

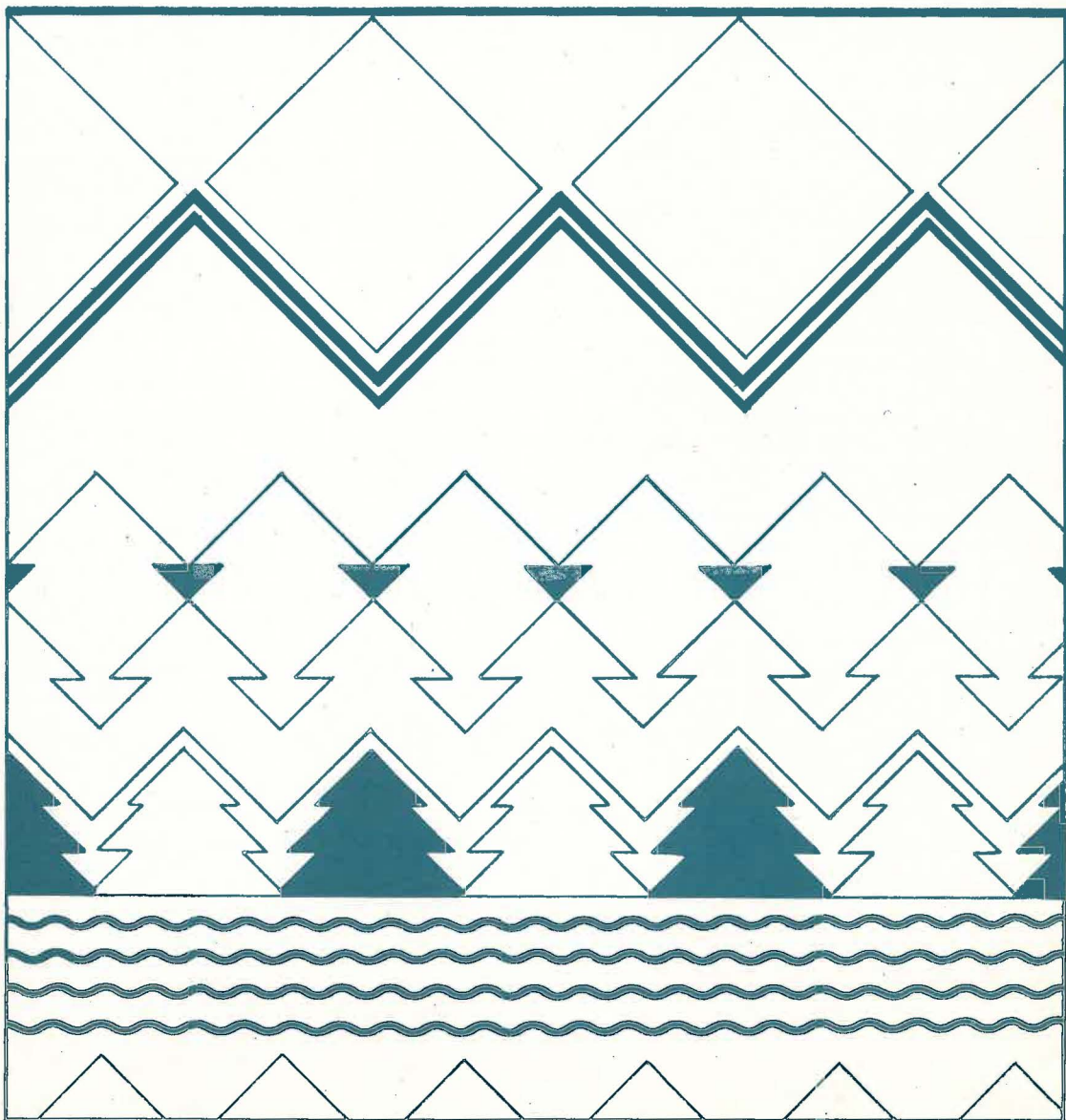
JL  
**JUSTICE  
INSTITUTE  
OF B.C.**

*January  
to  
June  
1991*



# **EXTENSION PROGRAMS**

Professional Development  
and  
Community Education





## General Information

### Extension Programs

January - June, 1991

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### Staff List

#### Extension Programs

Program Director	
Flora MacLeod	222-7225
Centre for Conflict Resolution Training	
Marje Burdine, Co-ordinator	222-7248
Marg Huber, Program Planner/Trainer	222-7219
Kendra McEown, Program Planner	222-7213
Sally McMurray, Program Assistant	222-7287
Justice, Family and Agency Training	
Shelley Rivkin, Co-ordinator	222-7233
Tad Dick, Program Planner	222-7271
Debbie Latimer, Program Assistant	222-7251
Group Home Management Training	
Sandra Rice, Co-ordinator	222-7273
Sandy Goettler-Johnson, Program Assistant	222-7285
Professional Health Programs	
Sandy Barabe, Co-ordinator	222-7121
Inara Neimers, Program Assistant	222-7114
Technical Enforcement & Management Training	
Patricia McNeill, Program Planner	222-7229
Sandy Goettler-Johnson, Program Assistant	222-7285
Office Support Staff	
Judy Laird	222-7224
Steven Schick	222-7224

#### Registration Office

Registration Supervisor	
Kerry Gruber	222-7111
Registration Processing Clerks	
Lorraine Ordano	222-7276
Brenda Adam	222-7289

**Time of classes:** Unless otherwise indicated, classes will be in session from 9:00 am to 5:00 pm.

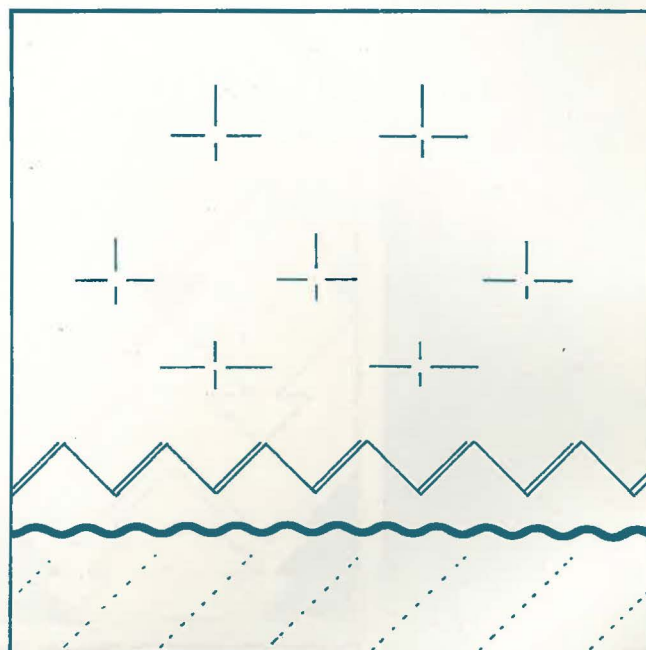
**Parking:** Parking is available, free of charge, in lots located north of Blake Hall, adjacent to Lawrence Hall, and east of the driveway off 8th Avenue.

**Parking for the disabled:** Two parking stalls for disabled drivers are located beside the gymnasium in the parking lot adjacent to Blake Hall. Students in wheelchairs should check with the registration office for the location of access ramps and washrooms.

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

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

**Smoking:** Smoking is permitted in Room 133 in Blake Hall and in one section of the cafeteria. All other rooms are non-smoking.



In consideration of the environment, Extension Programs no longer uses styrofoam cups for juice or coffee. Please bring your own mug or treat yourself to a JI mug for \$3.25.



## Accident Investigation

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

**Unless otherwise indicated, Traffic Accident Investigation courses will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm.**

### Industrial Accident Investigation (#MGMT222)

This course has been designed for supervisors/safety co-ordinators who investigate industrial or motor vehicle incidents on behalf of their organization. It is available only on a contract basis. Content for the course includes on-site investigations (identification, collection and preservation of evidence; note taking techniques; interviewing and obtaining statements from witnesses) and preparation of an investigator's report, including cause analysis and recommendations. Through the use of simulations, participants will demonstrate skills and techniques related to on-site investigations. For more information about a contract for your organization, contact Al Lund, 222-7139.

Resource People: Len Bosch, independent insurance adjuster with a background in investigative work with private industry and the RCMP; Al Lund, Program Director, Pacific Traffic Education Centre, Justice Institute; Warne Lynd, Accident Analyst, Police Academy, Justice Institute.

### Traffic Accident Investigation: Level I (#PTEC100)

This course has been designed for fleet safety supervisors, peace officers, safety administrators, insurance adjusters and others with an interest in or responsibility for investigating motor vehicle accidents. The three-day course includes an introduction to damage evaluation and crash dynamics, interpretation of accident scene evidence, accident photography, measures and field sketches, and interviewing drivers and witnesses. Candidates who successfully complete a final exam will be qualified to take a Level II course dealing with on-scene accident investigation.

Dates: **February 19-21**  
**March 26-28**  
**May 7-9**

Fee: \$395

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

## Children and Youth

**Unless otherwise indicated, Children and Youth courses will be held at the Justice Institute and will be in session from 9:00 am to 5:00 pm.**

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

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

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

Dates: **Fall 1991 (TBA)**, at the Justice Institute  
Fee: \$600 for 12 sessions

Dates: **Spring 1991 (TBA)**, at Northern Lights College, Dawson Creek, B.C.  
Fee: Call 604/782-5251 for registration and fee information

Resource Person: Penny Parry, Ph.D. Dr. Parry has worked in the child and youth care field for over 15 years in both clinical and academic settings. She is the former Director of the School of Child and Youth Care at the University of Victoria and is currently a consultant in the areas of staff training and direct care.

**All of the following courses are electives in the Working With Troubled and Troubling Adolescents Certificate Program.**

### Group Skills with Adolescents (#CY129)

This workshop is directed toward professionals who are, or are considering, working with adolescents in group settings. Content will focus on the process of leading groups rather than on specific therapeutic issues that participants bring to the group. Enrolment is limited to 18 to enable participants to experience the group process throughout the two-day workshop.

Dates: **January 29-30**  
Fee: \$150

Resource People: Allan A. Cohen, B.A., R.C.C., and Mahmud Nestman, M.Ed., R.C.C., counsellors and group leaders in private practice with extensive experience working with adolescents in group settings.



### Managing Out-of-Control or Assaultive Behaviours (#CY142)

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

Dates: **February 7-8**

Fee: **\$150**

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

### Separation and Attachment: How Early Life Events Impact on Adolescent Development (#CY134)

This workshop is directed toward professionals working with children, families, foster parents or adoptive parents. Day one will explore factors that influence the child's reaction to parental separation and loss, examine the grief process in children who have been separated from their birth parents, and consider how early life relationships and events influence the establishment of new attachments and impact on adolescent development. Day two will explore ways to assess adolescent behaviour as a result of early life events, examine how early life events resurface as identity issues in adolescence, and consider treatment approaches to minimize the long term effects. Co-sponsored with the Society of Special Needs Adoptive Parents

Dates: **February 14-15**

Fee: **\$125**

\$150 for persons attending this workshop and the Reparenting workshop (see next listing).

