strengthen communication with staff, methods for assessing employees' levels of motivation and ability, and how to communicate with and delegate to staff who work shifts or on call.

In Vancouver

Length: Two days

Dates: **January 15-16**

Fee: \$135 for one registrant; \$110 per registrant for two or more people from the same agency who register at the same time.

In Victoria

Length: Two days

Dates: **May 26-27**

Fee: \$150 for one registrant; \$135 per registrant for two or more people from the same agency who register at the same time.

Resource Person: Mario Govorchin, consultant and trainer. Mr. Govorchin has extensive experience working with clients with disabilities and has worked in residential settings.

Management Development for Residential Settings, Level 2 (#MGMT218)

This two-day course is designed to help supervisors who work in residential settings: develop performance goals and objectives with their staff; practice writing performance standards; examine methods for conducting effective performance reviews; develop action plans for staff development; practice managing performance problems; examine situational leadership theory and assess personal leadership styles; diagnose the level of competence and commitment of staff in relation to tasks; and, contract with staff for specific leadership styles to best suit their needs.

In Vancouver

Length: Two days

Dates: **February 18-19**

Fee: \$135 for one registrant; \$110 per registrant for two or more people from the same agency who register at the same time.

In Victoria

Length: Two days

Dates: **June 23-24**

Fee: \$150 for one registrant; \$135 per registrant for two or more people from the same agency who register at the same time.

Resource Person: Sandra Rice, Co-ordinator, Management Development for Residential Settings Training. Ms. Rice has extensive experience training and working in the management field and has worked in residential settings.

Management Development for Residential Settings, Level 3 (#MGMT230)

This two-day course is designed to help supervisors strengthen their supervisory skills and knowledge. Participants will have the opportunity to: gain information regarding the legal constraints affecting ethical standards; discuss a plan to develop a set of ethical standards for their workplace; explore current information on professionalism and discuss a plan to develop professional standards for their workplace; and examine the supervisor's role in relation to ethical standards, values and professionalism in residential settings. A panel of professionals will be available for a question and answer session on these topics. Participants will also examine the supervisor's role in promoting effective time and stress management within the team; identify sources of employee stress and strategies for coping; examine the organizational hierarchy and communication flow to assess levels of stress; and develop personal action plans.

In Vancouver

Length: Two days
Dates: **March 9-10**
Fee: \$135 for one registrant; \$110 per registrant for two or more people from the same agency who register at the same time.

In Victoria

Length: Two days
Dates: TBA (in May)
Fee: \$150 for one registrant; \$135 per registrant for two or more people from the same agency who register at the same time.

Resource People: Carol Cohen, M.A., and Marion Malcolmson, M.S.W., counsellors and consultants in private practice. Both are experienced in direct service and management in a variety of settings.

Management Development for Residential Settings, Level 4 (#MGMT240)

This two-day course is designed to assist supervisors to develop a methodology for effective labour/management relations. Participants will have the opportunity to: clarify existing policies and legalities such as collective agreements and employment standards which govern labour/management relations; identify discrepancies between policies (contracts) and practice; identify and practice the communication skills required for effective disciplinary action; explore the principles of clarity, consistency and fairness which constitute due process; and examine the legal and ethical responsibilities of the employer/manager regarding labour relations and some areas of contention.

In Vancouver

Length: Two days
Dates: **March 31-April 1**
Fee: \$135 for one registrant; \$110 per registrant for two or more people from the same agency who register at the same time.

Resource People: Carol Cohen, M.A., and Marion Malcolmson, M.S.W., counsellors and consultants in private practice. Both are experienced in direct service and management in a variety of settings.

Management Development for Residential Settings, Level 5 (#MGMT250)

This two-day course is designed to help supervisors: identify and practice specific management problem-solving and decision-making techniques and their effectiveness; define existing management structures and roles; practice setting agendas and basic facilitation skills for effective team meetings; and examine potential meeting challenges such as conflict, hidden agendas, content over process, and process over content.

In Vancouver

Length: Two days
Dates: **April 2-3**
Fee: \$135 for one registrant; \$110 per registrant for two or more people from the same agency who register at the same time.

Resource Person: Pat Meyer, consultant and trainer. Ms. Meyer has extensive residential management experience as a Director. She has published several books and articles and has produced films for professional and public education.

