



# Interdisciplinary Studies Fall Calendar



September  
to  
December  
1993



# Interdisciplinary Studies

September - December, 1993

## Contents

### Information

General Information	3
Courses	4
Course Listings by Date (Lower Mainland)	36
Course Listings by Date (Out-of-Town)	38
Course Listings by Title	38
How to Register for a Course	42
Map	43
Media Centre	40
What is the Justice Institute?	41
What is Interdisciplinary Studies?	41

### Courses

Accident Investigation	40
Administrative/Support Staff	4
Child and Youth Care	5
Out-of-Town Courses	8
Child Sexual Abuse	9
Out-of-Town Courses	10
Computer*	11
Conferences/Special Events	12
Conflict Resolution	13
Out-of-Town Courses	19
Counselling	20
Family Issues	20
Trauma and Post-Traumatic Stress	21
Out-of-Town Courses	23
Driver Training	40
Fire Safety	24
Management	26
Out-of-Town Courses	28
Prosecution	29
Residential Care	30
Management Skills	30
Front Line Skills	32
Out-of-Town Courses	33
Traffic Education	40
Training for Trainers	34
Other	35

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

### Employment Readiness Programs

Corrections Academy	40
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Interdisciplinary Studies  
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## Staff List

### Interdisciplinary Studies

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For other academies	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	
Co-ordinator, TBA	222-7248
Karen Falk, Program Planner	222-7161
Kerry Gruber, Program Planner	222-7167
Kendra McEown, Program Planner	222-7213
Lorraine Filewood, Program Assistant	222-7156
Sally McMurray, Program Assistant	222-7287
Cheryl Redding, Program Assistant	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
Program Assistant, TBA	222-7180
Residential Settings Management Training	
Sandra Rice, Co-ordinator	222-7273
Sandy Johnson, Program Assistant	222-7285
Administrative Assistants	
Dennette Retel	222-7295
Kim Howse	222-7282
Office Support Staff	
Carolyn Eyres	222-7224
Judy Laird	222-7224
Steven Schick	222-7224
First Nations Advisor	
Grace Adams	222-7163

Cover and inside graphics:  
Pamela Roberts Designs



## Registration Office

Registration Supervisor  
Debra Dolan 222-7276

Registration Processing Clerks  
Heather Olson 222-7111  
Lorraine Ordano 222-7111  
Cindy Teather 222-7111

## Library

Information 222-3600

## 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. Conflict Resolution elective courses are listed alphabetically by title.
3. Courses are also listed by date (see page 36).

## 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 43). 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 Hall and MacDonald Hall 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



In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.00.

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, operated by Menu Setters caterers, is open from 7:00 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.

**The next Interdisciplinary Studies calendar will be available mid-November, 1993.**

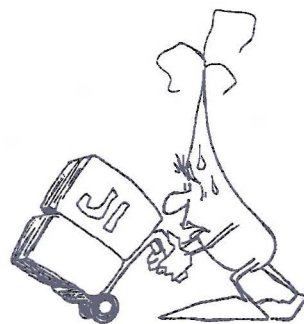


## The Justice Institute is Moving

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 late 1994.

Our new campus will total approximately 170,000 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 coloured rendering of the new site will be on display in the foyer of the Blake Hall classroom building in the fall. Please stop in and have a look if you are attending a course or a meeting at the Jericho site.



## Administrative/ Support Staff

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

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

This planning workshop is directed toward administrative/support staff who have too much to do and too little time. Participants will learn how to identify and eliminate time wasters, manage their work better, and increase their productivity. (An elective in the Management Development for Residential Settings certificate program.)

Length: One day  
Date(s): **September 20**  
**November 5**  
Fee: \$90  
Instructor(s): Sheila MacCallum

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

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

Length: Two days  
Date(s): **October 20-21**  
Fee: \$165  
Instructor(s): A consultant with Ryane Consulting Inc.

### 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 videotaping, playback, and discussion. Scenarios will be based on real, on-the-job situations.

Length: Two days  
Date(s): **November 4-5**  
Fee: \$175  
Instructor(s): Maureen Hannah

### 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): **November 23-24**  
Fee: \$165  
Instructor(s): Paula Temrick



## Instructors:

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

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

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

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

## Child and Youth Care

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

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

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

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

Length: 12 days

Date(s): **October 8-9, October 22-23, November 5-6, November 19-20, December 3-4 and December 17-18**

Location: Maple Cottage, 9 East Columbia Street, New Westminster, BC

Fee: \$700 for the core program sessions

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

## Electives

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

**NEW**

### Alienation and Differentiation: Alternative Stories for Adolescents and Their Families (#CY120)

This course is directed toward experienced family counselors, clinical social workers, and child and youth care practitioners working with troubled youth and their families in a treatment setting. The course will present a framework for examining the transitions from adolescence to adulthood within social, cultural, and familial contexts. Participants will have an opportunity to explore adolescence as a stage in the development of the family and within a variety of cultural contexts; examine a model for joining and collaborating with adolescents and their families in their process of differentiation; and observe and practise specific therapeutic approaches including solution focused and narrative models.

Length: Two days

Date(s): **November 1-2**

Fee: \$195

Instructor(s): Arden Henley, M.A.

### Youth in Conflict: A Skills Development Series

The courses in this series are designed for counselors, 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 courses:

**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

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

**Parent-Teen Conflict: Creating Agreements for Change** - two days

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

**Responding to Put-downs and Bullying Behaviour: Assertion Skills for Youth** - two days

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



### Working with Anger and Aggression in Youth (#CR720)

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

Length: Two days  
Date(s): **October 5-6**  
Fee: \$165  
Instructor(s): Paula Temrick

### Group Skills for Working with Adolescents (#CY129)

Peer relationships have a powerful influence in everyone's life. For adolescents, peer relationships are particularly important. Facilitating peer groups with youth is an extremely valuable tool for bringing about change. This participatory course is directed toward youth and child care workers and other practitioners who want to work with adolescents in a supportive role rather than acting as behavioral gatekeepers. Content will provide a theoretical overview of "positive peer culture," group dynamics and group process, and practical skills to facilitate groups and manage challenging group dynamics.

Length: Two days  
Date(s): **October 15-16**  
Fee: \$165  
Instructor(s): Debbie Verkerk, B.A., and Lenox Neher

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

This course is directed toward front line workers in a variety of settings who have to manage verbally or physically aggressive adolescents who may also be abusing alcohol or other drugs. Day one will examine ways to identify potentially violent or out-of-control behaviour, and will demonstrate verbal and non-verbal techniques to defuse or alleviate assaultive and threatening behaviour. Day two will focus on safe, non-violent, physical intervention that can be applied, including the use of restraint. Please wear comfortable clothing on the second day.

Length: Two days  
Date(s): **October 20-21**  
Fee: \$165  
Instructor(s): Mario Govorchin

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

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

Length: Two days  
Date(s): **November 4-5**  
Fee: \$165  
Instructor(s): Larry Green, M.A.

**NEW**

### Preventing Peer Violence: Building Partnerships with Youth (#CY151)

The apparent escalation of peer violence among youth has greatly concerned communities throughout BC. The behaviour ranges from bullying and theft of clothes or other personal items, through to random physical assaults and use of weapons. Many of these violent situations occur among adolescents who are not members of gangs or other organized groups. The course will build upon the previous Preventing Peer Violence workshops and will offer specific skills to intervene and defuse potentially violent situations. A particular focus of this course will be on modelling ways crime prevention practitioners, school personnel, child and youth care workers, and probation staff, can engage youth as partners and draw upon the diverse strengths of existing community resources in responding to this serious social issue. Participants will have an opportunity to practise specific skills to reach out to youth and engage in community mobilization. These workshops are co-sponsored with the Crime Prevention Branch, Ministry of Attorney General. A detailed brochure listing dates and locations will be sent out in early September.

Length: Two days  
Date(s): **November 8-9**  
Fee: \$175  
Instructor(s): Marg Huber and Constable Mark LaLonde

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

Youth and child care workers, residential care staff, school counsellors, social workers, and probation officers are all in a unique and powerful position to facilitate change in communication patterns and assist in the resolution of conflict between parents and teens. In this workshop, participants will learn how to act as intermediaries and guide conflicted families through a collaborative problem-solving process. The practical, goal-oriented nature of this intervention is designed to encourage young people to participate in family and individual sessions with a skilled



intermediary, and to facilitate the establishment of agreements around such issues as curfews, chores, truancy, and substance abuse. Small group work will be facilitated by skills coaches. Priority registration will be given to participants who have completed Working with Anger and Aggression in Youth.

Length: Two days  
Date(s): **November 16-17**  
Fee: \$175  
Instructor(s): Paula Temrick

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

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

Length: Two days  
Date(s): **November 25-26**  
Fee: \$175  
Instructor(s): Paula Temrick

**NEW**

### Using Story and Myth in Working with Youth (#CY146)

A common problem encountered by experienced care givers is a sense of powerlessness and futility in attempting to address the needs of troubled and challenging youth. This course is directed toward counsellors, child and youth care workers, social workers, and other practitioners interested in exploring alternative ways to view their role in responding to the disruptive, and often stressful, behaviours of youth. Participants will have the opportunity to examine strategies, themes, and concepts by which different cultures have identified and interceded with the turmoil and social pressures of adolescents; and to explore frameworks for intervention that enable workers to be confident, secure, and effective "in the heat of the battle," during conflicts and tense situations with youth. Opportunities will be provided for skill practise and development in assisting youth to channel their turmoil into productive activities.

Length: Two days  
Date(s): **November 29-30**  
Fee: \$175  
Instructor(s): Ronald D. Conboy, M.S. (Counselling), R.C.C.

### An Exploration of Fetal Alcohol Syndrome: Implications for Practice (#CY152)

This workshop is directed toward counsellors, therapists, educational psychologists, social workers, and other professionals who work with children with alcohol related birth defects (Fetal Alcohol Syndrome(F.A.S.)/Fetal Alcohol Effects(F.A.E.)). Content will address medical issues and concerns, as well as educational and behavioural implications. Participants will have the opportunity to explore a framework for early recognition and assessment of F.A.S. and examine the impact of alcohol related birth defects on the child, within a developmental context. Social, behavioural, and emotional issues, and a continuum of learning and skill deficits, will be highlighted. Participants will also identify and discuss strategies to address the implications of alcohol related birth defects on educational requirements and behavioural management. Co-sponsored with the Society of Special Needs Adoptive Parents.

Length: One day  
Date(s): **November 26**  
Fee: \$95  
Instructor(s): Julie Conry, Ph.D., and Chris Looock, M.D.

### Art and Play Therapy: Treatment Approaches for Working with Children (#CY104)

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

Length: Two days  
Date(s): **November 26-27**  
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 will be limited to 16 participants. **Prerequisite(s):** Art and Play Therapy (#CY104).

Length: Two days  
Date(s): **December 8-9**  
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 resume describing their relevant work experience. Enrolment will be limited to 16 participants.

Length: Two days

Date(s): **September 24-25**  
**December 10-11**

Fee: \$175

Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S

### Instructors:

Ronald D. Conboy, M.S. (Counselling), R.C.C., a counselor/co-ordinator for Interlock Employee Assistance Programs, has worked as a correctional service worker and consultant/therapist with behavioral disordered youth and their families. He also served as a consultant and was on the faculty of the University College of the Cariboo and Vancouver Community College, where he contributed to the development of BC's post-secondary Substance Abuse Curriculum.

