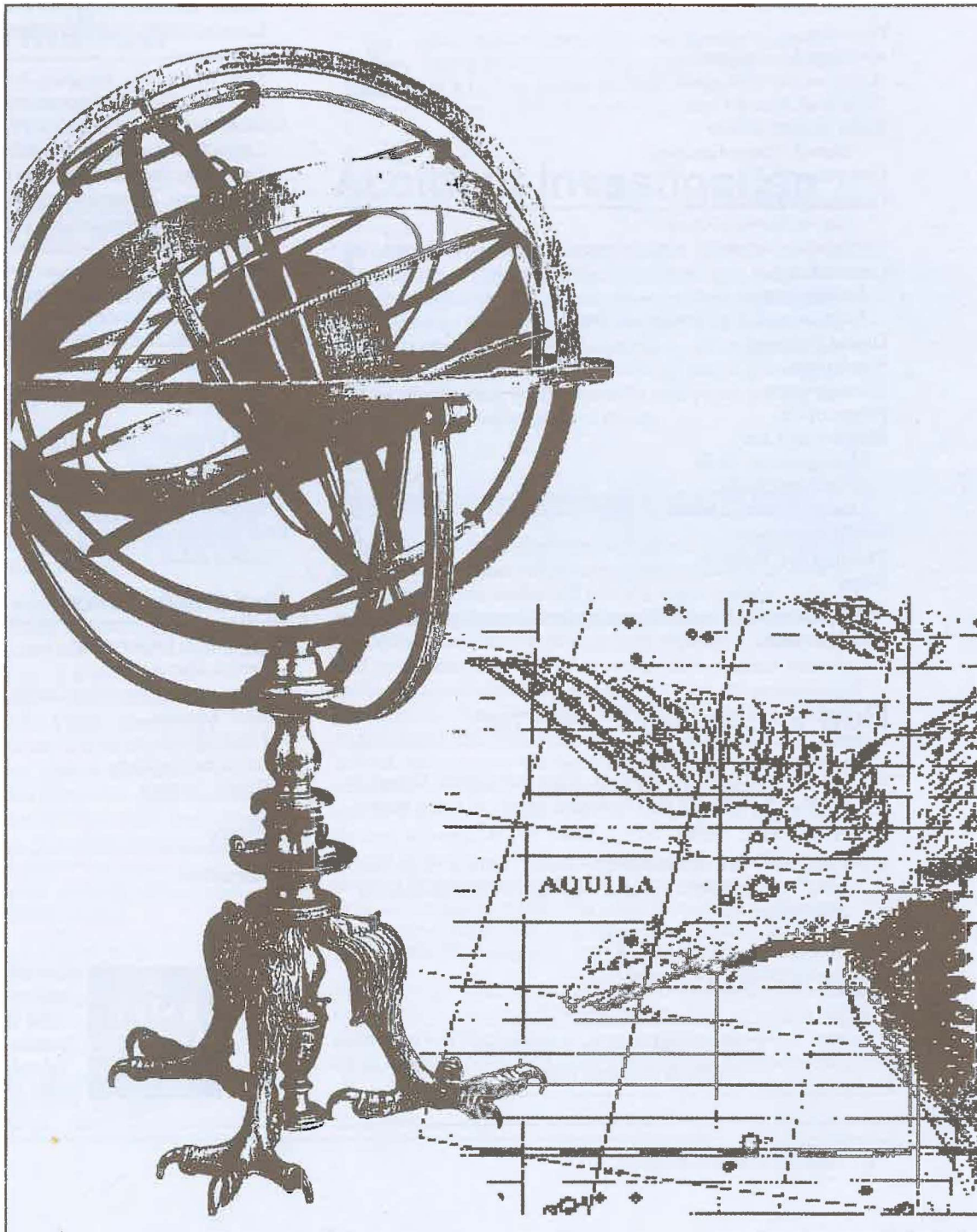




# Interdisciplinary Studies Spring/Summer Calendar



May  
to  
August  
1993



# Interdisciplinary Studies

May - August, 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 28) and alphabetically (see page 31).

**Cover and inside graphics:**

Pamela Roberts Designs

## Staff List

### Interdisciplinary Studies

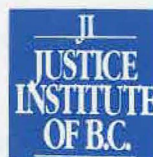
For numbers not listed below	228-9771
Dean	
Pat Ross	222-7220
Kate Walker, Supervisor Administrative Services	222-7221
Program Directors	
Flora MacLeod	222-7225
Shelley Rivkin	222-7233
Centre for Conflict Resolution Training	
Marje Burdine, Co-ordinator	222-7248
Karen Falk, Program Planner	222-7161
Kerry 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
First Nations Advisor	
Grace Adams	222-7163

### Registration Office

Registration Supervisor	
Debra Minaker	222-7276
Registration Processing Clerks	
Kate Keenan	222-7111
Heather Olson	222-7111
Lorraine Ordano	222-7111
Cindy Teather	222-7111

### Library

Information	222-3600
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Interdisciplinary Studies  
Justice Institute of B.C.  
4180 West 4th Avenue  
Vancouver, B.C. V6R 4J5  
Telephone: 604/222-7224  
FAX: 604/660-1875

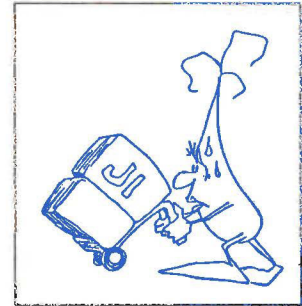


# The Justice Institute is Moving

Many of you may already know that the Justice Institute will be moving to a new campus in New Westminster. The move is scheduled for early 1995.

Our new campus will total approximately 165,000 square feet, about 10% more space than the present site. The facility will include an office block, classroom/simulation block, library, lecture theatre, cafeteria, gym, indoor firearms range, media centre, and more. The design of the buildings integrates an exterior courtyard area with an interior atrium space.

A model of the new site will be on display in the foyer of the Blake Hall classroom building. Please stop in and have a look if you are attending a course or a meeting at the Jericho site.



## 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 and east of the driveway off 8th Avenue (for MacDonald Hall).

**Disabled designated parking:** Disabled designated parking stalls are located beside the gymnasium in the parking lot adjacent to Blake Hall, and in front of MacDonald Hall (see map, page 35). Students in wheelchairs should check with the Registration Office for the location of access ramps and washrooms.

**Location of classrooms:** Unless otherwise stated, classes will take place at the Justice Institute in Blake or MacDonald Hall. Notice boards inside the main doors of Blake and MacDonald Halls list courses and classrooms for that day. It is a good idea to check the notice board on entering as rooms may 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, firefighters, paramedics, police officers and Provincial Emergency Program personnel. Others may borrow through interlibrary loan. Contact the librarian at your ministry, office, community college, university or public library.

**Food on campus:** Coffee and juice are provided in most classrooms and a small, deli-style store in Blake Hall is open from 8:00 am to 3:30 pm, Monday through Friday. The cafeteria, in a building just west of the gymnasium, is open from 7:00 am to 3:30 pm weekdays.

**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  
Date(s): 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 604/222-7282.

Length: Five days  
Date(s): Call Kim Howse at 222-7282 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. Participants who deal with physically aggressive or extremely hostile individuals may also want to take Assault Management for Frontline Workers (#SUP116).

Length: Two days  
Date(s): **June 9-10**  
Fee: \$165  
Instructor(s): A consultant with Ryane Consulting Inc.

**NEW**

### Assault Management for Frontline Workers (#SUP116)

Assault Management for Frontline Workers has been developed in response to a growing number of requests for a course for frontline workers who are confronted with physical violence or the threat of physical violence. In Front Line/Firing Line, participants develop skills for dealing with angry or distraught, but not physically threatening, clients. Assault Management for Frontline Workers builds on these skills by providing an opportunity to develop methods for dealing with physically assaultive behaviour in a professional and effective manner. Participants will learn how to evaluate incidents, and will examine and practise a variety of response options, including methods of avoiding an assault and techniques for escaping potentially harmful situations. Comfortable gym attire is recommended (sweatsuits and court shoes). **Prerequisite(s):** Front Line/Firing Line (#SUP109) or other training in dealing with distraught or angry people.