Resource Person: Vera Fahlberg, M.D. Dr. Fahlberg is a nationally recognized expert on the treatment problems of foster and special needs adoptive children. She is the medical director of Forest Heights Lodge in Evergreen, Colorado, a psychiatric facility for children and adolescents.

### Pathways to Solutions: Brief Family Therapy with Difficult Adolescents (#CY114)

Frequently, difficult youth (eating disorders, substance abuse, delinquency) and their families have experienced multiple treatment failures and have been labelled "resistant," "enmeshed," and "chemically dependent." These labels further perpetuate stereotypes about this population. In this workshop, a family wellness approach for responding to substance abusing adolescents will be presented which capitalizes on the strengths and resources of family members to create a context for change. The major emphasis of this pragmatic family therapy approach is on what works, rather than what is wrong with the family.

Dates: **February 15-16**

Fee: **\$150**

Resource Person: Matthew Selekman, M.S.W., family therapy supervisor at the Des Plaines Valley Community Centre in Summit, Illinois, and a private practitioner specializing in

family therapy with adolescent and adult substance abusers. He is the co-author of *Family Therapy Approaches with Adolescent Substance Abusers*, a clinical-certified substance abuse counsellor, and both a clinical member and approved supervisor in the American Association for Marriage and Family Therapy.

### Reparenting: A Workshop for Foster and Special Needs Adoptive Parents (#CY145)

This workshop will explore the issues and challenges faced by foster and special needs adoptive parents. Content will examine ways to reparent children who have experienced attachment disruption and will emphasize behavioural management and supportive relationship building techniques.

Date: **February 16**

Fee: **\$50 per person; \$75 per couple**

Resource Person: Vera Fahlberg, M.D. Dr. Fahlberg is a nationally recognized expert on the treatment problems of foster and special needs adoptive children. She is the medical director of Forest Heights Lodge in Evergreen, Colorado, a psychiatric facility for children and adolescents.

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

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

Dates: **February 18-19**

**May 29-30**

Fee: **\$135**

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

### Beyond the Basics: Natural and Logical Consequences Revisited (#EP172)

This workshop is directed toward staff working in adolescent residential or other structured settings. The workshop will review the basic principles involved in using natural and logical consequences and will examine the therapeutic benefit of implementing this approach in response to developmental or behavioural difficulties.

Dates: **February 19-20**

Fee: **\$135**

Resource Person: Jeffrey Fuhr, Ph.D., clinical consultant to the Arbutus Society for Children in Victoria, and counsellor in private practice. He has worked in adolescent residential settings in Alberta and Britain.



## Managing Challenging Behaviour in Adolescent Residential Settings (#CY136)

Dates: **May 9-10**

See Group Home and Residential Care category for workshop description.

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

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

Dates: **February 21-22**

**February 28-March 1**, at East Kootenay Community College, Cranbrook. Please call 640/489-2751 for registration and fee information.

**May 16-17**

Fee: **\$135**

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

### Working with Pre-delinquent and Delinquent Youth - Level II: Facilitating Personal Responsibility Within the Teen's Belief System (#CY124A)

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

Date: **February 23**

Fee: **\$70**

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

## Empowering Youth Through Problem Solving: An Advanced Level Workshop (#CY139)

In conflict situations adolescents frequently make decisions based on fear, assumptions and impulse. Adults often give them advice based on the adult's interpretation of the events and personal needs. As a result, there is no ongoing commitment on the part of the young person to follow through. This workshop, directed toward youth and child care workers and other practitioners working with adolescents, will model problem solving techniques that can be used to guide young people through conflict situations. Participants will learn to facilitate a process whereby adolescents can consider the circumstances, concerns and assumptions that motivate their behaviour; develop their own critical thinking and problem solving skills; and begin to make decisions that successfully meet their underlying needs. Participants are expected to have previously completed either Anger Management with Youth or Critical Skills for Communication in Conflict Situations. (An elective in both the Conflict Resolution and Working with Troubled and Troubling Adolescents certificate programs.)

Dates: **May 6-7**

**July 29-30**

Fee: **\$150**

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

### Anger Management with Youth - Level I (#CR720)

Adult-youth conflicts often involve dealing with some level of anger. These angry feelings may take the form of resistance, withdrawal, or acting-out behaviours. To resolve conflicts with youth, angry feelings need to be acknowledged before rational problem solving can occur. This skill-building workshop will examine the developmental issues of adolescents in the context of conflict situations. Anger management skills will assist the adult and youth to move through anger to identification of the problem. Problem solving strategies will show how to resolve conflicts with youths and achieve the best outcome for both parties. (An elective in both the Conflict Resolution and the Working with Troubled and Troubling Adolescents certificate programs.)

Dates: **January 23-24**, Paula Temrick

**April 2-3**, Dale Zaiser

**July 8-9**, Mario Govorchin

Fee: **\$165**

Resource People: Paula Temrick, mediator and counsellor in private practice, and education consultant; Dale Zaiser, M.A., ABS (candidate), consultant and counsellor in private practice, and instructor at Douglas College; Mario Govorchin, trainer, consultant and adolescent psychiatric worker.



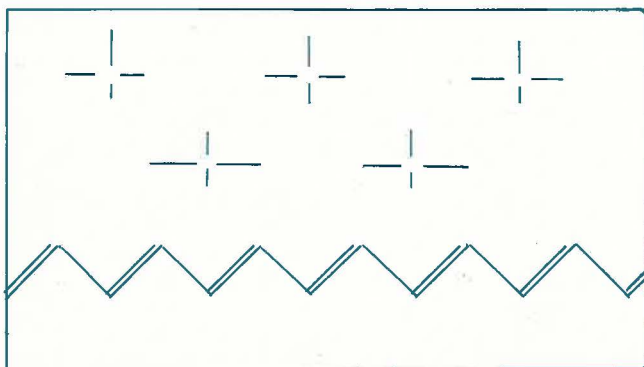
### Anger Management with Youth - Level II: An Advanced Level Workshop (#CR720A)

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

Dates: **May 31-June 1**

Fee: \$150

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



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## Conflict Resolution

**T**he Justice Institute's Certificate Program in Conflict Resolution was created to meet the needs of a wide range of professionals for increased skill and knowledge in dealing with conflict in their work environments. It is the only program of its kind in Canada.

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

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

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

Dates: **March 22-23**

Fee: \$135

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

### Non-Directive Play Therapy - Level II (#CY104A)

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

Dates: **April 26-27**

Fee: \$160

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



### Resource People

Most courses in the centre are delivered by:

**Mary Anne Quinlan Auguste**, counsellor and mediator in private practice;

**Randy Boychuck**, M.A., Ph.D. (candidate), counsellor and trainer in private practice;

**Michael Fogel**, LLB, J.D., M.Ed.(Counselling), mediator and counsellor in private practice, and Director of Mediation Services with BC International Commercial Arbitration Centre;

**Mario Govorchin**, trainer, consultant and adolescent psychiatric worker;

**Karen Haddigan**, mediator in private practice, and Project Co-ordinator, Inner City Housing;

**Stacey Holloway**, consultant and counsellor in private practice specializing in youth and education;

**Marg Huber**, trainer and mediator in private practice, specializing in family, community and native groups;



**Arthur Ridgeway**, Ph.D., registered psychologist, consultant and trainer in private practice;  
**Gordon Sloan**, LLB, mediator and trainer in private practice;  
**Paula Temrick**, mediator and counsellor in private practice, education consultant;  
**Dale Zaiser**, M.A., ABS (candidate), consultant and counsellor in private practice, and Instructor, Douglas College. Other resource people with complementary expertise and specializations are also involved.

### Course Times and Locations

Unless otherwise indicated under individual course listings, Vancouver courses will be held at the Justice Institute of BC, 4180 West 4th Ave., Vancouver, BC. **Classes will be in session from 9:00 am until 5:00 pm January through May, and 8:30 am to 4:30 pm June through August.** Parking is free.

Certificate Program courses are co-sponsored with Okanagan College in Kelowna (Russell Krasnuik, Program Administrator, telephone 604/862-5480 to register using VISA or Mastercard); and Yukon College in Whitehorse (telephone 403/668-8710 to register using VISA).

### Coffee and Juice

Coffee and juice will be provided daily at each workshop at 8:30 am and at the morning and afternoon breaks. **Please bring your own cup/mug.** Those who have not brought their own cups may purchase a Justice Institute mug for \$3.25. Lunch is available on campus or at nearby restaurants.

## ✧ Conflict Resolution I: Dealing with Interpersonal Conflict (#CR100)

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

Dates: **January 23-25**, Randy Boychuck  
**January 24-26 in Whitehorse**, Dale Zaiser (Co-sponsored with Yukon College. For registration and information call 403/668-8710.)  
**February 6-8 in Kelowna**, Mary Anne Quinlan Auguste (Co-sponsored with Okanagan College. For registration and information call 604/862-5480.)  
**February 11-13**, Mario Govorchin  
**February 20-22**, Mario Govorchin  
**April 3-5**, Paula Temrick  
**May 1-3**, Karen Haddigan  
**June 3-5**, Randy Boychuck  
**July 10-12**, Marg Huber  
**July 17-19 in Kelowna**, Dale Zaiser (Co-sponsored with Okanagan College. For registration and information call 604/862-5480.)

Fee: \$225  
 \$300 in Whitehorse  
 \$295 in Kelowna

## ✧ Conflict Resolution II: Dealing with Anger (#CR200)

Angry, hostile or resistant feelings and behaviours are commonly generated in conflict situations. Efforts at resolving 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. *Conflict Resolution I: Dealing with Interpersonal Conflict (#CR100) is recommended as a prerequisite for this course.* (A Certificate Program core course.)

Dates: **February 4-6**, Randy Boychuck  
**February 25-27**, Karen Haddigan  
**March 20-22**, Mario Govorchin  
**May 21-23**, Dale Zaiser  
**June 17-19**, Mary Anne Quinlan Auguste  
**August 21-23 in Kelowna**, Randy Boychuck (Co-sponsored with Okanagan College. For registration and information call 604/862-5480.)  
**August 28-30**, Stacey Holloway  
 Fee: \$225  
 \$295 in Kelowna

## ✧ Mediation Skills I (#CR300)

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

Dates: **January 28-30**, Paula Temrick  
**February 28-March 2 in Whitehorse**, Randy Boychuck (Co-sponsored with Yukon College. For registration and information call 403/668-8710.)  
**March 11-13**, Karen Haddigan  
**May 15-17**, Stacey Holloway  
**May 15-17 in Kelowna**, Mario Govorchin (Co-sponsored with Okanagan College. For registration and information call 604/862-5480.)  
**June 10-12**, Michael Fogel  
**July 29-31**, Marg Huber  
 Fee: \$225  
 \$300 in Whitehorse  
 \$295 in Kelowna

## ✧ Mediation Skills II (#CR400)

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



Skills, Level I, or by permission of the Co-ordinator. (A Certificate Program core course.)

Dates: **January 14-18**, Gordon Sloan  
**February 11-15**, Karen Haddigan  
**April 8-12**, Stacey Holloway  
**August 12-16**, Michael Fogel  
Fee: \$385

### **VA Negotiation Skills I (#CR500)**

Negotiation skills are essential in daily interactions with others to assist you in getting what you need and want. Principled negotiation results in an agreement that responds to the interests of both parties involved. This course introduces the skills, theory and techniques for applying interest-based negotiation in a variety of work and day-to-day situations. Participants will learn to build a collaborative climate and use the skills and concepts of principled negotiation. Required reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 1981. (A Certificate Program core course.)