Julie Conry, Ph.D., is an Assistant Professor in the Department of Educational Psychology and Special Education at UBC, and is a member of the Sunnyhill Hospital F.A.S. assessment team.

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

Larry Green, M.A., is a counsellor and trainer in private practice.

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

Arden Henley, M.A. (Psychology), formerly Director of Clinical Services for Peach Arch Community Services, is co-founder and Director of White Rock Family Therapy Institute. He has extensive experience in both residential and community treatment contexts and is well known for his development of innovative clinical practices and implementation of systemic, narrative, and brief therapy methods.

Marg Huber is a consultant, trainer, and mediator in private practice.

Constable Mark LaLonde is with the Vancouver Police Department and has worked as a school liaison officer for four years. Constable LaLonde has been involved with the development and delivery of the *Preventing Peer Violence* workshops sponsored by the Ministry of Attorney General, and Pacific Region, Solicitor General Canada.

Chris Loock, M.D., FRCPC, CAAP, is a Clinical Assistant Professor in the Department of Pediatrics at UBC, and is a member of the Sunnyhill Hospital Fetal Alcohol Syndrome assessment team.

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. She designed and taught conflict resolution skills programs for students in Vancouver East Side schools and worked as an instructor with young people in the visual and performing arts.

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

## Out-of-Town Courses

### Smithers

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

Length: 12 days

Date(s): **September 21-23, October 26-28, November 23-25 and December 7-9**

Location: TBA

Call Dave Berg or Pat Bartlett at the Bulkley Valley Teen Home at 847-9667 for information and registration.





# 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.

## 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 families. 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.

This program is currently being restructured to incorporate a new option for support people working with adult survivors of sexual abuse, and to ensure that the needs of diverse cultures are integrated into the program.

Watch for the upcoming program brochure for further information on content and dates.

## Art Therapy with Female Survivors of Child Sexual Abuse (#CSA121)\*

This workshop is directed toward therapists, clinical social workers, and other mental health practitioners working in a therapeutic context with women who have experienced childhood sexual abuse. Participants will have the opportunity to review the main clinical issues of survivors; examine the theoretical principles underlying the use of art therapy with this population; and explore corresponding ethical issues such as image ownership, working with the "shocking image," and multi-cultural creative expression. An opportunity to experience the nature, process, and value of using art therapy with survivors of sexual abuse will be provided. Enrolment in this workshop is limited to 20 participants.

Length: Two days

Date(s): **October 12-13**

Fee: \$175

Instructor: Monica Franz, B.A., D.V.A.T.I.

## Sexual Abuse Treatment: Facing the Challenge (#CSA137)

Sexual abuse treatment is a difficult and challenging field that raises many questions, feelings, and responses in clinicians working with adult survivors. This workshop is an opportunity for therapists to explore, in a safe environment, the impact of the work on themselves and their practice. Issues to be examined include the effect of vicarious traumatization, transference and countertransference, and ethical responses. Current trends and emerging issues such as female offenders, responding to increasingly complex cases, and responding to "false memory syndrome" will be discussed and the implications of these trends on clinical theory and practice will be highlighted.

Length: Two days

Date(s): **November 15-16**

Fee: \$175

Instructor(s): Maureen McEvoy, M.A. and Maggie Ziegler, M.A.

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

This program is designed for practitioners currently providing treatment for sexually abused children and adult survivors of child sexual abuse. The training will examine principles of practice, demonstrate intervention skills, model treatment approaches, and develop interdisciplinary networking. Interested applicants must submit a resume describing their relevant work experience, past training in the field, and academic background. A certificate of achievement will be available to registrants who successfully complete the program requirements. Call 604/222-7251 for a detailed brochure.

### Children and Youth Option (#CSA105A)

Length: 14 days

Date(s): **September 17 - December 11** (Fridays and Saturdays on alternate weeks)

Fee: \$735 (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). Fall session is currently full. Next offering: February 4, 5, 18, 19, March 4, 5, 18, 19, and April 15, 16, 22, 23, 1994

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. Co-sponsored with the Victoria Women's Sexual Assault Centre. Call 604/222-7251 for a detailed brochure.

Length: Ten days

Date(s): **January 26-29, February 10-12, and February 24-26, 1994**

Fee: \$925

Location: Victoria, BC



**NEW**

### Art Therapy with Female Survivors of Sadistic Abuse (#CSA121A)\*

This workshop is directed toward experienced counsellors and therapists who are working with survivors of extreme forms of physical, sexual, and emotional abuse, which may have been committed by individual or multiple perpetrators. Participants will have the opportunity to explore the impact of systematic abuse and coercion on the survivor, discuss the clinical issues for survivors who have experienced sadistic abuse by individual and multiple perpetrators, and examine the corresponding treatment issues underlying the use of art therapy with this population. Ethical issues and treatment concerns for the therapist, following disclosure of these experiences, will be highlighted. An opportunity for participants to experience using art materials and to review and discuss illustrative case materials will be provided. Enrolment in this workshop is limited to 20 participants. **Prerequisite(s):** Art Therapy with Female Survivors of Child Sexual Abuse (#CSA121).

Length: Two days

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

Fee: \$175

Instructor(s): Monica Franz, B.A., D.V.A.T.I.

*\*These workshops are not specific training in becoming an art therapist, but will encourage an understanding of the use of the expressive arts in the therapeutic process.*

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

This course is directed toward professionals working in various therapeutic settings with adult male survivors of child sexual abuse. It will be of particular interest to those working with men who have substance abuse problems, or who have been physically and emotionally abusive, where sexual abuse may be the underlying issue. 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): **December 9-10**

Fee: \$175

Instructor(s): Earl Goldstein, M.S.W.

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

For course description, see the Child and Youth Care category.

Length: Two days

Date(s): **September 24-25**  
**December 10-11**

Fee: \$175

Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S

**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 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 the use of 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): **March 11-12, 1994**

Fee: \$175

Instructor(s): Lisa Shatzky, B.A., M.S.W.

### Instructors:

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

Monica Franz, B.A., D.V.A.T.I., is an art therapist in private practice who provides individual and group therapy for survivors of childhood trauma, ex-psychiatric patients, and professional care givers.

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

Maureen McEvoy, M.A., is a therapist in private practice with extensive clinical experience in working with adult survivors of childhood sexual abuse.

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.

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.

## Out-of-Town Courses

### Victoria

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

For course description, see page 9.

Length: Ten days

Date(s): **January 26-29, February 10-12, and**  
**February 24-26, 1994**

Location: TBA

Fee: \$925



# 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: Two full days  
Date(s): **October 20-21** (Wednesday and Thursday)  
Time: 9:00 am - 5:00 pm weekdays  
Fee: \$185

## WordPerfect 5.1 (for DOS) 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: Two full days  
Date(s): **September 27-28** (Monday and Tuesday)  
**November 3-4** (Wednesday and Thursday)  
Time: 9:00 am - 5:00 pm weekdays  
Fee: \$185

## WordPerfect 5.1 (for DOS) 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 full days, or four evenings  
Date(s): **September 29-30** (Wednesday and Thursday)  
**October 19-November 9** (Tuesday evenings)  
**November 15-16** (Monday and Tuesday)  
Time: 9:00 am - 4:00 pm weekdays  
6:30 - 9:30 pm evenings  
Fee: \$145

## WordPerfect 5.1 (for DOS) 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: Two full days  
Date(s): **November 17-18** (Wednesday and Thursday)  
Time: 9:00 am - 4:00 pm weekdays  
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, or two evenings  
Date(s): **September 23** (Thursday)  
**October 25 and 28** (Monday and Thursday evenings)  
**November 25** (Thursday)  
Time: 9:00 am - 4:00 pm weekdays  
6:30 - 9:30 pm evenings  
Fee: \$95

## 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, or two evenings  
Date(s): **September 20** (Monday)  
**October 4 and 6** (Monday and Wednesday evenings)  
**October 25** (Monday)  
**November 22** (Monday)  
Time: 9:00 am - 4:00 pm weekdays  
6:30 - 9:30 pm evenings  
Fee: \$95

## WordPerfect 5.2 Level I 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. **Prerequisite(s):** Introduction to Windows (recommended).

Length: Five evenings, or two full days  
Date(s): **September 21-22** (Tuesday and Wednesday)  
**October 13-November 10** (Wednesday evenings)  
**October 26-27** (Tuesday and Wednesday)  
**November 23-24** (Tuesday and Wednesday)



Time: 9:00 am - 5:00 pm weekdays  
6:30 pm - 9:30 pm evenings  
Fee: \$185

**NEW**

### WordPerfect 5.2 Level II for Windows (#CORR417)

The more advanced functions will be covered in this course. Participants will learn to do the merge process, graphics, tables, and columns. There will also be an introduction to macros. **Prerequisite(s):** WP 5.2 Level I for Windows.

Length: Two full days  
Date(s): **October 12-13** (Tuesday and Wednesday)  
**November 8-9** (Monday and Tuesday)  
Time: 9:00 am - 4:00 pm weekdays  
Fee: \$145

### 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. **Prerequisite(s):** Introduction to Windows (recommended).

Length: One full day  
Date(s): **October 14** (Thursday)  
**November 10** (Wednesday)  
Time: 9:00 am - 4:00 pm weekdays  
Fee: \$95

### Quattro Pro (#CORR411)\*

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

Length: Two full days  
Date(s): **October 18-19** (Monday and Tuesday)  
Time: 9:00 am - 4:00 pm weekdays  
Fee: \$145

## Conferences/ Special Events

### Ending Violence in the Family: Setting the Captives Free (#EP141)

Co-sponsored with the Ecumenical Coalition

This two-day conference is directed toward people of faith who are interested in exploring ways to minister more effectively to those who are presently living in violent homes, or those who have experienced violence in

their past. This conference will also be of interest to counsellors and other front line staff who work with clients who embrace a particular faith perspective. Through theme plenaries and special interest workshops, participants will have the opportunity to examine critical counselling and theological issues arising out of family violence, and to develop effective prevention and intervention strategies that respect faith and reflect sound counselling practice.

Length: Two days  
Date(s): **October 28-29**  
Location: Glad Tidings Church and Conference Centre,  
3456 Fraser Street, Vancouver, BC  
Fee: \$95

***For more detailed information on program content, speakers and registration, please contact Lori Owens at 222-7251.***

### Violence Against Women in Relationships Training Program

The Ministry of Advanced Education, through the province-wide Stopping the Violence initiative has funded the development of a two-day introductory module on violence against women in relationships. The module is directed toward people who are new to the field of violence against women or are working in fields where their jobs bring them into contact with women or children who have experienced violence in the family. The Justice Institute will pilot this training program in five communities around the province this fall. If you live in Vancouver, Abbotsford, Campbell River, Smithers, or Nelson and are interested in finding out more about the program or attending the training, please call 222-7295 for a program brochure.

### International Adoption: Current Issues and Challenges for the Practitioner (#EP128)

Co-sponsored with the BC Association of Social Workers, the Board of Registration for Social Workers, the Ministry of Social Services - Adoption Section, and the Adoptive Parents Association of BC.