Management Development for Residential Settings, Level 6 (#MGMT260)

This two-day course is designed to help supervisors write job descriptions, interview and select staff, and provide effective orientation within the context of residential facilities. Participants will: gain an understanding of the functions and elements of a job description; practice writing job descriptions; identify effective recruitment procedures for full time and relief staff; practice how to conduct an effective job interview that is also in compliance with ethical standards; and identify the elements of a successful orientation.

In Vancouver

Length: Two days
Dates: **April 28-29**
Fee: \$135 for one registrant; \$110 per registrant for two or more people from the same agency who register at the same time.

In Victoria

Length: Two days
Dates: TBA (in May)
Fee: \$150 for one registrant; \$135 per registrant for two or more people from the same agency who register at the same time.

Resource Person: Pat Meyer, consultant and trainer. Ms. Meyer has extensive residential management experience as a Director. She has published several books and articles and has produced films for professional and public education.

Management Development for Residential Settings, Level 7 (#MGMT270)

Management Development for Residential Settings, Level 8 (#MGMT280)

Dates: TBA (in next calendar)

Electives

The following courses may be taken as electives for the Management Development for Residential Settings program. See course descriptions in this calendar under the Conflict Resolution, Management and Training categories.

Advanced Training for Trainers: Working with Groups (#MGMT223B)

Asserting Yourself Under Pressure (#CR702)

Building Effective Teams (#MGMT120)

Clear and Simple (#MGMT212)

Group Conflict Resolution (#CR736)

Mediation Skills I (#CR300)

Negotiation Skills I (#CR500)

Project Evaluation (#MGMT110)

Silent Messages: Communicating Non-Verbally in Conflict (#CR758)

Training for Trainers: Conducting a Needs Assessment (#MGMT223C)

Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)

Training for Trainers: Tips, Techniques and Tactics (#MGMT223)

Working Together: Bridging the Gender Gap (#MGMT202)

Front Line Training for Residential Settings (#SUP119)

This five-day training program is designed to provide front line workers with the basic skills required to work effectively within a residential setting. Participants will: identify and practice communication skills for effective

relations with peers and methods for managing conflict on the job; examine personal and work values, ethical standards and practices; practice writing skills and writing PSPs; identify and practice strategies for managing stress in the workplace; and develop a personal action plan for strengthening skills. A certificate of achievement will be granted to successful participants. To receive certification, participants must complete all five days.

In Vancouver

Length: Five days

Dates: **March 5-6, Saturday March 7,
and March 19-20**

Fee: \$225 per registrant

Resource People: Mario Govorchin, Elaine Stoll, Suzu Speier, and Judy Adams. All trainers have experience within the context of residential settings and bring their own expertise to each topic area.

Life Skills Training for Residential Settings (#SUP121)

This two-day workshop is designed for residential and vocational workers who wish to understand and be able to coach foundational life skills. The workshop will help participants explore the role of empowering residents through life skills training, identify and assess personal levels of self-esteem and methods for raising self-esteem, practice self-assertion and problem solving techniques, and practice methods for coaching others through a problem to its resolution. Lesson plans for coaching specific life skills will be provided to participants.

In Vancouver

Length: Two days

Dates: **April 22-23**

Fee: \$135 for one registrant; \$110 per registrant for two or more people from the same agency who register at the same time.

Resource Person: Denise Grams, President, Life Unlimited - Life Management Skills Training.

Training for Trainers

Unless otherwise indicated, Training for Trainers courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Training for Trainers: Tips, Techniques and Tactics (#MGMT223)

This practical workshop is directed toward people who deliver training programs as part of their overall job and want to learn new skills or enhance existing ones. Content will include: characteristics of adult learners, positive learning environments, instructional styles and techniques, motivational strategies and instructional challenges. The

number of registrants will be limited to 12 to allow opportunities for each participant to practice group and one-to-one training in a supportive setting.

Length: Two days

Dates: **January 16-17**
March 26-27

Fee: \$210

Resource Person: Reva Kalef, M.Ed. (Adult Education), consultant with RK Educational Design Associates.

Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)

This course is directed toward trainers who are responsible for planning instruction for adult learners. During this interactive, two-day workshop, participants will have an opportunity to increase their understanding of the instructional planning process and apply the knowledge and skills to their own planning situation. Participants should have a project in mind to work on over the course of the two-day workshop. The number of registrants will be limited to 16 to allow opportunities for each participant to receive coaching.

Length: Two days

Dates: **February 20-21**

Fee: \$210

Resource Person: Reva Kalef, M.Ed. (Adult Education), consultant with RK Educational Design Associates.

NEW

Training for Trainers: Conducting a Needs Assessment (#MGMT223C)

This interactive workshop will provide participants with an opportunity to increase their understanding of the needs assessment process and, in particular, their knowledge of the skills required to analyze training needs. Content will include a review of the concept of educational need and the steps of a formal needs assessment, a discussion of data collection techniques, and criteria for prioritizing needs. Each participant will be encouraged to design a needs assessment strategy appropriate to his or her individual work situation. This course will be of particular interest to people who have taken Training for Trainers: Fundamentals of Instructional Planning and want to expand on the needs assessment component of that course, and to those responsible for conducting training needs assessments for their organization.

Length: Two days

Dates: **April 2-3**

Fee: \$165

Resource Person: Linda Elliott, M.Ed. (Adult Education), an adult education consultant with experience in planning and co-ordinating programs for community and government agencies.

Advanced Training for Trainers: Working with Groups (#MGMT223B)

This practical, advanced level workshop is directed toward trainers who instruct in a group setting. Participants will have an opportunity to increase their understanding of group dynamics and will learn specific facilitation strategies that encourage adult learning. This highly interactive workshop will focus on climate setting, stages of group development, roles assumed by group members, common group issues and effective responses, and observation guidelines for analyzing group behaviour. Prerequisite: Training for Trainers: Tips, Techniques and Tactics, or by permission of the Program Planner. The number of registrants will be limited to 16.

Length: Two days

Dates: **April 30-May 1**

Fee: \$210

Resource Person: Reva Kalef, M.Ed. (Adult Education), consultant with RK Educational Design Associates.

Other

Executing a Court Order (#EP159)

Court Services Branch now contracts with private companies to perform a variety of court bailiff functions. Employees of companies awarded the contracts are required to demonstrate their familiarity with execution procedures and legal requirements through successful completion of a written examination. This purpose of this course is to ensure that participants are familiar with the documents and procedures involved in the provision of execution services in BC, and to prepare them for the exam. This course is run on an 'as needed' basis. For more information, and to add your name to a waiting list for the course, contact Patricia McNeill at 222-7229.

Resource Person: Bill Bradshaw, a retired sheriff with extensive experience in executing court orders. He instructed the Basic Deputy Sheriff course on execution procedures for approximately ten years at BCIT and the Justice Institute.



Course Listings by Date (Vancouver)

Courses are listed by start date.

January

- 10 Child Sexual Abuse Intervention: Children & Youth Option (#CSA105A)
- 13 Mediation Skills Assessments (#CR499)
- 13 Negotiation Skills Assessments (#CR699)
- 16 Conflict Resolution, Level I (#CR100)
- 16 Training for Trainers: Tips, Techniques and Tactics (#MGMT223)
- 17 Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A)
- 20 Counselling the HIV Positive Client (#EP169)
- 20 Critical Skills for Communicating in Conflict (#CR735)
- 22 Conflict Resolution, Level I (#CR100)
- 22 Management Development for Residential Settings, Level 1 (#MGMT214)
- 24 Art and Play Therapy: Treatment Approaches for Children Who Have Suffered a Loss (#CY104)
- 27 Basic Supervisory Competency (#MGMT213)
- 27 Mediation Skills, Level I (#CR300)
- 30 Asserting Yourself Under Pressure (#CR702)
- 31 Working with Pre-Delinquent and Delinquent Youth, Level I (#CY124)