Dates: **February 6-8**, Karen Haddigan  
**March 20-22 in Kelowna**, Marg Huber  
(Co-sponsored with Okanagan College. For registration and information call 604/862-5480.)  
**March 25-27**, Gordon Sloan  
**May 27-29**, Paula Temrick  
**July 3-5**, Michael Fogel  
**August 19-21**, Mario Govorchin  
Fee: \$225  
\$295 in Kelowna

### **VA Negotiation Skills II (#CR600)**

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

Dates: **February 26-March 1**, Marg Huber  
**April 16-19**, Michael Fogel  
**July 23-26**, Paula Temrick  
Fee: \$300

### **Conflict Resolution Skills Assessments**

Open only to those students enrolled in the Conflict Resolution Certificate Program. Candidates are required to demonstrate a satisfactory level of proficiency in the areas of mediation and negotiation prior to being granted the Conflict Resolution Program Certificate.

**Mediation Skills Assessment (#CR499)**  
**Negotiation Skills Assessment (#CR699)**

Dates: **January 14-18**  
**May 21-31**

Fee: \$100 per assessment  
Resource Person: Marje Burdine, Co-ordinator, Centre for Conflict Resolution Training, Justice Institute of BC, and the Centre's trainers.

### **VA Critical Skills for Communicating in Conflict Situations (#CR735)**

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

Dates: **January 21-22**, Karen Haddigan  
**March 7-8**, Mary Anne Quinlan Auguste  
**April 12-13 in Whitehorse**, Mario Govorchin  
(Co-sponsored with Yukon College. For registration and information call 403/668-8710.)  
**April 15-16**, Marg Huber  
**May 30-31**, Stacey Holloway  
**July 15-16 in Kelowna**, Dale Zaiser  
(Co-sponsored with Okanagan College. For registration and information call 604/862-5480.)  
**July 22-23**, Dale Zaiser  
Fee: \$165  
\$200 in Whitehorse  
\$225 in Kelowna

### **Empowering Youth Through Problem Solving: An Advanced Level Workshop (#CY139)**

Dates: **May 6-7**  
**July 29-30**

See Children and Youth category for workshop details.

### **VA Assertion Skills in Conflict Situations (#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. (A Certificate Program elective course.)

Dates: **January 31-February 1**, Randy Boychuck  
**April 10-11 in Whitehorse**, Mario Govorchin  
(Co-sponsored with Yukon College. For registration and information call 403/668-8710.)  
**April 25-26 in Kelowna**, Mario Govorchin  
(Co-sponsored with Okanagan College. For registration and information call 604/862-5480.)



**April 29-30, Paula Temrick**  
**June 20-21, Stacey Holloway**

Fee: \$165  
\$200 in Whitehorse  
\$225 in Kelowna

### **Anger Management with Youth - Level I (#CR720)**

Dates: **January 23-24, Paula Temrick**  
**April 2-3, Dale Zaiser**  
**July 8-9, Mario Govorchin**

### **Anger Management with Youth - Level II: An Advanced Level Workshop (#CR720A)**

Dates: **May 31-June 1**

See Children and Youth category for workshop details.

### **Consensus Decision-Making: When and How (#MGMT228)**

Dates: **February 4 (Part 1), Brenda Berck**  
**February 28 (Part 2), Brenda Berck**

See Management category for workshop details.

### **Creating a Climate for Resolution (#CR757)**

When working with clients in mediation and negotiation, it is important to establish a rapport quickly and effectively, and to communicate in a way which puts the client at ease. This course will present three methods for communicating with clients: the use of metaphors, analogies and anecdotes; neurolinguistic communication skills; and the Ericksonian methods of utilization techniques and indirect communication. The use of these skills will assist the participant in establishing rapport, gathering information and assisting the client to consider a wider range of choices. (A Certificate Program elective course.)

Dates: **February 18-19, Arthur Ridgeway**  
Fee: \$165

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

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

Dates: **March 4-5, Stacey Holloway**  
**August 19-20 in Kelowna, Randy Boychuck**  
(Co-sponsored with Okanagan College. For registration and information call 604/862-5480.)  
**August 26-27, Mario Govorchin**  
Fee: \$165  
\$225 in Kelowna

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

Conflict in organizations takes many forms. This course focuses on those 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. (A Certificate Program elective course.)

Dates: **March 14-15**  
**July 15-16**

Fee: \$165  
Resource Person: Mike Talbot, M.A., M.Tech., organizational consultant in private practice with a particular interest in organizational evolution.

### **Shifting From Positions to Interests (An Advanced Workshop) (#CR748)**

Whether in the context of negotiation, mediation or interpersonal conflict, people need to know and be able to express what they want. Yet people are often unaware of what they want or only know what they don't want. Their needs, wants, fears and concerns are unclear. This skill-building course is designed to assist participants in creating positive outcomes through a deeper exploration of underlying interests and intentions in conflict situations. Participants will expand their questioning strategies, develop behavioural flexibility, increase choice, and identify personal and interpersonal barriers and strengths. Recommended prerequisite: at least two other courses in the Certificate Program. (A Certificate Program elective course.)

Dates: **March 18-19, Arthur Ridgeway**  
Fee: \$165

### **Conflict Resolution in the Workplace (#CR725)**

When employees run into conflicts on the job - with co-workers, clients, supervisors or managers - they are often unsure of the best way to deal with them. If they confront the person directly, they may be misunderstood and pay a high price. So the tendency is to avoid the situation or to suffer in silence. The result is low morale or a desire to "get even." This course will provide a road map and skills to help employees resolve conflicts and help reduce workplace tensions. It is intended for those who have not had previous training in conflict resolution at the Justice Institute. Participants learn to: distinguish between symptoms and causes of conflicts; create a positive tone for resolving differences; determine what people do to make conflicts worse instead of better; use communication skills essential to working out differences; determine when other resources are needed if the conflict is too complex or emotions are too high. (A Certificate Program elective course.)

Dates: **April 22-23, Paula Temrick**  
Fee: \$165



### **W** Caucusing in Mediation (#CR764)

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

Date: **May 6**, Michael Fogel  
Fee: **\$80**

### **W** Positive Power in Mediation (#CR731)

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

Date: **May 8-9**, Joan Balmer  
Fee: **\$165**

### **W** Intercultural Conflict Resolution: Native Perspectives (#CR761)

The need to communicate and be understood is shared by all cultures. Our ability to resolve intercultural conflict between native and white people is greatly enhanced by learning more about these cultural differences, including cultural values, beliefs, attitudes and traditions; use of languages and imagery; communication and processing styles; and the effect of internalized oppression and dominance. We can then apply this learning to understand and adapt to individual differences. Without it, we risk inaccurate assumptions and stereotyping. Through native co-facilitation, this course will enable participants to increase their awareness of native/white cultures and their effectiveness in responding to inter-cultural conflicts. There will be opportunities to practice communication skills that lead to empathy-building and an ability to shift between cultural frames of reference. (A Certificate Program elective course.)

Dates: **June 17-18**, Marg Huber/Amanda White  
(native youth counsellor and intercultural trainer)  
Fee: **\$165**



### **W** Resolving Inner Conflict (#CR744)

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

Dates: **July 2-3**, Randy Boychuck  
Fee: **\$165**

### **W** Building Competency in Mediation (#CR759)

Building competency requires the integration of skills and concepts that form the backbone of the mediation process. This course will isolate stumbling blocks that chronically arise in this learning process. Video examples of mediation pitfalls will be presented as well as examples of effective techniques for avoiding these trouble spots. Learners will be assisted to assess their own work given these indicators of competency. Prerequisite: #CR100 and #CR300. (A Certificate Program elective course.)

Date: **July 18**, Karen Haddigan  
Fee: **\$80**

### **W** How To Deal Effectively with Criticism in the Workplace (#CR715)

Giving and receiving critical feedback is necessary for the development of a productive and challenging work environment. Criticism is often experienced, however, as negative and confrontational, resulting in feelings of anxiety, fear and resentment. This course will explore ways to provide critical feedback in a straightforward yet respectful and constructive manner. We will demonstrate ways to identify issues, express concerns constructively and work toward problem solving. (A Certificate Program elective course.)

Dates: **August 1-2**, Paula Temrick  
Fee: **\$165**

### **W** Group Conflict Resolution (#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. Prerequisite: a core course in the program or by permission of the Co-ordinator. (A Certificate Program elective course.)

Dates: **August 7-8**, Karen Haddigan  
Fee: **\$165**



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

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

Date: **August 22**, Michael Fogel  
Fee: \$80

## **Crime Prevention**

**T**he following courses are co-sponsored with the BC Ministry of Solicitor General, Crime Prevention Program. **Unless otherwise indicated, Crime Prevention courses will be held at the Justice Institute and will be in session from 9:00 am to 5:00 pm.**

### **Adolescents and Addiction: Practical Strategies for Assessment and Treatment (#CY141)**

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

Dates: **February 18-19**  
**May 29-30**

Fee: \$135

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

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

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

Dates: **February 21-22**

**February 28-March 1**, at East Kootenay Community College, Cranbrook. Please call 640/489-2751 for registration and fee information.  
**May 16-17**

Fee: \$135

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

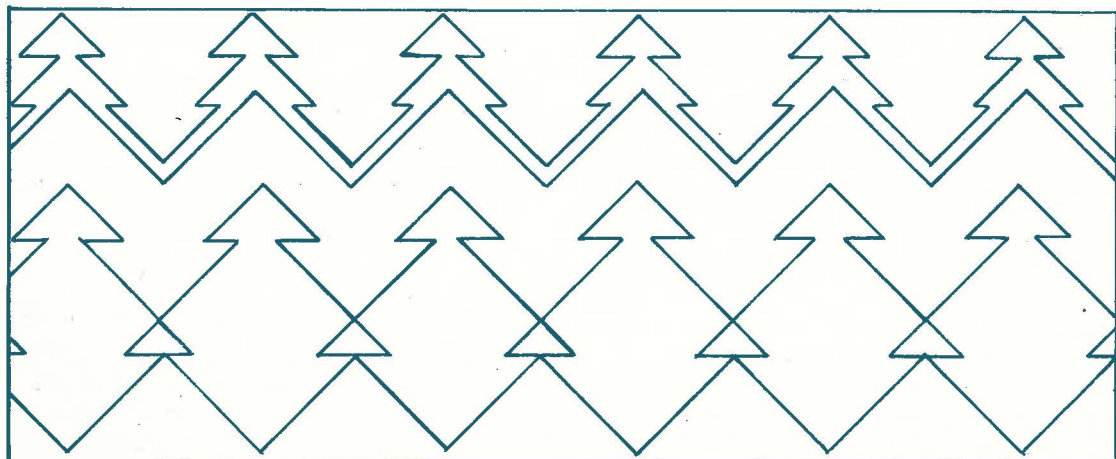
## **Working with Pre-delinquent and Delinquent Youth - Level II: Facilitating Personal Responsibility Within the Teen's Belief System (#CY124A)**

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

Date: **February 23**

Fee: \$70

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





# Family Assault and Sexual Violence

Unless otherwise indicated, Family Assault and Sexual Violence courses will be held at the Justice Institute and will be in session from 9:00 am to 5:00 pm.