This two-day seminar is directed toward social workers and other professionals working in the field of international adoption, who are authorized to provide adoption support services. Participants will have the opportunity to explore the principles, standards, and issues of accountability for social work in the field of international adoption; examine the issue of international adoption within the principles of the Hague Convention on Intercountry Adoption, and within the context of current values (kinship, openness, and awareness); and discuss challenging ethical issues and value conflicts facing the practitioners in this work. The role of the practitioner in pre- and post-adoption planning and preparation will be highlighted, including assessment, completing a homestudy, and post-adoption services. Registration will be limited to practitioners actively engaged in international adoption



(including Registered Social Workers who are approved for private practice in adoption work).

Length: Two days

Date(s): January 28-29, 1994

*For more detailed information on program content, speakers, fee, and registration, please submit a request in writing to: International Adoption Seminar, c/o Cindy Bettcher, Justice Institute of BC, after October 15.*

## Conflict Resolution

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The Justice Institute's Certificate Program in Conflict Resolution is designed to meet the needs of a wide range of professionals for increased skill and knowledge in dealing with conflict. 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.

Courses in the program are highly experiential and require participation in skill practice exercises and role play. 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.

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 one week in advance of changes in course location.

### Out-of-Town Courses

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

### Instructors

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Most courses at the Centre are delivered by:

Michael Altshuler, J.D., M.S., mediator and counsellor in private practice  
Elizabeth Azmier-Stewart, mediator and trainer in private practice  
Randy Boychuck, M.A., counsellor and trainer in private practice  
Marje Burdine, M.Ed., consultant, mediator, and counsellor in private practice specializing in family and organization conflicts  
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, organizational development consultant, and mediator in private practice  
Karen Haddigan, trainer and 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  
Nancy McPhee, consultant and trainer in private practice  
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, organizational development consultant and trainer in private practice  
Dale Zaiser, M.A., ABS, consultant and counsellor in private practice

Other resource people with complementary expertise and specializations are also involved.

### Coaches (in the Lower Mainland)

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Keith Barker, Janice Bateman, Gerry de la Garza, Sandy Dunlop, Donna Dussault, Angie Dyck, Marion Dyck, Cam Ellison, Maureen Hannah, Gary Harper, Ed Jackson, Kelly Kennedy, Tim Langdon, Brian Luckock, Laurie McGillivray, Phyllis Nordquist, Marie O'Neill, Ingrid Pipke, Jill Schroder, Tracy Selinger, George Siudut, Pamela Theriault, Jim Toogood, Leanne Turnbull, Jacque Waechter, Derek White, Susan Yerxa.

## 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 role play simulations. **This course is a prerequisite for all other core courses.**

Length: Three days (21 hours)  
Date(s): **September 22-24**, Dale Zaiser  
**September 29-October 1**, Kelly Henderson  
**October 16, 23 & 30** (9:00 am - 5:00 pm),  
Michael Raynolds  
**October 18-20**, Marg Huber  
**November 3-5**, Nym Hughes  
**November 4-6**, at Douglas College-Haney  
Campus, Dale Zaiser  
**November 22-24**, Mario Govorchin, Location  
TBA  
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): **September 11, 18 & 25**, at New Westminster  
Community Education, Nym Hughes  
**September 27-29**, Randy Boychuck  
**October 27-29**, Stacey Holloway  
**November 15-17**, Marg Huber  
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): **October 6-8**, Michael Altshuler  
**October 20-22**, Randy Boychuck  
**November 1-3**, Michael Altshuler  
**December 6-8**, Michael Fogel  
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 mediation. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)  
Date(s): **October 13-15**, Dale Zaiser  
**November 13, 20 & 27** (9:00 am - 5:00 pm),  
Wendy Hilliard  
**November 16-18**, Randy Boychuck  
Time: 9:00 am - 5:00 pm  
Fee: \$250

**NEW**

### Mediation in the Workplace (#CR305)

This course is equivalent to Mediation Skills, Level I (#CR300). The focus is on workplace disputes appropriate for mediation by a manager, supervisor, or other designated internal mediator. The concepts, skills, and process of mediation will be presented and practised with particular relevance to workplace conflicts. Emphasis is on skill development through simulated mediation. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)  
Date(s): **October 4-6**, Marje Burdine  
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 (#CR300), or by permission of the Co-ordinator.

Length: Five days (35 hours)  
Date(s): **October 25-29**, Deborah White  
**November 22-26**, Sally Campbell, Location  
TBA  
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 individuals in getting what they 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): **October 12-14**, Karen Haddigan  
**October 25-27**, Ron Monk  
**November 8-10**, Mario Govorchin  
**November 17-19**, Dale Zaiser  
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: Five days (35 hours)  
Date(s): **November 1-5**, Stacey Holloway  
**November 24-26, 29-30**, Michael Fogel,  
Location TBA  
Time: 9:00 am - 5:00 pm  
Fee: \$425

### Mediation Skills Assessments (#CR499)

### Negotiation Skills Assessments (#CR699)

Date(s): **September 9-24**  
**December 13-17**  
**January 17-28, 1994**  
Fee: \$100 per assessment  
Instructor(s): Co-ordinator, Centre for Conflict Resolution Training, Justice Institute of BC, and the Centre's instructors.

## Electives

Listed alphabetically by title.

### Asserting Yourself Under Pressure (#CR702)

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

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

Length: Two days (14 hours)  
Date(s): **September 30-October 1**, at Douglas College-  
New Westminster Campus, Michael Raynolds  
**October 4-5**, Mario Govorchin  
**November 1-2**, Michael Raynolds  
Time: 9:00 am - 5:00 pm  
Fee: \$185

**NEW**

### Building Consensus (#CR733)

In recent years, there has been an increasing trend in both business and the public sector to develop collaborative approaches to dispute resolution, including consensus building, team building, stakeholder participation, and public consultation. This shift toward group involvement in solving problems, setting policies, making decisions, and planning events has not always been successful. The process of consensus building has tremendous appeal and yet is difficult to implement. Its benefits include long-term effectiveness and a deeper and more pervasive commitment to the decisions reached and the actions required. Although elements that lead to consensus are relatively simple to understand, the challenge is to learn to apply these elements effectively. This course is designed to assist participants to understand the conditions that must exist for consensus decisions to be made, procedures for preparation of the involved parties, process and guidelines to follow while trying to reach a decision, and facilitation skills necessary for reaching consensus.

Length: Two days (14 hours)  
Date(s): **November 4-5**, Arthur Ridgeway  
Time: 9:00 am - 5:00 pm  
Fee: \$185

### 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 role play 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/videotape. 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): **November 8 & 15**, Marje Burdine  
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 role play. 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): **December 1 & 8**, Karen Haddigan  
Time: 9:00 am - 5:00 pm  
Fee: \$185

### 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 role play 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 (#CR 600). **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100), Negotiation Skills, Level I (#CR500).

Length: Two days (14 hours)  
Date(s): **November 12 & 19**, 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 role play. 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): **December 3 & 10**, Marg Huber

Time: 9:00 am - 5:00 pm  
Fee: \$185

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

Conflict in organizations takes many forms. This course focuses on 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): **November 29-30**, 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): **September 20-21**, Stacey Holloway  
**September 25 & October 2** (9:00 am - 5:00 pm), Nancy McPhee  
**October 14-15**, Wendy Hilliard  
**October 16 & 23**, at New Westminster Community Education, Nancy McPhee  
**October 25-26**, Kelly Henderson  
**November 9-10**, 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): **November 15-16**, Deborah White  
Time: 9:00 am - 5:00 pm  
Fee: \$185

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

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

Length: Two days (14 hours)  
Date(s): **November 23-24**, Karen Haddigan  
Location: TBA  
Time: 9:00 am - 5:00 pm  
Fee: \$185

### Influencing Decision Making and Change (#MGMT210)

For course description, see the Management category.

Length: Two days (14 hours)  
Date(s): **October 6-7**, Michael Fogel  
Time: 9:00 am - 5:00 pm  
Fee: \$175.

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

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

Length: Two days (14 hours)  
Date(s): **October 21-22**, Arthur Ridgeway  
Time: 9:00 am - 5:00 pm  
Fee: \$185

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

This course is specifically designed for enforcement personnel who have not taken other courses in the program, including: emergency health services workers, police, security guards, sheriffs, psychiatric workers, street workers, transit officers, and others involved in high-risk, high-stress situations. Many professionals find themselves to be the target of hostile or aggressive behaviour as a regular part of their jobs. Dealing with these encounters inevitably requires emotional energy and frequently results in increased stress. This course will provide alternatives for constructively managing hostile individuals when course participants are the recipient of their aggressive behaviour. Attention will be given to assessing risk factors and ensuring personal safety. Through lecture, group discussion, case studies, and role play, 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): **November 25-26**, Mario Govorchin, Location TBA  
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): **October 12-13**, Randy Boychuck  
Time: 9:00 am - 5:00 pm  
Fee: \$185



### 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: Two day (14 hours)

Date(s): **October 27-28**

Time: 9:00 am - 5:00 pm

Fee: \$185

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

### 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): **October 19-20**, Arthur Ridgeway

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): **November 18-19**, Arthur Ridgeway

Time: 9:00 am - 5:00 pm

Fee: \$185

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

This clinic provides more opportunity to practise skills and techniques. Coaches will conduct small group practice sessions with video feedback. Students will determine the focus for their own work, including interpersonal conflict resolution, negotiation, or mediation, as well as any specific skills or interventions such as probing, reframing, or shifting from positions to interests. Scenarios and worksheets will be available or students may bring their own material. Groups may choose to stay together for the entire day or move to a new group at designated times. This session will also provide an opportunity to network with colleagues in the field. Please bring your own VHS videotape if you wish to record your work. Lunch is provided. **Prerequisite(s):** at least two core courses.

Length: One day (7 hours)

Date(s): **December 3**

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

Fee: \$50

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

### Working Together: Bridging the Gender Gap (#MGMT202)

For course description, see the Management category.

Length: Two days (14 hours)

Date(s): **November 3-4**, Michael Fogel and Kelly Henderson

Time: 9:00 am - 5:00 pm

Fee: \$175

## Diploma in Conflict Resolution

Jointly sponsored by the Justice Institute and Kwantlen College

The Diploma in Conflict Resolution is a unique program resulting from the amalgamation of Kwantlen College's Criminology program and the Justice Institute's applied skills program in Conflict Resolution. Application deadlines for the fall and winter terms are August 10 and December 3, respectively. Students already enrolled in either institution are welcome to apply. Applicants will be interviewed. For more information, please contact Marje Burdine at 604/222-7248.



## Out-of-Town Courses

### Conflict Resolution Certificate Courses

Courses in the Conflict Resolution Certificate Program are offered in a variety of locations in BC and the Yukon. Some of these courses are offered in conjunction with the community colleges and community organizations below. For up-to-date information on out-of-town courses, call Conflict Resolution Training, Justice Institute of BC, 604/222-7156.

If you are interested in having the Conflict Resolution courses offered in your area, please contact Karen Falk at 604/222-7161.



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

### COMOX VALLEY FAMILY LIFE ASSOCIATION

237A - 3rd Street  
Courtenay, BC V9N 1E1  
Telephone: Nancy Boch 604/338-7575  
FAX 604/338-2343



Haney Campus  
Continuing Education Services  
23000 - 116th Avenue  
Maple Ridge, BC V2X 0T8

New Westminster 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: 604/222-7292



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

Golden Campus  
Box 376  
Golden, BC V0A 1H0  
Telephone: 604/344-5901



### 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



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

Trail Campus  
Continuing Education  
900 Helena Street  
Trail, B.C. V1R 4S6  
Telephone: 604/368-8229  
FAX: 604/368-4983



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



# Counselling

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

**NEW**

## Understanding Performance Anxiety, Panic Disorders, and Panic States (#EP121)

Performance anxiety, panic disorders, and panic states are similar phenomena which differ in that the trigger for performance anxiety is understood, while the triggers for panic disorders and panic states are often unknown to the individuals who experience them. Performance anxiety may be experienced as general nervousness prior to a routine presentation. It may affect an individual's ability to present ideas in an effective manner. Panic attacks frequently preclude people's ability to engage in day-to-day activities, leaving them isolated from the world around them. Recovery depends upon on the development of a strong sense of self. In this course, which is directed towards counsellors, therapists, and other mental health practitioners, participants will be presented with a framework for understanding the continuum of behaviours exhibited by clients who experience panic disorders or panic states. Participants will be able to observe and practise specific skills to reduce the pain, sense of alienation, and isolation experienced by these clients.

Length: Two days  
Date(s): **October 27-28**  
Fee: \$165  
Instructor(s): Larry Green, M.A.

**NEW**

## Suicide Assessment and Intervention (#EP126)

Suicidal behaviour, either through threats or attempts, may raise the anxiety of even the most experienced practitioner. This workshop is directed towards counsellors, therapists, social workers, mental health workers, and other practitioners who want to develop skills in identification, assessment, and appropriate intervention. Participants will have the opportunity to: explore a framework for assessment which includes an overview of risk factors, signs, and symptoms; review current research in assessment of the suicidal individual; and consider the needs of special populations that are statistically at "greater risk of suicide." Strategies for intervention and management will be presented and opportunities to practise skills will be provided.

Length: Two days  
Date(s): **November 8-9**  
Fee: \$175  
Instructor(s): Gladys Adilman, B.A., and Suri Vangolen, R.C.C.

**NEW**

## Sharing the Questions: Alternative Views of Suicide (#EP123)

This course is intended to give counsellors, therapists, clergy, and medical personnel a forum to explore alternative views of suicide. As society enters into the debate about the right to die, withdrawal of life support, assisted suicide, and the rationale for ending a life, many practitioners are faced with conflicts between their expected role to maintain and sustain life and their client's desire to end it. This facilitated inquiry is intended to give participants an opportunity to examine a number of perspectives on the decisions to "end one's life" explore personal beliefs, values, and attitudes about these issues; and debate the ethical issues and challenges for practitioners working with clients who are also struggling with these decisions.

Length: Two days  
Date(s): **December 1-2**  
Fee: \$165  
Instructor(s): Larry Green, M.A.

## Family Issues

**NEW**

### Responding to Violence Against Women in a Multicultural Community Context (#EP106)

This workshop is directed toward experienced counsellors, transition house workers, family support workers, and other practitioners who are interested in increasing their effectiveness in responding to violence against women in relationships in the context of an increasingly diverse cultural community. Participants will have the opportunity to examine the impact of personal attitudes, beliefs, and values on their relationships with clients; explore cultural and systemic barriers for women and families of different cultures accessing "mainstream" social services; and consider the benefits and limitations of "western response" and counselling models in working across cultures. Opportunities to develop and practise alternate responses and effective counselling relationships will be highlighted. (It is anticipated that participants will have a basic understanding of the dynamics of violence against women in relationships and the support issues for women, children, and families.)

Length: Two days  
Date(s): **October 18-19**  
Fee: \$175  
Instructor(s): Shashi Assanand, M.S.W., R.S.W., and Norma-Jean McLaren, M.A.

**NEW**

### Children Who Witness Violence (#CY111)

This workshop is directed toward school counsellors, social workers, child care workers, family support counsellors, and other front line staff who, through the course of their work, are involved with children who witness abuse. Participants



will have the opportunity to develop an understanding of the dynamics of violence against women in relationships; explore the impact and long term consequences, within a developmental context, for children witnessing violence; and practise skills to support and address the needs of these children. Participants will discuss the impact of violence against women on parenting, and consider strategies to empower battered women as parents. The importance of interdisciplinary networking and the role of the support worker in advocating on behalf of the child and/or assaulted woman will be highlighted.

Length: Three days  
Date(s): **November 18-20**  
Fee: \$225

Instructor(s): Sharon White, B.S.W., E.C.E. Cert.

**NEW**

### Understanding and Responding to the Defensive Themes of Assaultive Men (#EP140)

This workshop is directed toward counsellors, family therapists, social workers, and other practitioners who are working with men who abuse their partners, and toward front line workers, (such as police, probation officers, transition house workers, etc.) who have contact with assaulted women. Participants will have the opportunity to explore the "defensive themes" that men who assault their partners use to defend against awareness of their violence and responsibility for their use of power and control; consider and discuss their reactions, as workers, to these themes; and practise intervention strategies to address these defenses as they emerge. An overview of the components of effective treatment for assaultive men and an exploration of what women should know about men's treatment will be highlighted. The training video, *Defensive Themes*, written and produced by Dale Trimble, will be the foundation of this workshop.

Length: Two days  
Date(s): **December 7-8**  
Fee: \$175  
Instructor(s): Dale Trimble, M.A.

**NEW**

### Working with Families in Crisis (#CY121)

This course is directed toward counsellors, family support workers, social workers, and other front line staff working with families in crisis. Participants will have an opportunity to explore their personal attitudes, beliefs, and values about violence in families, child abuse, or other chronic crises; develop a framework for understanding and responding to families caught in the cycle of crisis; and examine key issues in intervening including engaging these families, differentiating between support and rescuing, and setting realistic goals and limits. The impact of practitioners' own experiences on their work will be considered. Specific attention will be paid to the difficult practice issues that emerge and the possible intervention strategies that can be used.

Length: Two days  
Date(s): **October 18-19**

Fee: \$165  
Instructor(s): Joe Rosen, M.S.W.

### Understanding, Assessing, and Treating Stepfamilies (#EP192)

This workshop is directed toward professionals currently engaged in direct delivery of counselling and therapeutic services to individuals, couples, and families. In recognition that non-nuclear families generally make up a significant part of agency case loads, this workshop will provide practitioners with a model for assessment and treatment that challenges the traditional "nuclear family model." Participants will have the opportunity to develop a multi-level framework for understanding the unique characteristics and needs of the stepfamily; consider the similarities and differences between the stepfamily and the nuclear family; and examine current research and the implications of developmental processes of the stepfamily on family and couple therapy. An approach to intervention, which identifies key issues in assessment and highlights critical aspects of treatment, will be presented, with opportunities for participants to apply this model to their own cases.

Length: Two days  
Date(s): **October 15-16**  
Fee: \$175  
Instructor(s): Susan Gamache, M.A., R.C.C.

### International Adoption: Current Issues and Challenges for the Practitioner (#EP121)

For a description of this special seminar, see the Conferences/Special Events category.

Date(s): **January 28-29, 1994**

## Trauma and Post Traumatic Stress

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

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, victim 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 role play. 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): **October 21-22**  
Fee: \$165  
Instructor(s): Toby Snelgrove, Ph.D.

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

This advanced level workshop is directed toward experienced mental health professionals and peer personnel from emergency health, human services, victim 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): **December 9-10**  
Fee: \$165  
Instructor(s): Toby Snelgrove, Ph.D.

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

This introductory workshop is designed for front line workers, support workers, victim service workers, and other service providers 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, short and long term consequences of traumatization, 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 service providers 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): **November 1-2**  
Fee: \$165  
Instructor(s): Maggie Ziegler, M.A.

## **Critical Incident Stress Debriefing**

### **Video and Workshop Facilitator Guide**

Educational Services and Interdisciplinary Studies is producing a distance education package designed to assist people in a variety of occupations and organizations to identify the stages and procedures of critical incident stress support. In addition to those working in emergency response and high-risk occupations, the package will be of interest to people working in:

- helping professions (social workers, mental health professionals, public health and long term care staff, victim service workers);
- volunteer organizations (Red Cross, ski patrols, searchers, and so forth);
- transportation companies;
- parking enforcement divisions;
- banks; and
- many others.

The package will consist of a video which follows a fictional critical incident and illustrates the stages of critical incident stress support that precede and follow it, and a workshop facilitator guide. The guide will assist the facilitator to conduct a half-day workshop which explains the concepts and rules of critical incident support; it includes group exercises based on the written material and the video.

The package will be available for distribution in the fall. For information, call 222-7295.

### **Instructors:**

- Gladys Adilman, B.A., is a Senior Mental Health worker with S.A.F.E.R. and is the program co-ordinator for education on suicidal behaviour throughout the province.
- Shashi Assanand, M.S.W., R.S.W., is the Executive Director of the Vancouver and Lower Mainland Multicultural Family Support Services Society, and has extensive experience in counselling related to family violence and wife assault.
- Susan Gamache, M.A. (doctoral candidate), R.C.C., is a counsellor and consultant in private practice, specializing in work with stepfamilies.
- Larry Green, M.A. is a counsellor and trainer in private practice.
- Norma-Jean McLaren, M.A. Multicultural Education, is a trainer and consultant in private practice, specializing in cross-cultural and anti-racist training, community development, multicultural, and organizational change workshops.



Joe Rosen, M.S.W., is a counsellor and consultant in private practice, working with individuals and couples, specializing in family violence, parenting, and relationship issues.

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.

Dale Trimble, M.A., is a counsellor and consultant in private practice and is the co-founder of the Assaultive Husbands Program.

Suri Vangolen, R.C.C., is a counsellor at S.A.F.E.R., specializing in crisis intervention, individual and family counselling, and bereavement counselling.

Sharon White, B.S.W., E.C.E. Cert., is the Provincial Project Co-ordinator for the Society of Transition Houses for Services to Children Who Witness Abuse.

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.

## Out-of-Town Courses

### Vanderhoof

#### Suicide Prevention and Family Violence Intervention Certificate Program

Co-sponsored with the College of New Caledonia

This dual-focus certificate program will serve as continuing education for counsellors and front line workers who have basic counselling and crisis intervention skills and want to develop specialized knowledge and expertise in the areas of suicide and family violence intervention. This program is not designed to be introductory training for those wanting to enter the field.

This part time certificate program will require twenty (20) days of classroom instruction and a competency evaluation to entitle participants to a certificate of achievement. The core component of the certificate program includes 12 days of skill based training, outlined below. In addition to the completion of these 12 days, participants will be required to complete an additional eight days of appropriate electives.

The following courses can be accessed individually by non-certificate registrants, and are required for certificate candidates. A limited number of seats are available for practitioners who are interested in accessing the courses on an individual basis.

For information on the certificate, program fees, and registration, call 604/567-9291.

## Suicide Prevention and Intervention Component

### Understanding and Responding to Suicide

This course will provide participants with the opportunity to explore the topic of suicide within a framework for loss and bereavement; consider the myths and beliefs about suicide; discuss a suicide continuum; examine the signs of "at risk" behaviour; consider the needs of special populations; and practise crisis and short term interventions.

Length: Two days

Date(s): October 21-22

### Understanding and Responding to Family Violence

This course will provide participants with an overview of the problem, dynamics, and types of assault against women and will: examine the impact of violence on women; explore why women stay in and return to abusive relationships; consider and discuss a "profile" of men who are violent; identify the indicators of abuse; and consider the range of intervention options for working with the assaulted partner and the abusive partner.

Length: Two days

Date(s): November 16-17

### Practitioner Self Care

This course will provide participants with the opportunity to consider the multi-generational perspective for examining abuse and suicide; explore the impact of unresolved grief and trauma on the individual, family, and community; examine the relationship between workers' personal experiences and the degree to which these are resolved, and workers' abilities to function effectively in their work with individuals and families; examine the impact of workers' beliefs, values, and attitudes on their work; and consider strategies to promote self healing and practitioner survival.

Length: Two days

Date(s): November 18-19

### Intervention with Families of Suicide

This course will provide participants with the opportunity to explore the impact of suicide on surviving family members; consider the framework for understanding family functioning and the range of issues surviving members must address following suicide; examine the role of the support worker working with families where suicide has occurred; and identify and practise culturally relevant healing approaches with families.

Length: Two days

Date(s): February 16-17, 1994



## Adolescent Suicide: Prevention and Postvention

This course will provide participants with the opportunity to develop a framework for understanding adolescent concerns and coping strategies in a developmental context; review the relationship between negative life experiences, depression, and suicide in the lives of adolescents; examine a suicide continuum and high risk profiles; discuss the needs of the "at risk" adolescent, the adolescent who has attempted, and the adolescent affected by the suicide of another; and practise supportive counselling skills with this population.

Length: One day

Date(s): **February 18, 1994**

## The Role of the Practitioner in the Court System

This course will provide participants with the opportunity to discuss the criminal justice system's response to wife assault; examine the role of the practitioner in the justice system as it relates to the assaulted woman and the assaultive partner; explore the role of support and advocacy in this process; and practise intervention skills within this context.

Length: One day

Date(s): **March 2, 1994**

## Intervention in Families Where Violence is Present

This course will provide participants with the opportunity to review a framework for understanding the interactive patterns and dynamics in families where violence occurs; explore the developmental stages of children and consider the impact of violence on the completion of these developmental tasks; examine issues related to assessing the child's safety and related reporting issues; explore ethical dilemmas and challenges in working with families where violence occurs; and identify and practise intervention skills with children and families where violence occurs.

Length: Two days

Date(s): **March 3-4, 1994**

## Preventing Peer Youth Violence

This five-day course is directed toward school personnel, probation staff, police, child and youth care workers, and other crime prevention practitioners. It will provide them with an understanding of the continuum of peer violence and will present a framework for intervention. The program is divided into two components: the first three days will examine the dimensions of adolescent peer violence, explore the links between socio-economic and family concerns, and present practical approaches for adults to intervene in potentially violent or violent incidents; the second two-day component will examine some of the underlying issues that prompt the violent behaviour and provide participants with specific skills that can be taught to adolescents to de-escalate or defuse potentially violent situations while maintaining their own safety. Co-sponsored with the Crime Prevention Branch, Ministry of Attorney General, and College of New Caledonia, Vanderhoof campus.

Length: Five days

Date(s): **October 4-6 and October 25-26**

Fee: For further information on fees and registration, contact the College of New Caledonia, 604/567-9291

Instructor(s): Marg Huber and Constable Mark LaLonde

## 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.

## Video Tape Duplication

The Justice Institute offers complete in-house video duplication services. Our Media Centre can produce VHS copies of any quantity from Betacam SP, Betacam, 3/4 U-matic, S-VHS, or VHS master tapes.

All dub orders include:

- time base correction;
- tape stock;
- vinyl library case; and
- laser jet printed labels.

Special orders for coloured, full-sleeve vinyl library cases may be ordered at an additional charge.

For further information or to receive a price list, contact Bob Walker at 604/222-3686.



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 (#DE02)

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 (#DE01)

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 (#DE00) 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 (#DE00), or six 2-hour classroom sessions offered at least twice a year (#NC-02)  
Fee: \$165

### Technical Math (#DE05)

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(s):** 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 Course, Week I. Co-sponsored with the Corrections Academy. Enrolment is limited to 16 participants.

Length: Five days

Date(s): **September 27-October 1  
November 22-26**

Time: 9:00 am - 4:30 pm on Day one; 8:30 am - 4:30 pm on subsequent days

Fee: \$450

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

## 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): **October 18-22**

Time: 9:00 am - 4:30 pm on Day one; 8:30 am - 4:30 pm on subsequent days

Fee: \$475

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

**NEW**

## Valuing Diversity: Dealing with Workplace Harassment (#MGMT222)

This practical course is designed for people who are taking a leadership role in workplace harassment issues within their organization. The four, one-day sessions will cover harassment awareness and understanding, developing and implementing policy and procedure, handling complaints and problem solving, and organizational training and development. The course will position harassment within an overall framework which tends to create organizational cultures that value diversity. It will include practical information for policy writing, and opportunities for participants to practice complaint-handling skills and managing change. It is intended that participants will have the opportunity to receive help with specific issues they face in their workplace as the course progresses. As well, the course leader will facilitate the development of a network of harassment practitioners.

Length: Four days

Date(s): **September 29, October 20, November 10  
and December 1**

Fee: \$500

Instructor(s): Samantha Sanderson and Stephen Hammond

## Influencing Decision Making and Change (#MGMT210)

This two-day course is designed for managers in organizations where change is an ongoing process and an integral part of the workplace environment, and for managers responsible for the implementation of structural change that periodically occurs in any organization. To create or influence change, individuals must be able to communicate the merit of their ideas persuasively; they must create both the opportunity for and interest in the presentation of their ideas. The skills and strategies presented and practised in this two-day workshop will increase participants' understanding of their own personal styles of influencing and why their current influencing strategies and skills work in some circumstances and may not work in others. Participants will practise methods to build on what works and transform what does not. (An elective in the Conflict Resolution and Management Development for Residential Settings certificate programs.)

Length: Two days

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

Time: 9:00 am - 5:00 pm

Fee: \$175

Instructor(s): Michael Fogel, LL.B., J.D., M.Ed. (counseling psychology)

## Creative Problem Solving (#MGMT207)

Recent research has demonstrated that creativity, like any other skill, can be developed. This workshop is designed to help participants think more creatively and solve problems more efficiently and effectively. Participants will examine the basic concepts of creativity, problem solving, and lateral thinking; identify the obstacles that block creativity; demonstrate how creative thinking complements



logical thinking; select specific tools and techniques for developing creative thinking and solutions; and tailor creative ideas to their own specific needs. (An elective in the Management Development for Residential Settings certificate program.)

Length: One day  
Date(s): **October 22**  
Fee: \$90  
Instructor(s): Maureen Hannah

### 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): **October 27-28**  
Fee: \$175  
Instructor(s): Elizabeth Robinson

### Clear and Simple: A Workshop on Writing Memos, Letters, and Reports (#MGMT212)

This workshop is directed toward supervisors and managers who know what they want to say but have difficulty putting it in writing. Course content is based on plain language principles. Days one and two will cover communication as a transaction, writing skills, business styles, and conveying organizational messages. Day three will focus specifically on report writing and will cover planning, organizing, and special techniques. Participants are requested to submit two, one-page samples of their written work when they register. This workshop is limited to 18 participants. (An elective in the Management Development for Residential Settings certificate program.)

Length: Three days  
Date(s): **October 27-29**  
Fee: \$225  
Instructor(s): A consultant with Ryane Consulting Inc.

### Working Together: Bridging the Gender Gap (#MGMT202)

Research and personal experiences confirm that cross-gender communication is often less precise, complete, accurate, and effective than is generally presumed. As a result of gender-specific ways of communicating, addressing conflict, and problem solving, men and women working together will

experience misunderstandings, misperceptions, and invalid or faulty assumptions. Gender gap glitches may occur, for example, when the fact that one person wants to work on a project as a team and the other wants to work independently is misinterpreted, or when the inability to work out a problem because of different approaches alienates one from the other. Gender-related differences can offer opportunities for an enhanced working relationship, but a failure to understand and effectively employ these differences is likely to prove problematic. Participants in this workshop will enhance their ability to value and understand gender-related communication styles, conceptual frameworks, and problem-solving processes, and will explore ways to move from misunderstanding to fuller comprehension, and from missed opportunities to effective options. (An elective in the Conflict Resolution and Management Development for Residential Settings certificate programs.)

Length: Two days  
Date(s): **November 3-4**  
Time: 9:00 am - 5:00 pm  
Fee: \$175  
Instructor(s): Michael Fogel, LL.B., J.D., M.Ed., and Kelly Henderson, M.Ed.

**NEW**

### Managing Your Video Project (#MGMT227)

The power to communicate through video is now widely recognized in business, government, and non-profit organizations. As a vehicle for promotion, training, education, and motivation, video will be one of the most powerful communications tools of the 90s. But having a video produced can be a daunting task. The manager of the video project will have to set and control costs, choose the best producer, understand production jargon and technology, and oversee the entire production process. This workshop is directed toward program managers, communications specialists, project directors, and others planning to use video as part of their training and communications programs. The course is divided into two sessions focusing on the practical information and skills needed to manage a video project successfully. The morning session covers production processes and methods, with particular emphasis on how to develop a communications plan and how video can best be integrated into an overall business strategy. In the afternoon, participants will use the information and planning materials introduced in the morning in a hands-on planning session to map out a communications plan and video project.

Length: One day  
Date(s): **November 15**  
Fee: \$125  
Instructor(s): Terry Hoffman and Iain Young

### 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): **November 18-19**  
Fee: \$175  
Instructor(s): Sandra Heath

**NEW**

### Writing Winning Proposals (#MGMT224)

"Foggy" writing can alienate and confuse its audience. It wastes time and can kill prospective contracts. Particularly during these hard times, proposals and resumes must be written in a dynamic, effective, persuasive manner and be sensitive to the needs and wants of prospective clients. This course focuses upon gaining a meaningful edge when writing proposals and resumes. Through active writing, practical exercises, and the examination of examples and models of persuasive writing, participants will: understand the unique nature of proposal and resume writing; use practical strategies to achieve credibility, a specific purpose, audience appeal, and the desired results; apply guidelines for an effective, dynamic writing style; learn to write coherently, completely, concisely, concretely, and correctly; and revise documents with confidence. Participants should bring one or two samples of their writing and a copy of their resume to this course.

Length: One day  
Date(s): **November 29**  
Fee: \$115  
Instructor(s): Camille L. Tribe, M.A.

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

### Instructors:

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

Stephen Hammond, BA, LL.B., is a training consultant with the Hastings Institute, working for private organizations. He has experience in employee and labour relations and works with staff and management to create a working environment that is safe for a diverse workforce.

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

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.

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

Terry Hoffman is a partner in Creative Change, a video production, consulting, and training company that has produced videos for a wide variety of clients including: Workers Compensation Board of BC, ICBC, Vancouver School Board, BC Ministry of Education, and Environment Canada.

Samantha Sanderson, BA, LL.B., has a background in law, social policy analysis, advocacy, and counselling. She is well-versed in the theory and practice of individual attitudinal change and has extensive experience in developing harassment policy and introducing workplace harassment concepts to a wide variety of employee groups. She spearheads the Hastings Institute's Welcoming Workplace program and is currently managing a number of valuing diversity and harassment projects with organizations ranging from municipalities and hospitals, to Crown corporations.

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.

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.

Camille L. Tribe, M.A., has more than 20 years' experience in communications training. Her writing programs emphasize the practical application of methods to improve writing clarity and fluency.