February

- 3 Adolescents and Addiction, Level I (#CY141)
- 3 Negotiation Skills, Level I (#CR500)
- 6 Silent Messages: Communicating Non-Verbally in Conflict (#CR758)
- 7 Working with Troubled and Troubling Adolescents: A Certificate Program for Practitioners (#CY135)
- 8 Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)
- 8 Advanced Cardiac Life Support Update (#PHP110)
- 10 Conflict Resolution, Level II (#CR200)
- 10 High Risk: Children Without a Conscience (#CY118)
- 10 Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)
- 11 Anger Management with Youth, Level II (#CR720A)
- 13 Critical Skills for Communicating in Conflict (#CR735)
- 13 Mediation Skills, Level I (#CR300)
- 17 Cardiac Arrest Management (#PHP115)
- 17 Conflict Resolution, Level I (#CR100)
- 17 Mediation Skills, Level II (#CR400)
- 18 Management Development for Residential Settings, Level 2 (#MGMT218)
- 19 Clear and Simple (#MGMT212)
- 20 Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)

- 24 Mediation Skills, Level I (#CR300)
- 24 Working with Families in Perpetual Crisis (#CY121)
- 27 Unfinished Business - Getting Past the Past (#CR768)

March

- 2 Justice: Extending the Vision - A National Conference on Victimization and Recovery (#EP190)
- 2 Managing Your Boss (#SUP120)
- 2 Negotiation Skills, Level I (#CR500)
- 5 Front Line Training for Residential Settings (#SUP119)
- 5 Managing the Hostile Individual (for high risk professionals) (#CR753)
- 7 Use-It-Or-Lose-It Clinics
- 9 Child-Centred Mediation: An Advanced Level Course (#CR762)
- 9 Management Development for Residential Settings, Level 3 (#MGMT230)
- 11 Critical Skills for Communicating in Conflict (#CR735)
- 12 Conflict Resolution, Level II (#CR200)
- 13 Working with Pre-Delinquent and Delinquent Youth, Level II (#CY124A)
- 16 Conflict Resolution, Level I (#CR100)
- 16 Empowering Youth through Problem Solving (#CY139)
- 19 Building Effective Teams: An Innovative Model (#MGMT120)
- 19 Resolving Inner Conflict (#CR744)
- 20 Art and Play Therapy: Treatment Approaches for Children Who Have Suffered a Loss (#CY104)
- 23 Basic Supervisory Competency (#MGMT213)
- 23 Conflict Resolution, Level II (#CR200)
- 23 Working with the Troubled Family, Level II (#EP136A)
- 26 Shifting From Positions to Interests: An Advanced Level Course (#CR748)
- 26 Training for Trainers: Tips, Techniques and Tactics (#MGMT223)
- 30 Negotiation Skills, Level II (#CR600)
- 30 Parent-Teen Conflict: Creating Agreements for Change (#CY148)
- 31 Management Development for Residential Settings, Level 4 (#MGMT240)

April

- 2 Management Development for Residential Settings, Level 5 (#MGMT250)
- 2 Training for Trainers: Conducting a Needs Assessment (#MGMT223C)
- 6 Mediation Skills, Level I (#CR300)

- 6 Supporting Women in Difficult Relationships (#EP175)
- 8 Life Skills Training for Residential Settings (#SUP121)
- 9 Conflict in Organizations: Symptoms, Origins and Strategies (#CR704)
- 9 Project Evaluation: Developing an Effective Plan (#MGMT110)
- 13 Anger Management with Youth, Level I (#CR720)
- 13 Asserting Yourself Under Pressure (#CR702)
- 13 Children Who Offend: Intervention and Treatment (#CSA112)
- 15 Critical Skills for Communicating in Conflict (#CR735)
- 15 Managing Out-of-Control or Assaultive Behaviours (#CY142)
- 20 Management Development for Residential Settings, Level 6 (#MGMT260)
- 21 Conflict Resolution, Level I (#CR100)
- 22 Working Together: Bridging the Gender Gap (#MGMT202)
- 24 Building Competency in Negotiation (#CR765)
- 24 Child Sexual Abuse Intervention: Adult Survivor Option (#CSA105B)
- 25 Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)
- 25 Advanced Cardiac Life Support Update (#PHP110)
- 25 Use-It-Or-Lose-It Clinics
- 27 Mediation Skills, Level II (#CR400)
- 28 Adolescents and Addiction, Level II (#CY141A)
- 30 Advanced Training for Trainers: Working with Groups (#MGMT223B)
- 30 Child Sexual Abuse Support Worker Training Program (#CSA134)
- 30 Work and Self Management Skills (#SUP103)