Length: One day  
Date(s): **June 11**  
Fee: \$90  
Instructor(s): Gil Puder



### 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  
Date(s): **May 10-11**  
Fee: \$165  
Instructor(s): Paula Temrick

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

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

Length: Two days  
Date(s): **June 24-25**  
Fee: \$175  
Instructor(s): Maureen Hannah

### 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(s): **July 12**  
Fee: \$90  
Instructor(s): Sheila MacCallum

### Instructors:

Maureen Hannah, B.Sc., M.B.A., is a training consultant who has 15 years' experience facilitating quality service workshops for government ministries, Crown corporations and other public and private agencies and organizations.

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

Constable Gil Puder is a former Program Developer for Physical Safety/Subject Control programs at the Justice Institute. He has trained police and civilian enforcement personnel at all levels and has an extensive martial arts background.

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  
Date(s): **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

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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.

### 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  
Date(s): **July 12-13**  
Fee: \$165  
Instructor(s): Paula Temrick

### Mediating with Youth in Conflict (#CY122)

This workshop provides an opportunity for participants to learn the basic skills of mediating with adolescents in conflict. Participants will learn how to engage adolescents in a mediation process and how to help them manage their skills effectively. Lecture, skills demonstrations and small group role play sessions will be used to assist the participants to learn to mediate both "on the spot" and in a more formal context. Especially recommended for group home and residential treatment personnel, counsellors, social workers, correctional officers and educators working with adolescents.

Length: Three days  
Date(s): **July 14-16**  
Fee: \$195  
Instructor(s): Paula Temrick

### 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 art therapy exercises used in working with children in this age group.

Length: Two days  
Date(s): **June 9-10**  
Fee: \$175  
Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S

### 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 is limited to 16 participants. **Prerequisite(s):** Art and Play Therapy (#CY104).

Length: Two days  
Date(s): **June 11-12**  
Fee: \$175  
Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S

### 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). **Prerequisite(s):** 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 is limited to 16 participants.

Length: Two days  
Date(s): **May 17-18**  
**September 24-25**  
Fee: \$175  
Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S

### 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 participants 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 fall term)

**Mediating with Youth in Conflict** - three days

**Parent-Teen Conflict: Creating Agreements for Change** - two days (next offered fall term)

**Problem Solving with Youth** (formerly Empowering Youth through Problem Solving) - two days (next offered fall term)

**Responding to Put-Downs and Bullying Behaviour: Assertion Skills for Youth** - one day (next offered fall term)

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

### **Instructors:**

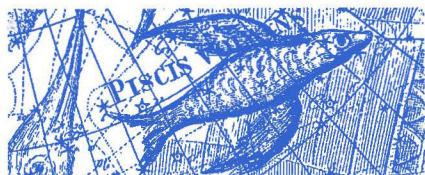
Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S, is a certified and registered art and expressive therapist specializing in play therapy.

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

Lenox Neher is a Special Care Contractor with the Ministry of Social Services. She has worked in the child and youth care field for 15 years, is president of the Child and Youth Care Association of BC, and operates a special care home.

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



## **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 résumé 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

Date(s): **July 12-29** (consecutive weekdays) and **September 17 - December 11** (Fridays and Saturdays on alternate weeks)

Fee: \$675 for July session (upon acceptance applicants must pay a deposit of \$100)  
\$735 for September session (upon acceptance applicants must pay a deposit of \$100)

#### **Adult Survivor Option (#CSA105B)**

Length: 12 days

Date(s): **October 8 - December 18** (Fridays and Saturdays on alternate weeks)

Fee: \$700 (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

Date(s): **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



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

This course is directed toward professionals working with adult male survivors of child sexual abuse in various therapeutic settings. It will be of particular interest to those working with men who have alcohol and/or underlying substance abuse problems, or who have been physically and emotionally abusive where sexual abuse may underlie the presenting issues. Course content will examine male gender role socialization and its connection to sexual abuse and the victim/offender cycle; explore physical, psychological and behavioural symptoms experienced by male victims; establish principles; and highlight treatment approaches for individual and group treatment.

Length: Two days  
Date(s): **April 22-23**  
Fee: \$175  
Instructor(s): Earl Goldstein, M.S.W.

**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 who work with parents whose early childhood sexual abuse may impact on their present day parenting. Participants will have the opportunity to examine the multi-generational 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  
Date(s): **May 21-22**  
Fee: \$165  
Instructor(s): Faye Luxemburg-Hyam

**NEW**

### 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 internal process an adolescent experiences when sexually abused, examine how these issues present in therapy, and define treatment techniques to address these issues. Through small group work and case material analysis, participants will apply specific assessment approaches to determine the effect of repetitive behavioural and emotional patterns on the adolescent and to develop therapeutic skills, such as the use of imaging, to address these patterns.

Length: Two days  
Date(s): **May 27-28**  
Fee: \$175  
Instructor(s): Sandra Wieland, Ph.D.

**NEW**

### Engaging Partners in Work with Survivors of Sexual Abuse (#CSA143)

This workshop is directed toward counsellors, therapists and other mental health practitioners working in a therapeutic context with adult survivors of child sexual abuse. Participants will have the opportunity to explore a multi-generational model in therapeutic work with sexual abuse survivors and their partners. Participants will also consider the value of involving the partner in the therapeutic process by exploring the impact of unresolved sexual abuse trauma on the developmental stages of a partner/couple relationship and identifying key issues that often emerge in intimate relationships for survivors. Through case studies and small group exercises, participants will practise strategies to address these challenges and dilemmas in the context of that relationship.

Length: Two days  
Date(s): **June 14-15**  
Fee: \$175  
Instructor(s): Lisa Shatzky, B.A., M.S.W.

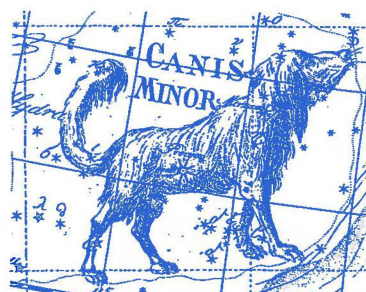
### Instructors:

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

Faye Luxemburg-Hyam has worked as a child and family counsellor, private and agency therapist, and as educator in the subject area of child sexual abuse, for 20 years. She has extensive experience in working with survivors of child sexual abuse who are parenting.

Lisa Shatzky, B.A., M.S.W., is a multigenerational family therapist working at Act II Child and Family Services, and in private practice. In her clinical work with individuals, couples and families, she has specialized in the area of trauma.

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.





## Out-of-Town Courses

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### Terrace

#### 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. The issues of self-care and self-healing will be addressed. A certificate of achievement will be granted to participants who successfully complete the program and written assignment. All seven days must be completed in order to receive a certificate.

Length: Seven days

Date(s): June 2-5, 17 & 19

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

**Registration and fee information is available only through Len Froese at the Evergreen Residence, the sponsoring organization, in Terrace, at 635-9748.**

### Prince George

#### Child Sexual Abuse Intervention Program - Adult Survivor Option

This program is designed for practitioners currently providing treatment for 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 to the Justice Institute 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.

Length: 12 days

Date(s): April 27-30, May 25-28 & June 22-25

Instructor(s): The program will be taught by practitioners in the field who have extensive experience working with adult survivors of child sexual abuse.

**Registration and fee information is available only through Lorraine Hiland at the Prince George Sexual Assault Centre, the sponsoring organization, in Prince George, at 564-8302.**

## Computer

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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. Each participant will have his or her own work station equipped with a COMPAQ 486 with a colour monitor. Course fee includes a manual and a diskette. For further information about these courses, contact Margot D'souza, Corrections Academy, 604/222-7298.

\* Courses marked with an asterisk may be taken as electives for the Management Development for Residential Settings Certificate Program.