Iain Young is a partner in Creative Change, a video production, consulting and training company that has produced videos for a wide variety of clients including: Workers Compensation Board of BC, ICBC, Vancouver School Board, BC Ministry of Education, and Environment Canada.

## Out-of-Town Courses

### Together We Stand: Effective Team Building

For course description, see page 27.

A limited number of spaces may be available in this course in the following locations. Contact the Registration Office three weeks before the scheduled course date.

#### **Kelowna**

### Together We Stand: Effective Team Building (#MGMT120K)

Date(s): **November 3-4**  
Location: Capri Hotel, 1171 Harvey Avenue, Kelowna, BC  
Fee: \$250



## Mission

### Together We Stand: Effective Team Building (#MGMT120M)

Date(s): **September 29-30**  
Location: Mission Association for Community Living,  
33345 Second Avenue, Mission, BC  
Fee: \$175

## Parksville

### Together We Stand: Effective Team Building (#MGMT120P)

Date(s): **October 6-7**  
Location: Tigh-Na-Mara Resort Hotel, Parksville, BC  
Fee: \$225

## Victoria

### Together We Stand: Effective Team Building (#MGMT120V)

Date(s): **September 8-9**  
Location: Ramada Inn, 3020 Blanshard Street, Victoria, BC  
Fee: \$225  
See the Administrative/Support Staff and Training for Trainers categories for additional listings.

# 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 attorneys 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 include an overview of new environmental legislation in BC and 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. Depending on the requirements of course participants, a mock trial may be conducted on the second day to enable participants to practise presenting evidence. Enrolment in the course is limited to 16 participants. This course is co-sponsored with the law firm of Blake, Cassels & Graydon.

Length: Two days  
Date(s): **October 4-5**  
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. 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 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, and has 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 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.

## 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 and vocational 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): **October 27-28**  
Fee: \$155  
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): **November 17-18**  
Fee: \$155  
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): **September 14-15**





Fee: \$155  
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 practise; 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): **October 7-8**  
Fee: \$155  
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): **October 25-26**  
Fee: \$155  
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): **November 15-16**  
Fee: \$155  
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): **November 17-18**  
Fee: \$155  
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): **December 1-2**  
Fee: \$155  
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 Consensus (#CR733)

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

#### Clear and Simple (#MGMT212)

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

#### Creative Problem Solving (#MGMT207)

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

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



Dealing with Anger (#CR200)

Dealing with Interpersonal Conflict (#CR100)

From a Position of Strength: A Bi-Polar Perspective (#CY131)

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

Group Skills for Working with Adolescents (#CY129)

Influencing Decision Making and Change (#MGMT210)

Introduction to DOS (#CORR402)

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

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

Mediation in the Workplace (#CR305)

Mediation Skills, Level I (#CR300)

Mediation Skills, Level II (#CR400)

Negotiation Skills, Level I (#CR500)

Negotiation Skills, Level II (#CR600)

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)

Together We Stand: Effective Team Building (#MGMT120)

Training for Trainers: Creating and Designing Instructional Materials in Plain Language (#MGMT223E)

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

Training for Trainers: Ideas for Active Learning (#MGMT223D)

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

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

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

Unfinished Business - Getting Past the Past (#CR768)

Valuing Diversity: Dealing with Workplace Harassment (#MGMT222)

Working Together: Bridging the Gender Gap (#MGMT202)

Management Development for Residential Settings Certificate Program Graduation Ceremonies: **September 24th**

## 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): **November 1-3 and 15-16**

Fee: \$265

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): **November 29-30**

Fee: \$155

Instructor(s): Denise Grams



## Don't Burn Down the House: Fire Safety for Residential Facilities (#SUP113)

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

Length: One day

Date(s): **November 22**

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

Instructor(s): JI Fire Academy Instructor

### Instructors:

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

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

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

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 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.

### Elective Information

Please contact your local community college for Conflict Resolution electives for this program. Students in the Management Development for Residential Settings Certificate Program will have first preference when registering for the Together We Stand: Effective Team Building course in Mission, Parksville, Kelowna, and Victoria. Deadline for registration is three weeks prior to the course start date. For course description, see the Management category, page 27.

### Kelowna/Vernon Districts

#### Management Development for Residential Settings, Level 5 (#MGMT250K)

Length: Two days

Date(s): **October 5-6**

Location: Coast Vernon Lodge, 3914-32nd St., Vernon, BC

Fee: \$195

#### Management Development for Residential Settings, Level 6 (#MGMT260K)

Length: Two days

Date(s): **October 7-8**

Location: Coast Vernon Lodge, 3914-32nd St., Vernon, BC

Fee: \$195

#### Management Development for Residential Settings, Level 7 (#MGMT270K)

Length: Two days

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

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

Fee: \$195

#### Management Development for Residential Settings, Level 8 (#MGMT280K)

Length: Two days

Date(s): **December 8-9**

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

Fee: \$195

#### \*Together We Stand: Effective Team Building (#MGMT120K)

Length: Two days

Date(s): **November 3-4**

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

Fee: \$250

\*Deadline for registration is October 11. After that date, seats will be open to the general public.



## Mission

### \*Together We Stand: Effective Team Building (#MGMT120M)

Length: Two days  
Date(s): **September 29-30**  
Location: Mission Association for Community Living,  
33345 Second Avenue, Mission, BC  
Fee: \$175

\* Deadline for registration is September 8. After that date, seats will be open to the general public.

## Parksville

### \*Together We Stand: Effective Team Building (#MGMT120P)

Length: Two days  
Date(s): **October 6-7**  
Location: Tigh-Na-Mara Resort Hotel, Parksville, BC  
Fee: \$225

\* Deadline for registration is September 15. After that date, seats will be open to the general public.

## Victoria

### Management Development for Residential Settings, Level 3 (#MGMT230V)

Length: Two days  
Date(s): **October 4-5**  
Location: Coast Victoria Harbourside Hotel, 146 Kingston  
Street, Victoria, BC  
Fee: \$165

### Management Development for Residential Settings, Level 4 (#MGMT240V)

Length: Two days  
Date(s): **November 4-5**  
Location: Coast Victoria Harbourside Hotel, 146 Kingston  
Street, Victoria, BC  
Fee: \$165

### \*Together We Stand: Effective Team Building (#MGMT120V)

Length: Two days  
Date(s): **September 8-9**  
Location: Ramada Inn, 3020 Blanshard Street, Victoria, BC  
Fee: \$225

\*Deadline for registration is August 18. After that date, seats will be open to the general public.

# Training for Trainers

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

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

This practical workshop is directed toward people who deliver training programs as part of their overall job and want to learn new skills or enhance existing ones. Content will include: characteristics of adult learners, positive learning environments, instructional styles and techniques, motivational strategies, and instructional challenges. The number of registrants will be limited to 12 to allow opportunities for each participant to practise group and one-to-one training in a supportive setting. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days  
Date(s): **September 23-24**  
**October 25-26**  
**November 22-23**  
Fee: \$225  
Instructor(s): Reva Kalef

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

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

Length: Two days  
Date(s): **November 18-19**  
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 (#MGMT223), or by permission of the Co-ordinator. The number of registrants will be limited to 16. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days  
Date(s): **October 7-8**  
Fee: \$225  
Instructor(s): Reva Kalef

**NEW**

### Training for Trainers: Ideas for Active Learning (#MGMT223D)

Participants in this new workshop will come away with a repertoire of ideas for introductions, warm-ups, goal-setting, energizers, retention, transfer of learning, and closure. The workshop is directed toward trainers who want to explore ways to increase interaction and add variety to the courses they instruct. It will highlight the importance of using interactive strategies and the instructor qualities and skills that complement the use of such strategies. **Prerequisite(s):** Training for Trainers: Tips, Techniques and Tactics (#MGMT223), or by permission of the Co-ordinator. The number of registrants will be limited to 16. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days  
Date(s): **November 4-5**  
Fee: \$225  
Instructor(s): Reva Kalef

**NEW**

### Training for Trainers: Creating and Designing Instructional Materials in Plain Language (#MGMT223E)

This workshop is designed for people who plan or create instructional materials for adults. It applies principles of plain language and design to the special needs of the adult learner and instructional designer. The interactive, two-day workshop will allow participants to apply knowledge and skills learned to their own projects. Content will focus on creating overheads, flipcharts, handouts, workbooks, and materials used to plan and design instruction. The workshop will discuss manuals and some other "stand-alone" materials, but it will concentrate on those materials used for classroom-type instruction. **Prerequisite(s):** Training for Trainers: Fundamentals of Instructional

Planning (#MGMT223A), or by permission of the Co-ordinator. The number of participants is limited to 16.

Length: Two days  
Date(s): **December 2-3**  
Fee: \$200  
Instructor(s): Dianne Bodnar

### Instructors:

Dianne Bodnar, M.A., is a program developer, trainer, and editor who specializes in instructional design and plain language services. Formerly the Education Director of the Plain Language Institute of BC, she is also experienced in working with educational institutions, government agencies, community groups, and businesses to create training programs and materials.

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

## September

- |    |   |    |   |
|----|---|----|---|
| 9  | Mediation Skills Assessments (#CR499)                               | 8  | Working with Troubled and Troubling Adolescents: A Certificate Program for Practitioners (#CY135) |
| 9  | Negotiation Skills Assessments (#CR699)                             | 12 | Art Therapy with Female Survivors of Child Sexual Abuse (#CSA121)                                 |
| 11 | Resolving Conflict in the Workplace (#CR763)                        | 12 | Negotiation Skills, Level I (#CR500)  |
| 14 | Management Development for Residential Settings, Level 3 (#MGMT230) | 12 | Resolving Inner Conflict (#CR744)   |
| 17 | Child Sexual Abuse Intervention: Child and Youth Option (#CSA105A)  | 12 | WordPerfect 5.2 for Windows Level II (#CORR417)   |
| 20 | Critical Skills for Communicating in Conflict (#CR735)              | 13 | Mediation Skills, Level I (#CR300)  |
| 20 | Introduction to Windows (#CORR405)                                  | 13 | WordPerfect 5.2 for Windows Level I (#CORR401)  |
| 20 | Making Order Out of Chaos (#SUP110)                                 | 14 | Critical Skills for Communicating in Conflict (#CR735)  |
| 21 | WordPerfect 5.2 for Windows Level I (#CORR401)                      | 14 | WordPerfect for Windows Upgrade to WordPerfect (#CORR412)   |
| 22 | Dealing with Interpersonal Conflict (#CR100)                        | 15 | Group Skills for Working with Adolescents (#CY129)  |
| 23 | Training for Trainers: Tips (#MGMT223)                              | 15 | Understanding, Assessing, and Treating Stepfamilies (#EP192)                                      |
| 23 | WordPerfect, Tips, Tricks and Traps (#CORR409)                      | 16 | Critical Skills for Communicating in Conflict (#CR735)  |
| 24 | Art and Play Therapy with Neglected and Abused Children (#CY104B)   | 16 | Dealing with Interpersonal Conflict (#CR100)  |
| 25 | Critical Skills for Communicating in Conflict (#CR735)              | 18 | Basic Supervisory Program, Week 2 (#MGMT213A)   |
| 27 | Basic Supervisory Competency Program, Week 1 (#MGMT213)             | 18 | Dealing with Interpersonal Conflict (#CR100)  |
| 27 | Resolving Conflict in the Workplace (#CR763)                        | 18 | Quattro Pro (#CORR411)  |
| 27 | WordPerfect 5.1 (for DOS) Level I (#CORR400)                        | 18 | Responding to Violence Against Women in a Multicultural Community Context (#EP106)                |
| 29 | Dealing with Interpersonal Conflict (#CR100)                        | 18 | Working with Families in Crisis (#CY121)  |
| 29 | Valuing Diversity: Dealing with Workplace Harassment (#MGMT222)     | 19 | Shifting from Positions to Interest (#CR748)  |
| 29 | WordPerfect 5.1 (for DOS) Level II (#CORR407)                       | 19 | WordPerfect 5.1 (for DOS) Level II (#CORR407)   |
| 30 | Asserting Yourself Under Pressure (#CR702)                          | 20 | Dealing with Anger (#CR200)   |
|    |   | 20 | Front Line/Firing Line: Handling the Angry Client (#SUP109)                                       |
|    |   | 20 | Introduction to DOS (#CORR402)  |
|    |   | 20 | Working with Assaultive, Intoxicated, or Substance Abusing Adolescents (#CY142)                   |
|    |   | 21 | Making It Hard to Say No - Negotiating with Difficult People (#CR767)                             |
|    |   | 21 | Trauma in the Workplace: Responding to Critical Incident Stress, Level I (#EP117)                 |
|    |   | 22 | Creative Problem Solving (#MGMT207)   |
|    |   | 25 | Critical Skills for Communicating in Conflict (#CR735)  |
|    |   | 25 | Introduction to Windows (#CORR405)  |
|    |   | 25 | Management Development for Residential Settings, Level 5 (#MGMT250)                               |
|    |   | 25 | Mediation Skills, Level II (#CR400)   |
|    |   | 25 | Negotiation Skills, Level I (#CR500)  |
|    |   | 25 | Training for Trainers: Tips (#MGMT223)  |
|    |   | 25 | WordPerfect Tips, Tricks and Traps (#CORR409)   |
|    |   | 26 | WordPerfect 5.2 for Windows Level I (#CORR401)  |
|    |   | 27 | Clear and Simple: A Workshop on Writing Memos, Letters, and Reports (#MGMT212)                    |
|    |   | 27 | Management Development for Residential Settings, Level I (#MGMT214)                               |
|    |   | 27 | Resolving Conflict in the Workplace (#CR763)  |

## October

- |   |  |
|---|--|
| 4 | Asserting Yourself Under Pressure (#CR702)                                   |
| 4 | Introduction to Windows (#CORR405)   |
| 4 | Mediation in the Workplace (#CR305)  |
| 4 | Presenting Evidence: Being An Expert Witness in Environmental Cases (#EP119) |
| 5 | Working with Anger and Aggression in Youth (#CR720)                          |
| 6 | Dealing with Anger (#CR200)  |
| 6 | Influencing Decision Making and Change (#MGMT210)                            |
| 7 | Advanced Training for Trainers: Working with Groups (#MGMT223B)              |
| 7 | Management Development for Residential Settings, Level 4 (#MGMT240)          |
| 8 | Child Sexual Abuse Intervention: Adult Survivor Option (#CSA105B)            |



- 27 Self-Disclosure in Conflict: Winning Yourself a Hearing (#CR766)
- 27 Together We Stand: Effective Team Building (#MGMT120)
- 27 Understanding Performance Anxiety, Panic Disorders, and Panic States (#EP121)

### November

- 1 Alienation and Differentiation: Alternative Stories for Adolescents and Their Families (#CY120)
- 1 Asserting Yourself Under Pressure (#CR702)
- 1 Dealing with Anger (#CR200)
- 1 Front Line Training for Residential Settings (#SUP119)
- 1 Negotiation Skills, Level II (#CR600)
- 1 Trauma and Post Traumatic Stress Reactions (#EP178)
- 3 Dealing with Interpersonal Conflict (#CR100)
- 3 WordPerfect 5.1 (for DOS) Level I (#CORR400)
- 3 Working Together: Bridging the Gender Gap (#MGMT202)
- 4 Building Consensus (#CR733)
- 4 Dealing with Interpersonal Conflict (#CR100)
- 4 Putting People First: A Service Quality Workshop (#MGMT203)
- 4 Training for Trainers: Ideas for Active Learning (#MGMT223D)
- 4 Working with Pre-Delinquent and Delinquent Youth, Level I (#CY124)
- 5 Making Order Out of Chaos (#SUP110)
- 8 Building Mediation Competency I (#CR759)
- 8 Negotiation Skills, Level I (#CR500)
- 8 Preventing Peer Violence: Building Partnerships with Youth (#CY151)
- 8 Suicide Assessment and Intervention (#EP126)
- 8 WordPerfect 5.2 for Windows Level II (#CORR417)
- 9 Critical Skills for Communicating in Conflict (#CR735)
- 10 WordPerfect for Windows Upgrade to WordPerfect (#CORR412)
- 12 Building Negotiation Competency I (#CR765)
- 13 Mediation Skills, Level I (#CR300)
- 15 Criticism: How to Give and Receive It (#CR706)
- 15 Management Development for Residential Settings, Level 6 (#MGMT270)
- 15 Managing Your Video Project (#MGMT227)
- 15 Resolving Conflict in the Workplace (#CR763)
- 15 Sexual Abuse Treatment (#CSA137)
- 15 WordPerfect 5.1 (for DOS) Level II (#CORR407)
- 16 Mediation Skills, Level I (#CR300)
- 16 Parent-Teen Conflict: Creating Agreements for Change (#CY148)
- 17 Management Development for Residential Settings, Level 2 (#MGMT218)
- 17 Management Development for Residential Settings, Level 7 (#MGMT270)
- 17 Negotiation Skills, Level I (#CR500)
- 17 WordPerfect 5.1 (for DOS) Level III (#CORR408)
- 18 Building Strategies for Change (#MGMT229)

- 18 Children Who Witness Violence (#CY111)
- 18 Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)
- 18 Unfinished Business - Getting Past the Past (#CR768)
- 22 Basic Supervisory Competency Program, Week 1 (#MGMT213)
- 22 Dealing with Interpersonal Conflict (#CR100)
- 22 Don't Burn Down the House: Fire Safety for Residential Facilities (#SUP113)
- 22 Introduction to Windows (#CORR405)
- 22 Mediation Skills, Level II (#CR400)
- 22 Training for Trainers: Tips (#MGMT223)
- 23 Group Conflict Resolution: An Advanced Level Course (#CR736)
- 23 Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115)
- 23 WordPerfect 5.2 for Windows Level I (#CORR401)
- 24 Negotiation Skills, Level II (#CR600)
- 25 Managing the Hostile Individual (for high risk professionals) (#CR753)
- 25 Responding to Put-Downs and Bullying Behaviour: Assertion Training for Youth (#CY150)
- 25 WordPerfect Tips, Tricks and Traps (#CORR409)
- 26 An Exploration of Fetal Alcohol Syndrome: Implications for Practice (#CY152)
- 26 Art and Play Therapy: Treatment Approaches for Working with Children (#CY104)
- 29 Conflict in Organizations: Symptoms, Origins, and Strategies (#CR704)
- 29 Life Skills Training for Residential Settings (#SUP121)
- 29 Using Story and Myth in Working with Youth (#CY146)
- 29 Writing Winning Proposals (#MGMT224)

### December

- 1 Building Mediation Competency II (#CR759A)
- 1 Management Development for Residential Settings, Level 8 (#MGMT280)
- 1 Sharing the Questions: Alternative Views of Suicide (#EP123)
- 2 Training for Trainers: Creating and Designing Instructional Materials in Plain Language (#MGMT223E)
- 3 Building Negotiation Competency II (#CR765A)
- 3 Use-It-Or-Lose-It Clinic (#CR750)
- 6 Art Therapy with Female Survivors of Sadistic Abuse (#CSA121A)
- 6 Dealing with Anger (#CR200)
- 7 Understanding and Responding to the Defensive Themes of Assaultive Men (#EP140)
- 8 Child Centred Play Therapy (#CY104A)
- 9 Trauma in the Workplace: Level II (#EP117A)
- 9 Working with the Male Survivor of Sexual Abuse (#CSA131)
- 10 Art and Play Therapy with Neglected and Abused Children (#CY104B)
- 13 Mediation Skills Assessments (#CR499)
- 13 Negotiation Skills Assessments (#CR699)



## Course Listings by Date (Out-of-Town)

Courses are listed by start date.

### September

8	Victoria	Together We Stand: Effective Team Building (#MGMT#120V)
29	Mission	Together We Stand: Effective Team Building (#MGMT120M)

### October

4	Vanderhoof	Preventing Peer Youth Violence
4	Victoria	Management Development for Residential Settings, Level 3 (#MGMT280K)
5	Vernon	Management Development For Residential Settings, Level 5 (#MGMT250K)
6	Parksville	Together We Stand: Effective Team Building (#MGMT120P)
7	Vernon	Management Development for Residential Settings, Level 6 (#MGMT260K)
21	Vanderhoof	Understanding and Responding to Suicide

### November

3	Kelowna	Together We Stand: Effective Team Building (#MGMT120K)
4	Victoria	Management Development for Residential Settings, Level 4 (#MGMT240V)
16	Vanderhoof	Understanding and Responding to Family Violence
18	Vanderhoof	Practitioner Self Care

### December

6	Kelowna	Management Development for Residential Settings, Level 7 (#MGMT270K)
8	Kelowna	Management Development for Residential Settings, Level 8 (#MGMT280K)

## Course Listings by Title

Adolescent Suicide: Prevention and Postvention .....	24	Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A) .....	9
Advanced Training for Trainers: Working with Groups (#MGMT223B) .....	34	Child Sexual Abuse Support Worker Training Program (#CSA134) .....	9
Alienation and Differentiation: Alternative Stories for Adolescents and Their Families (#CY120) .....	5	Children Who Witness Violence (#CY111) .....	20
An Exploration of Fetal Alcohol Syndrome: Implications for Practice (#CY152) .....	7	Clear and Simple: A Workshop on Writing Memos, Letters, and Reports (#MGMT212) .....	27
Art and Play Therapy with Neglected and Abused Children (#CY104B) .....	8	Conflict in Organizations: Symptoms, Origins, and Strategies (#CR704) .....	16
Art and Play Therapy: Treatment Approaches for Working with Children (#CY104) .....	7	Creative Problem Solving (#MGMT207) .....	26
Art Therapy with Female Survivors of Child Sexual Abuse (#CSA121) .....	9	Critical Skills for Communicating in Conflict (#CR735) .....	16
Art Therapy with Female Survivors of Sadistic Abuse (#CSA121A) .....	10	Criticism: How to Give and Receive It (#CR706) .....	16
Asserting Yourself Under Pressure (#CR702) .....	15	Dangerous Goods (#DE01) .....	25
Basic Fire Science (#DE00) or (#NC-02) .....	25	Dealing with Anger (#CR200) .....	14
Basic Supervisory Competency Program, Week 1 (#MGMT213) .....	26	Dealing with Interpersonal Conflict (#CR100) .....	13
Basic Supervisory Program, Week 2 (#MGMT213A) .....	26	Don't Burn Down the House: Fire Safety for Residential Facilities (#SUP113) .....	33
Building Consensus (#CR733) .....	15	Ending Violence in the Family (#EP141) .....	12
Building Mediation Competency I (#CR759) .....	15	Enforcement and Investigative Skills .....	29
Building Mediation Competency II (#CR759A) .....	16	Engaging Partners in Work with Survivors of Sexual Abuse (#CSA143) .....	10
Building Negotiation Competency I (#CR765) .....	16	Executing a Court Order (#EP159) .....	35
Building Negotiation Competency II (#CR765A) .....	16	Fire Safety at Work (#DE02) .....	25
Building Strategies for Change (#MGMT229) .....	27	Front Line Training for Residential Settings (#SUP119) .....	32
Child Centred Play Therapy (#CY104A) .....	7	Front Line/Firing Line: Handling the Angry Client (#SUP109) .....	4
Child Sexual Abuse Intervention: A Training Program for Practitioners (Series #CSA105) .....	9	Group Conflict Resolution: An Advanced Level Course (#CR736) .....	17
		Group Skills for Working with Adolescents (#CY129) .....	6



Influencing Decision Making and Change (#MGMT210) .....	26	Shifting from Positions to Interests (#CR748) .....	18
International Adoption: Current Issues and Challenges for the Practitioner (#EP128) .....	12	Suicide Assessment and Intervention (#EP126) .....	20
Intervention in Families Where Violence is Present .....	24	Suicide Prevention and Family Violence Intervention Certificate Program .....	23
Intervention with Families of Suicide .....	23	Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115) .....	4
Introduction to DOS (#CORR402) .....	11	Technical Math (#DE05) .....	25
Introduction to the Fire Service (#NC-01) .....	24	The Role of the Practitioner in the Court System .....	24
Introduction to the Fire Service: Field Exercises (#NC-04) .....	25	Together We Stand: Effective Team Building (#MGMT120) .....	27
Introduction to Windows (#CORR405) .....	11	Training for Trainers: Creating and Designing Instruc- tional Materials in Plain Language (#MGMT223E) .....	35
Life Skills Training for Residential Settings (#SUP121) .....	32	Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A) .....	34
Making it Hard to Say No - Negotiating with Difficult People (#CR767) .....	17	Training for Trainers: Ideas for Active Learning (#MGMT223D) .....	35
Making Order Out of Chaos: Planning Skills for Admini- strative and Clerical Staff (#SUP110) .....	4	Training for Trainers: Tips, Techniques, and Tactics (#MGMT223) .....	34
Management Development for Residential Settings Level 1 (#MGMT214) .....	30	Trauma and Post Traumatic Stress Reactions (#EP178) .....	22
Level 2 (#MGMT218) .....	30	Trauma in the Workplace: Responding to Critical Incident Stress, Level I (#EP117) .....	21
Level 3 (#MGMT230) .....	30	Trauma in the Workplace: Responding to Critical Incident Stress, Level II (#EP117A) .....	22
Level 4 (#MGMT240) .....	31	Understanding and Responding to Family Violence .....	23
Level 5 (#MGMT250) .....	31	Understanding and Responding to Suicide .....	23
Level 6 (#MGMT260) .....	31	Understanding and Responding to the Defensive Themes of Assaultive Men (#EP140) .....	21
Level 7 (#MGMT270) .....	31	Understanding, Assessing, and Treating Stepfamilies (#EP192) .....	21
Level 8 (#MGMT280) .....	31	Understanding Performance Anxiety, Panic Disorders, and Panic States (#EP121) .....	20
Management Development for Residential Settings Certificate Program .....	30	Unfinished Business - Getting Past the Past (#CR768) ....	18
Managing the Hostile Individual (for high risk profes- sionals) (#CR753) .....	17	Use-It-Or-Lose-It Clinic (#CR750) .....	18
Managing Your Video Project (#MGMT227) .....	27	Using Story and Myth in Working with Youth (#CY146) .....	7
Mediation in the Workplace (#CR305) .....	14	Valuing Diversity: Dealing with Workplace Harassment (#MGMT222) .....	26
Mediation Skills Assessments (#CR499) .....	15	WordPerfect 5.1 (for DOS) Level I (#CORR400) .....	11
Mediation Skills, Level I (#CR300) .....	14	WordPerfect 5.1 (for DOS) Level II (#CORR407) .....	11
Mediation Skills, Level II (#CR400) .....	14	WordPerfect 5.1 (for DOS) Level III (#CORR408) .....	11
Negotiation Skills Assessments (#CR699) .....	15	WordPerfect 5.2 Level I for Windows (#CORR401) .....	11
Negotiation Skills, Level I (#CR500) .....	14	WordPerfect 5.2 Level II for Windows (#CORR417) .....	12
Negotiation Skills, Level II (#CR600) .....	15	WordPerfect Tips, Tricks, and Traps (#CORR409) .....	11
Parent-Teen Conflict: Creating Agreements for Change (#CY148) .....	6	WordPerfect Upgrade to WordPerfect for Windows (#CORR412) .....	12
Practitioner Self Care .....	23	Working Together: Bridging the Gender Gap (#MGMT202) .....	27
Presenting Evidence: Being an Expert Witness in Environmental Cases (#EP119) .....	29	Working with Anger and Aggression in Youth (#CR720) ....	6
Preventing Peer Violence: Building Partnerships with Youth (#CY151) .....	6	Working with Assaultive, Intoxicated, or Substance Abusing Adolescents (#CY142) .....	6
Preventing Peer Youth Violence .....	24	Working with Families in Crisis (#CY121) .....	21
Putting People First: A Service Quality Workshop (#MGMT203) .....	4	Working with Pre-Delinquent and Delinquent Youth, Level I: Awakening Personal Responsibility (#CY124) ..	6
Quattro Pro (#CORR411) .....	12	Working with the Male Survivor of Sexual Abuse (#CSA131) .....	10
Resolving Conflict in the Workplace (#CR763) .....	14	Working with Troubled and Troubling Adolescents: A Certificate Program for Practitioners (#CY135) .....	5
Resolving Inner Conflict (#CR744) .....	17	Writing Winning Proposals (#MGMT224) .....	28
Responding to Put-Downs and Bullying Behaviour: Assertion Training for Youth (#CY150) .....	7	Youth in Conflict: A Skills Development Series .....	5
Responding to Violence Against Women in a Multicultural Community Context (#EP106) .....	20		
Self-Disclosure in Conflict: Winning Yourself a Hearing (#CR766) .....	18		
Sexual Abuse Treatment: Facing the Challenge (#CSA137) .....	9		
Sharing the Questions: Alternative Views of Suicide (#EP123) .....	20		



## 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**

## Pacific Traffic Education Centre (PTEC)

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.

PTEC offers the following courses: **Driving with Finesse**  
**Total Control Driving**  
**Traffic Accident Investigation Levels I - IV**  
**Industrial Accident Investigation**

For information on any of the courses offered by PTEC, please call 604/222-7139.



# 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.

## Video Tape Duplication

The Justice Institute offers complete in-house video duplication services. Our Media Centre can produce VHS copies of any quantity from Betacam SP, Betacam, 3/4 U-matic, S-VHS, or VHS master tapes.

All dub orders include:

- time base correction;
- tape stock;
- vinyl library case; and
- laser jet printed labels.

Special orders for coloured, full-sleeve vinyl library cases may be ordered at an additional charge.

For further information or to receive a price list, contact Bob Walker at 604/222-3686.



## 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.

• **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 604/222-7292.

• **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: 604/222-7292

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

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

SURNAME	GIVEN NAME
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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:

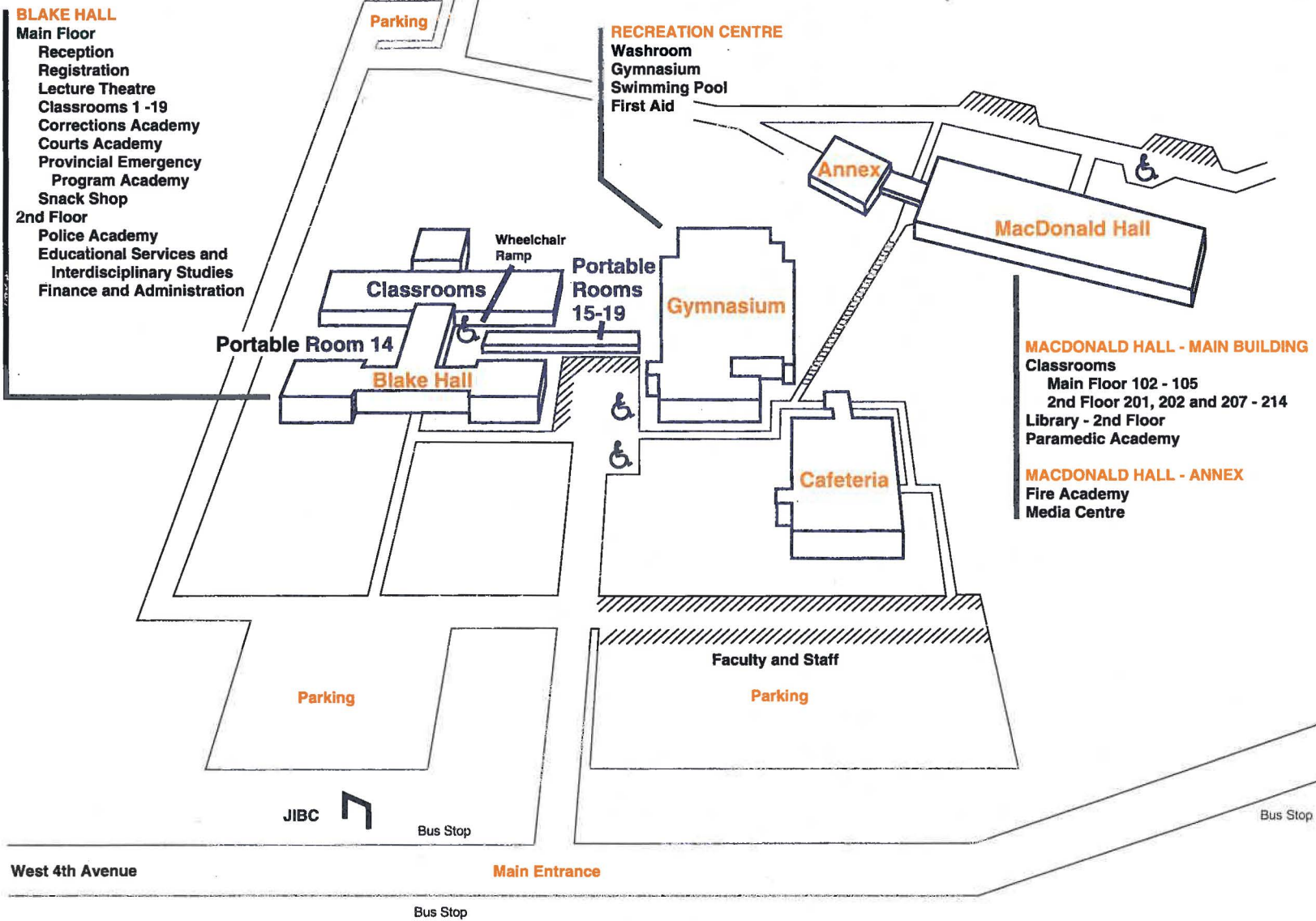
#     -     -

MASTERCARD Expiry date:

#     -     -



West 8th Avenue





To cut costs, and for environmental reasons, we have switched to a bulk mailing system for the Interdisciplinary Studies calendar. We are consistently reorganizing our mailing lists. If you have any concerns about our 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