May

- 4 Building Competency in Mediation (#CR759)
- 4 Negotiation Skills, Level I (#CR500)
- 7 Performance Planning and Review (#MGMT215)
- 7 Silent Messages: Communicating Non-Verbally in Conflict (#CR758)
- 9 Group Work With Children (#CSA114)
- 11 Conflict Resolution, Level II (#CR200)
- 11 Mediation Skills Assessments (#CR499)
- 11 Negotiation Skills Assessments (#CR699)
- 14 Making it Hard to Say No - Negotiating with Difficult People (#CR767)
- 16 Asserting Yourself Under Pressure (#CR702)
- 19 Critical Skills for Communicating in Conflicts (#CR735)
- 21 Translating Family Mediation Skills into Organizational Settings (#CR734)
- 22 Client Centred Play Therapy (#CY104A)
- 25 Conflict Resolution, Level I (#CR763)
- 25 Front Line/Firing Line: Handling the Angry Client (#SUP109)
- 28 Positive Power in Mediation (#CR731)

June

- 6 Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)
- 6 Advanced Cardiac Life Support Update (#PHP110)

July

- 6 Child Sexual Abuse Intervention: Children & Youth Option (#CSA105A)
- 13 Child Sexual Abuse Intervention: Adult Survivor Option (#CSA105B)

Course Listings by Date (Out-of-Town)

Courses are listed by start date.

January

- | | | |
|----|--------------|---|
| 11 | Penticton | Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100) |
| 21 | Ft. St. John | Critical Skills for Communicating in Conflict (#CR735) |
| 23 | Ft. St. John | Negotiation Skills, Level I (#CR500) |
| 23 | Whitehorse | Mediation Skills, Level I (#CR300) |
| 25 | Duncan | Advanced Cardiac Life Support Update (#PHP110) |
| 30 | Wms. Lake | Conflict Resolution, Level II (#CR200) |

February

- | | | |
|----|--------------|--|
| 6 | New West. | Conflict Resolution, Level I (#CR100) |
| 6 | Pr. Rupert | Conflict Resolution, Level I (#CR100) |
| 8 | Whitehorse | Negotiation Skills, Level II (#CR600) |
| 14 | New West. | Critical Skills for Communicating in Conflict (#CR735) |
| 18 | Ft. St. John | Asserting Yourself Under Pressure (#CR702) |
| 20 | Abbotsford | Conflict Resolution, Level I (#CR100) |
| 20 | Cranbrook | Conflict Resolution, Level I (#CR100) |

20	Ft. St. John	Conflict Resolution, Level I (#CR100)
20	Quesnel	Conflict Resolution, Level I (#CR100)
20	Quesnel	Negotiation Skills, Level I (#CR500)
26	Tacoma	Conflict Resolution, Level I (#CR100)
26	Terrace	Negotiation Skills, Level I (#CR500)
26	Whitehorse	Conflict Resolution in the Workplace (#CR704)
27	Courtenay	Critical Skills for Communicat- ing in Conflict (#CR735)
27	Nelson	Negotiation Skills, Level I (#CR500)
27	Victoria	Conflict Resolution, Level I (#CR100)
28	Grand Forks	Silent Messages - Communicat- ing Non-Verbally in Conflict (#CR735)
28	Whitehorse	Anger Management with Youth, Level I (#CR720)

March

3	New West.	Asserting Yourself Under Pressure (#CR702)
12	Pr. Rupert	Negotiation Skills, Level I (#CR500)
24	Ft. St. John	Silent Messages: Communicat- ing Non-Verbally in Conflict (#CR758)
26	Courtenay	Negotiation Skills, Level I (#CR500)
26	Ft. St. John	Mediation Skills, Level I (#CR300)
26	Grand Forks	Negotiation Skills, Level I (#CR500)
26	New West.	Conflict Resolution, Level I (#CR100)
26	Terrace	Asserting Yourself Under Pressure (#CR702)
26	Victoria	Negotiation Skills, Level I (#CR500)

April

2	Whitehorse	Conflict Resolution, Level I (#CR100)
8	Tacoma	Mediation Skills, Level I (#CR300)
10	Victoria	Critical Skills for Communicat- ing in Conflict (#CR735)
21	Nelson	Managing the Hostile Individual (#CR753)
22	Whitehorse	Unfinished Business - Getting Past the Past (An Advanced Course) (#CR757)
23	Nelson	Conflict Resolution, Level I (#CR100)
24	Whitehorse	Shifting from Positions to Interests (An Advanced Course) (#CR748)
28	Ft. St. John	Managing the Hostile Individual (#CR753)
30	Ft. St. John	Conflict Resolution, Level II (#CR200)

May

1	Victoria	Asserting Yourself Under Pressure (#CR702)
7	Cranbrook	Conflict Resolution, Level II (#CR200)
7	New West.	Asserting Yourself Under Pressure (#CR702)
7	Whitehorse	Mediation Skills, Level I (#CR300)
20	New West.	Negotiation Skills, Level I (#CR500)
26	Ft. St. John	Shifting from Positions to Interests (#CR748)
26	Victoria	Management Development for Residential Settings, Level 1 (#MGMT214)
28	Ft. St. John	Negotiation Skills, Level I (#CR500)

June

4	Whitehorse	Group Conflict Resolution (#CR736)
6	Whitehorse	Building Competency in Media- tion (#CR759)
23	Victoria	Management Development for Residential Settings, Level 2 (#MGMT218)
24	Ft. St. John	Negotiation Skills, Level II (#CR600)



What is the Justice Institute?

The Justice Institute of BC was established as a post-secondary educational institute in 1978. The Institute is funded through a core budget provided by the Ministry of Advanced Education, Training and Technology, and is governed by a Board of Directors.

Programs offered by the academies and divisions can be summarized as follows:

- **Corrections Academy** trains all Corrections Branch employees who work in institutional and community settings, i.e. security and probation officers. The Academy develops courses for both recruit and advanced levels.
- **Fire Academy** trains volunteer and full-time firefighters to assume leadership roles in fire prevention, training and command. The Academy uses distance education, hands-on training, and train-the-trainer programs, both in the field and on-site.
- **Paramedic Academy** trains emergency medical attendants and advanced level paramedics employed in the provincial ambulance system. Other persons employed in emergency medical care may also receive training through the Academy.
- **Provincial Emergency Program Academy** trains volunteers, municipal authorities and government emergency personnel to respond to disasters such as earthquakes, floods and oil spills. The Academy also assists in training over 7500 volunteers involved in search and rescue operations to locate lost persons.
- **Police Academy** trains the recruits and career officers of BC's 12 municipal police departments. Employees of other enforcement agencies also participate in Academy training, when appropriate.
- **Courts Academy** provides courses for managers and supervisors, deputy sheriffs and other court services staff. The Academy also undertakes special projects on behalf of Court Services Branch.
- **Finance and Administration** attends to the business operations of the Institute. It is responsible for

financial operations, purchasing, receiving and stores, accounting, legal and personnel matters, and the operations of the physical facilities.

- **Educational Services and Interdisciplinary Studies** provides library, media, and curriculum development services to the Institute. The Division offers public programs through Interdisciplinary Studies and the Pacific Traffic Education Centre.

What is Interdisciplinary Studies?

Interdisciplinary Studies offers a range of contract and continuing professional education programs to government personnel, staff working in justice and public safety related organizations and agencies, and staff working in the non-profit and voluntary sector. The training offered by Interdisciplinary Studies covers current justice and public safety related issues, and provides participants with new or enhanced skills to work with clients, staff and members of the public.

Interdisciplinary Studies offers four certificate programs: Conflict Resolution, Child Sexual Abuse Intervention, Working with Troubled and Troubling Adolescents, and Management Development for Residential Settings. In order to receive a certificate of achievement, participants must attend the required number of training days and demonstrate competency in the program area.

Interdisciplinary Studies also undertakes special projects sponsored solely by the Justice Institute or developed in collaboration with other organizations. Most programs are held at the Justice Institute; however, staff have a provincial mandate and work co-operatively with other organizations and educational institutions to develop and deliver training throughout British Columbia.

Interdisciplinary Studies produces three calendars a year advertising upcoming professional development and community education programs and courses. If you would like to be on our mailing list, call Interdisciplinary Studies at 222-7224, and ask to be put on the general mailing list.

Kulleet Bay



How to Register for a Course

Register by Mail

To register by mail, complete the registration form below or send the required information and a cheque made payable to the Justice Institute (**no post-dated cheques accepted**) to:

Registration Office
Justice Institute of BC
4180 West 4th Avenue
Vancouver, BC
V6R 4J5

Many courses fill quickly, so register early to avoid disappointment. Registrations are accepted on a first-come, first-served basis.

If the Justice Institute is not handling registration, call the number listed in the program description for further information. If registering for more than one course **please send separate cheques for each course.**

Register by Phone

To register by phone using your VISA or MasterCard, call 222-7111 between 8:30 am and 4:30 pm, weekdays. Please have your credit card number ready when you call.

Register in Person

You can register in person at the Justice Institute, Room 119, Blake Hall (two doors down from receptionist on the main floor). Hours are 8:30 am to 4:30 pm, Monday-Friday. Please telephone in advance to ensure there is space for you in the course(s).

Register by FAX

To register by FAX using your VISA or MasterCard, complete the Registration Form, including all credit card information, and FAX it to the Registration Office, Justice Institute of BC, at 604/660-1875.

Tax Deduction

You may deduct tuition fees from your income tax if the total amount exceeds \$100 and is paid to one educational institution. Deductions may be claimed for one or more courses taken during the tax year. **Save your registration receipts.**

Refund Policy

Registration fees are refundable provided we receive your **written notification** of cancellation **seven working days** in advance of the course date. **Refunds are subject to an administrative charge.** The white copy of the registration receipt must be presented in order to receive a refund.

Transfer Policy

Notification regarding transfer from one course to another must be received **seven working days** in advance of the course date. There is an administrative fee of \$15 for all transfers.

Course Cancellations

A full refund of tuition fees will be issued for courses cancelled by the Justice Institute. The Institute is not responsible for participants' expenses if a course must be cancelled because of low enrolment (e.g., airline or hotel reservations). The Institute reserves the right to cancel courses if enrolments are insufficient. We truly regret any inconvenience this may cause.

Registration information and individual course brochures: 222-7111.

Registration Form

Mail to: Registration Office, Justice Institute, 4180 West 4th Avenue, Vancouver, BC V6R 4J5

I wish to register in the following program(s):

PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
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PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
--------------	----------------	---------	-----

PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
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SURNAME	GIVEN NAME
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POSITION	ORGANIZATION
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STREET/CITY	POSTAL CODE
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PHONE (DAY)

METHOD OF PAYMENT:

☐ Enclosed is my cheque payable to the Justice Institute.

☐ VISA CARD # --- Expiry Date:

☐ MASTERCARD # --- Expiry Date:

West 8th Ave.

Blake Hall

Reception
Registration
Lecture Theatre
Classrooms 1-19
Deli
First Aid
Police Academy
Corrections Academy
Courts Academy
Educational Services and
Interdisciplinary Studies
Finance and
Administration
Provincial Emergency
Program Academy

Recreation Centre

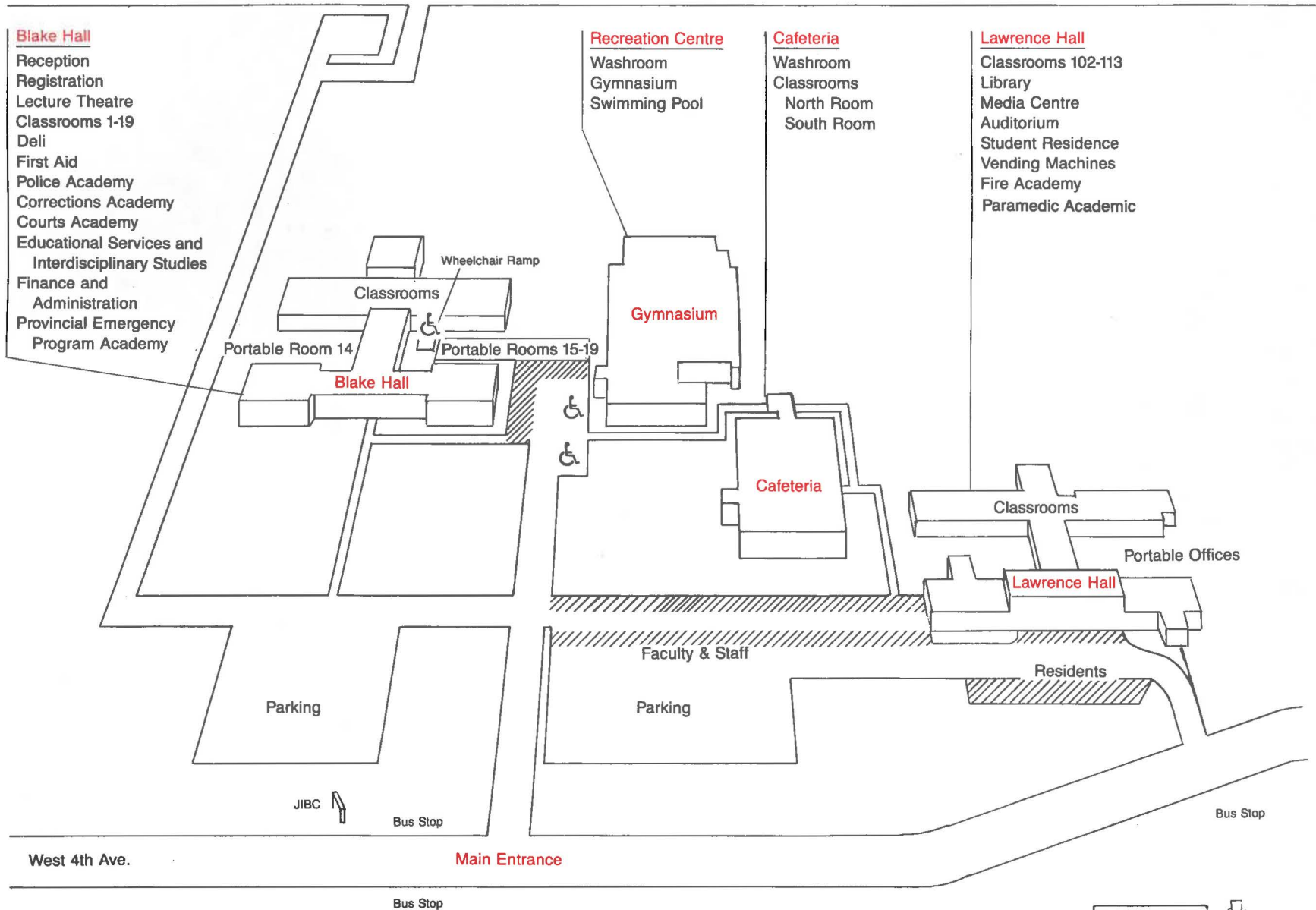
Washroom
Gymnasium
Swimming Pool

Cafeteria

Washroom
Classrooms
North Room
South Room

Lawrence Hall

Classrooms 102-113
Library
Media Centre
Auditorium
Student Residence
Vending Machines
Fire Academy
Paramedic Academic



Trauma and the Adult Survivor

Interdisciplinary Studies recognizes the importance of a comprehensive and interdisciplinary approach to the growing field of traumatic stress studies and is pleased to introduce a series of skill-based workshops for clinicians working with trauma survivors. To introduce this new initiative, Dr. Laurie Pearlman will present a two-day workshop focusing on innovative strategies for post-trauma intervention and recovery.

Of interest to all experienced clinicians providing treatment to adult trauma survivors, this workshop will provide a comprehensive theoretical and clinical model to guide clinicians through the complexity of post-trauma response. Dr. Pearlman will offer an understanding of how trauma disrupts previously held affective and cognitive adaptations to life experiences, and a treatment approach that enables survivors to move towards integration and transformation. She will also present an overview of her pioneering work on the impact on clinicians of working with trauma survivors.

Presenter: **Laurie Anne Pearlman, Ph.D.**, is a co-founder of the Traumatic Stress Institute in Connecticut. The Institute provides clinical services for persons directly or indirectly exposed to traumatic stress including accidents, family violence, sexual abuse, sexual assault, violent crime, sudden death or loss of others, war, and natural and human-made disasters. Dr. Pearlman has done extensive consulting and training in the field and is the co-author, with I. Lisa McCann, of *Psychological Trauma and the Adult Survivor*.

Dates: **March 6-7, 1992**

Location: TBA

Fee: \$195