#### Introduction to DOS (#CORR402)\*

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

**Prerequisite(s):** Basic keyboarding skills.

Length: Six evenings or two full days

Date(s): May 11-27 (Tuesday and Thursday evenings)  
June 17-18 (Thursday and Friday)  
July 7-8 (Wednesday and Thursday)

Time: 6:30 pm - 9:30 pm evenings  
9:00 am - 5:00 pm weekdays

Fee: \$185

#### 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(s):** Basic keyboarding skills.

Length: Six evenings, three Saturdays, or two full days

Date(s): May 13-14 (Thursday and Friday)  
June 1-17 (Tuesday and Thursday evenings)  
June 1-2 (Tuesday and Wednesday)  
July 10, 17 & 24 (Saturdays)

Time: 6:30 pm - 9:30 pm evenings  
9:00 am - 3:00 pm Saturdays  
9:00 am - 5:00 pm weekdays

Fee: \$185

#### WordPerfect 5.1 Level II (#CORR407)

WordPerfect advanced functions 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(s):** WP 5.1 Level I.

Length: Two Saturdays, two full days, or four evenings



Date(s): **May 29 & June 6** (Saturdays)  
**June 3-4** (Thursday and Friday)  
**June 7-16** (Monday and Wednesday evenings)  
Time: 6:30 pm - 9:30 pm evenings  
9:00 am - 3:00 pm Saturdays  
9:00 am - 4:00 pm weekdays  
Fee: \$145

### 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. **Prerequisite(s):** WP 5.1 Levels I and II.

Length: Four evenings  
Date(s): **July 6-15** (Tuesday and Thursday evenings)  
Time: 6:30 pm - 9:30 pm  
Fee: \$145

### 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(s):** Currently using WordPerfect.

Length: One full day  
Date(s): **May 31** (Monday)  
**July 6** (Thursday)  
Time: 9:00 am - 4:00 pm  
Fee: \$95

**NEW**

### Introduction to Windows (#CORR405)

This course introduces the graphics environment for file, disk and program management. Use the mouse to select icons to perform tasks instead of typing DOS commands. **Prerequisite(s):** Basic keyboarding skills.

Length: One full day, two evenings  
Dates(s): **May 10** (Monday)  
**June 7** (Monday)  
**June 21-23** (Monday and Wednesday evenings)  
**July 5** (Monday)  
Time: 9:00 am - 4:00 pm weekdays  
6:30 - 9:30 pm evenings  
Fee: \$95

### WordPerfect 5.2 for Windows (#CORR401)

This course is for new users and covers the basic functions of WordPerfect 5.2 for Windows. 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. **Recommended:** Introduction to Windows.

Length: Six evenings, three Saturdays, or two full days  
Date(s): **May 11-12** (Tuesday and Wednesday)  
**May 25-26** (Tuesday and Wednesday)  
**June 8-9** (Tuesday and Wednesday)  
**June 12, 19 & 26** (Saturdays)  
**June 28 - July 14** (Monday and Wednesday evenings)  
Time: 6:30 pm - 9:30 pm evenings  
9:00 am - 3:00 pm Saturdays  
9:00 am - 5:00 pm weekdays  
Fee: \$185

### WordPerfect Upgrade to WordPerfect for Windows (#CORR412)

This course is for present users of WordPerfect 5.1 and deals with the transition into WordPerfect for Windows. **Recommended:** Introduction to Windows.

Length: One full day or two evenings  
Date(s): **May 10 & 12** (Monday and Wednesday evenings)  
**May 20** (Thursday)  
**June 10** (Thursday)  
**July 9** (Friday)  
Time: 9:00 am - 4:00 pm weekdays  
6:30 - 9:30 pm evenings  
Fee: \$95

### 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(s):** Basic keyboarding skills.

Length: Four evenings  
Date(s): **May 17, 19, 26\*, 31** (\*May 24 Statutory Holiday) (Monday and Wednesday evenings)  
Time: 6:30 pm - 9:30 pm  
Fee: \$145

### LOTUS 1-2-3 Level II (#CORR404)\*

Participants will learn to use file extract, sorting, math functions, and in-depth macro functions. **Prerequisite(s):** Lotus 1-2-3 Level I.

Length: Two full days  
Date(s): **May 27-28** (Thursday and Friday)  
Time: 9:00 am - 4:00 pm  
Fee: \$145



## Quattro Pro (#CORR411)\*

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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(s):** Basic keyboarding skills.

Length: Two full days  
Date(s): **July 15-16** Thursday and Friday)  
Time: 9:00 am - 4:00 pm weekdays  
Fee: \$145

## Conflict Resolution

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**T**he 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 required 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 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

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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

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Courses in the Certificate Program are now co-sponsored throughout the province as well as in Whitehorse, Yukon. For listings, see page 17.

## Instructors

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Most courses at the Centre are delivered by:

Michael Altschuler, 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  
Wendy Hilliard, B.Ed., LL.B., teacher, mediator and trainer in private practice  
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  
Ron Monk, trainer and mediator in private practice  
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)

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

## Core Courses

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### Dealing with Interpersonal Conflict (#CR100)

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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)



Date(s): **May 5-7**, Randy Boychuck  
**June 2-4**, Randy Boychuck  
**June 2-4**, Michael Raynolds (CR100A)  
**July 7-9**, Deborah White  
**July 10, 17 & 24**, (9:00 am - 5:00 pm), Michael Raynolds  
**July 26-28**, Elizabeth Azmier-Stewart  
**August 11-13**, Ron Monk  
Time: 9:00 am - 5:00 pm  
Fee: \$250

### Resolving Conflict in the Workplace (#CR763)

This course is equivalent to 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)  
Date(s): **June 9-11**, Dale Zaiser  
Time: 9:00 am - 5:00 pm  
Fee: \$250

### 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(s):** Dealing with Interpersonal Conflict (#CR100), or by permission of the Co-ordinator.

Length: Three days (21 hours)  
Date(s): **May 10-12**, Dale Zaiser  
**June 5, 12 & 19** (9:00 am - 5:00 pm), Michael Raynolds  
**June 12, 19 & 26**, at New Westminster Community Education, Nym Hughes  
**June 16-18**, Stacey Holloway  
**July 19-21**, Mario Govorchin  
**August 4-6**, Michael Altshuler  
**August 23-25**, Mario Govorchin  
Time: 9:00 am - 5:00 pm  
Fee: \$250

### Mediation Skills, Level I (#CR300)

Mediation is a practical method for assisting other people to resolve their conflicts and attain mutually satisfying outcomes. The process is useful in a wide variety of settings,

including organizations, neighbourhoods, committees, schools and families. This course introduces the concepts, skills and techniques needed to mediate disputes encountered on a day-to-day basis. Emphasis will be on skill development through simulated mediations.

**Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)  
Date(s): **May 6-8**, at Douglas College, Mario Govorchin  
**May 19-21**, Michael Fogel  
**June 2-4**, Michael Altshuler  
**July 14-16**, Karen Haddigan  
**August 16-18**, Randy Boychuck  
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(s):** 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)  
Date(s): **May 31-June 4**, Stacey Holloway  
**August 11-13, 16-17**, Michael Fogel  
Time: 9:00 am - 5:00 pm  
Fee: \$425

### Negotiation Skills, Level I (#CR500)

Negotiation skills are essential in daily interactions with others to assist you in getting what you need and want. Principled negotiation results in an agreement that responds to the interests of both parties involved. This course introduces the skills, theory and techniques for applying interest-based negotiation in a variety of work and day-to-day situations. Participants will learn to build a collaborative climate and use the skills and concepts of principled negotiation. Recommended reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd Ed., 1992. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)  
Date(s): **May 17-19**, Dale Zaiser  
**May 26-28**, Randy Boychuck  
**June 28-30**, Randy Boychuck  
**July 19-21**, Michael Altshuler  
**August 4-6**, Kelly Henderson  
**August 18-20**, at New Westminster Community Education, Michael Raynolds  
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, 2nd Ed., 1992. **Prerequisite(s):** 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)  
Date(s): **May 25-28**, Karen Haddigan  
**August 23-26**, Dale Zaiser  
Time: 9:00 am - 5:00 pm  
Fee: \$330

**Note:** Effective September, 1993 Negotiation Skills, Level II will be a five day (35 hours) course. Fee: \$425.00. Effective September 1993, eight days rather than nine days of electives will be required for completion of the Certificate in Conflict Resolution.

## Mediation Skills Assessments (#CR499)

### Negotiation Skills Assessments (#CR699)

Date(s): **September 13-24**  
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 to register for the September assessments is August 27, 1993. We cannot make exceptions for requests after this date.