## Child Sexual Abuse Intervention:

### A Training Program for Practitioners (#CSA105)

This program is designed for practitioners currently working with child or adult sexual abuse victims. It will: examine theoretical issues, demonstrate intervention skills, present treatment approaches, and develop interdisciplinary networking. A certificate of achievement will be available upon successful completion of the program.

Dates: Complete Program:

**July 2-November 30, 1991**

Children and Youth option: **July 2-19, 1991**

Adult Survivor option: **September 20-November 30, 1991** (every second Friday and Saturday)

Fee: \$775 for complete program;

\$600 for Children and Youth option;

\$500 for Adult Survivor option.

Contact the Registration Office for a brochure describing the program, dates, and resource people.

## Developing a Child Abuse Agenda for the 1990s:

### A Day with Dr. Richard Krugman (#CSA146)

This workshop is divided into two parts. The morning session is directed toward all persons working in the field of child abuse and will address topics such as the new research and what it says about the victimization of children, the growing concern about the incidence of child sex offenders, new interventions to respond to psychological maltreatment of children, and the importance of maintaining program integrity in the face of restraint. The afternoon session is directed toward front line professionals - doctors, nurses, investigative social workers, police and crown counsel - and will examine medical issues involved in child abuse investigations including what physical findings mean, current research regarding suggestive versus confirmatory findings, crossover between forms of abuse, issues related to the presence of sexually transmitted diseases, and the growing risk of HIV infection among child sexual abuse victims.

Date: **January 25**

Fee: \$100 for the full day; \$55 per session.

Resource Person: Dr. Richard Krugman, M.D., is an internationally regarded expert in child abuse and neglect. He is Professor of Paediatrics, Director of the C. Henry Kempe National Centre for the Prevention and Treatment of

Child Abuse and Neglect, Dean of the University of Colorado School of Medicine, and the editor-in-chief of *Child Abuse and Neglect, the International Journal*.

## Let's Talk About Touching:

### Training for Early Childhood Educators (#CSA110)

This workshop provides training for early childhood educators and kindergarten teachers in the use of a sexual abuse prevention program designed for three and one-half to five year olds. The program includes nine scripted lessons and teaching aids. It covers the nature and dynamics of child sexual abuse, use of the curriculum, and adaption of the program for use with special needs children. After completion of the two-day program kindergarten teachers and licensed pre-school staff currently working in a centre may purchase a teaching kit at a cost of \$25. The cost of the kit for others who complete the program is \$50. Teaching dolls are an additional \$60 a pair. Co-sponsored with the Early Childhood Education Association of BC, Ministry of Solicitor General, and Ministry of Health, Mental Health Services.

Dates: **Saturday February 2 and Sunday February 3**

at the Justice Institute (#CSA110LM)

**February 8 and Saturday February 9 in Victoria**

(#CSA110V) at Best Western Carlton Plaza, 642 Johnson Street, Victoria, B.C. V8W 1M6, 604/388-5513.

**Saturday, March 9 and Sunday, March 10 in Cranbrook.** (Co-sponsored with Concerned People for Child Care. For registration and information

call Ildi Walkley at 604/426-8181 or Lynn Wood at 604/426-6551.)

**March 15 and Saturday March 16 in Quesnel.**

(Co-sponsored with the Women's Centre. For registration and information call Tina DeVito 604/992-8472.)

**April 19 and Saturday, April 20 in Campbell River.**

(Co-sponsored with North Island College. For registration and information call Anne Lindsay 604/286-8911.)

**May 10 and Saturday May 11 in New Westminster.**

(Co-sponsored with Douglas College. For information call 604/527-5479; to register call 604/527-5472.)

A limited number of additional workshops may be held at the request of specific communities.

Please call Patricia McNeill at 222-7229 for further details.

Times: 8:30 am - 4:30 pm

Fee: \$35

Resource People: The program is taught by early childhood educators and sexual abuse prevention consultants who have received training in the program and have used the curriculum in their own professional setting.

## Working with Adult Male Survivors (#CSA131)

This workshop is directed toward professionals working with adult male survivors in therapeutic settings. Course content will examine issues in male socialization that impact on reporting and coping with childhood sexual abuse; explore the physical, psychological and behavioural



symptoms experienced by male victims; provide a model for conducting an assessment interview; and present individual and group treatment approaches.

Dates: **February 15-16**

Fee: \$135 for both days

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

### **▼The Double Battle: Treating the Substance Abusing and Sexually Abused Client (#CSA124)**

This workshop is directed toward counsellors and group leaders interested in treating clients who are recovering from sexual abuse and substance abuse. Day one will cover assessment issues and history-taking, determining treatment approaches, responding to substance abuse relapses in therapy, and handling other issues such as eating disorders, compulsive thefts and lying. Day two will focus specifically on leading groups for these clients, and will examine such issues as establishing ground rules, stages of the group process, critical incidents in the group, and voluntary or necessary termination of group membership.

Dates: **February 25-26**

**March 18-19**

Fee: \$150

Resource People: Myrna Driol, M.A., and Trisha Hiland, M.A., registered psychologists with extensive experience working in alcohol and drug services.

### **▼Working with the Sexually Abused Child (#CSA126)**

This workshop is directed toward professionals who are new to the field of child sexual abuse. Course content will cover nature and dynamics of child sexual abuse; emotional, behavioural and physical characteristics of child sexual abuse; impact of victimization on developmental growth; support for the victim and non-offending family members; and ongoing follow up.

Dates: **February 27-28**

Fee: \$115 for both days

Resource Person: Bonnie Granger, M.Ed., counsellor and trainer in private practice with extensive experience working with children who have been sexually abused.

### **▼Working with Non-offending Family Members (#EP177)**

This workshop is directed toward staff working with non-offending family members who are trying to understand and recover from the offending behaviour. The focus of the workshop will be on assisting family members to understand the offending process, and on providing ways for them to integrate their feelings of anger and loss. The content will examine ways that staff can help families prepare practically and therapeutically for the return of the offender to the community or the family, and will help them ensure on-going safety for at-risk family members.

Dates: **March 7-8**

Fee: \$150

Resource Person: Tom Foster, M.S.W., therapist in private practice specializing in work with adult sex offenders. He

is the former program co-ordinator of the Sex Offender Treatment Program for the Regional Psychiatric Centre, Correctional Services of Canada.

### **▼Statement Validity Analysis:**

#### **Interviewing and Assessment Approaches (#CSA129)**

This workshop is directed toward professionals involved in the investigative and assessment process leading up to criminal proceedings in child sexual abuse cases. Day one will examine statement validity analysis as an effective tool for investigative interviews. Day two will explore the use of this model in assessing the impact of child sexual abuse on alleged victims.

Dates: **April 17-18**

Fee: \$150

Resource People: Udo Undeutsch, Ph.D., the originator of statement validity analysis as a tool for investigative interviews; John Yuille, Ph.D., Department of Psychology, UBC, has developed a systematic procedure for interviewing children (the Step-Wise Interview). He has provided training in the technique in eight provinces, several states, the U.K., and the South Pacific.

### **▼Group Work with Adult Female Survivors (#CSA129)**

This workshop is directed toward counsellors and therapists working with adult female survivors in a group context. Content will cover models of group work, developing a framework for assessment, moving group members from emotional support to psychodynamic content, handling transference and counter transference, and using a range of exercises and approaches to facilitate healing.

Dates: **April 19-20**

Fee: \$150 for both days

Resource People: Kate Blassnitz, M.S.W., community and family counsellor with North Shore Family Services and co-leader of groups for adult survivors; and Anne Siegenberg, M.S.W., therapist in private practice and group facilitator with North Shore Family Services and Vancouver Incest and Sexual Abuse Centre Society (VISACS).

## **Fire Safety**

## **Distance Education**

**P**eople registered in distance education courses will have access to a knowledgeable tutor by telephone and correspondence throughout the course. Co-sponsored by Extension Programs and the Fire Academy. (Note: Fire service personnel in BC should contact the Fire Academy directly to obtain this self-study course.)

### **Fire Safety at Work (#DE102)**

Designed in the distance education format and developed in co-operation with the Open College Component of the



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

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

### **Dangerous Goods (#DE101)**

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

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

### **Basic Fire Science (#DE100)**

This course has been designed for fire service personnel, but is also applicable to non-fire service personnel who need a fundamental understanding of fire and flammable materials, and to members of the general public with an interest in this safety area. The course provides an introductory level study of basic chemical and physical principles underlying fire and dangerous goods behaviour in emergency situations. Topics include vapour pressure and combustion, elements of fire suppression, and general methods of fire control.

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

### **Technical Math (#DE105)**

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

that the student has basic skills in addition, subtraction, multiplication and division.

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

## **Group Homes and Residential Care**

**T**he Justice Institute will keep records of all participants who complete workshops directed to group home staff and will apply credit for participation in these workshops to the new certificate program. **Unless otherwise indicated, Group Home and Residential Care courses will be held at the Justice Institute and will be in session from 9:00 am to 5:00 pm.**

**New!**

### **ANNOUNCING ..... A NEW CERTIFICATE PROGRAM MANAGEMENT DEVELOPMENT FOR RESIDENTIAL SETTINGS**

The Justice Institute is offering a new certificate program for supervisors and managers who work in residential settings.

Persons enrolled in the *Management Development for Residential Settings* certificate program will receive credit for Level I and Level II Supervising in a Group Home Setting courses already completed. Level III of this program will be offered in May.

Brochures indicating upcoming management courses that can be used as electives in the new certificate program will be sent to participants who have completed previous group home courses.

Further details on the length, core content and electives of the program will be outlined in mail-out brochures and in the next Extension Programs calendar

### **Management Development for Residential Settings - Level I (#MGMT214)**

(Previously titled Supervising in a Group Home Setting - Level I)

This workshop is directed toward both new and experienced residential supervisors. Course content will examine and apply basic supervisory skills within the context of residential settings and will cover the skills required to supervise effectively; the role and responsibilities of the supervisor; ways to assess the supervisor's personal communication style and how to change styles for better 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 are on call.

Dates: **January 24-25**  
**February 26-27 in Victoria**  
**May 8-9**  
**May 15-16 in Victoria**

Fee: \$135 for one registrant, in Victoria \$150  
\$110 per registrant for two or more from the same agency or residential setting; in Victoria \$135

Resource Person: Sandra Hawley Rice or Mario Govorchin, consultants and trainers.

### **Management Development for Residential Settings - Level II (#MGMT218)**

(Previously titled Advanced Supervising in a Group Home Setting - Level II)

This workshop is designed for supervisors who want to advance their supervisory and management skills. Participants will learn situational leadership theory and how to assess the leadership style best suited for each of their employees; how to set performance objectives and standards with their staff; and how to manage specific performance problems and conflict on the job.

