

Interdisciplinary Studies
Winter Calendar



January
to
April
1993

Interdisciplinary Studies

January - April, 1993

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* Computer courses are offered by the Corrections Academy, 604/222-7298.

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 34).

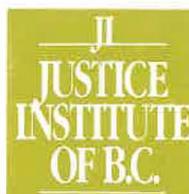
Cover and inside graphics:
Pamela Roberts Designs

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
Karen Falk, Program Planner	222-7161
Kerry Gruber, Program Planner	222-7167
Kendra McEown, Program Planner	222-7213
Nancy McPhee, Program Planner	222-7219
Lorraine Filewood, Program Assistant (Part-time)	222-7156
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
Management, Enforcement and Training for Trainers	
Patricia McNeill, Co-ordinator	222-7229
Sandy Johnson, Program Assistant	222-7285
Residential Settings Management Training	
Sandra Rice, Co-ordinator	222-7273
Sandy Johnson, Program Assistant	222-7285
Administrative Assistants	
Robin Bentley	222-7295
Kim Howse	222-7282
Office Support Staff	
Margaret James	222-7224
Judy Laird	222-7224
Steven Schick	222-7224
Registration Office	222-7111 or 222-7276
Library	222-7200

Grace Adams is available to assist in the development of policies, procedures and services to meet the educational needs of First Nations students at the Justice Institute. She can be reached at 604/222-7163.



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

General Information

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

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

Disabled designated parking: Two disabled designated parking stalls are located beside the gymnasium in the parking lot adjacent to Blake Hall (see map, page 39). 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 Blake or Lawrence Hall, or in classrooms located in the Cafeteria Building. Notice boards inside the main doors of Blake and Lawrence Halls list courses and classrooms for that day. It is a good idea to check the notice board on entering as rooms are subject to change on short notice.

Library: All students attending courses at the JI are welcome to use the library. The library is open from 8:00 am

to 5:00 pm, Monday to Friday, and library staff are available to provide reference services. A screening room is available for viewing audiovisual items, and an audiovisual catalogue can be purchased for \$7.00. Photocopy 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, fire-fighters, 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.

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.

Instructor(s): 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. For additional course information call the PTEC secretary, Kim Howse, at 604/222-7282. This course is followed by Traffic Accident Investigation Level II (see the following course description for more details).

Length: Three days
Dates: Call Kim Howse at 222-7139 for the next available date
Time: 8:30 am to 4:30 pm
Location: Justice Institute of BC
Fee: \$395 (GST exempt)
Instructor(s): Don Le Comte (see below).

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. To be eligible for enrolment in this Level II course all participants must have previously taken Level I or have suitable experience (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, falls, 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 and Research Facility at Boundary Bay in Delta, BC. For additional course information, call the PTEC secretary, Kim Howse, at 604/222-7139.

Length: Five days

Dates: Call Kim Howse at 222-7139 for the 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)

Instructor(s): 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.

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: **January 18-19**

Fee: \$165

Instructor(s): A consultant 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. (An elective in the Management Development for Residential Settings certificate program.)

Length: One day

Date: **January 29
March 25**

Fee: \$90

Instructor(s): Sheila MacCallum

Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115)

Administrative support staff are key to the efficiency and success of any organization, but productivity, morale and working relationships suffer when an employee's work time is consumed with unresolved conflicts and concerns. To survive the stress and tension that can lead to these inevitable day-to-day disagreements, misunderstandings and differences, administrative support staff need to learn specific skills and strategies that will enable them to communicate more openly and honestly. This workshop will target key trouble spots that create stress, tension and conflicts in the workplace, and will provide participants with practical, effective strategies and critical communication skills that will enable them to navigate their way through these problem situations. The emphasis will be on practical application and skill development. Demonstrations will illustrate common conflict situations and participants will have opportunities to deal with problems typical to their workplace setting.

Length: Two days

Dates: **February 23-24**

Fee: \$165

Instructor(s): Paula Temrick



Out-of-Town Courses

Cranbrook

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

See course description above. Co-sponsored with East Kootenay Community College. For information on course fees and registration telephone 604/489-2751.

Length: Two days

Dates: **February 23-24**

Instructor(s): A consultant with Ryane Consulting Inc.

Instructors:

Sheila MacCallum, M.Ed.(Adult Education) is a program planner and consultant in the areas of time management, charity volunteer training and literacy.

Ryane Consulting Inc. has designed and delivered workshops on topics related to leadership and management, communications and conflict, and business writing for 20 years. Consultants are highly skilled in creating trust and a participative atmosphere as well as balancing theory and practical applications.

Paula Temrick is a human relations consultant, counsellor and mediator/facilitator in private practice. She provides training and consulting for educators, business, social service and mental health professionals.



Child and Youth Care

Unless otherwise indicated, Child and Youth Care 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.

A certificate of achievement will be issued to participants who successfully complete the core program and electives. For a brochure describing program structure, content and eligibility, telephone 604/222-7271.

Length: 12 days

Dates: **April 2-3, April 16-17, April 30-May 1, May 14-15, May 28-29 and June 11-12**

Fee: \$700 for the core program sessions

Instructor(s): Debbie Verkerk, B.A., is a consultant and trainer with 13 years' experience with adolescents in residential and school settings with a focus on Positive Peer Culture. She is the Chairperson, Advisors Committee School of Child Care, Douglas College, and former program co-ordinator, Avalon School.

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.

Youth in Conflict: A Skills Development Series

The workshops in this series are designed for counsellors, social workers, child and youth care workers, and other professionals working with youth in conflict. The training progresses from simple management of anger in older children and adolescents, to the resolution of conflict, and, finally, to teaching young people the skills necessary to problem solve and avoid becoming trapped by verbal or physical challenges. Upon completion of the series students will receive a letter acknowledging their participation. The courses in this series can be taken individually

(subject only to any prerequisites noted in the individual course descriptions), and need not be completed in any one calendar term.

The series currently offers the following titles:

Working with Anger and Aggression in Youth (formerly Anger Management with Youth, Level I) - two days

Working with Withdrawn and Resistant Youth (formerly Anger Management with Youth, Level II) - two days (next offered spring/summer term)

Mediating with Youth in Conflict - three days (next offered spring/summer term)

Mediating Parent-Teen Conflict: Creating Agreements for Change (next offered spring/summer term) - two days

Problem Solving with Youth (formerly Empowering Youth through Problem Solving) - two days

Responding to Put-downs and Bullying Behaviour: Assertion Skills for Youth - one day

Please call 604/222-7271 for further information regarding this series.

Working with Anger and Aggression in Youth (#CR720)

Working with angry, upset and verbally abusive youth can be stressful and frustrating, and may lead to burn-out. When responding to these young people, practitioners can find themselves caught in a power struggle, and unintentionally escalating the young person's anger. This workshop will provide participants with practical skills and strategies to move them out of power struggles so that they can become more effective in understanding, defusing and confronting children and adolescents who are angry. Specific attention will be directed toward the dynamics of conflict and anger arousal within the context of adolescent development. Skills to manage feelings of anger and defensiveness within conflict situations will be addressed. Participants will have extensive opportunities to observe, apply and practise specific anger management and problem-solving skills.

Length: Two days

Dates: **February 18-19**

Fee: \$165

Instructor(s): Paula Temrick

Problem Solving with Youth (#CY139)

In conflict, young people frequently make decisions based on impulse, assumption, fear or revenge. As a result, their solutions may worsen or escalate the problems at hand. In an effort to assist, adults can get caught in "quick fixing" - solving the problem or giving advice based on the adult's interpretation and personal needs. In this workshop, participants will learn ways to respond to youth in conflict situations effectively and appropriately. Content will focus on developing constructive and meaningful consequences

for problem behaviours and helping adolescents problem solve and successfully meet their needs in acceptable ways. Specific attention will be directed toward ways to negotiate and resolve conflicts with youth, and to facilitate their ability to resolve conflicts and problems on their own. Throughout the workshop, participants will have opportunities to observe, apply and practise the skills presented. **Prerequisite:** Working with Anger and Aggression in Youth (#CR720) or one of the following: Conflict Resolution, Level I (#CR100), Conflict Resolution, Level II, (#CR200), or Critical Skills for Communicating in Conflict (#CR735). (An elective in the Working with Troubled and Troubled Adolescents certificate program.)

Length: Two days

Dates: **March 8-9**

Fee: \$165

Instructor(s): Paula Temrick

Responding to Put-Downs and Bullying Behaviour: Assertion Training for Youth (#CY150)

The escalation of verbal abuse and physical violence among youth is becoming an increasing concern. Without the skills to respond to conflict or confrontation constructively, young people see submission or aggression as their only alternatives. This workshop will demonstrate how assertion skills can empower them with nonviolent ways of standing up to peer intimidation, put-downs and bullying behaviour. When young people learn to speak up and set limits, they experience increased self esteem and open the doors for more respectful communication and constructive problem solving. This workshop will introduce participants to assertion skills training for youth. Participants will have the opportunity to observe and practise ways to teach young people a set of assertive responses.

Length: One day

Date: **April 19**

Fee: \$95

Instructor(s): Paula Temrick

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: **April 21-22**
Fee: \$175
Instructor(s): Paula Temrick and Debbie Verkerk

Working with Assaultive, Intoxicated or Substance Abusing Clients (#CY142)

This workshop is directed toward detox or other front line workers in a variety of settings who have to manage verbally or physically aggressive clients who may also be abusing. 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 and threatening behaviour. Day two will focus on safe, non-violent, physical intervention that can be applied, including the use of restraint. Please wear comfortable clothing on the second day.

Length: Two days
Dates: **March 10-11**
Fee: \$165
Instructor(s): Mario Govorchin

Treatment Approaches with Sexually Abused Adolescents (#CSA142)

See Child Sexual Abuse category for course description.

Length: Two days
Dates: **May, TBA**

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 of age. 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: **February 12-13**
Fee: \$175
Instructor(s): Marie Jose Dhaese, M.Ed.

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: **April 16-17**
Fee: \$175
Instructor(s): Marie Jose Dhaese, M.Ed.

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

This workshop is directed toward 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 resumé describing their relevant work experience. Enrolment in this workshop will be limited to 16 participants.

Length: Two days
Dates: **May 17-18**
Fee: \$175
Instructor(s): Marie Jose Dhaese, M.Ed.

Instructors:

Marie Jose Dhaese, M.Ed., is a certified and registered art and expressive therapist specializing in play therapy. Mario Govorchin, is an adolescent psychiatric worker and a former instructor with the Crisis Prevention Institute in Minnesota. Paula Temrick is a human relations consultant, counsellor and media / facilitator in private practice. She provides training and consulting for educators, business, social service and mental health professionals, and she has extensive experience with the Ministry of Social Services as a child care worker and counsellor in sexual abuse and family violence. Paula designed and taught conflict resolution skills programs for students in Vancouver East Side schools and worked as an instructor with young people in the visual and performing arts. Debbie Verkerk, B.A., is a consultant and trainer with 13 years' experience with adolescents in residential and school settings with a focus on Positive Peer Culture. She is the Chairperson, Advisors Committee School of Child Care, Douglas College, and former program co-ordinator, Avalon School.



Out-of-Town Courses

Dawson Creek

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

This workshop is directed toward social workers, counsellors and other practitioners working with troubled children or youth and their families. Participants will have the opportunity to consider the impact of the family's dynamics, structure, habitual patterns and stories, on troubled children, and explore a range of treatment approaches that have proved effective with this population. Participants will examine the process of collaborating with these families and will practise treatment strategies such as externalization of the problem, solution-focused questioning, and the use of reflecting teams. Co-sponsored with Northern Lights College. For information on course fees and registration telephone 604/782-5251.

Length: Two days

Dates: **February 15-16**

Instructor(s): Arden Henley, M.A. (psychology), is the Co-founder and Director of the White Rock Family Therapy Institute. He has extensive experience in both residential and community treatment contexts, and is well known for developing innovative treatment methods.

Vanderhoof

Child Centred Play Therapy (#CY104A)

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

Length: Two days

Dates: **March 3-4**

Instructor(s): Marie Jose Dhaese, M.Ed.

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

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

Length: Two days

Dates: **March 5-6**

Instructor(s): Marie Jose Dhaese, M.Ed.

Burns Lake

The following workshop series is co-sponsored with the College of New Caledonia. Courses are applicable for credit towards a dual focus certificate in Suicide Prevention and Family Violence Intervention. The courses are directed toward counsellors and front line workers wanting to develop specialized knowledge and expertise in the areas of suicide and family violence intervention. For

information on the certificate, course fees and registration, telephone 604/692-3175.

Intervention with Families of Suicide

This two-day workshop will provide participants with the opportunity to explore the impact of suicide on surviving family members, examine the range of issues that surviving members must address following suicide, consider the role of the support workers working with these families, and practise culturally relevant healing approaches.

Length: Two days

Dates: **January 28-29**

Instructor(s): TBA

Adolescent Suicide: Prevention and Postvention

This workshop will provide participants with the opportunity to develop a framework for understanding the relationship between negative life experiences, depression and suicide in the lives of adolescents. Participants will examine a suicidal continuum and high risk profiles and discuss the needs of the "at risk" adolescent, the adolescent who has attempted, and the adolescent affected by the suicide of another.

Length: One day

Date: **January 30**

Instructor(s): TBA

Intervention in Families Where Violence is Present

This two-day workshop will provide participants with a framework for understanding the interactive patterns in families where violence occurs. Participants will review the impact of violence on the children who witness wife assault, examine how the violence affects the completion of these developmental tasks, explore issues related to assessing the child's safety, and practise intervention skills.

Length: Two days

Dates: **February 18-19**

Instructor(s): TBA

The Role of the Practitioner in the Court System

In this one-day workshop, participants will discuss the criminal justice system's response to wife assault, examine the role of the support worker in the justice system as it relates to the assaulted woman and assaultive partner, explore the role of support and advocacy, and practise intervention skills within a culturally relevant context.

Length: One day

Date: **February 20**

Instructor(s): TBA

Child Sexual Abuse

Unless otherwise indicated, Child Sexual Abuse 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 resumé 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 requirements.

Children and Youth Option (#CSA105A)

Length: 14 days
Dates: **July 12-29** (consecutive weekdays)
Fee: \$675 (upon acceptance applicants must pay a deposit of \$100)

Adult Survivor Option (#CSA105B)

Length: 12 days
Dates: **July 5-20** (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: **April 16-June 5** (April 16, 17, 23, 24 and the remainder of the days on the regular schedule of Fridays and Saturdays on alternate weeks)
Fee: \$700

Child Sexual Abuse Support Worker Training Program (#CSA134)

This program is directed toward front line and other staff 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 include 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 and written assignment. All five days must be completed in order to receive a certificate.

Length: Five days
Dates: **March 4, 5, 6, 12 and 13**
Fee: \$275

Instructor(s): The program will be taught by practitioners in the field who have extensive experience working with sexually abused children and their families.

NEW

Healing Stories for Empowerment: The Survivor's Journey (#CSA139)

This workshop is directed towards counsellors and therapists working with adult survivors of child sexual abuse. Participants will have the opportunity to incorporate creativity into their clinical work by focusing on the concurrent rituals and metaphorical stories in each phase of recovery from sexual abuse. Through structured exercises and small group work, participants will practise NLP (Neuro-Linguistic Programming) and Ericksonian techniques to construct healing metaphors and rituals that will enable survivors to draw on their inner strengths and wisdom. Self care for the therapist will be explored within a healing Ericksonian framework.

Length: One day
Date: **February 27**
Fee: \$95

Instructor(s): Anne Siegenberg, M.S.W. and Cheryl Bell-Gladsby, M.A.

NEW

Parenting Issues for Adult Survivors of Sexual Abuse: Implications of Practice (#CSA138)

This two-day workshop is directed toward counsellors, family support workers, and other front line practitioners. It will explore the working relationship of these practitioners with parents whose early childhood sexual abuse impacts on their present day parenting. Participants will have the opportunity to examine the multigenerational

cycle of child sexual abuse, with specific emphasis on the conflict between a child's developmental needs and the survivor/parent's unmet dependency needs. Through the use of small group work and structured exercises, participants will discuss and practise various approaches for working with survivors who may or may not be aware of the possible link between their experiences of abuse and their current parental functioning.

Length: Two days
Dates: **May 21-22**
Fee: \$165
Instructor(s): Faye Luxemburg-Hyam and Jan Iannucci, M.Ed.



Treatment Approaches with Sexually Abused Adolescents (#CSA142)

This two-day workshop is directed toward therapists, counsellors and other mental health practitioners working with adolescents in a therapeutic context. Participants will have the opportunity to review the impact of sexual abuse on the developmental stages and tasks of adolescence; explore the internalizations an adolescent experiences when sexually abused; examine how these internalizations present in therapy; and define treatment techniques to address these issues. Through the use of small group work and case material analysis, participants will apply assessment skills to determine the effect of repetitive behavioural and emotional patterns in the adolescent and develop therapeutic skills, such as the use of imaging, to address these patterns.

Length: Two days
Dates: **May**, TBA
Fee: \$175
Instructor(s): Sandra Wieland, Ph.D.

Instructors:

Cheryl Bell-Gladsby, M.A., is a therapist in private practice working with adults and children who are survivors of child sexual abuse.

Jan Iannucci, M.Ed., co-ordinates a parent education and counselling program in which the typical client is an adult sexual abuse survivor. She also has extensive experience as a social worker and her Master's study was on the long term effects of childhood sexual abuse on later parenting.

Faye Luxemburg-Hyam is a family counsellor and educator who has worked both privately and in the school system with sexually abused children and their families. She has trained teachers and school support staff in child sexual abuse issues.

Anne Siegenberg, M.S.W., is a therapist in private practice who is currently facilitating therapy groups for survivors of sexual abuse at VISAC and Jewish Family Services.

Sandra Wieland, Ph.D., C.Psych; is Clinical Assistant Professor of Psychology at the University of Ottawa and co-founder of the Centre of Treatment for Sexual Abuse and Childhood Trauma in Ottawa. Her clinical expertise is in individual and family therapy with children, adolescents and adult survivors of sexual abuse and other trauma.

Computer

The following computer courses are designed to give participants practical, hands-on training. They are open to anyone who wishes to develop computer operating skills. Class size will be limited to eight to allow individualized instruction and to permit each participant to have his or her own work station. Course fee includes a manual and a diskette.

For further information about these courses, contact Margot D'souza, Corrections Academy, 604/222-7298.

Introduction to DOS (#CORR402)*

Participants will be introduced to the basic DOS functions. They will learn to create directories, subdirectories and batch files, and how to format disks and manage files.

Prerequisite: Basic keyboarding skills.

Length: Six evenings, two full days, or three Saturdays
Dates: **January 12-February 16** (Tuesday evenings)
February 24 and 25 (Wednesday and Thursday)
March 13-27 (Saturdays)
Time: 6:30 pm - 9:30 pm evenings
9:00 am - 3:00 pm Saturdays
9:00 am - 4:30 pm weekdays
Fee: \$165

WordPerfect 5.1 Level I (#CORR400)

This course covers the basic functions of WordPerfect 5.1. On completion of the course, participants will be able to create documents, save and retrieve, print, enhance text, use the spell check feature, search and replace text, and do a simple merge. **Prerequisite:** Basic keyboarding skills.

Length: Six evenings, three Saturdays, or two full days
Dates: **January 11-February 15** (Monday evenings)
February 2-3 (Tuesday and Wednesday)
February 20-March 6 (Saturdays)
March 15-16 (Monday and Tuesday)
Time: 6:30 pm - 9:30 pm evenings
9:00 am - 3:00 pm Saturdays
9:00 am - 4:30 pm weekdays
Fee: \$165

WordPerfect 5.1 Level II (#CORR407)

The more advanced functions of WordPerfect will be covered in this course. Participants will learn to do keyboard merging, tables and columns, how to import data from other programs, and additional formatting techniques. The course will include an introduction to macros.

Prerequisite: WP 5.1 Level I.

Length: Four evenings
Dates: **January 13-February 3** (Wednesdays)
Time: 6:30 pm - 9:30 pm
Fee: \$115

WordPerfect 5.1 Level III (#CORR408)

Participants will explore the advanced functions of WordPerfect 5.1 and will be able to use various merge features, macros, styles and graphics, and will learn handy tips and tricks. **Prerequisites:** WP 5.1 Levels I and II.

Length: Four evenings
Dates: **March 10-31** (Wednesdays)
Time: 6:30 pm - 9:30 pm
Fee: \$115

WordPerfect Tips, Tricks and Traps (#CORR409)

Participants will perfect their "working knowledge" of WordPerfect by taking advantage of the many features this program offers which are often lost in the process of acquiring the basic skills. **Prerequisite:** Currently using WordPerfect.

Length: One day
Dates: **February 11** (Thursday)
Time: 9:00 am - 4:30 pm
Fee: \$75

LOTUS 1-2-3 Level I (#CORR403)*

Participants will learn to enter data and formulas into spreadsheets, save and retrieve information from disks, "beautify" the layout and appearance of the data, and produce professional reports. There will be an introduction to the concepts and design of basic macros that will improve productivity. **Prerequisite:** Basic keyboarding skills.

Length: Four evenings, or two Saturdays
Dates: **January 30-February 6** (Saturdays)
February 10-March 3 (Wednesday evenings)
Time: 6:30 pm - 9:30 pm
9:00 am - 3:00 pm Saturdays
Fee: \$115

Quattro Pro (#CORR411)*

Quattro Pro is an elegant and powerful spreadsheet program. Participants will enter data and formulas into spreadsheets, save and retrieve information from disk, "beautify" the layout, produce professional reports, and build graphs from the spreadsheet data. **Prerequisite:** Basic keyboarding skills.

