

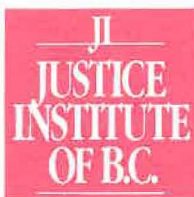


Interdisciplinary Studies

Spring/Summer Calendar



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Interdisciplinary Studies

May - August, 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 30).

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
Cheryl Redding, Program Assistant (Part-time)	222-7156
Justice, Family and Agency Training	
Cindy Bettcher, Co-ordinator	222-7232
Tad Dick, Program Planner	222-7271
Lori Ovens, 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
Margaret James	222-7224
Judy Laird	222-7224
Steven Schick	222-7224
Registration Office	222-7111 or 222-7276
Library	222-7200



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

Cover and inside graphics:
Pamela Roberts Designs

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 35). 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 avail-

able to provide reference services. A screening room is available for viewing audiovisual items, and an audio-visual 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 personnel. 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.

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. We can arrange for prospective clients to meet with the Program Manager, Fred Pachel, a former RCMP Manager, to discuss content of the course in detail, including the drafting and publication of tailored investigation manuals which stay with each student as future reference. For an appointment

or further information telephone Al Lund or Kim Howse at 604/222-7139.

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, lawyers, private investigators and others with an interest in or responsibility for investigating motor vehicle accidents. The three-day course includes interpretation of accident scene evidence, chain of events, accident photography, measurements and field sketches, and interviewing drivers and witnesses. Student will also be introduced to damage evaluation and crash dynamics. Call the Registration Office at 604/222-7111 for the next scheduled course date. For additional course information call the PTEC secretary, Kim Howse, at 604/222-7282. This course is followed by a Traffic Accident Investigation Level II course (see course description following for more details).

Length: Three days
Dates: call Registration for next available date
Time: 8:30 am to 4:30 pm
Location: Justice Institute of BC

Fee: \$395 (GST exempt)

Resource Person: Don Le Comte is the Program Manager for all of PTEC's Accident Investigation courses. Don is an accident reconstruction specialist and Director of the 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. His teaching skills are recognized in Canada, the United States and the Middle East. Don can be contacted at 604/768-4353.

Traffic Accident Investigation Level II (#PTEC500)

This course has been designed for fleet safety supervisors, peace officers, safety administrators, insurance adjusters, lawyers, private investigators, graduates of Traffic Accident Investigation Level I, and others with an interest in or responsibility for investigating motor vehicle accidents. This five-day course is an advanced continuum of the Level I course. All participants must have previously taken Level I or have suitable experience to be eligible for enrolment into this Level II course (students requiring further information as to their suitability for the Level II course should contact the Program Manager, Don Le Comte, or the Director of PTEC, Al Lund). Course content for Level II includes speed estimates from skids, scuffs, falis, vaults and rolls; time, distance and motion equations; vehicle lamp examination; tire damage evaluation; vehicle damage analysis; crash dynamics; scale diagrams from field sketches; and an introduction to conservation of momentum. This course will be held at the PTEC Driver Training & Research Facility at Boundary Bay in Delta, BC, one of the best facilities of its type in North America. Call the Registration Office at 604/222-7111 for the next scheduled course date. For additional course information call the PTEC secretary, Kim Howse, at 604/222-7282.

Length: Five days

Dates: call Registration for next available date

Time: 8:30 am to 4:30 pm - Restaurants in the area are accessible by car; or bring a bag lunch.

Location: Boundary Bay, PTEC facility

Fee: \$595 (GST exempt)

Resource Person: Don Le Comte is the Program Manager for all of PTEC's Accident Investigation courses. Don is an accident reconstruction specialist and Director of the 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. His teaching skills are recognized in Canada, the United States and the Middle East. Don can be contacted at 604/768-4353.

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.

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: Suzu Speier or Sarah Kennedy, consultants with Ryane Consulting Inc.

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: **June 25**

Fee: \$85

Resource Person: Sheila MacCallum, consultant and trainer.

Putting People First: A Service Quality Workshop (#MGMT203)

Dates: **June 1-2**

See Management category for course description.

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) a psycho-educational model of re-education of troubled youth; and 3) a stress-coping model of developmental outcome.

Interested applicants should submit a resume describing their relevant work experience, past training in the field, and academic background. Before acceptance into the program, applicants may be interviewed by telephone. A deposit of \$100 is required upon acceptance into the program. The balance must be paid no later than 21 working days before the start of the training.

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, call 604/222-7271.

Length: 12 days

Dates: **April 24-25, May 8-9, May 22-23, June 5-6, June 19-20 and July 3-4** (Fridays and Saturdays)

Fee: \$700 for the core program sessions

Facilitators: Penny Parry, Ph.D., has worked in the child and youth care field for over 15 years in both clinical and academic settings. Scott Robertson, M.S.W., C.A.D.C., trainer and social worker in private practice specializing in individual and family counselling, HIV/Aids and adolescent issues. 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.

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: **June 10-11**
Fee: \$165

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

Positive Peer Culture (#CY149)

Positive Peer Culture is a treatment philosophy which uses the influence of the peer group to create a supportive and positive working environment. It is not giving power over to youth, it is empowering them to help each other toward success. Positive Peer Culture does not ask whether a youth is willing to accept help, but whether he or she is willing to help others. This approach teaches young people the necessary communication skills to assist each other. The caregiver can begin to reframe and relabel behaviour and create an environment where caring is desirable. The only rule is that people care for one another. In addition to offering practical skills, a framework will be provided to assist in moulding this model to the participants' specific programs.

Length: Two days
Dates: **May 27-28**
Fee: \$150

Resource People: Debbie Verkerk, B.A., Director of Avalon School, Vancouver; Lenox Neher, Special Care Contractor, Ministry of Social Services.

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: **June 15-16**
Fee: \$165

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

NEW

Mediating with Adolescents in Conflict (#CY122)

This new workshop provides an opportunity for participants to learn the basic skills of mediating with adolescents in conflict. Adolescents struggling with a newly emerging sense of responsibility are offered a process through which they will develop concepts of appropriate interpersonal behaviours. Facilitating this process through a structured mediation model provides a co-operative and peaceful alternative to violence, fighting and arguing. Through the guidance of a mediator, youths learn how to work together and resolve their differences by talking, listening and understanding each other's point of view. It is the mediator's role to act as an impartial third party facilitating adolescents through this problem solving process. By listening, asking questions and managing angry and defensive feelings, the mediator helps conflicted youth clarify and resolve their own issues and interests. When youth in conflict are given responsibility for the resolution and outcome of their dispute, agreements are more likely to last. In this workshop, participants will learn how to engage adolescents in a mediation process and how, in a clear process model, to help them manage their emotions, balance power and begin to use communication skills effectively. Lecture, skills demonstrations and small group role-play sessions will be used to assist the participant to learn to mediate both "on the spot" and in a more formal context. Especially recommended for group home and residential treatment personnel, counsellors, social workers, correctional officers and educators working with adolescents.