Dates: **March 11-12**  
**March 26-27 in Victoria**  
**June 12-13**  
**June 19-20 in Victoria**

Fee: \$135 for one registrant; in Victoria \$150  
\$110 per registrant for two or more from the same agency or residential setting; in Victoria \$135

Resource Person: Sandra Hawley Rice or Mario Govorchin, consultant and trainers.

### **Management Development for Residential Settings - Level III (#MGMT230)**

This workshop is designed for supervisors who have completed Levels I and II of this program and wish to further advance their supervisory and management skills. Participants will focus on the ethics, values and professionalism required to work in residential settings; skills for planning and managing time effectively; methods to assess employees' level of stress on the job; and strategies for prevention of stress both personally and within the organization.

Dates: **May 13-14**  
**May 28-29 in Victoria**

Fee: \$135 for one registrant; in Victoria \$150  
\$110 per registrant for two or more from the same agency or residential setting; in Victoria, \$135

Resource Person: To be announced.

### **Skill Training in Residential Settings (#SUP119)**

This five-day skill training workshop is designed to provide basic skills for workers in residential settings. Participants will learn individual program planning, writing and communication skills, conflict resolution strategies, life skills training and stress management techniques. A certificate of achievement will be granted to successful participants. **All**

**five days must be completed to receive certification.** Please contact the Registration Office for copies of the brochure. This course may be used as an elective for those participants who later wish to enter the Management Development for Residential Settings certificate program.

Dates: **February 14-15 and Saturday, February 16,**  
**March 1 and Saturday, March 2, in Vancouver**  
**March 7-8 and Saturday March 9,**  
**March 21-22 in Victoria**  
**May 30,31 and Saturday June 1,**  
**June 14 and Saturday, June 15 in Vancouver**

Fee: \$225  
\$325 in Victoria

Resource People: See workshop brochure.

### **Managing Challenging Behaviour in Adolescent Residential Settings (#CY136)**

This workshop is directed toward program staff working with adolescents in community and residential settings. Content will examine approaches and strategies that can effectively be used to respond to adolescents displaying passive/aggressive, withdrawn, hostile and other self-defeating behaviour. Participants will have an opportunity to apply their own experiences in working with difficult and challenging adolescents. (An elective in the Working with Troubled and Troubling Adolescents Certificate Program.)

Dates: **May 9-10**

Fee: \$150

Resource People: Allan A. Cohen, B.A., R.C.C., and Mahmud Nestman, M.Ed., R.C.C., counsellors and group leaders in private practice with extensive experience working with adolescents in community and residential care settings.

## **Intervention**

**Unless otherwise indicated, Intervention courses will be held at the Justice Institute and will be in session from 9:00 am to 5:00 pm.**

### **W Shame and Guilt: The Masters of Disguise (#EP180)**

Growing up in a shaming environment frequently results in difficulty forming loving relationships, an inability to express ones' self spontaneously, and an impaired sense of personal worth. This two-day workshop will explore the effects of a shaming environment on children and adults, provide an understanding of how debilitating guilt develops from the dynamics of shame, and highlight methods for resolution.

Dates: **January 11-12**

Fee: \$195

Resource Person: Jane Middleton-Moz, M.S., certified chemical dependency counsellor, a highly regarded trainer and lecturer, co-author of *After the Tears*, and author of *Children of Trauma* and *Shame and Guilt: Masters of Disguise*.



## **Building on Family Strengths: A Workshop with George Enns (#EP171)**

This workshop is directed toward therapists experienced in the principles and practices of family therapy. Content will focus on the use of an integrated structural and Brief Therapy model to build on the family's functional patterns and solutions, help family members clarify and strengthen personal boundaries, and establish an atmosphere of co-operation. Co-sponsored with Greater Vancouver Mental Health Services.

Date: **January 24**

Fee: **\$75**

Resource Person: George Enns, M.S.W., Director of the Youth and Family Therapy Program at the MacNeill Clinic in Saskatoon, and an approved supervisor for the America Association of Marriage and Family Therapists.

## **Managing Stress While Helping Others (#EP163)**

This workshop is directed toward people who want to manage their own stress while helping others with stressful events in their lives. The workshop will be a combination of theoretical material regarding stress and practical application of those concepts through experiential exercises. Participants will examine expressions of stress; explore biological, cognitive and physical aspects of stress; and practice exercises and skills to make stress more manageable.

Date: **February 6**

Fee: **\$75**

Resource Person: Susan Gifford, B.A., R.C.C., registered clinical counsellor with experience in hospital and community agency settings.

## **The Co-dependency Trap - Level I: Assessment and Intervention Approaches (#EP143)**

It has been estimated that for every chemically dependent person, there are at least five co-dependents. Frequently, these are people who grew up in alcoholic or troubled families. Co-dependency is characterized by a preoccupation with or extreme dependence on another person, substance or behaviour. If co-dependent behaviour is not addressed, the specific addiction may be controlled but the behaviours arising out of the addiction often continue. This two-day workshop will examine the nature and dynamics of co-dependent behaviour, consider the role of co-dependents within the dysfunctional family, and explore assessment approaches and creative treatment techniques.

Dates: **February 20-21**

Fee: **\$150**

Resource People: Maureen Ludwig Gold and Elaine S. Stoll, group leaders and counsellors in private practice with extensive experience working in private community agencies with clients who have chemical and behavioural addictions.

## **The Co-dependency Trap - Level II (#EP143A)**

This advanced level workshop will allow participants to look at the complexities of co-dependency in more detail. They will explore how the issues of grief and loss affect the co-dependent, practice techniques for working with related feelings of anger and sadness, and expand on creative techniques for working with these issues. An examination of the increasingly complex nature of the extended co-dependent relationship will be addressed both within the family and within the workplace where it frequently culminates in burnout and stress reactions. Participants will learn to facilitate clients meeting their needs in a healthy way rather than continuing to use their familiar, but dysfunctional, ways of coping in the world.

Dates: **May 22-23**

Fee: **\$160**

Resource People: Maureen Ludwig Gold and Elaine S. Stoll, group leaders and counsellors in private practice with extensive experience working in private community agencies with clients who have chemical and behavioural addictions.

## **Working with the Troubled Family (#EP136)**

This introductory workshop is directed toward professionals who are called upon to intervene with abusive, alcoholic or emotionally neglectful families and want to develop an understanding of the family system and its impact on individual members. Course content will include characteristics of functional and troubled families, roles and behaviours within abusive and alcoholic families, ways to assist family members to identify key issues for recovery, and methods for developing a framework for therapeutic intervention.

Dates: **February 22-23, 9:00 am - 4:00 pm**

Fee: **\$150**

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

## **Understanding Dual Diagnosis (#EP181)**

This workshop is directed toward staff working with clients who have mental health difficulties and are abusing drugs and/or alcohol. The content will examine predisposing factors that lead to a dual diagnosis, provide a framework for understanding the impact of substance abuse on mental health difficulties, and assist participants to develop an appropriate referral base.

Date: **March 6**

Fee: **\$75**

Resource People: Kate Dilworth R.N., B.Sc.N., a nurse clinician with the chemical dependency resource team at University Hospital with extensive experience in community mental health; Scott Robertson M.S.W., C.A.C., co-ordinator of the Chemical Dependency Resource Team at University Hospital, with experience in both the mental health and substance abuse fields.



## **Who Cares for the Caregiver? (#EP173)**

This highly experiential workshop is directed toward health and human service professionals who need to develop a more supportive environment in order to carry out their increasingly demanding work. Participants will have an opportunity to examine their own values and perception of caregiving, explore the ways they have become overextended, and develop manageable ways to balance their work, family and personal lives. This workshop will be limited to 16 participants.

Dates: **March 7-8**

Fee: \$150

Resource Person: Bev Abbey, consultant, trainer and therapist in private practice.

## **Trauma and Post Traumatic Stress Reactions: A Workshop for Front Line Workers (#EP178)**

The purpose of the workshop is to provide detailed information on the short and long term impact of traumatic events on individuals and to consider options for recovery. Content will cover key concepts in trauma and post traumatic stress; the relationship of depression, grief and loss to traumatic stress; the impact on the front line worker of work related traumatic events; and options and strategies to reduce the long term effects of being involved in or observing traumatic events.

Dates: **March 14** (1 pm - 4:30 pm) and **March 15** (all day)

Fee: \$100

Resource Person: Maggie Ziegler, M.A., therapist and trainer in private practice.

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

This workshop will explore the use of art by adults as a tool for healing the effects of past trauma such as childhood sexual abuse, physical abuse, long term illness or the death of a loved one. Content will cover the roots of creativity and psychological health, the impact of trauma and how change occurs, the theoretical bases for understanding the art work of clients, and the stages in the therapeutic process. Participants will have an opportunity to experience a variety of art media and to discuss the creative process in small groups.

Dates: **April 27, May 4, and May 25** (Saturdays)

Fee: \$200

Resource Person: Margaret Jones, M.A., therapist and trainer in private practice with a background in art therapy.

## **Working with Intergenerational Stress: Responding to the Middle and Older Generations (#EP182)**

This workshop is directed toward practitioners working with midlife and older families and will foster skills for working with stress between the two generations. Using a multigenerational model, the content and exercises will be directed toward exploring the factors that increase stress between the generations, examining family situations that

exacerbate these stresses, and identifying and modelling interventions that are useful in preventing or alleviating the stress.

Dates: **May 3 (evening) and May 4**

Fee: \$135

Resource Person: Clarissa P. Green, M.S.N., Associate Professor, Faculty of Nursing, UBC, Principle Investigator for the Midlife Daughters and Sons Research Project, and a therapist in private practice.

## **Skills for Working in a Cross Cultural Context (#EP169)**

This workshop is directed toward staff who need to enhance their generic cross-cultural skills in working effectively with clients from different cultural settings. Participants will identify cross cultural issues that they encounter in their work and will explore staff/client differences and similarities. The workshop will demonstrate and provide opportunities for participants to practice techniques for enhancing cross cultural interaction.

Dates: **May 6-7**

Fee: \$150

Resource People: Rhonda Margolis, M.A., (counselling, with a cross-cultural emphasis), trainer and counsellor focusing on cross-cultural communication; and Susan Rungta, M.A., (counselling, with a cross-cultural emphasis), counsellor in private practice.

# **Management**

**Unless otherwise indicated, Management courses will be held at the Justice Institute and will be in session from 9:00 am to 5:00 pm.**

## **Basic Supervisory Competency Program (#MGMT213)**

Each job or function has specific areas of knowledge, skill and operating values which, taken together, give individuals the competence to perform a particular job. This competency-based basic supervisory program covers such topics as the role of the supervisor, situational leadership and teamwork, staff development, delegation of work, communication and interpersonal effectiveness, problem solving and decision making, and conflict resolution. The program is intended for first level supervisors, or those who aspire to be supervisors, in both government and private agencies. Before coming to the course participants and their managers will complete an inventory assessment of participants' skills and knowledge. BC Corrections Branch employees who successfully complete the course will be granted certification for the Basic Supervisor Competency Program, Week 1. Co-sponsored with the Corrections Academy.

Dates: **January 21-25**, 8:30 am - 4:30 pm

**February 11-15**, 8:30 am - 4:30 pm

**March 4-8**, 8:30 am - 4:30 pm

**May 6-10**

Fee: \$395

Resource Person: Joyanne Landers or Suzu Spier, both with Ryane Consulting Ltd.