## Electives

**Note:** As of September 1993, eight days rather than nine days of electives will be required for completion of the Conflict Resolution Certificate. This is due to the increase of Negotiation Skills, Level II from four to five days. The total number of required hours for the Certificate will continue to be 210 hours.

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)  
Date(s): **May 8 & 15** (9:00 am - 5:00 pm), Michael Raynolds  
**July 15-16**, Randy Boychuck  
**July 22-23**, at New Westminster Community Education, Mario Govorchin  
**August 19-20**, Randy Boychuck  
Time: 9:00 am - 5:00 pm  
Fee: \$185

**NEW**

### Building Mediation Competency I (#CR759)

Building competency requires the integration of skills and concepts that form the backbone of the mediation process. This course will isolate stumbling blocks that chronically arise in mediation and will enable participants to tape, script and analyze roleplay work with the assistance of trained, skilled coaches. There are approximately four hours of scripting homework to be done outside of class. Students will require access to a VCR or audio tape deck for this homework. Please bring your own audio/video tape. This course is strongly recommended prior to taking Mediation Skills, Level II. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100), Mediation Skills, Level I (#CR300).

Length: Two days (14 hours)  
Date(s): **August 3 & 9**, Marg Huber  
Time: 9:00 am - 5:00 pm  
Fee: \$185

### Building Mediation Competency II (#CR759A)

This course provides participants with a comprehensive analysis of their mediation work through the review of scripted segments of videotaped roleplay. Script analysis reveals ineffective response patterns and micro-skill competency gaps, and gives insight into other possible intervention strategies. It is recommended for those who have taken Mediation Skills, Level II and wish to proceed to assessment with a clearer focus on where their work needs to be strengthened. There are approximately four hours of scripting homework to be done outside of class. Students will require access to a VCR or audio tape deck for this homework. Please bring your own audio/video tape. This course is strongly recommended prior to taking the Mediation Assessment. **Prerequisite(s):** Mediation Skills, Level II (#CR400).

Length: Two days (14 hours)  
Date(s): **August 18 & 20**, Marg Huber  
Time: 9:00 am - 5:00 pm  
Fee: \$185

Conflict Resolution Graduation Ceremonies  
7:30 p.m. June 24, 1993



**Building Negotiation Competency I (#CR765)**

Building competency requires the integration of skills and concepts that form the backbone of negotiation. This course will isolate stumbling blocks that chronically arise in negotiation and will enable participants to tape, script and analyze roleplay work with the assistance of trained, skilled coaches. There are approximately four hours of scripting homework to be done outside of class. Students will require access to a VCR or audio tape deck for this homework. Please bring your own audio/video tape. This course is strongly recommended prior to taking Negotiation Skills, Level II (#CR600).

**Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100), Negotiation Skills, Level I (#CR500).

Length: Two days (14 hours)  
 Date(s): August 4 & 10, Marg Huber  
 Time: 9:00 am - 5:00 pm  
 Fee: \$185

**Building Negotiation Competency II (#CR765A)**

This course provides participants with a comprehensive analysis of their negotiation work through the review of scripted segments of videotaped roleplay. Script analysis reveals ineffective response patterns and micro-skill competency gaps, and gives insight into other possible intervention strategies. It is recommended for those who have taken Negotiation Skills, Level II and wish to proceed to assessment with a clearer focus on where their work needs to be strengthened. There are approximately four hours of scripting homework to be done outside of class. Students will require access to a VCR or audio tape deck for this homework. Please bring your own audio/video tape to class. This course is strongly recommended prior to taking the Negotiation Assessment. **Prerequisite(s):** Negotiation Skills, Level II (#CR600).

Length: Two days (14 hours)  
 Date(s): August 27 & 31, 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 difficult and perplexing situations in mediations. A structured caucusing process will be presented which is applicable in a variety of dispute contexts, including family and commercial. This process will help mediators to maximize the value of meeting separately with the parties while minimizing the potential for negative outcomes. **Prerequisite(s):** Mediation Skills, Level I (#CR300).

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

**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)  
 Date(s): 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)  
 Date(s): May 3-4, Stacey Holloway  
 May 22 & 29, at New Westminster Community Education, Wendy Hilliard  
 May 31-June 1, Dale Zaiser  
 July 5-6, Michael Raynolds  
 July 22-23, Karen Haddigan  
 August 9-10, Dale Zaiser  
 August 30-31, 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(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Two days (14 hours)  
Date(s): **May 20-21**, Deborah White  
**July 29-30**, Deborah White  
**August 12-13**, at Douglas College, Deborah White  
Time: 9:00 am - 5:00 pm  
Fee: \$185

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

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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. **Prerequisite(s):** at least two core courses in the program.

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

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

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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.

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

Length: Two days (14 hours)  
Date(s): **July 22-23**, Arthur Ridgeway  
Time: 9:00 am - 5:00 pm  
Fee: \$185

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### Managing Employee Disputes (#CR703)

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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(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Two days (14 hours)  
Date(s): **June 7-8**, Deborah White  
Time: 9:00 am - 5:00 pm  
Fee: \$185

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

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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)  
Date(s): **August 9-10**, Mario Govorchin  
Time: 9:00 am - 5:00 pm  
Fee: \$185

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### Positive Power in Mediation (#CR731)

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

Length: Two days (14 hours)  
Date(s): **August 18-19**, Joan Balmer, Senior Consultant, Ryane Consulting Ltd.  
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(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Two days (14 hours)

Date(s): **July 8-9**, at Douglas College, Randy Boychuck  
**August 12-13**, 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 practice in identifying and articulating their interests; describing situations and circumstances objectively and clearly; and expressing outcomes in assertive, non-blaming ways. **Prerequisite(s):** 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 Raynolds, 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.

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

Length: Two days (14 hours)

Date(s): **July 12-13**, 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(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Two days (14 hours)

Date(s): **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.

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

Length: Two days (14 hours)

Date(s): **July 14-15**, Arthur Ridgeway

Time: 9:00 am - 5:00 pm

Fee: \$185



## SUMMER INSTITUTE FOR EDUCATORS CONFLICT RESOLUTION

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

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

**Course: An Introduction to Conflict Management for Educators (#CR708)**

**Length:** Two days

**Date(s):** July 26-27, Brian Luckock

**Time:** 9:00 am - 4:00 pm

**Fee:** \$185

**Course: Managing Anger in Educational Settings (#CR769)**

**Length:** Three days

**Date(s):** July 28-30, Stacey Holloway

**Time:** 9:00 am - 4:00 pm

**Fee:** \$250

**Course: Negotiation Skills for Educators (#CR770)**

**Length:** Four days

**Date(s):** August 3-6, Stacey Holloway

**Time:** 9:00 am - 4:00 pm

**Fee:** \$330

**Course: Mediating Conflict in the Educational Setting (#CR771)**

**Length:** Five days

**Date(s):** August 9-13, Stacey Holloway, Brian Luckock

**Time:** 9:00 am - 4:00 pm

**Fee:** \$425

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

## Out-of-Town Courses

### Conflict Resolution Certificate 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.



### ARCTIC COLLEGE

Part-time Studies

#500 - 5022 49th Street

Yellowknife, NWT X1A 3R7

Telephone: 403/920-3076

FAX: 403/873-0333



Lansdowne Campus  
Community Education Services

3100 Foul Bay Road

Victoria, BC V8P 5J2

Telephone: 604/370-3153

FAX: 604/370-3150



### COLLEGE OF NEW CALEDONIA

Quesnel Campus

Continuing Education

488 McLean Street

Quesnel, BC V2J 2P2

Telephone: 604/992-3906

FAX: 604/992-7876



New Westminster Campus/Haney Campus  
Continuing Education Services

700 Royal Avenue

New Westminster, BC V3M 5Z5

For registration information, contact the Registration Office, Justice Institute of BC.

Telephone: 604/222-7111

FAX: 604/660-1875 or 222-7158



### East Kootenay Community College

Cranbrook Centre

2700 College Way

Cranbrook, BC V1C 5L7

Telephone: 604/489-2751

FAX: 604/489-8254





### **NEW WESTMINSTER COMMUNITY EDUCATION**

1001 West Columbia Street  
New Westminster, BC V3M 1B8  
For registration information, contact the  
Registration Office, Justice Institute of BC.  
Telephone: 604/222-7111  
FAX: 604/660-1875 or 222-7158



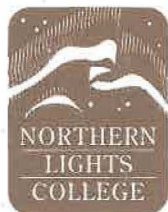
705 Kitch Road  
Kelowna, BC V1X 5V8  
Telephone: Russell Krasnuik, 604/862-5480  
FAX: 604/762-6634



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 or 222-7158



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



### **Northwest Community College**

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



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

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

### **SUNSHINE COAST COMMUNITY SERVICES**

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



### **THE UNIVERSITY COLLEGE OF THE CARIBOO**

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



Whitehorse Campus  
Continuing Education  
Box 2799  
Whitehorse, Yukon Y1A 5K4



# Counselling

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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.

## Family Issues

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### Identifying and Supporting Older Adults at Risk of Suicide (#EP109)

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This workshop is directed toward front line staff, volunteers and others who work in a support capacity with older adults. Participants will have the opportunity to develop a framework for understanding suicide in this population; consider personal and social attitudes towards aging; and explore key factors which may contribute to suicide risk, such as depression, isolation and alcoholism. The role of the support worker in identifying and supporting the older adult at risk will be addressed. The special needs of the at-risk older adult will be discussed as they relate to the identification of appropriate referral resources in the community. This workshop was developed by Suicide Prevention Training Programs in Calgary under the auspices of the Canadian Mental Health Association.

Length: One day  
Date(s): **June 2**  
Fee: \$85  
Instructor(s): Brenda Dafoe, M.Ed.

## Trauma and Post Traumatic Stress

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### Trauma in the Workplace: Responding to Critical Incident Stress, Level I (#EP117)

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Major disasters and daily emergencies expose emergency health, human services and other high risk and public safety workers to significant stress. Workers' responses to these "critical incidents" can range from confusion to extreme pain, anger, emotional problems and physical illness. The Critical Incident Stress Debriefing (CISD) process was developed as an effective tool to manage this work related trauma, to help staff cope with what they have seen or experienced. The purpose of this introductory level workshop is to train mental health professionals and personnel from emergency health, human services and other high risk and public safety occupations, in the effective management of critical incident stress (C.I.S.). On day one, participants will review the nature of stress, cumulative stress and critical incident stress and their impact on human functioning; specific causes of C.I.S.; factors that affect one's vulnerability to C.I.S.; and defusing techniques. On day two, the formal debriefing process

will be outlined and demonstrated through roleplay. Specific attention will be directed toward various types of work related critical incidents, problems associated with debriefings, and the issues involved in program development. This two-day program serves as a basic entry requirement for individuals interested in participating in a critical incident stress debriefing team in their workplace.

Length: Two days  
Date(s): **April 22-23**  
Fee: \$165  
Instructor(s): Toby Snelgrove, Ph.D.

**NEW**

### Trauma in the Workplace: Responding to Critical Incident Stress, Level II (#EP117A)

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This advanced level workshop is directed towards experienced mental health professionals and peer personnel from emergency health, human services and other high risk public safety occupations, and will build on the content presented in Level I. Through the use of role plays and debriefing simulations, participants will have the opportunity to practise specific aspects of C.I.S. debriefing, problem solve around specific issues that arise in a debriefing process, and explore how to generalize the C.I.S. debriefing process and skills to other settings and situations. **Prerequisite(s):** Trauma in the Workplace: Responding to Critical Incident Stress, Level I (#EP117) or written application outlining previous training in C.I.S. debriefing, including the name of the instructor and length of training.

Length: Two days  
Date(s): **June 10-11**  
Fee: \$165  
Instructor(s): Toby Snelgrove, Ph.D.

### Trauma and Post Traumatic Stress Reactions (#EP178)

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This workshop is designed for front line emergency and crisis workers, and practitioners working with trauma survivors in an individual, group or community context. It will provide an introduction to 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. This workshop 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  
Date(s): **May 10-11**  
Fee: \$165  
Instructor(s): Maggie Ziegler, M.A.



## Creativity and Trauma: Using Art as a Tool for Healing (#EP179)

This workshop is directed towards counsellors and therapists working with adults in a therapeutic context, and will explore the use of art and creativity as a tool for healing the effects of past trauma such as childhood sexual abuse, physical abuse, long term illness or the death of a loved one. Participants will have the opportunity to explore the roots of creativity and psychological health, examine the impact of trauma and psychological shock and how change occurs, consider the theoretical basis for understanding the art work of their clients, and the stages in the therapeutic process. Opportunities will be provided to experience a variety of creative media (including art, writing and visualization), and to discuss the creative process.

Length: Three days

Date(s): **May 13-15**

Fee: \$225

Instructor(s): Margaret Jones, M.A.

### Instructors:

Brenda Dafoe, M.Ed., is an adult educator, consultant and suicide prevention trainer who has developed and conducted several workshops on suicide prevention in Vancouver and Calgary.

Margaret Jones, M.A., is a therapist in private practice and a consultant and trainer in the area of working with children and adult survivors of sexual abuse.

Toby Snelgrove, Ph.D., is a counsellor, consultant and trainer in private practice specializing in traumatic stress, grief and loss issues. For the past seven years he has been a debriefer, educator and program developer assisting emergency and human service organizations to recognize and manage occupational stress.

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 or over a weekend. Enrolment is limited to 40 participants.

Length: Six, 2 1/2 hour sessions

Location: Justice Institute of BC

Date(s): Call the Fire Academy at 604/222-7130 for the dates of the next scheduled course

Fee: \$100 (includes textbook)

Instructor(s): Instructors are leaders in their specific area of the fire service.

### Introduction to the Fire Service: Field 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(s):** Completion of Introduction to the Fire Service (#NC-01). Class size is limited to 20.

Location: Safety Training Centre, Maple Ridge, BC

Date(s): A waiting list is maintained for this course.

Telephone the Fire Academy at 604/222-7130.

Fee: \$225

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) or (#NC-02)

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 (#DE100), or six 2 1/2 hour classroom sessions offered at least twice a year (#NC-02)

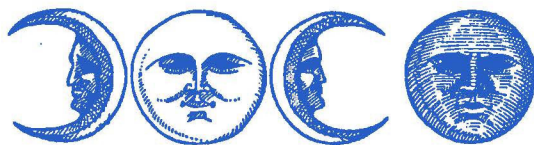
Fee: \$165

## 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 Program, 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 Program, Week 1. Co-sponsored with the Corrections Academy. Enrolment is limited to 16 participants.

Length: Five days

Date(s): **June 14-18**

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 Program, 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 Program, 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 co-operation 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(s):** Basic Supervisory Competency Program, Week 1. Enrolment is limited to 16 participants.

Length: Five days

Date(s): **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.



**NEW**

### **Together We Stand: Effective Team Building (#MGMT120)**

Teamwork has long been seen as a basic organizational need. Currently, however, an increased focus on team formation and team development has created a need for managers to develop further competence in team building. This workshop explores the concept of team: what differentiates a group from a team, what a team really is, why teams exist in the first place and how teams are developed; and looks at ways to measure and improve team effectiveness. The role of the leader in work teams is also explored. Participants will practise strategies for building and enhancing teams while developing an understanding of how teams function.

Length: Two days  
Date(s): **June 21-22**  
Fee: \$175  
Instructor(s): Elizabeth Robinson

**NEW**

### **Building Strategies for Change (#MGMT229)**

This new, two-day workshop uses case studies, small group work and videos to demonstrate principles participants can apply to implement planned change in their workplace. Participants will become familiar with the stages of change, the ways in which people are affected by change, and what their responsibilities are as managers in guiding change. They will identify their own personality styles and how this affects their reaction to change, examine methods of developing a climate for change, and understand the reasons for resistance and how to deal with it. Techniques for persuading others to give up the old ways and methods for generating excitement about change will be presented.

Length: Two days  
Date(s): **May 19-20**  
Fee: \$175  
Instructor(s): Sandra Heath

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

#### **Instructors:**

Sandra Heath, B.A., is a management training and human resources consultant whose experience includes responsibility for human resources, policy development and training. She has line management experience in BC and Alberta and in the federal public sector.

Elizabeth Robinson, M.S.W., is a 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.

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.

## **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.

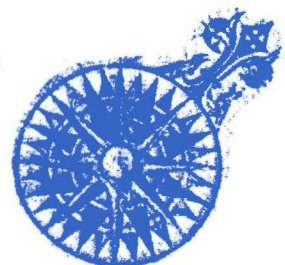
#### **Instructors:**

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 may have an opportunity to practise presenting evidence in a mock trial. This is an optional segment of the course which may be included depending on the requirements of course participants. Enrolment is limited to 16 participants.

Length: Two days  
Date(s): 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

Date(s): 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  
Date(s): **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  
Date(s): TBA in fall calendar  
Fee: TBA  
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  
Date(s): **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  
Date(s): **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  
Date(s): TBA in fall calendar  
Fee: TBA  
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  
Date(s): TBA in fall calendar  
Fee: TBA  
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

Date(s): **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 Computer, Conflict Resolution, Management and Training for Trainers categories. **Electives must be Justice Institute courses.**

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

### Asserting Yourself Under Pressure (#CR702)

### Building Mediation Competency I (#CR759)

### Building Negotiation Competency I (#CR765)

### Building Strategies for Change (#MGMT229)

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

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

### Dealing with Anger (#CR200)

### Dealing with Interpersonal Conflict (#CR100)

### Introduction to DOS (#CORR402)

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

### LOTUS 1-2-3 Level II (#CORR404)

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

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

### Managing Employee Disputes (#CR703)

### Mediation Skills, Level I (#CR300)

### Negotiation Skills, Level I (#CR500)

### Positive Power in Mediation (#CR731)

### Quattro Pro (#CORR411)

### Resolving Conflict in the Workplace (#CR763)

### Resolving Inner Conflict #CR744)

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

### Shifting from Positions to Interests (#CR748)

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

### Together We Stand: Effective Team Building (#MGMT120)

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

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

### Unfinished Business - Getting Past the Past (CR768)

Management Development for Residential  
Settings Certificate Program Graduation  
Ceremonies: June 4, 1993

## 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

Date(s): **June 1-3 and 14-15**

Fee: \$250

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

### 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

Date(s): **May 18-19**

Fee: \$145

Instructor(s): Denise Grams

### 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.

Marg Huber is a trainer and mediator in private practice, specializing in family, community and native groups.

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 Certificate Program 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

The Management Development for Residential Settings Certificate Program is now offered in several locations outside the Lower Mainland. 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 Districts

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

Length: Two days

Date(s): **May 4-5**

Location: Capri Hotel, 1171 Harvey Avenue, Kelowna, BC

Fee: \$195

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

Length: Two days

Date(s): **May 6-7**

Location: Capri Hotel, 1171 Harvey Avenue, Kelowna, BC

Fee: \$195

### Victoria

#### Management Development for Residential Settings, Level 1 (#MGMT214V)

Length: Two days

Date(s): **May 4-5**

Location: Ramada Inn, 3020 Blanshard Street, Victoria, BC

Fee: \$165

#### Management Development for Residential Settings, Level 2 (#MGMT218V)

Length: Two days

Date(s): **June 9-10**

Location: Coast Victoria Harbourside Hotel, 146 Kingston Street, Victoria, BC

Fee: \$165



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

Length: Two days  
Date(s): **May 11-12**  
Location: Coast Victoria Harbourside Hotel, 146 Kingston Street, Victoria, BC  
Fee: \$165

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

Length: Two days  
Date(s): **June 15-16**  
Location: Coast Victoria Harbourside Hotel, 146 Kingston Street, Victoria, BC  
Fee: \$165

## Traffic Education

**T**he 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(s): 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. 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(s): 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: 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  
Date(s): **April 29-30**  
Fee: \$225  
Instructor(s): Reva Kalef



### 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  
Date(s): May 10-11  
June 10-11  
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(s):** Training for Trainers: Tips, Techniques and Tactics, or by permission of the Co-ordinator. The number of registrants is limited to 16. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days  
Date(s): May 13-14  
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  
SUP - Administrative/Support Staff or Residential Care

### April

- 2 Working with Troubled and Troubling Adolescents: A Certificate Program for Practitioners (#CY135)
- 16 Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A)
- 19 Responding to Put-Downs and Bullying Behaviour: Assertion Training for Youth (#CY150)
- 21 Parent-Teen Conflict: Creating Agreements for Change (#CY148)

- 22 Clinical Issues: Working with the Male Survivor of Sexual Abuse (#CSA131)
- 22 Trauma in the Workplace: Responding to Critical Incident Stress, Level I (#EP117)
- 27 Management Development for Residential Settings, Level 8 (#MGMT280)
- 29 Management Development for Residential Settings, Level 4 (#MGMT240)
- 29 Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)

### May

- 3 Critical Skills for Communicating in Conflict (#CR735)
- 3 Self-Disclosure in Conflict: Winning Yourself a Hearing (#CR766)
- 5 Dealing with Interpersonal Conflict (#CR100)



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| <ul style="list-style-type: none"> <li>6 Mediation Skills, Level I (#CR300) at Douglas College</li> <li>8 Asserting Yourself Under Pressure (#CR702)</li> <li>10 Dealing with Anger (#CR200)</li> <li>10 Introduction to Windows (#CORR405)</li> <li>10 Silent Messages: Communicating Non-Verbally in Conflict (#CR758)</li> <li>10 Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115)</li> <li>10 Training for Trainers: Tips, Techniques and Tactics (#MGMT223)</li> <li>10 Trauma and Post Traumatic Stress Reactions (#EP178)</li> <li>10 WordPerfect Upgrade To WordPerfect for Windows (#CORR412)</li> <li>11 Introduction to DOS (#CORR402)</li> <li>11 Management Development for Residential Settings, Level 1 (#MGMT214)</li> <li>11 WordPerfect 5.2 for Windows (#CORR401)</li> <li>13 Advanced Training for Trainers: Working with Groups (#MGMT223B)</li> <li>13 Creativity and Trauma: Using Art as a Tool for Healing (#EP179)</li> <li>13 Group Conflict Resolution: An Advanced Level Course (#CR736)</li> <li>13 WordPerfect 5.1 Level I (#CORR400)</li> <li>17 Art and Play Therapy with Neglected and Abused Children (#CY104B)</li> <li>17 LOTUS 1-2-3 Level I (#CORR403)</li> <li>17 Negotiation Skills, Level I (#CR500)</li> <li>18 Life Skills Training for Residential Settings (#SUP121)</li> <li>19 Building Strategies for Change (#MGMT229)</li> <li>19 Mediation Skills, Level I (#CR300)</li> <li>20 Criticism: How to Give and Receive It (#CR706)</li> <li>20 WordPerfect Upgrade To WordPerfect for Windows (#CORR412)</li> <li>21 Parenting Issues for Adult Survivors of Sexual Abuse: Implications of Practice (#CSA138)</li> <li>22 Critical Skills for Communicating in Conflict (#CR735) at New Westminster Community Education</li> <li>25 Negotiation Skills, Level II (#CR600)</li> <li>25 WordPerfect 5.2 for Windows (#CORR401)</li> <li>26 Negotiation Skills, Level I (#CR500)</li> <li>27 LOTUS 1-2-3 LEVEL II (#CORR404)</li> <li>27 Treatment Approaches with Sexually Abused Adolescents (#CSA142)</li> <li>29 WordPerfect 5.1 Level II (#CORR407)</li> <li>31 Critical Skills for Communicating in Conflict (#CR735)</li> <li>31 Mediation Skills, Level II (#CR400)</li> <li>31 WordPerfect Tips, Tricks and Traps (#CORR409)</li> </ul> | <ul style="list-style-type: none"> <li>2 Dealing with Interpersonal Conflict (#CR100)</li> <li>2 Identifying and Supporting Older Adults at Risk of Suicide (#EP109)</li> <li>2 Mediation Skills, Level I (#CR300)</li> <li>3 WordPerfect 5.1 Level II (#CORR407)</li> <li>4 Management Development for Residential Settings Certificate Program Graduation Ceremonies</li> <li>5 Dealing with Anger (#CR200)</li> <li>7 Introduction to Windows (#CORR405)</li> <li>7 Management Development for Residential Settings, Level 5 (#MGMT250)</li> <li>7 Managing Employee Disputes (#CR703)</li> <li>7 WordPerfect 5.1 Level II (#CORR407)</li> <li>8 WordPerfect 5.2 for Windows (#CORR401)</li> <li>9 Art and Play Therapy: Treatment Approaches for Working with Children (#CY104)</li> <li>9 Caucusing in Mediation (#CR764)</li> <li>9 Front Line/Firing Line: Handling the Angry Client (#SUP109)</li> <li>9 Resolving Conflict in the Workplace (#CR763)</li> <li>10 Training for Trainers: Tips, Techniques and Tactics (#MGMT223)</li> <li>10 Trauma in the Workplace: Responding to Critical Incident Stress, Level II (#EP117A)</li> <li>10 WordPerfect Upgrade To WordPerfect for Windows (#CORR412)</li> <li>11 Assault Management for Frontline Workers (#SUP116)</li> <li>11 Child Centred Play Therapy (#CY104A)</li> <li>12 Dealing with Anger (#CR200) at New Westminster Community Education</li> <li>12 WordPerfect 5.2 for Windows (#CORR401)</li> <li>14 Basic Supervisory Competency Program, Week 1 (#MGMT213)</li> <li>14 Conflict in Organizations: Symptoms, Origins and Strategies (#CR704)</li> <li>14 Engaging Partners in Work with Survivors of Sexual Abuse (#CSA143)</li> <li>16 Dealing with Anger (#CR200)</li> <li>17 Introduction to DOS (#CORR402)</li> <li>17 Silent Messages: Communicating Non-Verbally in Conflict (#CR758)</li> <li>21 Introduction to Windows (#CORR405)</li> <li>21 Together We Stand: Effective Team Building (#MGMT120)</li> <li>22 Management Development for Residential Settings, Level 2 (#MGMT218)</li> <li>24 Conflict Resolution Graduation Ceremonies</li> <li>24 Putting People First: A Service Quality Workshop (#MGMT203)</li> <li>28 Negotiation Skills, Level I (#CR500)</li> <li>28 WordPerfect 5.2 for Windows (#CORR401)</li> </ul> |
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## June

- 1 Front Line Training for Residential Settings (#SUP119)
- 1 WordPerfect 5.1 Level I (#CORR400)
- 1 WordPerfect 5.1 Level I (#CORR400) (evenings)

## July

- 5 Basic Supervisory Program, Week 2 (#MGMT213A)
- 5 Critical Skills for Communicating in Conflict (#CR735)
- 5 Introduction to Windows (#CORR405)
- 6 WordPerfect 5.1 Level III (#CORR408)



- 6 WordPerfect Tips, Tricks and Traps (#CORR409)
- 7 Dealing with Interpersonal Conflict (#CR100)
- 7 Introduction to DOS (#CORR402)
- 8 Resolving Inner Conflict (#CR744) at Douglas College
- 9 WordPerfect Upgrade To WordPerfect for Windows (#CORR412)
- 10 Dealing with Interpersonal Conflict (#CR100)
- 10 WordPerfect 5.1 Level I (#CORR400)
- 12 Child Sexual Abuse Intervention: A Training Program for Practitioners - Children and Youth Option (#CSA105A)
- 12 Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)
- 12 Shifting from Positions to Interests (#CR748)
- 12 Working with Anger and Aggression in Youth (#CR720)
- 14 Mediating with Youth in Conflict (#CY122)
- 14 Mediation Skills, Level I (#CR300)
- 14 Unfinished Business - Getting Past the Past (#CR768)
- 15 Asserting Yourself Under Pressure (#CR702)
- 15 Quattro Pro (#CORR411)
- 19 Dealing with Anger (#CR200)
- 19 Negotiation Skills, Level I (#CR500)
- 22 Asserting Yourself Under Pressure (#CR702) at New Westminster Community Education
- 22 Critical Skills for Communicating in Conflict (#CR735)
- 22 Making It Hard to Say No - Negotiating with Difficult People (#CR767)
- 26 An Introduction to Conflict Management for Educators (#CR708) at White Rock Elementary School

- 26 Dealing with Interpersonal Conflict (#CR100)
- 28 Managing Anger in Educational Settings (#CR769) at White Rock Elementary School
- 29 Criticism: How to Give and Receive It (#CR706)

### August

- 3 Building Mediation Competency I (#CR759)
- 3 Negotiation Skills for Educators (#CR770) at White Rock Elementary School
- 4 Building Negotiation Competency I (#CR765)
- 4 Dealing with Anger (#CR200)
- 4 Negotiation Skills, Level I (#CR500)
- 9 Critical Skills for Communicating in Conflict (#CR735)
- 9 Managing the Hostile Individual (for high risk professionals) (#CR753)
- 9 Mediating Conflict in the Educational Setting (#CR771) at White Rock Elementary School
- 11 Dealing with Interpersonal Conflict (#CR100)
- 11 Mediation Skills, Level II (#CR400)
- 12 Criticism: How to Give and Receive It (#CR706) at Douglas College
- 12 Resolving Inner Conflict (#CR744)
- 16 Mediation Skills, Level I (#CR300)
- 18 Building Mediation Competency II (#CR759A)
- 18 Negotiation Skills, Level I (#CR500) at New Westminster Community Education
- 18 Positive Power in Mediation (#CR731)
- 19 Asserting Yourself Under Pressure (#CR702)
- 23 Dealing with Anger (#CR200)
- 23 Negotiation Skills, Level II (#CR600)
- 27 Building Negotiation Competency II (#CR765A)
- 30 Critical Skills for Communicating in Conflict (#CR735)

## Out-of-Town Course Listings by Date

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  
 SUP - Administrative/Support Staff or Residential Care

### April

- 27 Prince George Child Sexual Abuse Intervention Program - Adult Survivor Option

### May

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

- 4 Victoria Management Development for Residential Settings, Level 1 (#MGMT214V)
- 6 Kelowna Management Development for Residential Settings, Level 4 (#MGMT240K)
- 11 Victoria Management Development for Residential Settings, Level 7 (#MGMT270V)

### June

- 2 Terrace Child Sexual Abuse Support Worker Training Program (#CSA134)
- 9 Victoria Management Development for Residential Settings, Level 2 (#MGMT218V)
- 15 Victoria Management Development for Residential Settings, Level 8 (#MGMT280V)



# Course Listings by Title

Advanced Training for Trainers: Working with Groups (#MGMT223B) .....	28	Introduction to DOS (#CORR402).....	9
An Introduction to Conflict Management for Educators (#CR708).....	17	Introduction to the Fire Service (#NC-01) .....	20
Art and Play Therapy with Neglected and Abused Children (#CY104B) .....	6	Introduction to the Fire Service: Field Exercises (#NC-04) .....	20
Art and Play Therapy: Treatment Approaches for Working with Children (#CY104) .....	6	Introduction to Windows (#CORR405).....	10
Assault Management for Frontline Workers (#SUP116) .....	4	Life Skills Training for Residential Settings (#SUP121) .....	26
Asserting Yourself Under Pressure (#CR702) .....	13	LOTUS 1-2-3 Level I (#CORR403) .....	10
Basic Fire Science (#DE100) or (#NC-02) .....	21	LOTUS 1-2-3 Level II (#CORR404) .....	10
Basic Supervisory Competency Program, Week 1 (#MGMT213) .....	21	Making It Hard to Say No - Negotiating with Difficult People (#CR767) .....	15
Basic Supervisory Program, Week 2 (#MGMT213A) .....	21	Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110) .....	5
Building Mediation Competency I (#CR759) .....	13	Management Development for Residential Settings Certificate Program .....	23
Building Mediation Competency II (#CR759A) .....	13	Management Development for Residential Settings, Level 1 (#MGMT214) .....	23
Building Negotiation Competency I (#CR765) .....	14	Level 2 (#MGMT218) .....	24
Building Negotiation Competency II (#CR765A) .....	14	Level 3 (#MGMT230) .....	24
Building Strategies for Change (#MGMT229) .....	22	Level 4 (#MGMT240) .....	24
Caucusing in Mediation (#CR764) .....	14	Level 5 (#MGMT250) .....	24
Child Centred Play Therapy (#CY104A) .....	6	Level 6 (#MGMT260) .....	24
Child Sexual Abuse Intervention - Adult Survivor Option (CSA105B) .....	7	Level 7 (#MGMT270) .....	24
Child Sexual Abuse Intervention: A Training Program for Practitioners (Series #CSA105) .....	7	Level 8 (#MGMT280) .....	25
Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A) .....	7	Managing Anger in Educational Settings (#CR769) .....	17
Child Sexual Abuse Intervention: Children and Youth Option (#CSA105A) .....	7	Managing Employee Disputes (#CR703) .....	15
Child Sexual Abuse Intervention Program: Adult Survivor Option (Prince George) .....	9	Managing the Hostile Individual (for high risk professionals) (#CR753) .....	15
Child Sexual Abuse Support Worker Training Program (Terrace) .....	9	Mediating Conflict in the Educational Setting (#CR771) .....	17
Clinical Issues: Working with the Male Survivor of Sexual Abuse (#CSA131) .....	8	Mediating with Youth in Conflict (#CY122) .....	6
Conflict in Organizations: Symptoms, Origins and Strategies (#CR704) .....	14	Mediation Skills Assessments (#CR499) .....	13
Creativity and Trauma: Using Art as a Tool for Healing (#EP179) .....	20	Mediation Skills, Level I (#CR300) .....	12
Critical Skills for Communicating in Conflict (#CR735) .....	14	Mediation Skills, Level II (#CR400) .....	12
Criticism: How to Give and Receive It (#CR706) .....	14	Negotiation Skills Assessments (#CR699) .....	13
Dangerous Goods (#DE101) .....	21	Negotiation Skills for Educators (#CR770) .....	17
Dealing with Anger (#CR200) .....	12	Negotiation Skills, Level I (#CR500) .....	12
Driving with Finesse (#PTEC300) .....	27	Negotiation Skills, Level II (#CR600) .....	13
Enforcement and Investigative Skills .....	22	Parenting Issues for Adult Survivors of Sexual Abuse: Implications of Practice (#CSA138) .....	8
Engaging Partners in Work with Survivors of Sexual Abuse (#CSA143) .....	8	Positive Power in Mediation (#CR731).....	15
Executing a Court Order (#EP159) .....	28	Presenting Evidence: Being an Expert Witness in Environmental Cases (#EP119) .....	22
Fire Safety at Work (#DE102).....	20	Putting People First: A Service Quality Workshop (#MGMT203) .....	5
Front Line Training for Residential Settings (#SUP119).....	25	Quattro Pro (#CORR411) .....	11
Front Line/Firing Line: Handling the Angry Client (#SUP109).....	4	Resolving Conflict in the Workplace (#CR763) .....	12
Group Conflict Resolution: An Advanced Level Course (#CR736) .....	15	Resolving Inner Conflict (#CR744) .....	16
Identifying and Supporting Older Adults at Risk of Suicide (#EP109) .....	19	Self-Disclosure in Conflict: Winning Yourself a Hearing (#CR766).....	16
Industrial Accident Investigation (#MGMT222) .....	3	Shifting from Positions to Interests (#CR748) .....	16
		Silent Messages: Communicating Non-Verbally in Conflict (#CR758) .....	16
		Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115).....	5
		Technical Math (#DE105) .....	21
		Together We Stand: Effective Team Building (#MGMT120) .....	22
		Total Control Driving (#PTEC400) .....	27



Traffic Accident Investigation Level I (#PTEC100) .....	4
Traffic Accident Investigation Level II (#PTEC500) .....	4
Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A) .....	27
Training for Trainers: Tips, Techniques and Tactics (#MGMT223) .....	28
Trauma and Post Traumatic Stress Reactions (#EP178) ..	19
Trauma in the Workplace: Responding to Critical Incident Stress, Level I (#EP117) .....	19
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## Employment Readiness Program

**Are you interested in pursuing a challenging career in the community corrections field?**

**This intensive 75 day program may be of interest to you.**

Graduates of the program will be granted certificates of achievement which will be a recognized standard for entry into community program worker roles with a variety of employers, e.g., Probation Officer/Family Court Counsellor.

### Minimum qualifications for program entry:

University graduation preferably in a related discipline (e.g., social work, criminology, sociology, psychology);

**OR**

Completion of two years at a recognized college or university in a related field plus five years varied experience as a corrections worker or work in a related field.

**PLUS**

Canadian citizen or permanent resident and successful completion of the Justice Institute's prerequisite Modules.

Members of designated groups (women, visible minorities and Aboriginal people) are encouraged to apply.

**FOR AN INFORMATION PACKAGE,**

**PLEASE CALL: 604/222-7291**

**Are you interested in becoming a corrections/security worker?**

The Corrections Academy, Justice Institute of BC, is offering a five week Employment Readiness Program for Corrections/Security Worker. This unique program is directed toward individuals interested in pursuing a career in the corrections, security or public safety field. The program will be offered to 24 carefully screened, qualified and motivated applicants.

### Minimum qualifications for application to program:

Grade 12 graduation or G.E.D.

19 years or older

Canadian citizen or permanent resident

Valid drivers licence

### Program Cost:

\$250

Members of designated groups (women, visible minorities and Aboriginal people) are encouraged to apply.

**FOR AN INFORMATION PACKAGE,**

**PLEASE CALL: 604/222-7188**



# 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 3500 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.

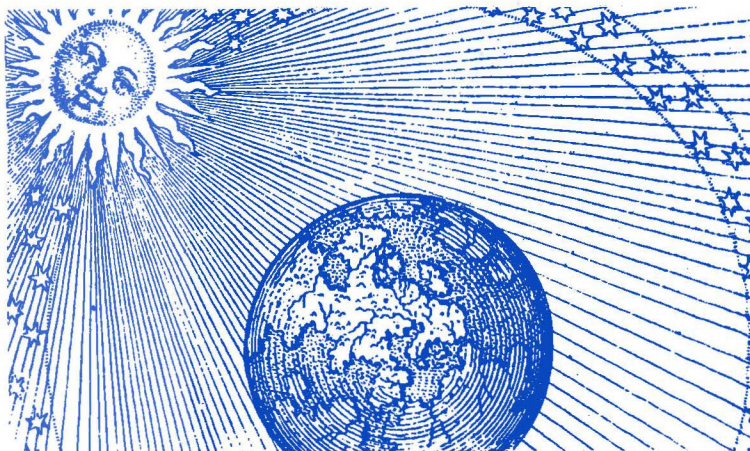
## What is Interdisciplinary Studies?

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. Your registration cannot be completed until we receive your full course payment.

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 604/222-7158 or 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 - we cannot provide duplicates.**

- **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 of \$15.** The white copy of the registration receipt must be presented in order to receive a refund.

- **NSF Cheques:** A fee of \$15 applies to all cheques returned "NSF."

- **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 of BC, 4180 West 4th Avenue, Vancouver, BC V6R 4J5  
Fax: 604/222-7158 or 604/660-1875

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

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

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

SURNAME	GIVEN NAME
---------	------------

POSITION	ORGANIZATION
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The following is my: ☐ WORK ADDRESS  
☐ HOME ADDRESS

STREET

CITY POSTAL CODE

PHONE (DAY)

METHOD OF PAYMENT: ☐ Visa ☐ Mastercard  
☐ cheque (payable to Justice Institute) ☐ cash (in person only)

NAME OF CARDHOLDER:

VISA CARD Expiry date:

#     -     -     -

MASTERCARD Expiry date:

#     -     -     -



West 8th Ave.

**Blake Hall**

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

Parking

**Recreation Centre**

Washroom  
Gymnasium  
Swimming Pool  
First Aid

Annex

MacDonald Hall

**MacDonald Hall - Main Building**

Classrooms  
Main Floor 102 - 105  
2nd Floor 201, 202, and 207 - 214  
Library  
Paramedic Academy  
**Annex**  
Fire Academy  
Media Centre

Wheelchair Ramp

Classrooms

Portable Room 14

Blake Hall

Portable Rooms 15-19

Gymnasium

Cafeteria

Faculty & Staff

Residents

Parking

Parking

JIBC

Bus Stop

Bus Stop

West 4th Ave.

Main Entrance

Bus Stop

INDICATES  
RESTRICTED  
PARKING

N



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

Address change requested