Length: Three days
Dates: **July 9-11**
Fee: \$195

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 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: **July 20-21**

Fee: \$175

Resource People: 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 Attorney General, Crime Prevention Program.

Length: Two days

Dates: **July 22-23**

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 is directed toward youth and child care workers and 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 Attorney General, Crime Prevention Program.

Length: Two days

Dates: **July 24-25**

Fee: \$145

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

Adolescents and Substance Abuse, 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,

abusing 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 Attorney General, Crime Prevention Program.

Length: Two days

Dates: **June 1-2**

Fee: \$150

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 Substance Abuse, 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 developmental 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 Substance Abuse, Level I, or by permission of the Co-ordinator. Co-sponsored with the Ministry of Attorney General, Crime Prevention Program.

Length: Two days

Dates: **April 28-29**

Fee: \$150

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 Working with Children (#CY104)

This workshop is directed toward therapists, social workers, child care workers and mental health professionals currently working with children (3-12 years). Content in this introductory level course will cover the function of art and play through the developmental stages, an exploration of various approaches to play therapy, and an examination of practical concerns related to the use of art and play therapy. Participants will have the opportunity to become familiar with the toys and various art therapy exercises used in working with children in this age group.

Length: Two days

Dates: **June 19-20**

Fee: \$175

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

Child Centred Play Therapy (#CY104A)

This workshop is directed toward practitioners who use play and various expressive therapies 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 (#CY104).

Length: Two days
Dates: **May 22-23**
July 6-7

Fee: \$175

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

NEW

Art and Play Therapy with Neglected and Abused Children (#CY104B)

This workshop is directed towards practitioners who use art and play therapy in their work with children who have experienced and disclosed neglect and abuse. Course content will review theoretical principles underlying the use of art and play therapy with traumatized children, illustrate ways of addressing the main clinical issues of neglected and abused children, and examine the recurring images that emerge in children's play and art (through the various stages of therapy). Prerequisites: Art and Play Therapy (#CY104) and Child Centred Play Therapy (#CY104A), and a basic understanding of child abuse issues. Applicants interested in attending this workshop must submit a resume describing their relevant work experience. Enrolment in this workshop will be limited to 16 participants.

Length: Two days
Dates: **July 8-9**
Fee: \$175

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

NEW

Treatment Methods for Working with Children in a Family Context (#CY125)

This workshop will familiarize counsellors, social workers and youth care workers with a range of treatment methods which have proved effective in working with troubled children/youth and their families. Participants will have the opportunity to consider the impact of family structure and habitual patterns on children and youth, explore practices of connection instead of practices of power and control in the family, and examine the process of collaborating with families to empower them to solve problems relating to their children. Treatment methods such as externalization, solution-focused questioning, and the use of reflecting teams, will be identified and practised by participants.

Length: Two days

Dates: **June 3-4**

Fee: \$175

Resource Person: Arden Henley, M.A. (psychology) is the Co-founder and Director of the White Rock Family Therapy Institute. He was formerly the Director of Clinical Services for Peach Arch Community 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 604/222-7287.

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, Yukon, and Tacoma, Washington. For listings, see page 15.

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, LLB, J.D., M.Ed., mediator and counsellor in private practice, and Mediation Consultant to the 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
 Kelly Henderson, M.Ed., mediator in private practice with extensive experience in the health care industry
 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
 Nym Hughes, facilitator and mediator in private practice, trainer in adult special education
 Tom Northcott, LLB, 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, LLB, 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

Janice Bateman, Sandy Dunlop, Donna Dussault, Angie Dyck, Cam Ellison, Gary Harper, Wendy Hilliard, Brian Luckock, Laurie McGillivray, Ronald Monk, Marie O'Neill, Ingrid Pipke, Jill Schroder, Tracy Selinger, Pamela Theriault, Leanne Turnbull, Jacquie Waechter.

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. This course is a prerequisite for Conflict Resolution, Level II: Dealing with Anger (#CR200).

Length: Three days (21 hours)

Dates: **June 17-19**, Michael Altshuler
July 6-8, at Douglas College, Instructor TBA
July 27-29, Kelly Henderson
 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 styles 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
July 4, 11 & 18, 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. Prerequisite: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100), or by permission of the Co-ordinator.

Length: Three days (21 hours)
 Dates: **May 11-13**, Karen Haddigan
July 6-8, Michael Altshuler
August 13 & 20 (7:00 pm - 10:00 pm)
 and **August 15 & 22** (9:00 am - 5:00 pm), at New Westminster Community Education, Instructor TBA
August 19-21, Mario Govorchin
 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: **June 3-5**, Dale Zaiser
July 13-15, Karen Haddigan
August 5-7, at Douglas College, Instructor TBA
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: **August 10-14**, Marg Huber
August 24-28, Sally Campbell
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: **May 4-6**, Michael Altshuler
May 21-23, at Douglas College, Deborah White
June 10-12, Michael Raynolds
June 13, 20 & 27 (9:00 am - 5:00 pm), Dale Zaiser
July 20-22, Tom Northcott
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: **June 15-18**, Michael Fogel
August 4-7, Mario Govorchin
August 17-20, Michael Fogel
Time: 9:00 am - 5:00 pm
Fee: \$330

Mediation Skills Assessments (#CR499)

Negotiation Skills Assessments (#CR699)

Dates: **May 11-22**
September 14-18
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 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: **May 19-20**, Dale Zaiser
June 15-16, Karen Haddigan
July 23-24, Dale Zaiser
August 27-28, Kelly Henderson
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

SPECIAL PRESENTATIONS

Three special presentations by Michael D. Lang, mediator from Portland, Maine. He is a board member and Past President, Academy of Family Mediators, and mediation consultant for Child Find of America.

Domestic Abuse and Family Mediation (#CR713)

Mediators face serious challenges when working with families where there is a history of abuse. Whether physical, emotional or financial, abuse distorts the relationships and results in extreme power imbalances. Mediators need special skills to assess the viability of mediation for these couples, and then to manage the mediation process. Specifically, this course will cover:

- the nature and character of abuse in the family
- the importance of screening for abuse
- techniques and strategies used in mediating with couples where there has been abuse
- ways to manage the power imbalance
- ways in which a mediator maintains neutrality

Through presentation, group discussion, video and experiential exercises, participants will have an opportunity to learn methods for assessing whether to mediate where abuse has occurred, and to practise skills for mediating in such cases.

Length: One day (7 hours)

Date: **May 20**

Time: 9:00 am - 5:00 pm

Fee: \$90

Co-sponsored with Corrections Academy, Justice Institute of BC.

Translating Family Mediation Skills into Organizational Settings (#CR734)

Organizations are increasingly calling 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 needs 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 how to translate family mediation skills to organizational disputes.

Length: Two days (14 hours)

Dates: **May 21-22**

Time: 9:00 am - 5:00 pm

Fee: \$185

Including Children in the Mediation Process: When, Why and How? (#CR714)

As mediators, we often view ourselves as advocates for the interests of the children. Although they are seldom present in the mediation session, their lives are vitally affected by the plans developed by their parents. In this workshop, we will consider:

- whether the mediator should be an 'advocate' for the interests of children
- whether it is useful or appropriate to bring children into the mediation session
- how the mediator deals with confidentiality in separate meetings with children
- how to protect children from becoming the conflict resolvers for their parents

Participants will be encouraged to discuss their own experiences and to test out their ideas and strategies through extensive role play opportunities.

Length: One day (7 hours)

Date: **May 23**

Time: 9:00 am - 5:00 pm

Fee: \$90

Co-sponsored with Corrections Academy, Justice Institute of BC.

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: **May 7-8**, at New Westminster Community Education, Dale Zaiser
May 16 & 23 (9:00 am - 5:00 pm), Mario Govorchin
June 29-30, Marg Huber
August 8 & 15 (9:00 am - 5:00 pm), Randy Boychuck
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: **May 7-8**, Stacey Holloway
July 9-10, Randy Boychuck
Time: 9:00 am - 5:00 pm
Fee: \$185

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: **July 30-31**, Mario Govorchin
Time: 9:00 am - 5:00 pm
Fee: \$185

Use-It-Or-Lose-It Clinics (#CR750)

These clinics are being offered 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 videotape if you wish to record your work.

Length: One day (7 hours)
Dates: **June 6**
August 22
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

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: **June 8-9**, 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: **July 2-3**, Arthur Ridgeway
 Time: 9:00 am - 5:00 pm
 Fee: \$185

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: Two days (14 hours)
 Date: **August 17** (Part 1) & **August 24** (Part 2), Stacey Holloway
 Time: 9:00 am - 5:00 pm
 Fee: \$185

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 mediation 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.

This course is offered in two formats: a one-day option and a two-day option.

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

Length: Two days (14 hours)
 Dates: **August 18** (Part 1) & **August 25** (Part 2), Marg Huber
 Time: 9:00 am - 5:00 pm
 Fee: \$185



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

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
July 16-17, Arthur Ridgeway
 Time: 9:00 am - 5:00 pm
 Fee: \$185

Caucusing in Mediation (#CR764)

Caucusing can be one of the most effective interventions a mediator can use in moving parties toward agreement. If not properly implemented, however, caucusing can prove hazardous. Knowing when, why and how to use this tool is crucial to dealing effectively with some of the most difficult and perplexing situations in mediations. A structured caucusing process will be presented which is applicable in a variety of dispute contexts, including family and commercial. This process will help mediators to maximize the value of meeting separately with the parties while minimizing the potential for negative outcomes.

Length: One day (7 hours)
 Date: **August 26**, Michael Fogel
 Time: 9:00 am to 5:00 pm
 Fee: \$90

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

NEW**Criticism: How to Give and Receive It (#CR706)**

Critiquing the work or behaviour of others can be one of the most difficult tasks that we perform. As individuals, colleagues, supervisors and managers, we are often called upon to give criticism. If done well, it can be an opportunity for growth and increased understanding. If done poorly, it can damage relationships, limit opportunities and increase stress. In this course, participants will explore and practise the essential elements of giving and receiving constructive criticism.

Length: Two days (14 hours)
 Dates: **June 1-2**, Deborah White
 Time: 9:00 am - 5:00 pm
 Fee: \$185

NEW**Managing Employee Disputes (#CR703)**

This course prepares managers and supervisors to deal with the inevitable conflicts that arise in the workplace. Often, employees lack the skills to resolve them on their own and managers find themselves in the uncomfortable position of having to act as referee. This course will present essential conflict resolution skills for managers, including: facilitating, mediating, and clarifying expectations and consequences.

Length: Two days (14 hours)
 Dates: **June 29-30**, Deborah White
 Time: 9:00 am - 5:00 pm
 Fee: \$185

SUMMER INSTITUTE FOR EDUCATORS CONFLICT RESOLUTION

In Co-operation with School District #36 (Surrey)
 Credit will be awarded toward the Justice Institute
 Conflict Resolution Certificate Program

The Institute will be held at White Rock Elementary School, 1273 Fir Street, White Rock. Instructors Stacey Holloway and Brian Luckock have extensive experience designing, planning and implementing conflict resolution, anger management and mediation programs for educators.

Course: **An Introduction to Conflict Management for Educators (#CR708)**
 Length: Two days
 Dates: **July 27-28**, Brian Luckock
 Time: 9:00 am - 4:00 pm
 Fee: \$185

Course: **Managing Anger in Educational Settings (#CR769)**
 Length: Three days
 Dates: **July 29-31**, Stacey Holloway
 Time: 9:00 am - 4:00 pm
 Fee: \$250

Course: **Negotiation Skills for Educators (#CR770)**
 Length: Four days
 Dates: **August 4-7**, Stacey Holloway
 Time: 9:00 am - 4:00 pm
 Fee: \$330

Course: **Mediating Conflict in the Educational Setting (#CR771)**
 Length: Five days
 Dates: **August 10-14**, Stacey Holloway, Brian Luckock
 Time: 9:00 am - 4:00 pm
 Fee: \$425

For a full brochure or to register for this program, contact the Justice Institute of BC at 604/222-7111.

Out-of-Town Courses

Conflict Resolution Certificate Program courses co-sponsored with community colleges throughout BC.

The following community colleges are co-sponsoring courses which are part of the Conflict Resolution Certificate Program. Fees for the courses may vary from college to college. Contact your local college for more information about the courses being held this term and for current fees. For more information on the Conflict Resolution Certificate Program, please contact the Centre for Conflict Resolution Training, Justice Institute of BC 604/222-7287.



Victoria Campus
 Continuing Education Services
 3100 Foul Bay Road
 Victoria, BC V8P 5J2
 Telephone: 604/370-3170
 FAX: 604/370-3150



COLLEGE OF NEW CALEDONIA
 Quesnel Campus
 Continuing Education
 488 McLean Street
 Quesnel, BC V2J 2P2
 Telephone: 604/992-3906
 FAX: 604/992-7876



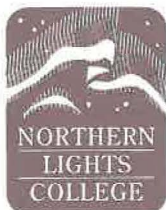
Cranbrook Centre
2700 College Way
Cranbrook, BC V1C 5L7
Telephone: 604/489-2751
FAX: 604/489-8254



New Westminster Campus
Continuing Education Services
700 Royal Avenue
New Westminster, BC V3M 5Z5
For registration information, contact the Centre for Conflict
Resolution Training, Justice Institute of BC.
Telephone: 604/222-7287
FAX: 604/660-1875



Courtenay Campus
Continuing Education
2300 Ryan Road
Courtenay, BC V9N 8N6
Telephone: 604/334-5012



Fort St. John Campus
Continuing Education
Box 1000
Fort St. John, BC V1J 6K1
Telephone: 604/785-6981
FAX: 604/785-1294



Grand Forks Campus
Continuing Education
Box 968
Grand Forks, BC V0H 1H0
Telephone: 604/442-2704
FAX: 604/447-2877

Nelson Campus
Continuing Education
2001 Silver King Road
Nelson, BC V1L 1C8
Telephone: 604/352-6601
FAX: 604/352-3180



Northwest
Community
College

Smithers Campus
Continuing Education
3966 - 2nd Avenue
Smithers, BC V0J 2N0
Telephone: 604/847-4461
FAX: 604/847-4568

Terrace Campus
Extension Services, T.E.C. Centre
3250 Eby Street
Terrace, BC V8G 5H4
Telephone: 604/635-7700
FAX: 604/638-3497

Queen Charlotte Campus
Continuing Education
Box 67
Queen Charlotte City, BC V0T 1S0
Telephone: 604/559-8222
FAX: 604/559-8219



Continuing Professional Education
5900 South 12th Street
Tacoma, Washington 98465
Telephone: 206/566-5018
FAX: 206/566-5181



Whitehorse Campus
Continuing Education
Box 2799
Whitehorse, Yukon Y1A 5K4
Telephone: 403/668-8795
FAX: 403/668-8890



UNIVERSITY COLLEGE
of the FRASER VALLEY

Abbotsford Campus
33844 King Road
R.R. #2
Abbotsford, BC V2S 4N2
Telephone: 604/853-7441
FAX: 604/853-9990

Crime Prevention

The following courses are co-sponsored with the BC Ministry of Attorney 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.

Length: Two days
Dates: **July 22-23**
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 is directed toward youth and child care workers and 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.

Length: Two days
Dates: **July 24-25**
Fee: \$145

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

Adolescents and Substance Abuse, 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.

Length: Two days
Dates: **June 1-2**
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 Substance Abuse, 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.

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.

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.

Driving with Finesse (#PTEC300)

Driving with Finesse is a one-day program designed for all drivers, from the novice to the corporate traveller. The course enables drivers to develop their vehicle handling, perceptual and traffic management skills. Each course is limited to five participants. With this ratio of participant to instructor, the Driving with Finesse course allows the instructor to personalize and address individual participant requirements. Participants spend the entire course driving in a minivan. Driving with Finesse is taught by certified PTEC instructors.

Length: One day
 Dates: Call Registration for next available date
 Time: 8:30 am to 4:30 pm - Class stops for lunch at a local restaurant. Students may bring a bag lunch.
 Location: Justice Institute of BC
 Fee: \$150 (GST exempt)
 Resource People: Al Lund, Director of the Pacific Traffic Education Centre (PTEC); Ross Bentley, Program Director and Chief Instructor, Pacific Traffic Education Centre (PTEC); and certified PTEC instructors. PTEC instructors come from a variety of different backgrounds. Some are police officers, firefighters, paramedics, and even professional race car drivers. All are specially trained in advanced driving techniques.

Total Control Driving (#PTEC400)

Total Control Driving is a one-day course open to all drivers, from the inexperienced to the motoring enthusiast or driving professional. It will enhance and develop individual driver confidence and skill levels in skid control, cornering, accident avoidance and emergency braking situations. In this unique, advanced-level driving course, participants spend 80% of the course participating in driving exercises. Participants use their own cars to practise techniques for staying in control while operating a vehicle, and practise skid control techniques using the unique *ProFormance Skid Car*. This course offers participants the opportunity to test their limitations and capabilities as drivers and the limitations and capabilities of the vehicles they operate. Total Control Driving is held at the PTEC Driver Training Facility at Boundary Bay in Delta, BC. One of the best facilities of its type in North America, it offers the course participant an opportunity to use the sophisticated track layouts for acceleration, braking, cornering and skid recovery training.

Length: One day
 Dates: Call Registration for next available date
 Time: 8:30 am to 4:30 pm - lunch provided
 Location: Justice Institute of BC
 Fee: \$275 (GST exempt)
 Resource People: Al Lund is the Director of the Pacific Traffic Education Centre (PTEC). Ross Bentley is the Program Director and Chief Instructor of the Pacific Traffic Education Centre (PTEC).

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.

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.

Call 604/222-7251 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. Interested applicants must submit a resume describing their relevant work experience, past training in the field and academic background. A certificate of achievement will be available to registrants who successfully complete the program.

Children and Youth Option (#CSA105A)

Length: 14 days
 Dates: **July 6-23** (consecutive weekdays) or **September 25-26, October 2-December 12** (Fridays and Saturdays on alternate weeks)
 Fee: \$675 (upon acceptance applicants must pay a deposit of \$100)

Adult Survivor Option (#CSA105B)

Length: 12 days
 Dates: **July 13-30** (consecutive weekdays)
 Fee: \$600 (upon acceptance applicants must pay a deposit of \$100)

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: Ten days
Dates: TBA Winter, 1993
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 2, and May 8 and 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

Recovery from Child Sexual Abuse and Addiction: An Integrative Treatment Approach (#CSA124)

This workshop is directed toward practitioners currently working with adults who are recovering from child sexual abuse and addiction. On day one, participants will have an opportunity to examine the needs of the person strug-

gling with these two problems, develop a conceptual framework for 'recovery' or 'healing' which incorporates the inter-connectedness of addiction and childhood sexual victimization, explore potential conflicts for the survivor in traditional 12-step recovery programs, and identify ways to address these conflicts in a therapeutic relationship. On day two, participants will explore assessment and treatment issues including relapse prevention/intervention, memory recovery/body issues, and containment strategies for dealing with overwhelming emotions. A model for group treatment developed by the resource person will be presented. It will highlight assessment/screening issues and exercises used in group sessions.

Length: Two days
Dates: May 14-15
Fee: \$175

Resource Person: Barb Ball, M.S.W., co-founder, therapist and supervisor of Therapy Services of the Women's Post Treatment Centre Inc., a community based agency that provides individual and group therapy for women who have had treatment for an alcohol and drug related problem and who have experienced childhood or adolescent sexual abuse.

Interviewing and Assessing Children in Child Sexual Abuse Cases (#CSA129)

This three-day workshop is directed towards professionals involved in the investigation and assessment of child sexual abuse disclosures. On days one and two, participants will have the opportunity to examine key components of the investigative process, including an exploration of the impact of developmental issues on children's ability to give evidence, an examination of a systematic procedure for interviewing children (the 'step-wise' interview), and the analysis of statement validity to assess the credibility of the disclosure. On day three, participants will have the opportunity to gain a degree of personal comfort with the stepwise interview through conducting an investigative interview with children who have experienced an innocuous event. Registration on the third day will be limited to a maximum of 20 participants. Applicants interested in attending the third day must submit a resume describing their relevant work experience.

Length: Two days or three days
Dates: June 24-26
Fee: \$210 Full Program (three day workshop) (#CSA129)
\$150 two-day workshop (not including the third day) (#CSA129A)

Resource Person: John Yuille, Ph.D., is the coordinator of the Forensic Psychology Program at UBC and is the developer of the stepwise interview. Dr. Yuille is recognized internationally as a researcher, trainer and consultant.

NEW

Working with Angry and Violent Families (#CSA118)

This workshop is directed toward front line staff and volunteers working in a support capacity with families involved with the child welfare system. This workshop will address difficult practice issues that arise both within

the families and between families and the system, including: triangulation, limit setting, reporting issues and the sources of parental anger. Using a parent/child crisis model, the presenter will examine key aspects of compensatory relationships and will highlight appropriate supportive interventions. Problem solving will focus on enabling frontline staff to provide effective intervention while taking care of themselves.

Length: Two days

Dates: **May 4-5**

Fee: \$165

Resource Person: Joe Rosen, M.S.W., is a counsellor and consultant in private practice who has worked with violent families, organized parent support groups, and provided educational programs throughout BC.

Clinical Issues: Working with the Male Survivor of Sexual Abuse (#CSA131)

This workshop is directed toward professionals working with adult male survivors in therapeutic settings. Course content will examine male gender role socialization and its connection to sexual abuse and the victim/offender cycle; explore physical, psychological and behavioural symptoms experienced by male victims; establish practice principles; and highlight treatment approaches for individual and group treatment.

Length: Two days

Dates: **July 10-11**

Fee: \$165

Resource Person: Earl Goldstein, M.S.W., clinical and social worker in private practice with experience in both hospital and community settings.

Understanding and Responding to Wife Assault: Training for Frontline Workers (#EP106)

Co-sponsored with the Ministry of Women's Equality and the Ministry of Attorney General.

This series of training sessions is directed towards frontline workers of immigrant-serving and 'mainstream' agencies who work with women and families where wife assault occurs. Participants will have an opportunity to develop a framework for understanding wife assault within the context of various cultures, examine the impact of wife assault on women and their children, explore an appropriate role for support workers in these difficult situations, and discuss counselling issues and culturally sensitive intervention. An opportunity for community networking will be provided. The new Support Worker Handbook on Wife Assault (currently under development) will be the basis of this training.

Watch for program brochure for further information on date, time and location.

Fire Safety

Introduction to the Fire Service (#NC-01)

Introduction to the Fire Service allows students to explore the possibility of a career in the fire service. On each of six evenings fire service professionals present a topic of interest to the fire service. Topics may include: Career Planning, Physical Testing for the Fire Service, Safety and Equipment, Fire Prevention Inspection, Dangerous Goods, Vancouver Fire Department Perspective, Critical Incident Stress and Fire Service Organization. Classes are offered one evening a week for six consecutive weeks. Enrolment is limited to 40 participants.

Length: Six, 2 1/2 hour sessions

Time: 7:00 - 9:30 pm

Location: Justice Institute of BC

Dates: Call the Fire Academy at 604/222-7130 for the dates of the next scheduled course

Cost: \$75 (includes textbook)

Resource People: Instructors are leaders in their specific area of the fire service.

Distance Education Courses

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 these self-study courses.)

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.

Building on Family Strengths: Midlife Children and their Aging Parents (#EP182)

This workshop is directed towards practitioners working with midlife/middle generation children and their aging parents. Using a multigenerational framework, participants will have the opportunity to explore the factors that create stress between midlife children and their aging parents (such as shifts in dependency and power), explore key aspects of constructive coping for families with aging members, examine dynamics that signal intergenerational stress, and design intervention approaches to effectively prevent or alleviate this stress.

Length: Two days

Dates: **July 6-7**

Fee: \$175

Resource Person: Clarissa Green, M.S.N., Associate Professor of Nursing, UBC, and principle investigator, the Midlife Daughters and Sons Research Project. She works as a consultant and counsellor in private practice, and specializes in midlife and aging families.

Intervention Strategies for Working with Eating Disordered Clients (#EP103)

This workshop is directed towards counsellors and other practitioners faced with the challenge of working with eating disordered clients. Content will include an examination of conceptual issues including defining criteria, epidemiology, personality and behavioural characteristics of this population; and an exploration of treatment issues stemming from individual and group therapy. Models of intervention which include the assessment process and liaison with medical and/or community resources will be highlighted.

Length: Two days

Dates: **June 19-20**

Fee: \$165

Resource Person: Toby Silverton, M.A., R.C.C. (Ed.D. in progress), is the co-founder and past president of the Canadian Association of Anorexia Nervosa and Associated Disorders (ANAD) and is a therapist in private practice.

Trauma and Post Traumatic Stress Workshop Series

Interdisciplinary Studies recognizes the importance of a comprehensive and interdisciplinary approach to the growing field of traumatic studies. The following skill-based workshops represent a continuing initiative to

provide programming that addresses issues facing trauma survivors, their families, and those who help them — from front line responders to clinicians treating long-term effects. Upcoming calendars will have more information on these courses (including information on course fees and registration), and on additional programming in this area.

Group Skills for Working with Trauma Survivors (#EP107)

This workshop is designed for facilitators working with, or planning to work with, people who have experienced traumatic victimizations. It is appropriate for people who lead single-issue support or therapeutic groups (such as sexual abuse or domestic violence), and for people whose group work includes trauma survivors. Content will examine the issues and needs of trauma survivors in a group setting; explore group design, stages and dynamics; and address specific topics such as working with angry feelings. A focus of the workshop will be exploration of cultural experiences of victimization and the implications for group work. The emotional impact on group leaders of working with survivors will also be examined.

Length: Two days
Dates: **June 17-18**
Fee: \$165

Resource People: Sandy Berman and Maggie Ziegler both have an extensive background in group work. Maggie is a therapist in private practice and Sandy is a trainer and consultant specializing in cross-cultural issues.

Trauma and Dissociation (#EP108)

Dates: **October 3-4**
Fee: TBA

Resource Person: Dr. Roberta Sachs is a psychologist in Illinois who is internationally known for her expertise in diagnosis and treatment of dissociative disorders and multiple personality disorder.

Working with Traumatized Children (#CY102)

Dates: **October 29-30**
Fee: TBA

Resource Person: Beverly James, L.C.S.W., is with the James Institute in Hawaii. She is a clinician, author and trainer with many years of experience in treating traumatized children.

Trauma and Post Traumatic Stress Reactions

Dates: **November 16-17**
Fee: TBA

Resource Person: Maggie Ziegler, M.A., is a therapist in private practice who has developed a training curriculum on post trauma stress reactions.

Out-of-Town Courses

Child Sexual Abuse: Family Intervention and Case Management

This workshop is directed toward frontline staff working with children and families where child sexual abuse has occurred. The content of the first two days will enable participants to establish a framework for understanding family patterns and dynamics, explore the impact of disclosure on the family (particularly non-offending members), and examine treatment approaches. On the third day, participants will have the opportunity to explore case management issues and models.

Vanderhoof

Co-sponsored with the College of New Caledonia. For information on course fees and registration telephone 604/567-9291.

Length: Three days

Dates: **May 4-6**

Resource Person: Heather Whiteford, M.S.W., is a family therapist with a background in working with families where sexual abuse has occurred.

Mackenzie

Co-sponsored with the College of New Caledonia. For information on course fee and registration telephone: 604/997-4333

Length: Three days

Dates: **June 8-10**

Resource Person: Heather Whiteford, M.S.W., is a family therapist with a background in working with families where sexual abuse has occurred.

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.

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.

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. This course will be of interest to those who must implement an existing review system, as well as to those who will be designing a new system.

Length: Two days
Dates: **May 7-8**
Fee: \$165
Resource Person: Maureen Hannah, training consultant.

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: **May 11-15**
July 6-10

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.

NEW

Influencing Decision-Making and Change (#MGMT210)

This two-day course is designed for those who work in organizations where change is an ongoing process and an integral part of the workplace environment. No matter where individuals fit in the organizational structure, they will benefit from an increased ability to influence the decisions of others. The skills and strategies presented and practised in this course will enhance participants' abilities to understand their own personal styles of influencing others and their ability to persuade the decision-makers to consider the participants' points of view. This power to influence uses a combination of the skilful use of language, good interpersonal skills, and an increased facility for stimulating interest in the participants' ideas. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days
Dates: **May 28-29**
Fee: \$165

Resource Person: Michael Fogel, LLB, J.D., M.Ed., mediator and counsellor in private practice.

NEW

Putting People First: A Service Quality Workshop (#MGMT203)

This workshop is designed to help managers and support staff develop and strengthen the skills they need to provide good service. Participants will have an opportunity to study, observe and practise the effective use of communication skills that will enable them to give information clearly and understandably; explain policies and procedures competently and courteously; inform clients, tactfully, when their requests cannot be handled; redirect clients; empathize; and resolve difficult situations. Small group practice sessions will use video-taping, playback and discussion. Scenarios will be based on real, on-the-job situations.

Length: Two days
Dates: **June 1-2**
Fee: \$175

Resource Person: Maureen Hannah, training consultant. Ms. Hannah has facilitated quality service workshops for 15 years for government ministries, Crown corporations and other public and private organizations.

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. Course content is based on plain language principles. Days one and two will cover communication as a transaction, writing skills, business styles and conveying organizational messages. Day three will focus specifically 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: **June 17-19**

Fee: \$225

Resource Person: A consultant and trainer with Ryane Consulting Inc.

NEW

Sexual Harassment in the Workplace (#MGMT211)

This workshop has been developed for administrators and managers who want to better equip themselves for confronting sexual harassment in the workplace. In this one-day seminar, participants will examine their attitudes and values relating to sexual harassment, define what sexual harassment is, identify obstacles to dealing with it effectively, engage in skill development, and explore organizational responsibility. (An elective in the Management Development for Residential Settings certificate program.)

Length: One day

Date: **June 26**

Fee: \$110

Resource People: Stacy Orr, M.S.W., has worked in the employee assistance field for the past three years and has an active clinical practice. She has presented workshops and seminars on a wide range of workplace related issues. Tom Foster, M.S.W., has an active clinical practice and presents seminars and workshops in the employee assistance and criminal justice fields.

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 604/222-7121. 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 25.

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: **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
Dates: **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: **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 604/222-7121.

Residential Settings

Management Training

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 management 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 should be taken in sequence from Level 1 through 8, unless otherwise approved by the Co-ordinator.

Interested persons should request an application form from Sandy Johnson at 222-7285. 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 604/222-7111.



Core Courses

Participants must register for each level directly with the Registration Department.

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.

Length: Two days

Dates: **May 11-12**

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: 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.

Length: Two days

Dates: **June 1-2**

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

Length: Two days

Dates: **June 16-17**

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 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.

Length: Two days

Dates: **July 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.

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 7 (#MGMT270)

This two-day course is designed to help supervisors strengthen their financial management, budget projection and report writing skills. Participants will examine the tendering process for contracted house maintenance, methods for building a resource file for contractors, budget projection and petty cash management, various contractual arrangements with funding bodies, and techniques for writing successful reports and proposals.

Length: Two days
Dates: **June 3-4**
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: Elizabeth Robinson, M.S.W., private consultant and trainer. Ms. Robinson has extensive management experience in child welfare and medical settings. She is also on the faculty of the School of Social Work, UBC.

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

This two-day course is designed to help supervisors gain information and techniques needed to manage emergencies and understand the legal objectives of managing a residential facility. Participants will identify preventive techniques for fire safety, become familiar with Workers Compensation Board regulations, identify strategies for managing risk behaviour, and examine critical incident protocols.

Length: Two days
Dates: **July 7-8**
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: Elizabeth Robinson, M.S.W., private consultant and trainer. Ms. Robinson has extensive management experience in child welfare and medical settings. She is also on the faculty of the School of Social Work, UBC.

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.

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

Mediation Skills, Level I (#CR300)

Mediation Skills, Level II (#CR400)

Negotiation Skills, Level I (#CR500)

Negotiation Skills, Level II (#CR600)

Asserting Yourself Under Pressure (#CR702)

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

Building Competency in Negotiation (#CR765)

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

Managing Employee Disputes (#CR703)

Working Together: Bridging the Gender Gap (#MGMT202)

Influencing Decision-Making and Change (#MGMT210)

Sexual Harrassment in the Workplace (#MGMT211)

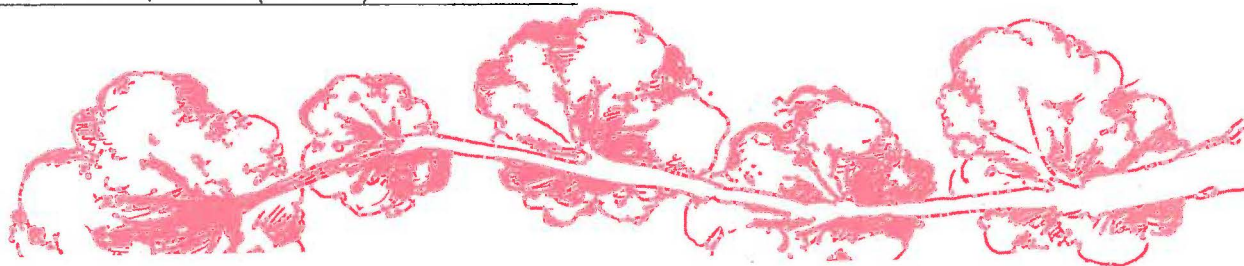
Clear and Simple (#MGMT212)

Life Skills Training

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.

Length: Two days
Dates: **May 11-12**
Co-Sponsored with University College of the Fraser Valley.
Location: University College of the Fraser Valley, 33844 King Road, Abbotsford Campus
To Register: Call 604/853-7441, Continuing Education Department
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.



Out-of-Town Courses

Vancouver Island participants may take the levels of Management Development for Residential Settings Training out of sequence without prior approval of the program co-ordinator.

All of the following courses are offered in Victoria.

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

Length: Two days

Dates: **May 26-27**

Location: Ramada Inn, 3020 Blanshard Street

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)

Length: Two days

Dates: **June 23-24**

Location: Ramada Inn, 3020 Blanshard Street

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. She has worked in residential 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.

Length: Two days

Dates: **June 1-2**

Location: Ramada Inn, 3020 Blanshard Street

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 related to the residential management field.

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 methods for conducting an effective job interview that also complies with ethical standards, and identify the elements of a successful orientation.

Length: Two days

Dates: **June 25-26**

Location: Ramada Inn, 3020 Blanshard Street

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 related to the residential management field.

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: **May 28-29**

Fee: \$210

Resource Person: Reva Kalef, M.Ed., has been involved in the field of adult education as a workshop leader, instructional designer, curriculum developer and consultant for over ten years. She has extensive experience working with educational institutions, government agencies, non-profit organizations and business and industry.



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

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: **June 15-16**
Fee: \$210

Resource Person: Reva Kalef, M.Ed., has been involved in the field of adult education as a workshop leader, instructional designer, curriculum developer and consultant for over ten years. She has extensive experience working with educational institutions, government agencies, non-profit organizations and business and industry.

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., has been involved in the field of adult education as a workshop leader, instructional designer, curriculum developer and consultant for over ten years. She has extensive experience working with educational institutions, government agencies, non-profit organizations and business and industry.



Training for Trainers: Finding the Balance (#MGMT223D)

This special, week-long workshop is directed toward professionals who train in emotionally-challenging content areas. Because the material they must deliver is so emotional and value-laden, trainers often find it difficult to move through the information they need to cover. Trainers must balance content delivery with the participants' need to process the information and understand its impact on themselves. In addition, trainers' own feelings about the work can surface during training, adding yet another level of complication.

This highly-interactive workshop will enhance trainers' skills to better equip them to deal with these issues. Content will cover instructional delivery skills, fundamentals of instructional planning, and group dynamics in an instructional setting (see the descriptions of MGMT 223, 223A and 223B above).

The course will be of particular interest to social workers, therapists, employment counsellors, health care workers, volunteer co-ordinators, victim assistance workers, and others who train in emotionally-challenging content areas. Enrolment is limited to 12 participants.

Length: Five days
Dates: **June 8-12**
Fee: \$475

Resource Person: Reva Kalef, M.Ed., has been involved in the field of adult education as a workshop leader, instructional designer, curriculum developer and consultant for over ten years. She has extensive experience working with educational institutions, government agencies, non-profit organizations and business and industry.

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 604/222-7229. 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.

CR - Conflict Resolution
CSA - Family Assault and Sexual Violence
CY - Children and Youth or Crime Prevention
EP - Intervention
MGMT - Management or Residential Settings
PHP - Professional Health Programs
SUP - Administrative or Support Staff

April

- 13 Anger Management with Youth, Level I (#CR720)
- 15 Managing Out-of-Control or Assaultive Behaviour in Adolescents (#CY142)
- 22 Working Together: Bridging the Gender Gap (#MGMT202)
- 24 Working with Troubled and Troubling Adolescents: A Certificate Program for Practitioners (#CY135)
- 25 Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)
- 25 Advanced Cardiac Life Support Update (#PHP110)
- 28 Adolescents and Substance Abuse, 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)
- 4 Pathways to Solutions, Level I (#CY114)
- 4 Working with Angry and Violent Families (#CSA118)
- 7 Pathways to Solutions, Level III (#CY114A)
- 7 Performance Planning and Review (#MGMT215)
- 7 Silent Messages: Communicating Non-Verbally in Conflict (#CR758)
- 8 Cardiac Arrest Management (#PHP115)
- 11 Basic Supervisory Competency (#MGMT213)
- 11 Conflict Resolution, Level II (#CR200)
- 11 Management Development for Residential Settings, Level 1 (#MGMT214)
- 11 Mediation Skills and Negotiation Skills Assessments (#CR499 and #CR699)

- 14 Making it Hard to Say No - Negotiating with Difficult People (#CR767)
- 14 Recovery from Child Sexual Abuse and Addiction (#CSA124)
- 16 Asserting Yourself Under Pressure (#CR702)
- 19 Critical Skills for Communicating in Conflict (#CR735)
- 20 Domestic Abuse and Family Mediation (#CR713)
- 21 Translating Family Mediation Skills into Organizational Settings (#CR734)
- 22 Child Centred Play Therapy (#CY104A)
- 23 Including Children in the Mediation Process: When, Why and How? (#CR714)
- 25 Conflict Resolution, Level I (#CR763)
- 25 Front Line/Firing Line: Handling the Angry Client (#SUP109)
- 27 Positive Peer Culture (#CY149)
- 28 Influencing Decision-Making and Change (#MGMT210)
- 28 Positive Power in Mediation (#CR731)
- 28 Training for Trainers: Tips, Techniques and Tactics (#MGMT223)

June

- 1 Adolescents and Substance Abuse, Level I (#CY141)
- 1 Criticism: How to Give and Receive It (#CR706)
- 1 Management Development for Residential Settings, Level 2 (#MGMT218)
- 1 Putting People First: A Service Quality Workshop (#MGMT203)
- 3 Management Development for Residential Settings, Level 7 (#MGMT270)
- 3 Mediation Skills, Level I (#CR300)
- 3 Treatment Methods for Working with Children in a Family Context (#CY125)
- 6 Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)
- 6 Advanced Cardiac Life Support Update (#PHP110)
- 6 Use-It-Or-Lose-It Clinics (#CR750)
- 7 Management Development for Residential Settings, Level 8 (#MGMT280)
- 8 Resolving Inner Conflict (#CR744)
- 8 Training for Trainers: Finding the Balance (#MGMT223D)
- 10 Anger Management with Youth, Level II (#CR720A)
- 10 Negotiation Skills, Level I (#CR500)

- 13 Negotiation Skills, Level I (#CR500)
- 15 Critical Skills for Communicating in Conflict (#CR735)
- 15 Empowering Youth through Problem Solving (#CY139)
- 15 Negotiation Skills, Level II (#CR600)
- 15 Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)
- 16 Management Development for Residential Settings, Level 3 (#MGMT230)
- 17 Clear and Simple (#MGMT212)
- 17 Conflict Resolution, Level I (#CR100)
- 17 Group Skills for Working with Trauma Survivors (#EP107)
- 19 Art and Play Therapy: Treatment Approaches for Working with Children (#CY104)
- 19 Intervention Strategies for Working with Eating Disordered Clients (#EP103)
- 24 Interviewing and Assessing Children in Child Sexual Abuse Cases (#CSA129)
- 25 Conflict Resolution Certificate Program Sixth Annual Graduation
- 25 Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)
- 26 Sexual Harrassment in the Workplace (#MGMT211)
- 29 Asserting Yourself Under Pressure (#CR702)
- 29 Managing Employee Disputes (#CR703)

July

- 2 Shifting From Positions to Interests: An Advanced Level Course (#CR748)
- 4 Conflict Resolution, Level I (#CR763)
- 6 Basic Supervisory Competency (#MGMT213)
- 6 Building on Family Strengths: Midlife Children and their Aging Parents (#EP182)
- 6 Child Centered Play Therapy (#CY104A)
- 6 Child Sexual Abuse Intervention: Children and Youth Option (#CSA105A)
- 6 Conflict Resolution, Level II (#CR200)
- 7 Management Development for Residential Settings, Level 8 (#MGMT280)
- 8 Art and Play Therapy with Neglected and Abused Children (#CY104B)
- 9 Management Development for Residential Settings, Level 4 (#MGMT240)
- 9 Mediating with Adolescents in Conflict (#CY122)
- 9 Silent Messages: Communicating Non-Verbally in Conflict (#CR758)
- 10 Clinical Issues: Working with the Male Survivor of Sexual Abuse (#CSA131)
- 13 Child Sexual Abuse Intervention: Adult Survivor Option (#CSA105B)

- 13 Mediation Skills, Level I (#CR300)
- 13 Training for Trainers: Finding the Balance (#MGMT223D)
- 16 Making it Hard to Say No - Negotiating with Difficult People (#CR767)
- 20 Negotiation Skills, Level I (#CR500)
- 20 Parent-Teen Conflict: Creating Agreements for Change (#CY148)
- 22 Working with Pre-Delinquent and Delinquent Youth, Level I (#CY124)
- 23 Critical Skills for Communicating in Conflict (#CR735)
- 24 Working with Pre-Delinquent and Delinquent Youth, Level II (#CY124A)
- 27 Conflict Resolution, Level I (#CR100)
- 30 Managing the Hostile Individual (#CR753)

August

- 4 Negotiation Skills, Level II (#CR600)
- 8 Asserting Yourself Under Pressure (#CR702)
- 10 Mediation Skills, Level II (#CR400)
- 17 Building Competency in Negotiation (#CR765)
- 17 Negotiation Skills, Level II (#CR600)
- 18 Building Competency in Mediation (#CR759)
- 19 Conflict Resolution, Level II (#CR200)
- 22 Use-It-Or-Lose-It Clinics (#CR750)
- 24 Mediation Skills, Level II (#CR400)
- 26 Caucusing in Mediation (#CR764)
- 27 Critical Skills for Communicating in Conflict (#CR735)

September

- 14 Mediation Skills and Negotiation Skills Assessments (#CR499 and #CR699)
- 25 Child Sexual Abuse Intervention: Children and Youth Option (#CSA105A)

October

- 3 Trauma and Dissociation (#EP108)
- 29 Child Sexual Abuse Support Worker Training Program (#CSA134)
- 29 Working with Traumatized Children (#CY102)

November

- 16 Trauma and Post Traumatic Stress Reactions

Course Listings by Date (Out-of-Town)

Courses are listed by start date.

CR - Conflict Resolution
MGMT - Management or Residential Settings

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

May

4 Vanderhoof Child Sexual Abuse: Family Intervention and Case Management
7 New West. Asserting Yourself Under Pressure (#CR702)
11 Abbotsford Life Skills Training for Residential Settings (#SUP121)
21 New West. Negotiation Skills, Level I (#CR500)
26 Victoria Management Development for Residential Settings, Level 1 (#MGMT214)

June

1 Victoria Management Development for Residential Settings, Level 5 (#MGMT250)
8 Mackenzie Child Sexual Abuse: Family Intervention and Case Management
23 Victoria Management Development for Residential Settings, Level 2 (#MGMT218)

July

6 New West. Conflict Resolution, Level I (#CR100)
27 White Rock An Introduction to Conflict Management for Educators (#CR708)
29 White Rock Managing Anger in Educational Settings (#CR769)

August

4 White Rock Negotiation Skills for Educators (#CR770)
5 New West. Mediation Skills, Level I (#CR300)
10 White Rock Mediating Conflict in the Educational Setting (#CR771)
13 New West. Conflict Resolution, Level II (#CR200)

Certificate Programs

Interdisciplinary Studies offers certificate programs in the following fields:

Child Sexual Abuse Intervention — designed for practitioners currently working with child or adult sexual abuse victims. The program covers theory, assessment and treatment approaches. Participants can choose from Adult Survivor (including an advanced level course), Children and Youth Support Worker training, or Complete Program options. See page 18.

Conflict Resolution — includes courses in mediation, negotiation, interpersonal conflict resolution and dealing with anger. Individualized training is provided by experienced coaches using video feedback. The program is designed for counsellors, educators, managers and other service providers whose jobs involve resolving conflicts with clients or staff. See page 9.

Management Development for Residential Settings — a new program for supervisors and managers who work in residential settings. The program includes eight levels of core courses in supervisory and management skills, and two electives. See page 25.

Working with Troubled and Troubling Adolescents — a program for practitioners working with adolescents in community and residential settings. Workshops focus on assessment and intervention skills. See page 6.

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 security and probation officers and other Corrections Branch employees who work in institutional and community settings. 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 persons 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 604/222-7224, and ask to be put on the general mailing list.



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

Courses are GST-exempt.

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: 604/222-7111.

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
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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

Wheelchair Ramp

Classrooms

Portable Room 14

Blake Hall

Portable Rooms 15-19

Recreation Centre

Washroom
Gymnasium
Swimming Pool

Gymnasium

Cafeteria

Washroom
Classrooms
North Room
South Room

Cafeteria

Lawrence Hall

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

Classrooms

Portable Offices

Lawrence Hall

Residents

Faculty & Staff

Parking

Parking

Bus Stop

Bus Stop

West 4th Ave.

Main Entrance

Bus Stop

INDICATES
RESTRICTED
PARKING



Contract Services

Interdisciplinary Studies can provide many of the courses listed in this calendar on a contract basis. As well, Interdisciplinary Studies responds to requests for specially designed staff training, ranging from short-term courses to fully co-ordinated conferences.

Specialized training

Interdisciplinary Studies staff will work with your agency or organization to adapt an existing program or design a special, skill development workshop to fit your specific needs. Our services include needs assessment, curriculum design, program development, instruction and workshop co-ordination.

Conference management

Interdisciplinary Studies staff have expertise in managing major national and international conferences. Services include agenda design, program planning, and co-ordinating on-site logistics. Depending on your agency's needs and budget we can make all facility arrangements, prepare conference advertising and other printed material, arrange for translation services, and co-ordinate conference follow-up, including proceedings and evaluations.

For more information, call 604/222-7271.