## **W Consensus Decision Making:**

### **When and How (#MGMT228)**

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Businesses frequently establish new partnerships. Non-profit organizations often strive for non-hierarchical forms of decision making. This workshop will provide participants from both settings with an opportunity to learn techniques for effective use of consensus decision making. Through lecture, role play and a between-class practicum, participants will learn a step-by-step process for consensus; when to use consensus; processes for when agreement cannot be reached; techniques for solving conflicts and problems within a meeting; and the role of the facilitator. Participants will complete a practical assignment in their office, home, board or community between days one and two of the workshop. (An elective in the Conflict Resolution Certificate Program.)

Dates: **February 4 (Part 1)**  
**February 28 (Part 2)**

Fee: \$160

Resource Person: Brenda Berck, consultant with 25 years' experience in consensus decision-making.

## **Work and Self-Management Skills (#SUP103)**

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

Dates: **February 7-8, 8:30 am - 4:30 pm**

Fee: \$160

Resource Person: Maureen Hannah, training consultant

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

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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.

Dates: **February 14, 8:30 am - 4:30 pm**

**April 4, 8:30 am - 4:30 pm**

Fee: \$85

Resource Person: Sheila MacCallum, consultant and trainer.

## **W Motivating Your Workforce:**

### **Building a Strong Working Group (#MGMT225)**

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Groups are the backbone of most organizations; they are the vehicles for planning, organizing and accomplishing work, enhancing worker satisfaction, and contributing to staff development. But even though most managers spend more than half their working time in some form of group activity, many have little training or knowledge of group dynamics. This workshop is for managers who need to

know how to motivate staff who have lost their energy and enthusiasm. Workshop participants will learn how to motivate both new and long-term employees, and how to help them develop as a healthy, inter-acting team. During the course of the two-day workshop, participants will look at the five stages of group development, learn how to manage each stage effectively, identify characteristics of high performance teams, and learn the leadership behaviour skills they need to manage morale and productivity.

Dates: **March 14-15**

Fee: \$160

Resource Person: Bev Abbey, consultant and trainer.

## **Performance Planning and Review (#MGMT215)**

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This workshop is designed for managers and supervisors who want to improve their ability to write performance standards and increase their skills in giving constructive feedback about performance. Following a discussion of the purposes of performance planning and review, participants will learn how to develop and carry out a performance plan, conduct a review interview, and administer the review system. This popular course has been expanded to two days to give participants ample time to practice their skills in these areas.

Dates: **March 25-26**

Fee: \$160

Resource Person: Maureen Hannah, training consultant.

## **W Clear and Simple (#MGMT212)**

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

Dates: **April 8-10**

Fee: \$210

Resource Person: Sarah Kennedy, Consultant and Trainer, Ryane Consulting Inc.

## **W Conducting Effective Meetings (#EP137)**

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Frequently, people working in government, private, or voluntary sector agencies are asked to chair a formal meeting or conduct an informal session. This workshop is designed to help participants update or enhance their skills in this area and to provide them with an opportunity to learn techniques for organizing and running practical, effective and efficient meetings. Topics to be discussed include: the role and expectations of a chairperson or meeting facilitator, methods of organizing and planning various types of meetings, ways to enhance formal presentations, techniques for managing disruptive and conflictual behaviour, how to arrive at a decision, and methods to ensure implementation and follow-up.

Dates: **April 9-10**

Fee: \$160

Resource Person: Maureen Hannah, training consultant.



## **VA Interviewing Without Bias:**

### **Hiring in the 1990s (#MGMT229)**

This workshop is for managers and supervisors who want to develop their skills in interviewing and selecting employees. Participants will learn a systematic approach to establishing criteria; evaluating resumes; enhancing questioning techniques; and preparing, conducting and closing the interview. The workshop will focus on interviewing in a multicultural society. Case studies, group discussions and role plays will allow the group to practise these skills to ensure their interviews will be conducted without bias.

Dates: **April 12**

Fee: **\$80**

Resource Person: Bette Rubin, training and development consultant.

## **VA 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.

Dates: **April 15-16, 8:30 am - 4:30 pm**

Fee: **\$160**

Resource Person: Joyanne Landers, Senior Consultant, Ryane Consulting Ltd.

## **VA Managing the Troubled and Troublesome Employee (#MGMT201)**

If not corrected, the behaviour of troubled and troublesome employees can spread disturbance and conflict throughout the organization. This course is designed to help managers understand the principle causes and patterns of troublesome behaviours. Participants will have an opportunity to practice techniques to help minimize the incidence of troublesome behaviour and deal with it when it does occur.

Dates: **April 29-30**

Fee: **\$160**

Resource Person: Heather Robb, consultant and trainer, Bev Abbey and Associates.

## **Where to From Here?:**

### **A Career Development Workshop (#MGMT227)**

This workshop will provide an opportunity for individual employees to analyze their own career interests, needs and abilities and to use this information to develop plans for their future career development. Self-assessment tools, individual exercises, lectures and small group discussions will be used to explore career development directions and opportunities.

Dates: **April 29-30**

Fee: **\$160**

Resource Person: Maureen Hannah, training consultant.

## **VA Training for Trainers - Level I:**

### **Tips, Techniques and Tactics (#MGMT223)**

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

Dates: **January 31-February 1**

**March 7-8**

Fee: **\$210**

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

## **VA Training for Trainers - Level II:**

### **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 a specific planning situation. The number of registrants will be limited to 16 to allow opportunities for each participant to receive coaching.

Dates: **May 13-14**

Fee: **\$210**

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

## **VA Training for Trainers - Level III:**

### **Working with Groups (#MGMT223B)**

This practical two-day 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 which 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.

Dates: **June 13-14**

Fee: **\$160**

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



# Professional Health Programs

**P**rofessional Health Programs at the Justice Institute offers courses for physicians, nurses and pre-hospital care workers. The following courses are held at the Justice Institute or can travel to your community when requested. For more information or to enquire about the possibility of courses in your area contact Professional Health Programs, 222-7121. **Unless otherwise indicated, Professional Health Programs courses will be held at the Justice Institute and will be in session from 8:00 am to 5:00 pm.**

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

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

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

Dates: **February 16-17 (Saturday and Sunday)**  
**March 16-17 (Saturday and Sunday)**

Fee: \$325

## Advanced Cardiac Life Support Update (#PHP110)

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

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

Dates: **February 21 (Thursday)**  
**March 16 (Saturday)**

Fee: \$175

## Paediatric Advanced Life Support (#PHP204)

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

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

Dates: **January 19-20 (Saturday and Sunday)**  
**March 16-17 (Saturday and Sunday)**

Fee: To be determined.

**(NB: This course is not available to travel at this time.)**

## Travelling Courses

The following courses are scheduled at the locations listed. The Trauma and Cardiac Arrest Management courses can be tailored to suit your facility's needs. For further information regarding availability, course costs, detailed content and registration for out-of-town courses, call 222-7121.

### ACLS Provider:

<b>Terrace</b>	<b>January 12-13 (Saturday and Sunday)</b>
<b>Abbotsford</b>	<b>February 9-10 (Saturday and Sunday)</b>
<b>Victoria</b>	<b>March 9-10 (Saturday and Sunday)</b>

### Cardiac Arrest Management:

**Dawson Creek February 13 (Wednesday)**

### Cardiac Arrest Management

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

### First Line Trauma Management for Nurses

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

### First Line Trauma Management for Physicians

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




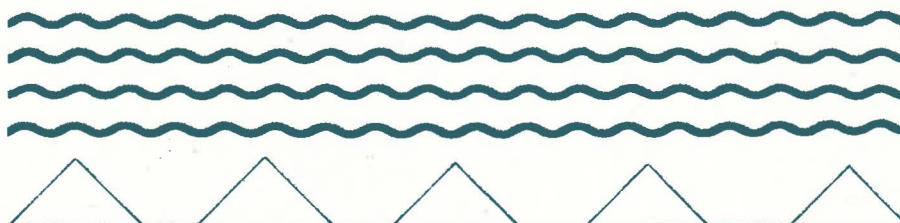
The purpose of the Victim Assistance Training Program is to provide learning opportunities for victim assistance co-ordinators and volunteers to acquire the skills, knowledge and information required to assist victims of crime. The objectives of the training are:

- To provide co-ordinators with core training in victim assistance by ensuring that all co-ordinators are aware of the policies, procedures and practices of the Victim Assistance Program and their own roles and responsibilities on the job.
- To ensure consistency, quality and equality in the delivery of service.

- To provide training opportunities for ongoing professional development.
- To motivate co-ordinators to stay on top of their field.

Government funded Victim Assistance Program co-ordinators should telephone their program managers for information on financial assistance.

**Courses that may be of particular interest to Victim Assistance Program co-ordinators have been marked throughout this calendar with the Program symbol --  --.**



## Certificate Programs

Extension Programs offers certificate programs in the following fields:

**Management Development for Residential Settings** - a new program for supervisors and managers who work in residential settings. The program includes three levels of courses in supervisory and management skills. Additional core content and electives are currently being developed. See page 14.

**Working with Troubled and Troubling Adolescents** - a program for practitioners working with adolescents in community and residential settings. Workshops focus on assessment and intervention skills. See page 3.

**Child Sexual Abuse Intervention** - designed for practitioners currently working with child or adult sexual abuse victims. The program covers theory, assessment, and treatment approaches. Participants can choose from Adult Survivor, Children and Youth, or Complete Program options. See page 12.

**Conflict Resolution** - includes courses in mediation, negotiation, interpersonal conflict resolution and dealing with anger. Individualized training is provided by experienced coaches using video feedback. The program is designed for counsellors, educators, managers and other service providers whose jobs involve resolving conflicts with clients or staff. See page 7.