Length: Four evenings, two Saturdays, or two full days
Dates: **January 16-23** (Saturdays)
January 25 and February 1 (two Mondays)
February 23-March 16 (Tuesday evenings)
March 29-30 (Monday and Tuesday)
Time: 6:30 pm - 9:30 pm evenings
9:00 am - 3:00 pm (Saturdays)
9:00 am - 4:30 pm weekdays
Fee: \$115

Micro-computer Sampler (#CORR412)

Recommended for the terrified, the techno-phobic, and parents! An introduction to the world of micro-computers, this course is intended for beginners. It will introduce computer concepts and terminology as well as the different applications of computers at home or in the office. **No prerequisites.**

Length: One day, or two evenings
Dates: **January 29** (Friday)
February 18 and February 25 (Thursday evenings)
Time: 9:00 am - 4:30 pm weekdays
6:30 - 9:30 pm evenings
Fee: \$75

Power-Smart Quattro Pro (#CORR413)

Power-Smart Lotus (#CORR414)

Take a day and learn enough to save you a week's work! Learn short cuts and power commands that will increase your efficiency. Topics to be covered will include "fast moves," managing large spreadsheets, protecting data, handy formulas and printing. Recommended for current users of the software.

Length: One day
Dates: Quattro Pro - **February 4**
Lotus - **March 5**
Time: 9:00 am - 4:30 pm
Fee: \$75

WordPerfect Upgrade (from Version 5.0 to 5.1) (#CORR415)

WordPerfect 5.1 offers new, quick ways to set tabs, justify text, merge documents, and define tables and columns. Recommended for current users of WordPerfect 5.0.

Length: One day
Dates: **February 22**
March 25
Time: 9:00 am - 4:30 pm
Fee: \$75

*These courses may be taken as electives for the Management Development for Residential Settings certificate program.



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 receive a brochure on the Certificate Program, please telephone 604/222-7287.

To complete the Certificate Program, participants attend 210 hours of core and elective courses and complete competency assessments 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 benefit from taking Critical Skills for Communicating in Conflict (#CR735) prior to Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100). 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.

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. To receive credit for the program, participants must attend each course in its entirety. Please enrol early since many courses fill far in advance.

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. Course materials and refreshments are included.

Out-of-Town Courses

Courses in the Certificate Program are now co-sponsored throughout the province as well as in Whitehorse, Yukon. For listings, see page 19.

Instructors

Most courses at the Centre are delivered by:
Michael Altshuler, J.D., M.S., mediator and counsellor in private practice
Elizabeth Azmier-Stewart, mediator and trainer in private practice
Randy Boychuck, M.A., counsellor and trainer in private practice
Sally Campbell, J.D., lawyer, mediator, and trainer in private practice
Michael Fogel, LL.B., J.D., M.Ed., mediator and counsellor in private practice
Mario Govorchin, trainer, organization development consultant and mediator in private practice
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, and trainer in adult special education
Michael Reynolds, trainer and mediator in private practice
Arthur Ridgeway, Ph.D., registered psychologist, consultant 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 (in the Lower Mainland)

Keith Barker, Janice Bateman, Sandy Dunlop, Donna Dussault, Angie Dyck, Cam Ellison, Maureen Hannah, Gary Harper, Wendy Hilliard, Ed Jackson, Kelly Kennedy, Brian Luckcock, Laurie McGillivray, Ronald Monk, Marie O'Neill, Ingrid Pipke, Jill Schroder, Tracy Selinger, Pamela Theriault, Jim Toogood, Leanne Turnbull, Jacque Waechter, Derek White.

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 practise and roleplay simulations. **This course is a prerequisite for all other core courses.**

Length: Three days (21 hours)
Dates: **January 20-22**, Mario Govorchin
January 25-27, Kelly Henderson
January 30 & February 6 (9:00 am - 5:00 pm) and **February 2 & 4** (7:00 pm - 10:00 pm), at North Shore Continuing Education, Wendy Hilliard
February 6, 13 & 20, Michael Altshuler
February 15-17, Karen Haddigan
February 20, 27, March 6, at New Westminster Community Education, Nym Hughes
March 10-12, Karen Haddigan
March 25-27, at Douglas College, Nym Hughes
March 29-31, Marg Huber
May 5-7, Randy Boychuck
June 2-4, Randy Boychuck
Time: 9:00 am - 5:00 pm
Fee: \$250

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. 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, effective confrontation 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: **April 13-15**, Deborah White
June 9-11, Dale Zaiser
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: **February 1-3**, Michael Reynolds
February 13 & 20 (9:00 am - 5:00 pm) and
February 16 & 18 (7:00 pm - 10:00 pm), at
North Shore Continuing Education, Kelly
Henderson
February 22-24, Mario Govorchin
March 15-17, Deborah White
April 5-7, Michael Fogel
May 10-12, Dale Zaiser
June 5, 12 & 19 (9:00 am - 5:00 pm), Michael
Reynolds
June 12, 19 & 26, at New Westminster
Community Education, Instructor TBA
June 16-18, Stacey Holloway
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 encoun-

tered on a day-to-day basis. Emphasis will be on skill development through simulated mediations. **Prerequisite:** Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)
Dates: **February 3-5**, Deborah White
February 10-12, Michael Fogel
March 17-19, Dale Zaiser
March 31-April 2, Michael Fogel
April 17, 24 & May 1, Michael Altshuler
April 17, 24 & May 1, at New Westminster
Community Education, Instructor TBA
April 21-23, Randy Boychuck
April 26-28, Michael Altshuler
May 6-8, at Douglas College, Mario Govorchin
May 19-21, Michael Fogel
June 2-4, Michael Altshuler
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 (CR#300), or by permission of the Co-ordinator.

Length: Five days (35 hours)
Dates: **February 15-19**, Marg Huber
April 19-23, Karen Haddigan
May 31-June 4, Stacey Holloway
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. Recommended reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 1981. **Prerequisite:** Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)
Dates: **February 1-3**, Michael Altshuler
February 8-10, Dale Zaiser
March 15-17, Mario Govorchin
March 20, 27 & April 3, Kelly Henderson
March 24-26, Mario Govorchin

April 19-21, Stacey Holloway
April 21-23, at Douglas College - Haney
Campus, Nym Hughes
April 28-30, Marg Huber
May 17-19, Dale Zaiser
May 26-28, Randy Boychuck
June 28-30, Randy Boychuck

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. Recommended 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 (#CR500), or by permission of the Co-ordinator.

Length: Four days (28 hours)
Dates: **February 17-20**, at Douglas College, Deborah White
March 1-4, Michael Fogel
April 13-16, Stacey Holloway
May 25-28, Karen Haddigan
Time: 9:00 am - 5:00 pm
Fee: \$330

Mediation Skills Assessments (#CR499)

Negotiation Skills Assessments (#CR699)

Dates: **January 11-15**
April 1-30
Fee: \$100 per assessment
Instructor(s): Marje Burdine, Co-ordinator, Centre for Conflict Resolution Training, Justice Institute of BC, and the Centre's instructors.

Note: The deadline for the submission of out-of-town tapes or re-assessment tapes is May 28.

Electives

Listed alphabetically by title.

Asserting Yourself Under Pressure (#CR702)

This course is for people who are usually assertive but who either over-react or sell themselves out in difficult conflict encounters, such as when dealing with powerful, aggressive individuals, or in high-risk, high-stake situations. The result is often a diminished relationship or

unmet goals. Assertively expressing your needs, thoughts, feelings and beliefs is essential to improving self-esteem and enhancing relationships. It is also a key element in ensuring mutual understanding and respect, even though strong feelings are involved.

Length: Two days (14 hours)
Dates: **January 28-29**, Stacey Holloway
February 25-26, Marg Huber
April 7-8, Stacey Holloway
May 8 & 15 (9:00 am - 5:00 pm), Michael Reynolds
Time: 9:00 am - 5:00 pm
Fee: \$185

Building Competency in Mediation (#CR759)

This course is open only to students preparing for their assessment. 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. **Prerequisite:** Mediation Skills, Level II (#CR400).

Length: Two days (14 hours)
Dates: **March 11** (Part 1) & **March 18** (Part 2), Marg Huber
Time: 9:00 am - 5:00 pm
Fee: \$185

Building Competency in Negotiation (#CR765)

This course is open only to students preparing for their assessment. 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. **Prerequisite:** Negotiation Skills, Level II (#CR600).

Length: Two days (14 hours)
Dates: **March 12** (Part 1) & **March 19** (Part 2), Marg Huber
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 diffi-

Two Special Courses

Mediation and Domestic Abuse (#CR774)

The debate about whether mediation is ever appropriate in cases of abuse is becoming intense given the lack of standards for mediators and the growing use of mediation to resolve family and divorce disputes. Starting from the premise that power imbalances and forms of abuse occur in all couples' relationships, where does the mediator draw the line in deciding whether or not to mediate a given case? Is mandatory mediation a good idea? How responsible is the mediator for identifying cases of abuse? What if the abused party wishes to proceed in spite of the mediator's caution? Does mediation increase the risk of even greater abuse? What screening protocols should mediators be using to assess risk factors? How can mediation be terminated without breaching confidentiality? This course will address these questions and others, as they relate to power, abuse of power, and controlling, abusive and violent relationships. Case illustrations will depict a range of control and abuse factors to assist participants in assessing levels of risk and responding to issues of safety. **Prerequisites:** at least four other courses in the Certificate Program including Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100) and Mediation Skills, Level I (#CR300),

Length: Two days (14 hours)
Dates: **February 22-23**
Time: 9:00 am - 5:00 pm
Fee: \$185*

Identifying and Resolving Impasses and Symbolic Issues in Divorce Mediation (#CR775)

This course explores impasses and symbolic issues in divorce mediation which arise from unaddressed emotional and psychological interests. The emotional, survival and security needs of spouses are often at odds with their goals, objectives and interests. A divorcing couple may settle all major issues, for example, but reach an impasse and threaten to end the mediation based on who will have the family dog, a wedding gift or piece of machinery. Participants will learn strategies and techniques for identifying and exploring symbolic issues in order to clear the impasse. A delineation will be made between mediation versus therapeutic interventions, and consideration will be given to how legal rules at times contribute to the impasse. Case illustrations will provide a base for understanding the systemic approach to working with families, including patterns of communication, belief and value systems and the dynamics between the spouses. Demonstration and roleplay will be included to help integrate this approach with the participants' own experiences and styles. **Prerequisites:** at least four other courses in the Certificate Program, including Conflict Resolution Level I: Dealing with Interpersonal Conflict (#CR100) and Mediation Skills, Level I (#CR300).

Length: Two days (14 hours)
Dates: **February 24-25**
Time: 9:00 am - 5:00 pm
Fee: \$185*

Instructor for both courses will be Daniel Hamoline, M.S.W., LL.B., a well known family and divorce mediator, therapist and family lawyer. He specializes in teaching and training in mediation and is a founding member of Fifth Avenue Counselling and Mediation in Saskatoon, Saskatchewan. He is currently a member of the Law Society of Saskatchewan, Family Mediation Canada, the Network for Community Justice and Conflict Resolution and the Academy of Family Mediators. Daniel has been a guest presenter at numerous national and international conferences as well as many Canadian colleges and universities.

*If both courses are taken, the combined cost is \$320. Registration for both courses must be done at the same time. If two or more people from the same organization wish to attend these courses, the special cost of \$320 will also apply if the registrations are done together.

Both courses are co-sponsored with the B.C. Corrections Branch.

cult 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. **Prerequisite:** Mediation Skills, Level I (#CR300).

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

NEW

Co-Mediation (#CR773)

Co-mediation has a number of distinct advantages. Co-mediators offer their clients complementary strengths, expanded breadth of knowledge, and a synergy of skills. For the mediators, co-mediation creates the opportunity to expand one's repertoire and client group, to share the responsibility of strategizing, and to sharpen skills continually through mutual feedback, planning and debriefing. This course provides participants with the opportunity to assess their own mediation strengths and performance, and to experience them in a co-mediation context.

Participants will develop and practise skills, techniques and strategies for effective co-mediation. Working as co-mediators, they will deal with transitions and critical moments in a mediation. Participants who register for the course may designate a partner with whom they wish to co-mediate, or they may use the course as an opportunity to co-mediate with a variety of people. **Prerequisites:** two of the following three courses: Mediation, Level I (#CR300); Conflict Resolution II (#CR200); Mediation, Level II (#CR400).

Length: Two days (14 hours)

Dates: **March 15-16**

Time: 9:00 am - 5:00 pm

Fee: \$185

Instructor(s): Michael Raynolds, trainer and mediator in private practice; and Jill Schroder, M.Sc., trainer and mediator in private practice, specializing in communication and relationship building.

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

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

Length: Two days (14 hours)

Dates: **February 18-19**, Michael Talbot
June 14-15, Michael Talbot

Time: 9:00 am - 5:00 pm

Fee: \$185

Instructor(s): Mike Talbot, M.A., M.Tech., organizational consultant in private practice with a particular interest in organizational evolution.

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 and should be taken prior to Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100). 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 also 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-judgmental listening; probing; clarifying; refocusing; and assertive, non-defensive communication.

Length: Two days (14 hours)

Dates: **January 18-19**, Karen Haddigan
January 19 & 20 (7:00 pm - 10:00 pm) and
January 23 (9:00 am - 5:00 pm), at North Shore
Continuing Education, Kelly Kennedy
January 21-22, Dale Zaiser
January 23 & 30, Kelly Henderson
February 11-12, Michael Raynolds
March 8-9, Michael Altschuler
April 7-8, Randy Boychuck
April 22-23, Marg Huber
May 3-4, Stacey Holloway
May 22 & 29, at New Westminster Community
Education, Instructor TBA
May 31-June 1, Dale Zaiser

Time: 9:00 am - 5:00 pm

Fee: \$185

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

Length: Two days (14 hours)

Dates: **May 20-21**, Deborah White

Time: 9:00 am - 5:00 pm

Fee: \$185

Focusing on Children's Interests in Family Mediation: An Advanced Level Course (#CR762)

This elective is intended to broaden the skills of those involved in family mediation by centring upon the needs and concerns of children. Participants will examine the values and beliefs surrounding separation and divorce, issues challenging blended families, the developmental stages of children, and legal issues regarding children upon marriage breakdown. Specific strategies will be included for more effective mediation where children are involved. **Prerequisites:** Mediation Skills, Level I (#CR300) and enrolment in the Certificate Program.

Length: Two days (14 hours)

Dates: **March 22-23**

Time: 9:00 am - 5:00 pm

Fee: \$185

Instructor(s): Sally Campbell, J.D., lawyer/mediator; and Ellen Shapiro, M.A., family counsellor.

Group Conflict Resolution: An Advanced Level Course (#CR736)

Group conflict stems from a variety of sources, including: role or task confusion, value differences, conflicting needs or styles; personality differences and hidden agendas. This course is designed to help group leaders or members identify the cause of the conflict, determine an appropriate method of intervention, and assist the group to move from conflict to problem solving. Content will include theory and concepts essential to understanding group process and group facilitation. A strong understanding of the conflict resolution model is required. **Prerequisites:** at least two core courses in the program.

Length: Two days (14 hours)
Dates: **May 13-14**, Karen Haddigan
Time: 9:00 am - 5:00 pm
Fee: \$185

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. **Required prerequisite:** two core courses. **Recommended prerequisite:** Critical Skills for Communicating in Conflict (#CR735).

Length: Two days (14 hours)
Dates: **March 4-5**, Arthur Ridgeway
April 28-29, Arthur Ridgeway
Time: 9:00 am - 5:00 pm
Fee: \$185

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

Length: Two days (14 hours)
Dates: **June 7-8**, Deborah White
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 who have not taken other courses in the Program, 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 course participants 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: **April 15-16**, Mario Govorchin
Time: 9:00 am - 5:00 pm
Fee: \$185

Resolving Inner Conflict (#CR744)

Many people feel stuck when faced with a major decision, and others 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. Participants should come prepared to apply this method to a significant decision they are facing. **Prerequisite:** Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100).

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

NEW

Self-Disclosure in Conflict: Winning Yourself a Hearing (#CR766)

As well as hearing another's point of view, successful conflict resolution and negotiation require clear disclosure of our own perceptions, assumptions and interests. Without our self-disclosure, the other party is likely to become

suspicious, aggressive, defensive or withdrawn. Many people are reluctant to express their own interests, however, for fear of appearing too open or naive. The result is that their interests may not receive fair consideration. This course gives participants skills and practise in identifying and articulating their interests; describing situations and circumstances objectively and clearly; and expressing outcomes in assertive, non-blaming ways. **Prerequisites:** Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100) and one other core course.

Length: One day (7 hours)

Date: **May 3**

Time: 9:00 am - 5:00 pm

Fee: \$90

Instructor(s): Michael Reynolds, trainer and mediator in private practice; and Jill Schroder, M.Sc., trainer and mediator in private practice, specializing in communication and relationship building.

Shifting from Positions to Interests (#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 toward 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.

Required prerequisite: two core courses. **Recommended prerequisite:** Critical Skills for Communicating in Conflict (#CR735).

Length: Two days (14 hours)

Dates: **February 11-12**, Arthur Ridgeway

March 25-26, Arthur Ridgeway

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' abilities 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.

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

Length: Two days (14 hours)

Dates: **February 4-5**, Mario Govorchin

May 10-11, Stacey Holloway

June 17-18, Mario Govorchin

Time: 9:00 am - 5:00 pm

Fee: \$185

Unfinished Business - Getting Past the Past (#CR768)

Unspoken or withheld feelings of anger, hurt, mistrust and resentment often impede the process of resolving a conflict. Unreasonable demands, attacks and outbursts are symptomatic of unfinished business which clouds the present issues. Judgements prevailing throughout the relationship lock our perceptions of the other and limit the options for resolution. These judgements need to be cleared in order to begin to re-establish trust and build a foundation of co-operation. This course will focus on developing skills for getting past unfinished business by clearing judgements, acknowledging hurt, reducing defensiveness and working toward a trusting relationship. This course will focus on personal and work related conflicts.

Required prerequisite: two core courses. **Recommended prerequisite:** Critical Skills for Communicating in Conflict (#CR735).

Length: Two days (14 hours)

Dates: **March 18-19**, Arthur Ridgeway

Time: 9:00 am - 5:00 pm

Fee: \$185

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

This clinic provides 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 their own material. Groups may choose to stay together for the entire day or move to a new group at designated times. This session 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. Lunch is provided. **Prerequisite:** at least two core courses.

Length: One day (7 hours)

Date: **March 12**

March 13

Time: 9:00 am to 4:00 pm (half hour for lunch)

Fee: \$50 (includes lunch)

Instructor(s): Coaches from the Centre for Conflict Resolution Training

Working Together: Bridging the Gender Gap
(#MGMT202)

See course description in Management category.

Length: Two days (14 hours)

Dates: **March 15-16**

Fee: \$175

Instructor(s): Michael Fogel and Kelly Henderson.

Conflict Resolution
Graduation Ceremonies:

June 24, 1993

Out-of-Town Courses

Conflict Resolution Certificate Courses
Co-sponsored with community colleges throughout BC.

The following community colleges and organizations 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.



New Westminister Campus/Haney Campus
Continuing Education Services
700 Royal Avenue
New Westminister, BC V3M 5Z5
For registration information, contact the Registration Office, Justice Institute of BC.
Telephone: 604/222-7111
FAX: 604/660-1875



ARCTIC COLLEGE
Part-time Studies
#500 - 5022 49th Street
Yellowknife, NWT X1A 3R7
Telephone: 403/920-3076
FAX: 403/873-0333



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



Lansdowne Campus
Community Education Services
3100 Foul Bay Road
Victoria, BC V8P 5J2
Telephone: 604/370-3153
FAX: 604/370-3150



NEW WESTMINSTER COMMUNITY
EDUCATION
1001 West Columbia Street
New Westminister, BC V3M 1B8
For registration information, contact the Registration Office, Justice Institute of BC.
Telephone: 604/222-7111
FAX: 604/660-1875



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

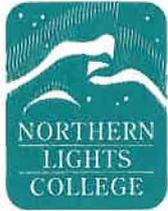


Comox Valley Campus
Community Education
2300 Ryan Road
Courtenay, BC V9N 8N6
Telephone: 604/334-5023



2182 Hamilton Avenue
North Vancouver, BC V7P 2M3
For registration information, contact the
Registration Office, Justice Institute of BC.
Telephone: 604/222-7111
FAX: 604/660-1875

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



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

SUNSHINE COAST COMMUNITY SERVICES

Box 1069
Sechelt, BC V0N 3A0
Telephone: 604/885-5881



Prince Rupert Campus
130 First Avenue West
Prince Rupert, BC V8J 1A8
Telephone: 604/624-6054
FAX: 604/624-4920

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



Kamloops Campus
900 College Drive
Kamloops, BC V2C 5N3
Telephone: Arts and Education
Extension 604/828-5210
FAX: 604/371-5511

Williams Lake Campus
351 Hodgson Road
Williams Lake, BC V2G 3P7
Telephone: Community Co-ordinator 604/392-6202
FAX: 604/392-4984



705 Kitch Road
Kelowna, BC V1X 5V8
Telephone: Russell Krasnuik, 604/862-5480
FAX: 604/762-6634



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



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



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

Counselling

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

Interactive Group Therapy (#EP119B)

This workshop is designed for professionals who use group therapy as a treatment modality with clients, and are interested in enhancing their group practice skills. Participants will have the opportunity to develop a theoretical framework for conducting group therapy, and practise specific intervention skills and techniques, such as the use of bridging, mirroring and joining techniques, to address difficult issues in managing group resistances and strengthening emotional communication among group members. Difficult practice issues that emerge in the group therapy process will be explored and roleplayed, including issues related to transference, counter-transference, modulating anxiety levels, delineating boundaries of responsibility, and idealization or devaluation of leadership.

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

Instructor(s): Freda Areilla Muscovitz, B.A., M.Sc.

Family Issues

Group Skills for Supporting Women in Difficult Relationships (#EP175A)

This two-day workshop is directed toward front line workers and counsellors who currently lead support groups or are planning to facilitate groups for women involved in difficult or abusive relationships. On day one, participants will consider the needs of women involved in difficult relationships and examine key issues in group planning and delivery such as group design, stages, dynamics and group process issues. On day two, participants will have the opportunity to explore challenging issues that arise in running groups and develop strategies to address these issues in the context of the group. Participants are encouraged to bring case examples of difficulties that have arisen in groups they have run, as time for practical problem solving with other participants will be provided.

Prerequisite: Supporting Women in Difficult Relationships (#EP175).

Length: Two days
Dates: **February 15-16**
Fee: \$165

Instructor(s): Denise Hall and Ronni Richards, M.A.

Working with the Troubled Family, Level I (#EP136)

This introductory workshop is directed toward front line workers and practitioners who are called upon to intervene with families or individuals from families where abuse, neglect or substance abuse have occurred or are present. Participants will have the opportunity to develop a framework for understanding the family system and its impact on the individual; explore the characteristics of healthy and troubled families; and examine the influence of internal and external factors on a family's ability to cope. Content will survey ways to assist family members to identify key issues for recovery and methods for motivating and supporting change.

Length: Two days
Dates: **February 26-27**
Fee: \$165

Instructor(s): Brenda Casey, RCC, and Denise Hall.

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 and/or social service. 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 front line staff to provide effective intervention within a framework of worker self-care.

Length: Two days
Dates: **March 5-6**
Fee: \$165

Instructor(s): Joe Rosen, M.S.W.

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

This second-level workshop is directed toward front line workers and practitioners working with individuals and families, and will build on the content of Level I. Participants will have the opportunity to develop a model of change and practise specific interventions that can be used to facilitate the family and individual members in their process. Through the use of structured role plays and experiential exercises, participants will explore skills to assist family members to develop self efficacy, individuation and supportive relationships within the family system.

Prerequisite: Working with the Troubled Family, Level I (#EP136).

Length: Two days
Dates: **March 26-27**
Fee: \$165

Instructor(s): Brenda Casey and Denise Hall.

Trauma and Post Traumatic Stress

Trauma and Post Traumatic Stress Reactions (#EP178)

This workshop provides an overview of key concepts in the field of trauma and traumatic stress. Participants will acquire a basic understanding of trauma and a working knowledge of reactions to trauma, including responses at the moment of victimization, acute and chronic responses, and post-traumatic stress disorder. Options for treatment and recovery will be addressed, and participants will be able to adapt recovery models to their own work situation. In addition, the impact of trauma work on front line workers will be explored. The workshop is designed for front line emergency and crisis workers, and practitioners working with trauma survivors in an individual, group or community context. It is relevant to people involved in diverse trauma populations such as refugees or survivors of accidents, natural disasters, family violence, sexual assault or other crimes.

Length: Two days
Dates: **May 10-11**
Fee: \$165
Instructor(s): Maggie Ziegler, M.A.

NEW

Working with Survivors of Family Trauma: A Family Systems Perspective (#CSA140)

This workshop is directed toward social workers, counsellors and other practitioners working with adults or children who have survived child sexual abuse or other family abuse related to trauma. Participants will define family trauma, consider the general effects of family trauma on the individual and family system, and explore the strengths and weaknesses of treating trauma from a systems perspective. Through the use of structured exercises, participants will have the opportunity to examine the relationship between the stages of the family life cycle and the impact of trauma on functioning and communication systems, and apply these concepts in assessment and practice.

Length: Two days
Dates: **February 19-20**
Fee: \$165
Instructor(s): Carol Cohen, M.A. (Psych) and Margo Weston, M.A.

Instructors:

Brenda Casey, RCC, is a therapist and group leader in private practice.
Carol Cohen, M.A. (Psych) is a therapist and trainer currently working with adult survivors of sexual abuse at North Shore Counselling Centre. She has extensive experience working with children and families who have experienced trauma.
Denise Hall, a family therapist working in a substance abuse treatment centre.

Freda Areilla Muscovitz, B.A., M.Sc., is a trainer and consultant in private practice, specializing in addiction related interventions. She teaches at the University of Toronto, Faculty of Medicine, and has developed and co-authored *Program and Curriculum for Medical Education, Alcohol and Drug Related Problems* (1992).

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.

Ronni Richards, M.A., is a registered psychologist in private practice specializing in relationship issues.

Margo Weston, M.A., is a family therapist in private practice and a faculty member of Pacific Coast Family Therapy Training Institute.

Maggie Ziegler, M.A., is a therapist in private practice with a special interest in trauma survivors. She has developed a training curriculum on post trauma stress reactions.

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 will 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
Location: Justice Institute of BC
Dates: Call the Fire Academy at 604/222-7130 for the dates of the next scheduled course
Cost: \$100 (includes textbook)
Instructor(s): Instructors are leaders in their specific area of the fire service.

Introduction to the Fire Service: Practical Exercises (#NC-04)

This course is the second phase of #NC-01. Course topics include: Fire Behaviour, Safety and Protective Clothing, Extinguishers (with live fire training), SCBA, and Hose and Nozzle familiarization. **Prerequisite:** Completion of Introduction to the Fire Service (#NC-01). Class size is limited to 16.

Location: Safety Training Centre, Maple Ridge, BC
Dates: A waiting list is maintained for this course. Telephone the Fire Academy at 604/222-7130.
Cost: \$190
Instructor(s): Fire Academy Instructors

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, or six 2 1/2 hour classroom sessions offered twice a year
Fee: \$165

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: \$165

Management

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

Basic Supervisory Competency, Week 1 (#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 course 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. Basic Supervisory Competency, Week 1 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. Enrolment is limited to 16 participants.

Length: Five days
Dates: **February 1-5**
April 26-30
Time: 9:00 am - 4:30 pm on Day 1; 8:30 am - 4:30 pm on subsequent days
Fee: \$450
Instructor(s): A consultant with Ryane Consulting Inc.

NEW

Basic Supervisory Competency, Week 2 (#MGMT213A)

This second-level course will use short lectures, discussion groups, case studies and practice sessions to build on the skills gained in Basic Supervisory Competency, Week 1. The course will address three key challenges of supervisors: completing performance appraisals, dealing with problem employees, and building an effective team. It will include practical exercises that improve the team's cooperation and commitment and the supervisor's own time management and meeting skills. Participants will be encouraged to share ideas and concerns encountered in their role as supervisor. **Prerequisite:** Basic Supervisory Competency, Week 1. Enrolment is limited to 16 participants.

Length: Five days

Dates: **January 11-15**
July 5-9

Time: 9:00 am - 4:30 pm on day 1; 8:30 am - 4:30 pm on subsequent days

Fee: \$475

Instructor(s): A consultant with Ryane Consulting Inc.

Creative Problem Solving (#MGMT207)

Recent research has demonstrated that creativity, like any other skill, can be developed. This workshop is designed to help participants think more creatively and solve problems more efficiently and effectively. Participants will examine the basic concepts of creativity, problem solving and lateral thinking; identify the obstacles that block creativity; demonstrate how creative thinking complements logical thinking; select specific tools and techniques for developing creative thinking and solutions; and tailor creative ideas to their own specific needs. (An elective in the Management Development for Residential Settings certificate program.)

Length: One day

Date: **January 11**

Fee: \$90

Instructor(s): Maureen Hannah

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, one-page samples of their written work when they register. This workshop is limited to 18 participants. (An elective in the Management Development for Residential Settings certificate program.)

Length: Three days

Dates: **January 25-27**

Fee: \$225

Instructor(s): A consultant with Ryane Consulting Inc.

Developing Policy and Procedures Manuals (#MGMT226)

Every organization functions best with a set of clearly defined policies and procedures to help ensure consistency, professionalism and credibility. To be effective, however, these policies and procedures must be available in an accessible form. This one-day course will provide the information participants need in order to develop and maintain policy and procedures manuals that meet the specific needs of their agencies. (An elective in the Management Development for Residential Settings certificate program.)

Length: One day

Date: **March 11**

Fee: \$110

Instructor(s): Christopher Curtis

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 Conflict Resolution and Management Development for Residential Settings certificate programs.)

Length: Two days

Dates: **March 15-16**

Fee: \$175

Instructor(s): Michael Fogel, LLB, J.D., M.Ed., and Kelly Henderson, M.Ed.

Influencing Decision-Making and Change (#MGMT210)

This two-day course is designed for managers in organizations where change is an ongoing process and an integral part of the workplace environment, and for managers responsible for the implementation of structural change that periodically occurs in any organization. To create or influence change, individuals must be able to communicate the merit of their ideas persuasively; they must create both the

opportunity for and interest in the presentation of their ideas. The skills and strategies presented and practised in this two-day workshop will increase participants' understanding of their own personal styles of influencing and why their current influencing strategies and skills work in some circumstances and may not work in others. Participants will practise methods to build on what works and transform what does not. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days

Dates: **April 19-20**

Fee: \$175

Instructor(s): Michael Fogel, LLB, J.D., M.Ed. (counselling psychology)

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, discuss the sexual harassment provisions of the BC Human Rights Act, and explore organizational responsibility. (An elective in the Management Development for Residential Settings certificate program.)

Length: One day

Date: **April 22**

Fee: \$110

Instructor(s): Stacy Orr, M.S.W., and Tom Foster, M.S.W.

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

Instructors:

Christopher Curtis, B.A., is a communications consultant specializing in the development and maintenance of policy and procedures manuals.

Michael Fogel, LLB, J.D., M.Ed. (counselling psychology), is a mediator, group facilitator and trainer in private practice. He works with public and private sector organizations teaching negotiation, mediation and communication skills. He also works with managers, supervisors, support staff and human resources personnel in creating and implementing organizational changes and restructuring, and strategic plans.

Tom Foster, M.S.W., has done post graduate training at the program in human sexuality at the University of Minnesota Medical School. He has an active clinical practice and presents seminars and workshops in the employee assistance and criminal justice fields.

Maureen Hannah, B.Sc., M.B.A., is a training consultant who has worked in the fields of personnel and employee relations and has extensive experience in designing and presenting management programs for a variety of settings.

Kelly Henderson, M.Ed., is a mediator in private practice with extensive experience in the health care industry.

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 done post graduate training in family therapy at the Harvard Family Therapy Institute in Boston and has presented workshops and seminars on a wide range of workplace related issues.

Ryane Consulting Inc. has designed and delivered workshops on topics related to leadership and management, communications and conflict, and business writing for 20 years. Ryane's consultants are highly skilled in creating trust and a participative atmosphere as well as balancing theory and practical applications.

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 604/222-7114. **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.**

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

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

Successful completion is based on:

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

Length: Two days

Dates: **February 6-7**

April 17-18

Fee: \$325

Advanced Cardiac Life Support Update (#PHP110)

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

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

Length: One day
Date: **February 6**
April 17
Fee: \$200

Advanced Cardiac Life Support Instructor (#PHP120)

This course is for current ACLS Providers who have demonstrated superior skills managing a cardiac arrest scenario and who have a solid understanding of ACLS algorithms and pharmacology. On the first day you will be reassessed on your ACLS skills. Following the reassessment of arrest management skills, two days of education theory and instructional practice will occur. Course preparation for approximately 22 hours is required to prepare for the topics you will present. Successful completion is based on:

1. Obtaining a pass on the 4 component exam criteria for ACLS on the first day of the course.
2. Demonstrating sound instructional skills during the 2.5 day course.
3. Attending all 2.5 days of the course.
4. Demonstrating instructional aptitude during a lecture and skill station at a subsequent ACLS course. Note: This criteria may take up to one year to complete.

Length: Two and one-half (2.5) days
Date: **March 26-28**
Fee: \$425

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. 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.

Length: Two days
Dates: **March 6-7**
Fee: \$325

Note: This course cannot be offered outside of the Lower Mainland at this time.

Cardiac Arrest Management (#PHP115)

A one-day course, primarily for nurses, 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
Date: **January 25** -
March 30
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 (except #PHP204) 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 604/222-7114.

Saanich

Advanced Cardiac Life Support Update (#PHP110)

See description above.

Length: One day
Date: **January 16**
Fee: TBA

Tofino

Advanced Cardiac Life Support Provider (#PHP100)

See description above.

Length: Two Days
Date: **January 30-31**
Fee: TBA

Revelstoke

Advanced Cardiac Life Support Provider (#PHP100)

See description above.

Length: Two days
Date: **February 19-20**
Fee: TBA

Prosecution

Enforcement and Investigative Skills

In spite of efforts to ensure voluntary compliance, officials at various levels of government frequently find that laws they are charged with upholding must be enforced through the courts. Interdisciplinary Studies offers a contract course designed to prepare individuals responsible for the administration and enforcement of provincial and municipal laws to successfully investigate, prepare and prosecute their cases. The five-day course includes a discussion of relevant legislation and takes participants through the steps involved in prosecuting a case, from gathering and preserving evidence to presenting the evidence in court. The course concludes with a court visit and a mock trial in which participants have an opportunity to present evidence based on real or composite cases typical of those they enforce. For further information, or to discuss a course specifically designed for your agency, please contact Patricia McNeill at 604/222-7229.

Instructors:

Courses are conducted by barristers and solicitors with experience in prosecuting and defending cases in the British Columbia court system. They are assisted by other resource people with expertise in specific fields related to the topics presented.

Presenting Evidence: Being an Expert Witness in Environmental Cases (#EP119)

With increasing demand for enforcement of environmental controls and the growing importance of environmental assessments, private and public sector employees can expect to be called upon more and more often to present

expert evidence before the courts or administrative tribunals. This two-day course will prepare experts from a range of disciplines to present their evidence more knowledgeably and effectively. It will focus on: expert reports, including preparation of reports and the use of expert reports in environmental assessment planning or development hearings; the use of experts to conduct investigations for government agencies; and direct- and cross-examination in environmental cases. On the second day of the course participants will have an opportunity to practise presenting evidence in a mock trial. Enrolment is limited to 16 participants.

Length: Two days
Dates: TBA
Time: 9:00 am - 4:30 pm
Fee: \$225

Instructors:

Donald J. Jordan, Q.C., is a senior partner in the Vancouver office of Blake, Cassels & Graydon. He practises in the areas of civil litigation, particularly in administrative and environmental law, and has appeared before all levels of courts in Canada and numerous administrative tribunals. He has represented a wide variety of public and private sector clients, including several municipalities, and has spoken at conferences on topics related to environmental, civil litigation and administrative issues. Mr. Jordan was previously a full-time member of the Faculty of Law, University of British Columbia.

Margaret L. Eriksson is an attorney with Blake, Cassels & Graydon, practising in the areas of environmental, civil litigation and administrative law. She has appeared before various courts and administrative tribunals in British Columbia and Ontario, and has given advice on environmental legislation relating to water courses, waste management, the environmental assessment process, and the purchase and sale of land and businesses. Ms. Eriksson is currently on the Executive Committee of the Environmental Law Section of the BC Branch of the Canadian Bar Association.

Randal J. Kaardal practises in the areas of civil and criminal litigation and administrative and environmental law. He has had extensive experience as counsel before all levels of courts in British Columbia, and various administrative tribunals. He has recently represented several clients in trials concerning provincial and federal environmental legislation. Mr. Kaardal is with the Vancouver office of Blake, Cassels & Graydon.

Blair Lockhart practises in the areas of civil and criminal litigation and has appeared in both the Provincial and Supreme Courts in British Columbia. Ms. Lockhart has a Masters of Science in Geology and worked as a petroleum geologist prior to entering law. She is an Executive Committee member of the Environmental Law Subsection of the BC Branch of the Canadian Bar Association and is with the Vancouver office of Blake, Cassels & Graydon.

Tom A. Watson, M.Sc., Ph.D., R.P.Bio. Dr. Watson is Vice-President and Senior Environmental Scientist with Triton Environmental Consultants Ltd., specializing in issues

relating to fisheries ecology and toxicology, water quality and contaminated sites. He has conducted numerous studies and provided technical assistance for a variety of public and private sector clients. He has given expert evidence before environmental assessment tribunals and in various other forums. Dr. Watson has also taught a number of courses at Simon Fraser University and was an Adjunct Professor at SFU. He has written and published more than 30 technical reports and presented numerous seminars and presentations concerning the technical aspects of his work.

Residential Care

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

Management Skills

Management Development for Residential Settings Certificate Program

This 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 Justice Institute electives. 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 604/222-7285. Participants must currently be supervising others or have proven supervisory experience. Applicants without supervisory experience should contact the Co-ordinator at 604/222-7273.

For a brochure describing program structure, content and eligibility contact the Registration Office at 604/222-7111.

Core Courses

Please register for each level directly with the Registration Office.

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: **January 25-26**
May 11-12
Fee: \$145
Instructor(s): Mario Govorchin

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, practise writing performance standards, examine methods for conducting effective performance reviews, develop action plans for staff development, practise 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: **February 16-17**
June 22-23
Fee: \$145
Instructor(s): Sandra Rice

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, and examine



the organizational hierarchy and communication flow to assess levels of stress.

Length: Two days
Dates: **March 8-9**
Fee: \$145
Instructor(s): Carol Cohen, M.A.

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 practise 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: **April 29-30**
Fee: \$145
Instructor(s): Carol Cohen, M.A., and Marion Malcolmson, M.S.W.

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

This two-day course is designed to help supervisors identify and practise specific management problem-solving and decision-making techniques and their effectiveness; define existing management structures and roles; set agendas and practise 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: **January 21-22**
June 7-8
Fee: \$145
Instructor(s): Pat Meyer

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, practise writing job descriptions, identify effective recruitment procedures for full time and relief staff, practise 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: **February 23-24**
Fee: \$145
Instructor(s): Pat Meyer

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 letters, reports and proposals.

Length: Two days
Dates: **March 31-April 1**
Fee: \$145
Instructor(s): Elizabeth Robinson, M.S.W.

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 obligations of managing a residential facility. Participants will examine the manager's role in managing fire safety, emergency response planning and house security; and examine the protocol for critical incidents and the debriefing process.

Length: Two days
Dates: **April 27-28**
Fee: \$145
Instructor(s): Elizabeth Robinson, M.S.W.

Electives

Four days of electives are required in the Management Development for Residential Settings program. See course descriptions in this calendar under the Conflict Resolution, Management and Training for Trainers categories.
Electives must be Justice Institute courses.

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

Clear and Simple (#MGMT212)

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

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

Creative Problem Solving (#MGMT207)

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

Developing Policy and Procedures Manuals (#MGMT226)

Group Conflict Resolution: An Advanced Level Course (#CR736)

Influencing Decision-Making and Change (#MGMT210)

LOTUS 1-2-3 Level I (#CORR403)

LOTUS 1-2-3 Level II (#CORR410)

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

Making Order Out of Chaos (#SUP110)

Managing Employee Disputes (#CR703)

Mediation Skills, Level I (#CR300)

Mediation Skills, Level II (#CR400)

Micro-computer Sampler (#CORR412)

Negotiation Skills, Level I (#CR500)

Negotiation Skills, Level II (#CR600)

Power-Smart Quattro Pro (#CORR413)

Quattro Pro (#CORR411)

Sexual Harassment in the Workplace (#MGMT211)

Shifting from Positions to Interests (#CR748)

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

Training for Trainers: An Ideas Workshop (#MGMT223D)

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

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

Working Together: Bridging the Gender Gap (#MGMT202)

Front Line Skills

Front Line Training for Residential Settings (#SUP119)

This five-day training program is designed to provide front line workers with the basic skills required to work effectively within a residential setting. Participants will: identify and practise communication skills for effective relations with peers, and methods for managing conflict on the job; examine personal and work values, ethical standards and practices; practise writing skills and writing PSPs; identify and practise strategies for managing stress in the workplace; and develop a personal action plan for strengthening skills. A certificate of achievement will be granted to successful participants. To receive certification, participants must complete all five days.

Length: Five days

Dates: **March 4-6 and 18-19**

Fee: \$250

Instructor(s): Mario Govorchin, Marg Huber, Elaine Stoll and Suzu Speier

Life Skills Training for Residential Settings (#SUP121)

This two-day course is designed for residential and vocational workers who wish to be a life skills resource person for their workplace. 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, practise self-assertion and problem solving techniques, and practise methods for coaching others through a problem to its resolution. Lesson plans for coaching specific life skills will be provided to participants. This workshop is experiential and participants will practise each of these four skills.

Length: Two days

Dates: **February 9-10**

May 18-19

Fee: \$145

Instructor(s): Denise Grams

Burning Down the House: Fire Safety for Residential Facilities (#SUP113)

This one-day course is designed to help staff who work in residential facilities learn more about their responsibilities in fire safety. Participants will examine classes of fires and extinguishers and will practise extinguishing a live fire with the appropriate extinguisher. Participants will also examine and practise the most effective methods for conducting fire drills.

Length: One day

Date: **February 16**

Fee: \$115 (includes cost of fuel and use of extinguishers)

Instructor(s): JI Fire Academy Instructor

Instructors:

Carol Cohen, M.A., is a counsellor and consultant in private practice. She is experienced in direct service and management in a variety of settings.

Mario Govorchin is a consultant and trainer who has extensive experience working with clients with disabilities. He has worked in residential settings.

Denise Grams is President of Life Unlimited - Life Management Skills Training. She has extensive experience working in a variety of human service settings.

Marion Malcolmson, M.S.W., is a counsellor and consultant in private practice. She is experienced in direct service and management in a variety of settings.

Pat Meyer is a consultant and trainer with 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.

Sandra Rice is the Co-ordinator of the Management Development for Residential Settings training. She has extensive experience training and working in the management field and has worked in residential settings.

Elizabeth Robinson, M.S.W., is a private consultant and trainer with extensive management experience in child welfare and medical settings. She is on the faculty of the School of Social Work, UBC.

Suzu Speier is a consultant with Ryane Consulting Inc. She has designed and delivered workshops on a variety of management, communications and conflict topics.

Elaine Stoll is a counsellor and consultant in private practice. She is experienced in direct service and management in a variety of human service settings.

Out-of-Town Courses

Interdisciplinary Studies has received several requests to offer the Management Development for Residential Settings Certificate Program outside the Lower Mainland. In response to these requests the certificate program will be offered in two new locations this term (Kelowna/Vernon and Parksville). For further information on the program and future locations contact Sandra Rice, Program Co-ordinator, at 604/222-7273.

Out-of-town participants may take the levels of Management Development for Residential Settings Training out of sequence without prior approval of the Program Co-ordinator.

Kelowna/Vernon

Management Development for Residential Settings, Level 1 (#MGMT214K)

Length: Two days
Dates: **February 25-26**
Location: Capri Hotel, 1171 Harvey Avenue, Kelowna, BC
Fee: \$195

Management Development for Residential Settings, Level 2 (#MGMT218K)

Length: Two days
Dates: **March 24-25**
Location: Vernon Lodge, 3914 - 32nd Street, Vernon, BC
Fee: \$195

Management Development for Residential Settings, Level 3 (#MGMT230K)

Length: Two days
Dates: **May 4-5**
Location: TBA
Fee: \$195

Management Development for Residential Settings, Level 4 (#MGMT240K)

Length: Two days
Dates: **May 6-7**
Location: TBA
Fee: \$195

Victoria

Management Development for Residential Settings, Level 5 (#MGMT250V)

Length: Two days
Dates: **February 9-10**
Location: The Coast Victoria Harbourside Hotel, 146 Kingston Street, Victoria, BC
Fee: \$165

Management Development for Residential Settings, Level 6 (#MGMT260V)

Length: Two days
Dates: **March 29-30**
Location: The Coast Victoria Harbourside Hotel, 146 Kingston Street, Victoria, BC
Fee: \$165

Management Development for Residential Settings, Level 7 (#MGMT270V)

Length: Two days
Dates: **May 11-12**
Location: The Coast Victoria Harbourside Hotel, 146 Kingston Street, Victoria, BC
Fee: \$165



Management Development for Residential Settings, Level 8 (#MGMT280V)

Length: Two days
Dates: **June 15-16**
Location: The Coast Victoria Harbourside Hotel, 146
Kingston Street, Victoria, BC
Fee: \$165

Parksville

Several agencies in the Parksville area have contracted the Management Development for Residential Settings certificate program. A limited number of undesignated seats have been made available for general registration. Please check with the Registration Office.

Management Development for Residential Settings, Level 1 (#MGMT214P)

Length: Two days
Dates: **February 8-9**
Location: Tigh Na Mara, 1095 East Island Highway,
Parksville, BC
Fee: \$165

Management Development for Residential Settings, Level 2 (#MGMT218P)

Length: Two days
Dates: **March 15-16**
Location: Tigh Na Mara, 1095 East Island Highway,
Parksville, BC
Fee: \$165

Management Development for Residential Settings, Level 3 (#MGMT230P)

Length: Two days
Dates: **April 19-20**
Location: Tigh Na Mara, 1095 East Island Highway,
Parksville, BC
Fee: \$165

Management Development for Residential Settings, Level 4 (#MGMT240P)

Length: Two days
Dates: **May 27-28**
Location: Tigh Na Mara, 1095 East Island Highway,
Parksville, BC
Fee: \$165

Management Development for Residential Settings, Level 5 (#MGMT250P)

Length: Two days
Dates: **June 17-18**

Location: Tigh Na Mara, 1095 East Island Highway,
Parksville, BC
Fee: \$165

Traffic Education

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 course 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, Driving with Finesse allows the instructor to personalize and address individual participant requirements. Participants spend the entire course driving in a minivan.

Length: One day
Date: Call Kim Howse at 222-7139 for the next available date
Time: 8:30 am to 4:30 pm - bring a bag lunch (class can stop for lunch at a local restaurant)
Location: Participants meet at the Justice Institute of BC
Fee: \$150 (GST exempt)

Instructor(s): 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. They include police officers, firefighters, paramedics and 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
Date: Call Kim Howse at 604/222-7139 for the next available date
Time: 8:30 am to 4:30 pm - lunch provided
Location: PTEC Driving Centre at Boundary Bay - directions to this site are included with the registration receipt or can be forwarded by calling 222-7139.
Fee: \$275 (GST exempt)
Instructor(s): 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).

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 practise group and one-to-one training in a supportive setting. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days
Dates: **January 28-29**
March 25-26
Fee: \$225
Instructor(s): Reva Kalef

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 Co-ordinator. The number of registrants will be limited to 16. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days
Dates: **February 25-26**
May 13-14
Fee: \$225
Instructor(s): Reva Kalef

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

Length: Two days
Dates: **April 29-30**
Fee: \$225
Instructor(s): Reva Kalef

NEW

Training for Trainers: An Ideas Workshop (#MGMT223D)

Participants in this new workshop will come away with a repertoire of ideas for introductions, warm-ups, goal-setting, energizers, retention, transfer of learning and closure. The workshop is directed toward trainers who want to explore ways to increase interaction and add variety to the courses they instruct. It will highlight the importance of using interactive strategies and the instructor qualities and skills that complement the use of such strategies. **Prerequisite:** Training for Trainers: Tips, Techniques and Tactics, or by permission of the Co-ordinator. The number of registrants will be limited to 16. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days
Dates: **January 14-15**
April 1-2
Fee: \$225
Instructor(s): Reva Kalef

Instructors:

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, or to add your name to a waiting list for the course, contact Patricia McNeill at 604/222-7229.

Instructor: 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 (Lower Mainland)

Courses are listed by start date.

CORR - Computer
CR - Conflict Resolution or Child and Youth Care
CSA - Child Sexual Abuse
CY - Child and Youth Care or Counselling
EP - Counselling or Prosecution
MGMT - Management, Residential Care, or Administrative/Support Staff
PHP - Professional Health Programs
SUP - Administrative/Support Staff or Residential Care

January

- 11 Basic Supervisory Competency, Week 2 (#MGMT213A)
- 11 Mediation Skills Assessments (#CR499)
- 11 Negotiation Skills Assessments (#CR699)
- 11 WordPerfect 5.1 Level I (#CORR400)
- 11 Creative Problem Solving (#MGMT207)
- 12 Introduction to DOS (#CORR402)
- 13 WordPerfect 5.1 Level II (#CORR407)
- 14 Training for Trainers: An Ideas Workshop (#MGMT223D)
- 16 Quattro Pro (#CORR411)
- 18 Critical Skills for Communicating in Conflict (#CR735)
- 18 Front Line/Firing Line: Handling the Angry Client (#SUP109)
- 19 Critical Skills for Communicating in Conflict (#CR735) at North Shore Continuing Education
- 20 Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)
- 21 Critical Skills for Communicating in Conflict (#CR735)
- 21 Management Development for Residential Settings, Level 5 (#MGMT250)
- 23 Critical Skills for Communicating in Conflict (#CR735)
- 25 Cardiac Arrest Management (#PHP115)
- 25 Clear and Simple (#MGMT212)
- 25 Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)

- 25 Management Development for Residential Settings, Level 1 (#MGMT214)
- 25 Quattro Pro (#CORR411)
- 28 Asserting Yourself Under Pressure (#CR702)
- 28 Training for Trainers: Tips, Techniques and Tactics (#MGMT223)
- 29 Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)
- 29 Micro-computer Sampler (#CORR412)
- 30 Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100) at North Shore Continuing Education
- 30 LOTUS 1-2-3 Level I (#CORR403)

February

- 1 Basic Supervisory Competency, Week 1 (#MGMT213)
- 1 Conflict Resolution, Level II: Dealing with Anger (#CR200)
- 1 Negotiation Skills, Level I (#CR500)
- 2 WordPerfect 5.1 Level I (#CORR400)
- 3 Mediation Skills, Level I (#CR300)
- 4 Power-Smart Quattro Pro (#CORR413)
- 4 Silent Messages: Communicating Non-Verbally in Conflict (#CR758)
- 6 Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)
- 6 Advanced Cardiac Life Support Update (#PHP110)
- 6 Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)
- 8 Interactive Group Therapy (#EP119B)
- 8 Negotiation Skills, Level I (#CR500)
- 9 Life Skills Training for Residential Settings (#SUP121)
- 10 LOTUS 1-2-3 Level I (#CORR403)
- 10 Mediation Skills, Level I (#CR300)
- 11 Critical Skills for Communicating in Conflict (#CR735)

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| 11 | Shifting from Positions to Interests (#CR748) | 4 | Making it Hard to Say No - Negotiating with Difficult People (#CR767) |
| 11 | WordPerfect Tips, Tricks and Traps (#CORR409) | 5 | Power-Smart Lotus (#CORR414) |
| 12 | Art and Play Therapy: Treatment Approaches for Working with Children (#CY104) | 5 | Working with Angry and Violent Families (#CSA118) |
| 13 | Conflict Resolution, Level II: Dealing with Anger (#CR200) at North Shore Continuing Education | 6 | Paediatric Advanced Life Support (#PHP204) |
| 15 | Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100) | 8 | Critical Skills for Communicating in Conflict (#CR735) |
| 15 | Group Skills for Supporting Women in Difficult Relationships (#EP175A) | 8 | Management Development for Residential Settings, Level 3 (#MGMT230) |
| 15 | Mediation Skills, Level II (#CR400) | 8 | Problem Solving with Youth (#CY139) |
| 16 | Burning Down the House: Fire Safety for Residential Facilities (#SUP113) | 10 | Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100) |
| 16 | Management Development for Residential Settings, Level 2 (#MGMT218) | 10 | WordPerfect 5.1 Level III (#CORR408) |
| 17 | Negotiation Skills, Level II (#CR600) at Douglas College | 10 | Working with Assaultive, Intoxicated or Substance Abusing Clients (#CY142) |
| 18 | Conflict in Organizations: Symptoms, Origins and Strategies (#CR704) | 11 | Building Competency in Mediation (#CR759) |
| 18 | Micro-computer Sampler (#CORR412) | 11 | Developing Policy and Procedures Manuals (#MGMT226) |
| 18 | Working with Anger and Aggression in Youth (#CR720) | 12 | Building Competency in Negotiation (#CR765) |
| 19 | Working with Survivors of Family Trauma: A Family Systems Perspective (#CSA140) | 12 | Use-It-Or-Lose-It Clinic (#CR750) |
| 20 | Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100) at New Westminster Community Education | 13 | Introduction to DOS (#CORR402) |
| 20 | WordPerfect 5.1 Level I (#CORR400) | 13 | Use-It-Or-Lose-It Clinic (#CR750) |
| 22 | Conflict Resolution, Level II: Dealing with Anger (#CR200) | 15 | Co-Mediation (#CR773) |
| 22 | Mediation and Domestic Abuse (#CR774) | 15 | Conflict Resolution, Level II: Dealing with Anger (#CR200) |
| 22 | WordPerfect Upgrade (from Version 5.0 to 5.1) (#CORR415) | 15 | Negotiation Skills, Level I (#CR500) |
| 23 | Management Development for Residential Settings, Level 6 (#MGMT260) | 15 | WordPerfect 5.1 Level I (#CORR400) |
| 23 | Quattro Pro (#CORR411) | 15 | Working Together: Bridging the Gender Gap (#MGMT202) |
| 23 | Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115) | 17 | Mediation Skills, Level I (#CR300) |
| 24 | Identifying and Resolving Impasses and Symbolic Issues in Divorce Mediation (#CR775) | 18 | Unfinished Business - Getting Past the Past (#CR768) |
| 24 | Introduction to DOS (#CORR402) | 20 | Negotiation Skills, Level I (#CR500) |
| 25 | Advanced Training for Trainers: Working with Groups (#MGMT223B) | 22 | Focusing on Children's Interests in Family Mediation: An Advanced Level Course (#CR762) |
| 25 | Asserting Yourself Under Pressure (#CR702) | 24 | Negotiation Skills, Level I (#CR500) |
| 26 | Working with the Troubled Family, Level I (#EP136) | 25 | Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100) at Douglas College |
| 27 | Healing Stories for Empowerment: The Survivor's Journey (#CSA139) | 25 | Making Order Out of Chaos (#SUP110) |
| | | 25 | Shifting from Positions to Interests (#CR748) |
| | | 25 | Training for Trainers: Tips, Techniques and Tactics (#MGMT223) |
| | | 25 | WordPerfect Upgrade (from Version 5.0 to 5.1) (#CORR415) |
| | | 26 | Advanced Cardiac Life Support Instructor (#PHP120) |
| | | 26 | Working with the Troubled Family, Level II (#EP136A) |
| | | 29 | Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100) |
| | | 29 | Quattro Pro (#CORR411) |
| | | 30 | Cardiac Arrest Management (#PHP115) |
| | | 31 | Management Development for Residential Settings, Level 7 (#MGMT270) |
| | | 31 | Mediation Skills, Level I (#CR300) |
- March**
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| 1 | Negotiation Skills, Level II (#CR600) |
| 4 | Child Sexual Abuse Support Worker Training Program (#CSA134) |
| 4 | Front Line Training for Residential Settings (#SUP119) |

April

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| 1 | Mediation Skills Assessments (#CR499) | 17 | Mediation Skills, Level I (#CR300) at New Westminster Community Education |
| 1 | Negotiation Skills Assessments (#CR699) | 19 | Influencing Decision-Making and Change (#MGMT210) |
| 1 | Resolving Inner Conflict (#CR744) | 19 | Mediation Skills, Level II (#CR400) |
| 1 | Training for Trainers: An Ideas Workshop (#MGMT223D) | 19 | Negotiation Skills, Level I (#CR500) |
| 2 | Working with Troubled and Troubling Adolescents: A Certificate Program for Practitioners (#CY135) | 19 | Responding to Put-Downs and Bullying Behaviour: Assertion Training for Youth (#CY150) |
| 5 | Conflict Resolution, Level II: Dealing with Anger (#CR200) | 21 | Mediation Skills, Level I (#CR300) |
| 7 | Asserting Yourself Under Pressure (#CR702) | 21 | Negotiation Skills, Level I (#CR500) at Douglas College - Haney Campus |
| 7 | Critical Skills for Communicating in Conflict (#CR735) | 21 | Parent-Teen Conflict: Creating Agreements for Change (#CY148) |
| 13 | Conflict Resolution, Level I: Resolving Conflict in the Workplace (#CR763) | 22 | Critical Skills for Communicating in Conflict (#CR735) |
| 13 | Negotiation Skills, Level II (#CR600) | 22 | Sexual Harassment in the Workplace (#MGMT211) |
| 15 | Managing the Hostile Individual (for high risk professionals) (#CR753) | 26 | Basic Supervisory Competency, Week 1 (#MGMT213) |
| 16 | Child Centred Play Therapy (#CY104A) | 26 | Mediation Skills, Level I (#CR300) |
| 16 | Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A) | 27 | Management Development for Residential Settings, Level 8 (#MGMT280) |
| 17 | Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100) | 28 | Making it Hard to Say No - Negotiating with Difficult People (#CR767) |
| 17 | Advanced Cardiac Life Support Update (#PHP110) | 28 | Negotiation Skills, Level I (#CR500) |
| 17 | Mediation Skills, Level I (#CR300) | 29 | Management Development for Residential Settings, Level 4 (#MGMT240) |
| | | 29 | Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A) |

Course Listings by Date (Out-of-Town)

Courses are listed by start date.

CORR - Computer
CR - Conflict Resolution or Child and Youth Care
CSA - Child Sexual Abuse
CY - Child and Youth Care or Counselling
EP - Counselling or Prosecution
MGMT - Management, Residential Care, or Administrative/Support Staff
PHP - Professional Health Programs
SUP - Administrative/Support Staff or Residential Care

January

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| 16 | Saanich | Advanced Cardiac Life Support Update (#PHP110) |
| 28 | Burns Lake | Intervention with Families of Suicide |
| 30 | Burns Lake | Adolescent Suicide: Prevention and Postvention |
| 30 | Tofino | Advanced Cardiac Life Support Provider (#PHP100) |

February

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| 8 | Parksville | Management Development for Residential Settings, Level 1 (#MGMT214P) |
| 9 | Victoria | Management Development for Residential Settings, Level 5 (#MGMT250V) |
| 15 | Dawson Creek | Treatment Methods for Working with Children in a Family Context (#CY125) |
| 18 | Burns Lake | Intervention in Families Where Violence is Present |
| 19 | Revelstoke | Advanced Cardiac Life Support Provider (#PHP100) |
| 20 | Burns Lake | The Role of the Practitioner in the Court System |
| 23 | Cranbrook | Front Line/Firing Line: Handling the Angry Client (#SUP109) |

25	Kelowna	Management Development for Residential Settings, Level 1 (#MGMT214K)	24	Vernon	Management Development for Residential Settings, Level 2 (#MGMT218K)
			29	Victoria	Management Development for Residential Settings, Level 6 (#MGMT260V)
March					
3	Vanderhoof	Child Centred Play Therapy (#CY104A)	April		
5	Vanderhoof	Art and Play Therapy with Neglected and Abused Children (#CY104B)	19	Parksville	Management Development for Residential Settings, Level 3 (#MGMT230P)
15	Parksville	Management Development for Residential Settings, Level 2 (#MGMT218P)			

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, registration 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 social services, 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 issues related to justice and public safety and provides participants with new or enhanced skills to work with clients, staff and members of the public.

Interdisciplinary Studies offers certificate programs in 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
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE

SURNAME _____ GIVEN NAME _____

POSITION _____ ORGANIZATION _____

STREET/CITY _____ POSTAL CODE _____

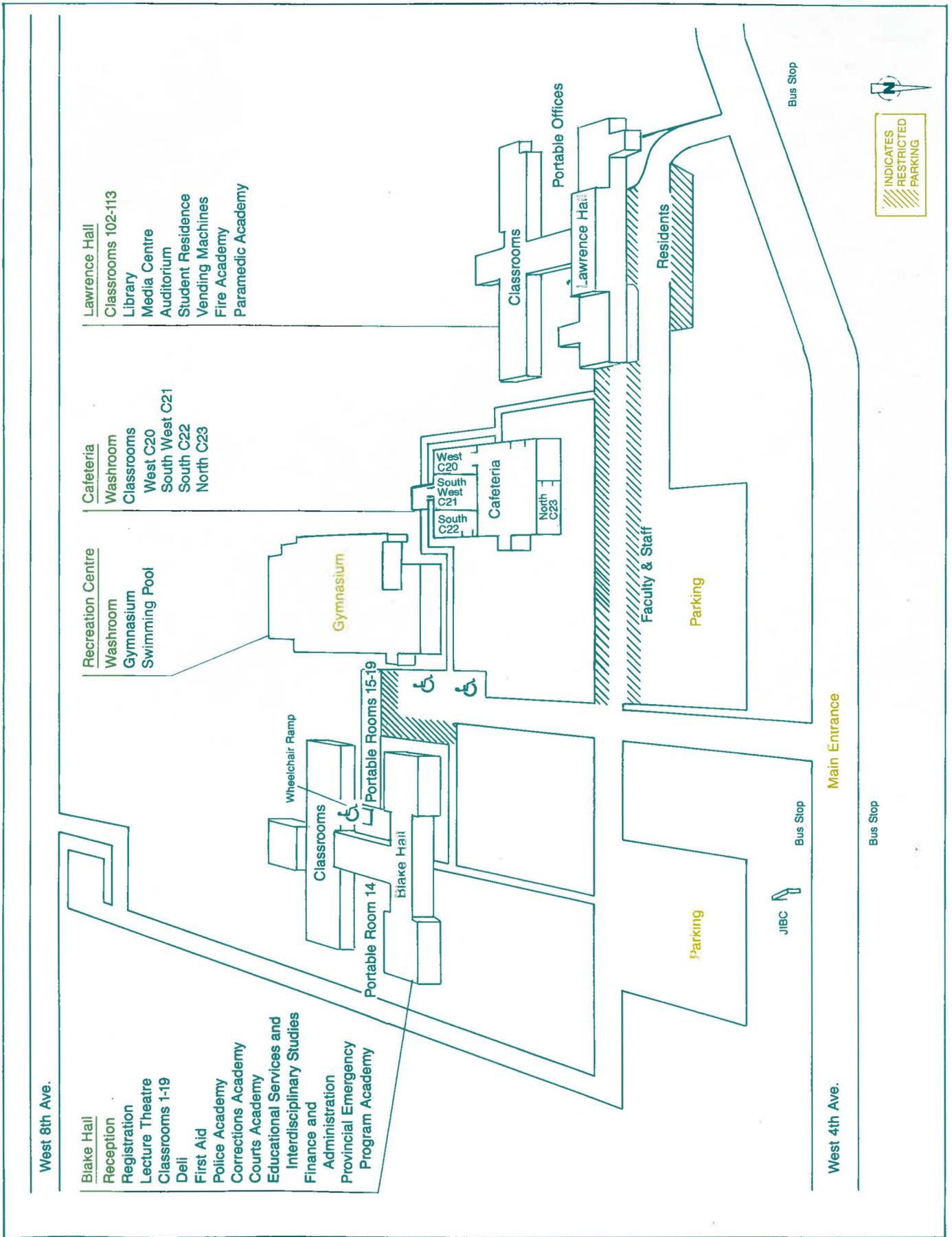
PHONE (DAY) _____

METHOD OF PAYMENT:

Enclosed is my cheque payable to the Justice Institute.

VISA CARD # [] [] [] [] - [] [] [] [] - [] [] [] [] - [] [] [] [] Expiry Date: _____

MASTERCARD # [] [] [] [] - [] [] [] [] - [] [] [] [] - [] [] [] [] Expiry Date: _____



To cut costs, and for environmental reasons, we are switching to a bulk mailing system for the Interdisciplinary Studies calendar. We have also reorganized our mailing lists. If you have any concerns about our new advertising process, please contact Kate Walker at 222-7221.



Interdisciplinary Studies
Justice Institute of B.C.
4180 West 4th Avenue
Vancouver, B.C. V6R 4J5