# Calendar of Courses

January - June 1991

## ACCIDENT INVESTIGATION

### FEBRUARY

19-21 Traffic Accident Investigation:  
Level I (#PTEC100)

### MARCH

26-28 Traffic Accident Investigation:  
Level I (#PTEC100)

### MAY

7-9 Traffic Accident Investigation:  
Level I (#PTEC100)

## CHILDREN AND YOUTH

### JANUARY

23-24 Anger Management with Youth  
- Level I (#CR720)

29-30 Group Skills with Adolescents (#CY129)

### FEBRUARY

7-8 Managing Out-of-Control or  
Assaultive Behaviours (#CY142)

14-15 Separation and Attachment:  
How Early Life Events Impact on  
Adolescent Development (#CY134)

15-16 Pathways to Solutions:  
Brief Family Therapy with Difficult  
Adolescents (#CY114)

16 Reparenting: A Workshop for Foster and  
Special Needs Adoptive Parents (#CY145)

18-19 Adolescents and Addiction: Practical  
Strategies for Assessment and Treatment  
(#CY141)

19-20 Beyond the Basics: Natural and Logical  
Consequences Revisited (#EP172)

21-22 Working with Pre-delinquent and  
Delinquent Youth - Level I: Awakening  
Personal Responsibility (#CY124)

23 Working with Pre-delinquent and  
Delinquent Youth - Level II: Facilitating  
Personal Responsibility Within the Teen's  
Belief System (#CY124A)

28-Mar. 1 Working with Pre-delinquent and  
Delinquent Youth - Level I: Awakening  
Personal Responsibility (CY124) - Cranbrook

### MARCH

22-23 Art and Play Therapy: Treatment  
Approaches for Children Who Have  
Suffered a Loss (#CY104)

### APRIL

2-3 Anger Management with Youth (#CR720)

26-27 Non-Directive Play Therapy - Level II  
(#CY104A)

### MAY

6-7 Empowering Youth Through Problem  
Solving: An Advanced Level Workshop  
(#CY139)

9-10 Managing Challenging Behaviour in  
Adolescent Residential Settings (#CY136)

16-17 Working with Pre-delinquent and  
Delinquent Youth - Level I: Awakening  
Personal Responsibility (#CY124)

29-30 Adolescents and Addiction: Practical  
Strategies for Assessment and Treatment  
(#CY141)

31-June 1 Anger Management with Youth - Level II:  
An Advanced Level Workshop (#CR720A)

## CONFLICT RESOLUTION

### JANUARY

14-18 Mediation Skills Assessment (#CR499)  
Negotiation Skills Assessment (#CR699)

14-18 Mediation Skills II (#CR400)

21-22 Critical Skills for Communicating in  
Conflict Situations (#CR735)

23-24 Anger Management with Youth - Level I  
(#CR720)

23-25 Conflict Resolution I: Dealing with  
Interpersonal Conflict (#CR100)

24-26 Conflict Resolution I: Dealing with  
Interpersonal Conflict (#CR100) -  
Whitehorse

28-30 Mediation Skills I (#CR300)

31-Feb. 1 Assertion Skills in Conflict Situations  
(#CR702)

### FEBRUARY

4 Consensus Decision-Making:  
When and How (Part 1) (#MGMT228)

4-6 Conflict Resolution II:  
Dealing with Anger (#CR200)

6-8 Negotiation Skills I (#CR500)

6-8 Conflict Resolution I: Dealing with  
Interpersonal Conflict (#CR100) - Kelowna

11-13 Conflict Resolution I: Dealing with  
Interpersonal Conflict (#CR100)

11-15 Mediation Skills II (#CR400)

18-19 Creating a Climate for Resolution (#CR757)

20-22 Conflict Resolution I: Dealing with  
Interpersonal Conflict (#CR100)

25-27 Conflict Resolution II:  
Dealing with Anger (#CR200)

26-Mar. 1 Negotiation Skills II (#CR600)



28	Consensus Decision-Making: When and How (Part 2) (#MGMT228)
28-Mar. 2	Mediation Skills I (#CR300) - Whitehorse
<b>MARCH</b>	
4-5	Silent Messages: Communicating Non-Verbally in Conflict Situations (#CR758)
7-8	Critical Skills for Communicating in Conflict Situations (#CR735)
11-13	Mediation Skills I (#CR300)
14-15	Conflict in Organizations: Symptoms, Origins and Strategies (#CR704)
18-19	Shifting From Positions to Interests (An Advanced Workshop) (#CR748)
20-22	Conflict Resolution II: Dealing with Anger (#CR200)
20-22	Negotiation Skills I (#CR500) - Kelowna
25-27	Negotiation Skills I (#CR500)
<b>APRIL</b>	
2-3	Anger Management with Youth (#CR720)
3-5	Conflict Resolution I: Dealing with Interpersonal Conflict (#CR100)
8-12	Mediation Skills II (#CR400)
10-11	Assertion Skills in Conflict Situations (#CR702) - Whitehorse
12-13	Critical Skills for Communicating in Conflict Situations (#CR735) - Whitehorse
15-16	Critical Skills for Communicating in Conflict Situations (#CR735)
16-19	Negotiation Skills II (#CR600)
22-23	Conflict Resolution in the Workplace (#CR725)
25-26	Assertion Skills in Conflict Situations (#CR702) - Kelowna
29-30	Assertion Skills in Conflict Situations (#CR702)
<b>MAY</b>	
1-3	Conflict Resolution I: Dealing with Interpersonal Conflict (#CR100)
6	Caucusing in Mediation (#CR764)
6-7	Empowering Youth Through Problem Solving: An Advanced Level Workshop (#CY139)
8-9	Positive Power in Mediation (#CR731)
15-17	Mediation Skills I (#CR300)
15-17	Mediation Skills I (#CR300) - Kelowna
21-23	Conflict Resolution II: Dealing with Anger (#CR200)
21-31	Mediation Skills Assessment (#CR499) Negotiation Skills Assessment (#CR699)
27-29	Negotiation Skills I (#CR500)
30-31	Critical Skills for Communicating in Conflict Situations (#CR735)
31-June 1	Anger Management with Youth - Level II: An Advanced Level Workshop (#CR720A)
<b>JUNE</b>	
3-5	Conflict Resolution I: Dealing with Interpersonal Conflict (#CR100)

10-12	Mediation Skills I (#CR300)
17-18	Intercultural Conflict Resolution: Native Perspectives (#CR761)
17-19	Conflict Resolution II: Dealing with Anger (#CR200)
20-21	Assertion Skills in Conflict Situations (#CR702)

## CRIME PREVENTION

### FEBRUARY

18-19	Adolescents and Addiction: Practical Strategies for Assessment and Treatment (#CY141)
21-22	Working with Pre-delinquent and Delinquent Youth - Level I: Awakening Personal Responsibility (#CY124)
23	Working with Pre-delinquent and Delinquent Youth - Level II: Facilitating Personal Responsibility Within the Teen's Belief System (#CY124A)
28-Mar. 1	Working with Pre-delinquent and Delinquent Youth - Level I: Awakening Personal Responsibility (#CY124) - Cranbrook

### MAY

16-17	Working with Pre-delinquent and Delinquent Youth - Level I: Awakening Personal Responsibility (#CY124)
29-30	Adolescents and Addiction: Practical Strategies for Assessment and Treatment (#CY141)

## FAMILY ASSAULT AND SEXUAL VIOLENCE

### JANUARY

25	Developing a Child Abuse Agenda for the 1990s: A Day with Dr. Richard Krugman (#CSA146)
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### FEBRUARY

2-3	Let's Talk About Touching: Training for Early Childhood Educators (#CSA110LM)
8-9	Let's Talk About Touching: Training for Early Childhood Educators (#CSA110V) - Victoria
15-16	Working with Adult Male Survivors (#CSA131)
25-26	The Double Battle: Treating the Substance Abusing and Sexually Abused Client (#CSA124)
27-28	Working with the Sexually Abused Child (#CSA126)

### MARCH

7-8	Working with Non-offending Family Members (#EP177)
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9-10	Let's Talk About Touching: Training for Early Childhood Educators - Cranbrook
15-16	Let's Talk About Touching: Training for Early Childhood Educators - Quesnel
18-19	The Double Battle: Treating the Substance Abusing and Sexually Abused Client (#CSA124)

#### APRIL

17-18	Statement Validity Analysis: Interviewing and Assessment Approaches (#CSA129)
19-20	Group Work with Adult Female Survivors (#CSA129) Let's Talk About Touching: Training for Early Childhood Educators - Campbell River

#### MAY

10-11	Let's Talk About Touching: Training for Early Childhood Educators - New Westminster
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### GROUP HOMES AND RESIDENTIAL CARE

#### JANUARY

24-25	Management Development for Residential Settings - Level I (#MGMT214)
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#### FEBRUARY

14-16, Mar. 1-2	Skill Training in Residential Care Settings (#SUP119)
26-27	Management Development for Residential Settings - Level I (#MGMT214) - Victoria

#### MARCH

7-9 & 21-22	Skill Training in Residential Care Settings (#SUP119) - Victoria
11-12	Management Development for Residential Settings - Level II (#MGMT218)
26-27	Management Development for Residential Settings - Level II (#MGMT218) - Victoria

#### MAY

8-9	Management Development for Residential Settings - Level I (#MGMT214)
9-10	Managing Challenging Behaviour in Adolescent Residential Settings (#CY136)
13-14	Management Development for Residential Settings - Level III (#MGMT230)
15-16	Management Development for Residential Settings - Level I (#MGMT214) - Victoria
28-29	Management Development for Residential Settings - Level III (#MGMT230) - Victoria
30-31, & June 1, 14-15	Skill Training in Residential Settings (#SUP119)

#### JUNE

12-13	Management Development for Residential Settings - Level II (#MGMT218)
19-20	Management Development for Residential Settings - Level II (#MGMT218) - Victoria

### INTERVENTION

#### JANUARY

11-12	Shame and Guilt (#EP180)
24	Building on Family Strengths: A Workshop with George Enns (#EP171)

#### FEBRUARY

6	Managing Stress While Helping Others (#EP163)
20-21	The Co-dependency Trap, Level I: Assessment and Intervention Approaches (#EP143)
22-23	Working with the Troubled Family (#EP136)

#### MARCH

6	Understanding Dual Diagnosis (#EP181)
7-8	Who Cares for the Caregiver? (#EP173)
14-15	Trauma and Post Traumatic Stress Reactions: A Workshop for Front Line Workers (#EP178)

#### APRIL

27, May 4 & 11	Creativity and Trauma: Using Art as a Tool for Healing (#EP179)
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#### MAY

3-4	Working with Intergenerational Stress: Responding to the Middle and Older Generations (#EP182)
6-7	Skills for Working in a Cross Cultural Context (#EP169)
22-23	The Co-dependency Trap: Level II (#EP143A)

### MANAGEMENT

#### JANUARY

21-25	Basic Supervisory Competency Program (#MGMT213)
31-Feb. 1	Training for Trainers - Level I: Tips, Techniques and Tactics (#MGMT223)

#### FEBRUARY

4	Consensus Decision Making: When and How (Part 1) (#MGMT228)
7-8	Work and Self-Management Skills (#SUP103)
11-15	Basic Supervisory Competency Program (#MGMT213)
14	Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)



28 Consensus Decision Making: When and How (Part 2) (#MGMT228)

### MARCH

4-8 Basic Supervisory Competency Program (#MGMT213)

7-8 Training for Trainers - Level I: Tips, Techniques and Tactics (#MGMT223)

14-15 Motivating Your Workforce: Building a Strong Working Group (#MGMT225)

25-26 Performance Planning and Review (#MGMT215)

### APRIL

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

8-10 Clear and Simple (#MGMT212)

9-10 Conducting Effective Meetings (#EP137)

12 Interviewing Without Bias: Hiring in the 1990s (#MGMT229)

15-16 Front Line/Firing Line: Handling the Angry Client (#SUP109)

29-30 Managing the Troubled and Troublesome Employee (#MGMT201)

29-30 Where to From Here?: A Career Development Workshop (#MGMT227)

### MAY

6-10 Basic Supervisory Competency Program (#MGMT213)

13-14 Training for Trainers - Level II: Fundamentals of Instructional Planning (#MGMT223A)

### JUNE

13-14 Training for Trainers - Level III: Working with Groups (#MGMT223B)

## PROFESSIONAL HEALTH PROGRAMS

### JANUARY

12-13 Advanced Cardiac Life Support Provider - Terrace

19-20 Paediatric Advanced Life Support (#PHP204)

### FEBRUARY

9-10 Advanced Cardiac Life Support Provider - Abbotsford

13 Cardiac Arrest Management - Dawson Creek

16-17 Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)

21 Advanced Cardiac Life Support Update (#PHP110)

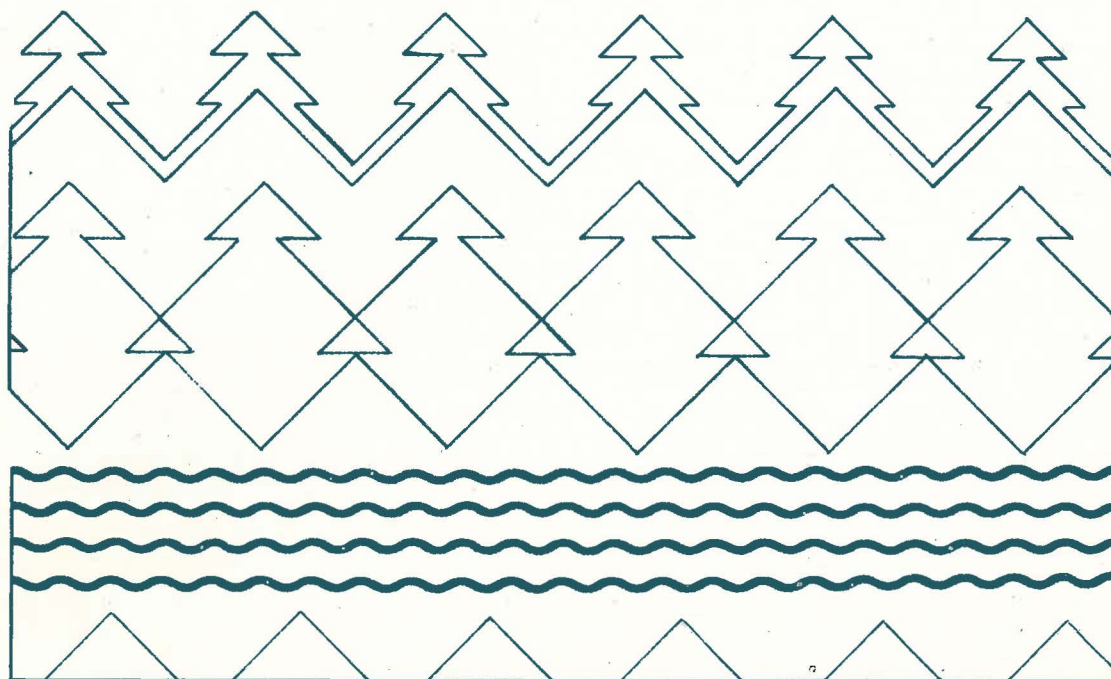
### MARCH

16 Advanced Cardiac Life Support Update (#PHP110)

9-10 Advanced Cardiac Life Support Provider - Victoria

16-17 Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)

16-17 Paediatric Advanced Life Support (#PHP204)





## **Contract Services**

Extension Programs responds to requests for specially designed staff training, ranging from short-term courses to fully co-ordinated conferences.

## **Specialized training**

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

## **Conference management**

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

For more information, call 222-7271.



# What is the Justice Institute?

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**T**he 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 and Job Training and is governed by a Board of Directors.

The following ministries contract with the Justice Institute to develop and deliver training through separate academies/divisions:

## **Ministry of Solicitor General**

- Corrections Academy
- Police Academy
- Provincial Emergency Program Academy

## **Ministry of Municipal Affairs**

- Fire Academy

## **Ministry of Attorney General**

- Court Services Academy

## **Ministry of Health**

- Emergency Health Services Academy

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

- **Corrections Academy** trains all Corrections Branch employees who work in institutional and community settings, i.e. security and probation officers. The Academy develops courses for both recruit and advanced levels.
- **Emergency Health Services 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 Emergency Health Services Academy.
- **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.
- **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 7,500 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 Division** 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 Division** provides library, media, and curriculum development services to the Institute. The Division offers interdisciplinary and public programs through Extension Programs and the Pacific Traffic Education Centre.

# What is Extension Programs?

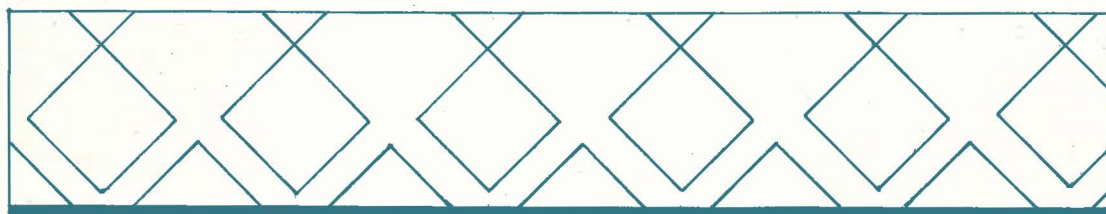
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**E**xtension Programs offers a range of interdisciplinary, contract and public programs for government personnel, community agency staff and volunteers, and other interested individuals. Programs deal with justice and public safety issues, information and education on the justice system, and job related skills.

Special projects undertaken by Extension Programs are either sponsored solely by the Justice Institute or developed in conjunction with other organizations. Most programs are held at the Justice Institute; however, staff have a provincial mandate and work co-operatively with other groups to organize programs throughout British Columbia.

Extension Programs offers certificate programs in Conflict Resolution, Child Sexual Abuse Intervention, Working with Troubled and Troubling Adolescents, and Management Development for Residential Settings.

**Extension Programs professional development and community education courses** - Calendars of Extension Programs courses are produced three times a year and distributed to a cross-section of people. If you would like to receive this calendar regularly and are not currently on our mailing lists, call Extension Programs at 222-7287, and ask to be put on the general mailing list.





West 8th Ave.

Blake Hall

Reception  
Registration  
Lecture Theatre  
Classrooms 1-19  
"Stop To Go" Deli  
First Aid  
Police Academy  
Corrections Academy  
Courts Academy  
Educational  
Services Division  
Finance and  
Administration Division  
Provincial Emergency  
Program Academy

Recreation Centre

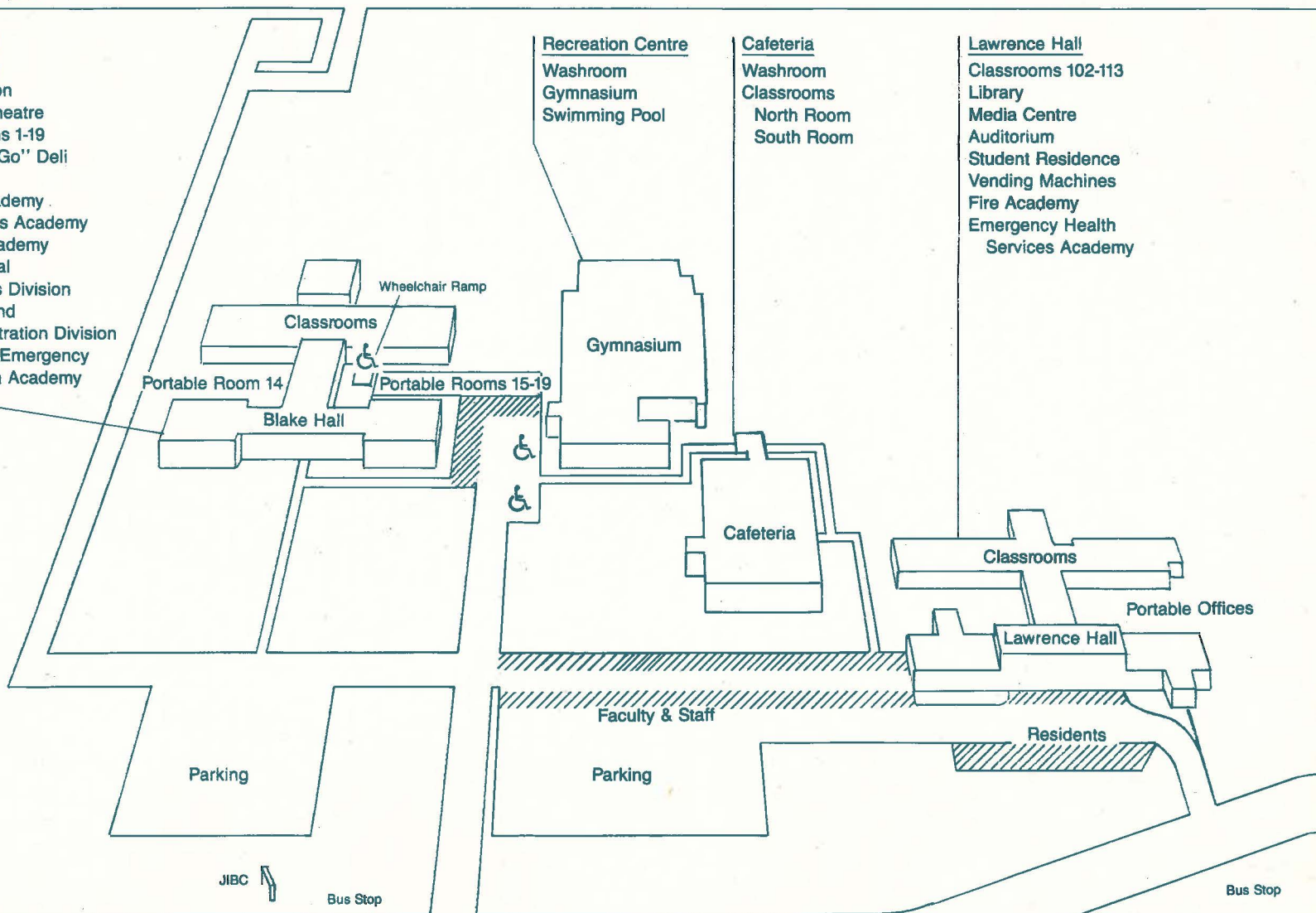
Washroom  
Gymnasium  
Swimming Pool

Cafeteria

Washroom  
Classrooms  
North Room  
South Room

Lawrence Hall

Classrooms 102-113  
Library  
Media Centre  
Auditorium  
Student Residence  
Vending Machines  
Fire Academy  
Emergency Health  
Services Academy



West 4th Ave.

Main Entrance

Bus Stop

Bus Stop

INDICATES  
RESTRICTED  
PARKING





# 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

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

## Register by Phone

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

## Register in Person

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

## Register by FAX

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

## Tax Deduction

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

## Refund Policy

Registration fee minus an administration charge is refundable if we receive your **written notification** of cancellation **seven working days** in advance of the course date. The white copy of the registration receipt must be presented in order to receive a refund.

## Transfer Policy

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

## Course Cancellations

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

**Registration information and individual course brochures: 222-7111.**

## Registration Form

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

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

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

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

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

POSITION	ORGANIZATION
----------	--------------

STREET/CITY	POSTAL CODE
-------------	-------------

PHONE (DAY)
-------------

### METHOD OF PAYMENT:

☐ Enclosed is my cheque payable to the Justice Institute.

☐ VISA CARD #  -  -  -  Expiry Date:

☐ MASTERCARD #  -  -  -  Expiry Date: