

The Justice Institute of British Columbia

Extension Programs Schedule

September–December, 1988

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**For more information about any of these programs
and to enquire about registration, contact:**

**Justice Institute of B.C.
4180 West 4th Avenue, Vancouver, B.C. V6R 4J5
Telephone: 228-9771 Local 311**

Children & Youth



THE ADDICTED ADOLESCENT:

Assessment and Intervention Approaches (#CY103)

Dates: **October 18–19** at the Justice Institute

Fee: \$105

Resource Person: Ruth Shell, consultant and trainer in private practice.

This workshop is directed toward professionals new to working with adolescents who have an addiction problem. Content will cover the emergence of adolescent addiction, family components, assessment strategies and intervention styles.

THE ADOLESCENT:

Problem or Challenge (#CY126)

Dates: **October 21–23** at the University of Victoria

Fee: \$110 for the week-end

Resource People include: Jan Storch, Professor of Nursing, University of Alberta; Dr. Roger Tonkin, Northwest Society for Adolescent Medicine; Dr. Ray Baker, Pacific Youth and Family Addiction Services; Dr. Mark Smith, University of Washington; and Dr. Ken Schonberg, Albert Einstein Institute in New York.

This conference, directed toward health care, criminal justice and social service professionals, will examine issues related to ethical concerns, chronicity and skill development. Detailed brochures available from the Justice Institute.

WORKING WITH DELINQUENT AND PRE-DELINQUENT YOUTH

(See Crime Prevention Section)

Conflict Resolution



CENTRE FOR CONFLICT RESOLUTION TRAINING

The Justice Institute, through its Centre for Conflict Resolution Training, is committed to the development and delivery of extensive training in conflict resolution. Most courses are limited to 20 participants. Individualized learning is facilitated by trained skills coaches including video feedback. The Centre offers a Conflict Resolution Certificate Program, the only one of its kind in Canada, consisting of six core courses totalling 147 classroom hours and elective courses totalling 63 classroom hours. Students interested in pursuing the Certificate Program are encouraged to begin their studies with course #CR100. For further details, contact 228-9771, local 224.

TRAINING STAFF

Most courses in the centre are delivered by our Senior Trainers. Other instructors are also involved with complementary expertise and specializations. Most instruction is assisted by trained skills coaches who work with small groups.

SENIOR TRAINERS:

Joan Balmer, M.A., mediator and counsellor with Conflict Management Services; Senior Consultant with Ryane Consulting, Inc.; **Michael Fogel**, LL.B., mediator and counsellor with Conflict Management Services; Board Member, Westcoast Mediation Services; **Karen Haddigan**, mediator with Conflict Management Services; Project Coordinator, Inner City Housing; **Paula Temrick**, mediator and counsellor with Conflict Management Services; education consultant; Board Member, Westcoast Mediation Services; **Stacey Holloway**, consultant and counsellor in private practice specializing in youth and education.

CONFLICT RESOLUTION I:

Dealing with Interpersonal Conflict (#CR100)

Dates: **September 28–30** at the Justice Institute; Resource Person: Paula Temrick, Senior Trainer

November 7–9 at the Justice Institute; Resource Person: Joan Balmer, Senior Trainer

Fee: \$180

This course explores the sources and implications of interpersonal conflict within various social and environmental 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.)

CONFLICT RESOLUTION II:

Dealing with Anger (#CR200)

Dates: **October 19–21** at the Justice Institute; Joan Balmer, Senior Trainer

December 14–16 at the Justice Institute; Resource Persons: Randy Boychuck, trainer and counsellor in private practice; Mario Govorchin, trainer, practitioner in the area of anger management.

Fee: \$200

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. Skill-building sessions will be supported by trained coaches. *"Conflict Resolution I: Dealing with Interpersonal Conflict (#CR100) is recommended as a prerequisite for this course.* (A Certificate Program core course.)

MEDIATION SKILLS, LEVEL ONE (#CR300)

Dates: **October 26–28** at the Justice Institute; Resource Person: Michael Fogel, Senior Trainer

Fee: \$180

Mediation is a practical method for assisting other people in resolving their conflicts and attaining mutual goals. The

process is useful in a wide variety of settings, including organizations, neighborhoods, 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 course.)

MEDIATION IN THE WORKPLACE (#CR724)

Dates: **October 5–7** at the Justice Institute; Resource Person: Paula Temrick, Senior Trainer
Fee: \$180

This workshop is intended for those who are involved in mediating disputes between work groups, staff, or organizations. The session will provide a model, concepts and skills to assist the mediator to: 1) introduce the process, 2) identify the issues, 3) determine interests, 4) generate options, 5) structure the agreement. (This course is equivalent to Mediation, Level One in the Certificate Program.)

MEDIATION IN THE BUSINESS AND COMMERCIAL CONTEXT (#CR742)

Dates: **November 7–9** at the Justice Institute; Resource Person: Michael Fogel, Senior Trainer
Fee: \$180

Many business and commercial disputes result in legal costs, time delays, and a loss of customers, reputation and future contracts. Mediation provides an alternative for settling disputes efficiently and maintaining a sound business relationship. This course will include theory and skills essential to facilitating a settlement as a neutral third party. It is intended for those who are familiar with commercial disputes but who have had no previous training in mediation. (This course is equivalent to Mediation Skills, Level I, in the Certificate Program.)

MEDIATION SKILLS, LEVEL TWO (#CR400)

Dates: **September 19–23** at the Justice Institute; Resource Persons: Paula Temrick and Karen Haddigan, Senior Trainers
December 5–9 at the Justice Institute; Resource Persons: Michael Fogel and Joan Balmer, Senior Trainers
Fee: \$300

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. Legal and ethical issues are also addressed. Skill practice sessions are facilitated by trained coaches. Prerequisite: Mediation Skills, Level One or by permission of the Coordinator. (A Certificate Program core course.)

NEGOTIATION SKILLS, LEVEL ONE (#CR500)

Dates: **October 12–14** at the Justice Institute; Resource Person: Karen Haddigan, Senior Trainer
Fee: \$180

Negotiation skills are essential in your 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 principled negotiation in a variety of work and day-to-day situations. Emphasis will be on developing a collaborative climate, using interest-based bargaining, and on skill development through simulated negotiations. Required reading: "Getting to Yes" by Roger Fisher and William Ury, Penguin Books, 1981. (A Certificate Program Core Course.)

NEGOTIATION IN THE BUSINESS AND COMMERCIAL CONTEXT (#CR741)

Dates: **November 16–18** at the Justice Institute; Resource Person: Michael Fogel, Senior Trainer
Fee: \$180

Successfully negotiating commercial and business agreements requires a wide range of communication and problem solving skills, as well as an understanding of the dynamics of conflict resolution. Too often, negotiated agreements result in either one party winning and the other losing (a one-sided agreement), or no one winning (significant compromise or default). We define a successful negotiation as one in which both parties obtain a substantial portion of what they need from their agreement. Even when competition is tough, negotiations can result in positive results for both sides. This course will provide a basis in theory and skills for those who work in business and commercial settings. (This course is equivalent to Negotiation, Level One, in the Certificate Program)

NEGOTIATION SKILLS, LEVEL II (#CR600)

Dates: **November 29–December 2** at the Justice Institute; Resource Persons: Karen Haddigan and Paula Temrick, Senior Trainers
Fee: \$250

This course applies the negotiation process and techniques from the Level One course to more complex situations. Content will deal with negotiator assertiveness and style, factors which escalate or de-escalate competitiveness and resolving impasses or 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: Negotiation Skills, Level One, or by permission of the Coordinator. (A Certificate Program core course.)

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: **T.B.A.**
Fee: \$90 per assessment
Resource Persons: Marje Burdine, Coordinator, Centre for Conflict Resolution Training, Justice Institute of B.C. and the Centre's Senior Training Staff

ASSERTING YOURSELF UNDER PRESSURE (#CR702)

Dates: **November 14–15** at the Justice Institute

Fee: \$150

Resource Person: Dale Trimble, M.A., counsellor and trainer in private practice.

Behaving assertively in conflict situations demands particular skills and insights. How do you stand up for yourself without standing on someone else? Many people find themselves caught between being so accommodating that their own rights, feelings and needs are being neglected or abused by others or coming out so aggressively that relationships are damaged and goals still aren't met. This skill-building workshop will help develop awareness and increase abilities to set limits and negotiate resolutions. Skill practice will include video feedback facilitated by trained coaches. (A Certificate Program elective)

ANGER MANAGEMENT AND PROBLEM SOLVING WITH YOUTH (#CR739)

Dates: **December 12–14** at the Justice Institute; Resource person: Paula Temrick, Senior Trainer

Fee: \$180

This course deals with a range of conflict situations involving youth, including internal and interpersonal conflicts. Working with youth in conflict situations often involves dealing with levels of anger which must be acknowledged before rational problem solving can occur. The angry feelings may take the form of resistance or withdrawal or may be targeted at inappropriate substitutes which are safer or more available. The goal is to assist the young person to move through the anger to an identification of the problem, and then to facilitate his/her own problem solving. The final element is to negotiate with the youth and achieve the best outcome for both parties.

This course is designed for youth and childcare workers, social workers, teachers, counsellors and others who work with youth. The recommended prerequisite is attendance at any of the Conflict Resolution Certificate courses offered at the Justice Institute. (A Certificate Program elective)

CROSS-CULTURAL CONFLICT RESOLUTION (#CR717)

Dates: **October 17–18** at the Justice Institute

Resource Person: Suzu Speier, M.A., Consultant, Ryane Consulting, Inc.; social worker; trainer with specialization in cross cultural issues.

Fee: \$150

Non-European immigrants and visible minorities now represent the fastest growing segment of our Canadian population. Increasingly those professionals involved in conflict resolution processes will find themselves dealing with cross-cultural situations. Such situations are ripe for misunderstandings, confusion and anxiety if one isn't prepared for dealing with cultural differences. This workshop will increase awareness and understanding necessary for handling cross-cultural conflicts including values, attitudes, and communication styles related to conflict in other cultures. There will be opportunities to practice and to receive feedback using a conflict resolution model in cross-cultural contexts. (An elective course in the Certificate Program)

GROUP CONFLICT RESOLUTION (CR#736)

Dates: **October 31–November 1** at the Justice Institute;

Resource Persons: Karen Haddigan and Paula Temrick, Senior Trainers

Fee: \$150

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 assist group members or external facilitators to identify the cause of the conflict, determine an appropriate 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. (An elective course in the Certificate Program; prerequisite is a previous course in the program or by permission of the Coordinator.)

CRITICAL SKILLS FOR COMMUNICATING IN CONFLICT SITUATIONS (#CR735)

Dates: **November 3–4** at the Justice Institute; Resource Person: Karen Haddigan, Senior Trainer

Fee: \$150

This course will focus intensively on the microskills essential to effective mediating, negotiating or resolving interpersonal conflict. It is recommended for anyone entering the Certificate Program but will also be helpful as an isolated learning experience. The skills will be demonstrated and practiced in isolation and then in the context of a conflict situation. Specific skills will include non-judgmental listening, probing and clarifying, strategic questioning, reframing, refocusing and assertive, non-defensive communication. Participants will be assisted by coaches and video feedback. (An elective course in the Certificate Program)

SEPARATING THE PEOPLE FROM THE PROBLEM IN CONFLICT SITUATIONS (CR743)

Dates: **October 24–25** at the Justice Institute; Resource Person: Sandy Berman, Consultant and Trainer, Circa Enterprises

Fee: \$150

Difficulty in resolving conflict is often caused by an inability to separate personal issues from the problem itself. Past triggers, unspoken expectations and assumptions and a low sense of self-worth, all act as blocks and side tracks when working through a problem. These factors often rise to the surface non-verbally and, in turn, become the triggers for the personal issues of others involved in the conflict. As a result there is a build up rather than a move towards resolution in the conflict situation. This workshop will, through the use of practical exercises, small group discussions and role plays, examine the factors that clutter a conflict and practice skills to increase personal awareness in order to keep on track in a conflict situation. (An elective course in the Certificate Program)

Crime Prevention



The following courses are offered by Extension Programs and co-sponsored in conjunction with the B.C. Ministry of Solicitor General's Crime Prevention Program.

WORKING WITH PRE-DELINQUENT AND DELINQUENT YOUTH (#CY124)

Date: **September 30** at the Justice Institute
Fee: \$40

Resource Person: Larry Green, M.A., counsellor in private practice and instructor, Child Care Program, Douglas College.

This workshop is directed toward child care counsellors, youth workers, group home supervisors and other professionals working with pre-delinquent and delinquent youth to increase their awareness of the psychological needs of adolescents and present specific counselling strategies that respond to those needs. Co-sponsored with the Ministry of Solicitor General.

WORKING WITH PRE-DELINQUENT AND DELINQUENT YOUTH: Second Level (#CY124A)

Date: **November 18** at the Justice Institute
Fee: \$60

Resource Person: Larry Green, M.A., counsellor in private practice and instructor, Child Care Program, Douglas College.

This workshop, directed toward experienced practitioners, will focus on the development of intervention strategies that can be undertaken over a period of time. Content will cover the use of an integration model, case management, social control vs. counselling and stages of intervention. Co-sponsored with the Ministry of Solicitor General.

CONDUCTING EFFECTIVE MEETINGS (#EP137)

Date: **November 4–5** at the Justice Institute
Fee: \$70

Resource Person: Maureen Hannah, Training Consultant, Hannah, Petersen and Associates Ltd.

This workshop is directed toward crime prevention co-ordinators and volunteers who find themselves having to either conduct informal community meetings or facilitate formal presentations. Content will cover the role of the chairperson or facilitator, planning and organizing various types of meetings, making presentations, managing disruptive or conflictual behaviour, and following up on decisions or recommendations. Format will include lecturette, structured exercises and videotaped techniques. Co-sponsored with the Solicitor General.

GRIEF, LOSS AND THE PROCESS OF RECOVERY (#EP104)

Dates: **September 21–22** at the Justice Institute
Fee: \$125

Resource Person: Jane Middleton Moz, M.A., Clinical Director of the Seattle Professional Practice Institute, and co-author of the book *"After the Tears"*, which focuses on multi-generational grief and loss in families.

This highly experiential workshop will focus on an understanding of grief in relation to chemical dependency, and

present methods for assisting individuals and families through the process of grieving to recovery. Co-sponsored with the Ministry of Solicitor General.

Family Assault & Sexual Violence



FAMILIES IN CONFLICT:

Intervention Strategies (#EP136)

Dates: **September 29–30** at the Justice Institute
Fee: \$110

Resource People: Keith Saunders, M.S.W., Director, Family Guidance Program, Abbotsford; Michele Plysiuk, M.A., Family Therapist, Family Guidance Program.

This workshop is directed toward professionals working with families where physical or sexual abuse has occurred and has been reported, and family members now wish to resolve their crisis and reconcile. Content will cover agency or private practice obligations concerning disclosure and follow-up, assessment approaches in relation to family and individual development, phases and cycle of treatment, intervention models, resolution and termination.

"LET'S TALK ABOUT TOUCHING":

Training for Early Childhood Educators

Dates: **September 30–October 1** in Vancouver
(#CSA110LM)

October 14–15 in Victoria (#CSA110V)

October 21–22 in Parksville (#CSA110P)

October 28–29 in Vancouver (#CSA110LM)

October 28–29 in the Fraser Valley (#CSA110FV)

November 5–6 in Kamloops (#CSA110K)

November 19–20 in Vancouver (#CSA110LM)

November 25–26 in Victoria (#CSA110V)

Fee: \$25

This workshop is directed toward early childhood educators and will provide them with training in the use of a newly developed pre-school sexual abuse prevention program. The curriculum which has been designed for 3½ to 5 year olds includes nine scripted lessons, and teaching aids. Content of the training covers background information of child sexual abuse, use of the curriculum in pre-school settings, and adapting the program for use with special needs children. Complete kits will be available to each centre upon the successful completion of each participant. Co-sponsored with the Ministry of Solicitor General and Early Childhood Educators Association of B.C. Funding assistance from the Vancouver Foundation.

GROUP WORK WITH SEXUALLY ABUSED CHILDREN (#CSA119)

Dates: **October 13–14** at the Justice Institute
Fee: \$105

Resource People: Bonnie Granger, M.Ed., Counsellor and Coordinator, Sexual Abuse Program, Project Backdoor; Monica Carpenter, B.F.A., D.V.A.T.I., Art Therapist, Project Backdoor.

Directed toward experienced counsellors, this workshop will focus on group work with sexually abused children. Content will cover the intake and assessment process, meetings with parents, implications of court proceedings, group format, use of art, puppets and play, and special issues and obstacles.

ART AND PLAY THERAPY:

Approaches with Abused and Neglected Children (#CY104)

Dates: **November 25–26** at the Justice Institute

Fee: \$100

Resource Person: Marie Jose Dhaese, M.Ed., a certified and registered art therapist.

This workshop is directed toward professionals working with abused and neglected children and will focus on art and play therapy techniques as forms of intervention. Content will cover function of art and play as it relates to the developmental disruptions caused by abuse and neglect, use of art and play, and approaching difficult issues such as court preparation, meetings with the alleged offender and on-going behavioral difficulties.

CHILD SEXUAL ABUSE:

Identification, Assessment and Intervention

Dates: **September 14–15** at 70 Mile House. Co-sponsored with Community Action and Awareness. For registration information, contact Community Action and Awareness.

Resource Person: Stacey Holloway, Nurse Clinician with extensive experience in the field of child sexual abuse.

Day one will be directed toward professionals and will cover long-term consequences, assessing treatment readiness, stages of treatment, and use of video in criminal and family court proceedings. Day two will be directed toward volunteers and members of the public and will provide an overview of child sexual abuse, response to disclosure, utilizing local resources and the victim assistance program. Co-sponsors: Community Action and Awareness, Ministry of Attorney General and Ministry of Health.

CHILD SEXUAL ABUSE:

Assessment and Intervention

Dates: **October 14–15** in Chetwynd

Fee: \$95. For registration details, contact Northern Lights College, 788-2248.

Resource Person: Stacey Holloway, Nurse Clinician with extensive experience in the field of child sexual abuse.

This workshop is directed toward social workers and child or health care professionals working with children or adolescents who have been sexually abused. Day one will provide a general overview including indicators, response to disclosure and utilizing local resources. Day two will be more specialized and cover long-term consequences, assessing treatment readiness and stages of treatment. Co-sponsored with Northern Lights College.

BREAKING THE CYCLE:

A Northern Symposium on Child Sexual Abuse

Dates: **October 6–7** in Prince George

Fee: \$75. For further details, contact S.O.S., 564-8302.

This symposium, directed toward professionals and community workers, will feature mini-workshops on topics to include adolescent offenders and victims, art therapy, the Native Indian approach to treatment, family reintegration, and group work with male and female survivors. Co-sponsored with Survivors of Sexual Assault.

Intervention



SUPPORTIVE INTERVENTION SKILLS (#EP133)

Dates: **November 7–8** at the Justice Institute

Fee: \$95

Resource Person: Maggie Ziegler, M.A., counsellor, group facilitator and trainer.

This two-day workshop is designed for people who are working with victims who have experienced trauma as a result of personal injury, violent crime or family violence. The focus will be on crisis intervention and short-term support for work with recent victims.

GROUP FACILITATION SKILLS FOR WORKING WITH ADULT CHILDREN OF ALCOHOL (#EP134)

Dates: **November 17–18** at the Justice Institute

Fee: \$105

Resource People: Sandra Berman, consultant and trainer; Maureen Gold, counsellor and trainer.

This workshop is directed toward group facilitators and leaders who run, or are considering, groups for adult children of alcohol. Content will cover characteristics of adult children from alcoholic families, impact of family history on the group process and effective tools and techniques for working with these group members.

VIOLENCE IN INTIMATE RELATIONSHIPS:

Working with the Addicted Family (#EP135)

Dates: **December 1–2** at the Justice Institute

Fee: \$110

Resource Person: Elizabeth Jeffries, M.A., family therapist in private practice with extensive experience working with chemically dependent clients.

This workshop is directed toward experienced practitioners who work with families where both violence and alcohol are present. Content will cover the dynamics of both addiction and violence and relationships between the two. Assessment strategies, treatment options and referral sources will be explored.

GRIEF, LOSS AND THE PROCESS OF RECOVERY

(See Crime Prevention Section)

Management



SUPERVISING IN A GROUP HOME SETTING (#MGMT214)

Date: **November 1–2** at the Justice Institute; Fee: \$105
November 29–30 in Victoria; Fee: \$135
Resource Person: Sandra Rice, consultant and trainer.

This workshop is directed toward new supervisors working in group home settings. Participants will have an opportunity to examine and apply basic supervisory skills within the particular context of group homes. Content will cover roles, responsibilities and skills required to effectively supervise, assessing employee's level of motivation and ability, developing performance results, standards and conducting a performance review, communicating with and delegating to staff who work shifts or are on call and carrying out supervisory tasks in a "home like" environment.

MANAGING THE TROUBLED AND TROUBLESOME EMPLOYEE (#MGMT201)

Dates: **September 22–23** at the Justice Institute
Fee: \$140
Resource Person: Bev Abbey, Consultant and Trainer, Bev Abbey and Associates.

If not corrected, the behaviour of troubled and troublesome employees spreads disturbance and conflict throughout the organization. Much troublesome behaviour by employees can be avoided or eliminated by appropriate supervisory practices. This course is designed to assist managers understand the forces at work and gain fresh insights into their own managerial behaviour. The principal causes and patterns of troublesome behaviours will be addressed. Techniques will be presented for minimizing the likelihood of their occurrence and for constructive treatment of those that do occur.

PERFORMANCE PLANNING AND REVIEW (#MGMT215)

Date: **October 19** at the Justice Institute
Fee: \$75
Resource Person: Maureen Hannah, Training Consultant, Hannah, Petersen and Associates.

This workshop is directed toward managers and supervisors who want to improve their ability in writing and communicating performance standards with employees and increase their skills in giving constructive feedback about performance. Content will cover the purposes of performance planning and review, developing and carrying out a performance plan, conducting a review interview and administering the review system.

STARTING FROM SCRATCH:

Setting Up a New Organization (#MGMT216)

Dates: **November 14 & 28** at the Justice Institute
Fee: \$125
Resource Person: Doug Kerr, Consultant and Trainer, TRACON Training Consultants Corporation.

This workshop is directed toward management staff and board members involved in setting up a new organization.

Taking a "results based" management approach, content will cover establishing direction and focus, developing objectives and goals, creating an organizational structure, recruiting prospective board members, approaching new constituencies and developing marketing and operational plans.

PREPARING YOURSELF FOR MANAGEMENT (#MGMT217)

Dates: **November 17–18** at the Justice Institute
Fee: \$140
Resource Person: Bev Abbey, Consultant and Trainer, Bev Abbey and Associates.

This workshop is directed toward first-line supervisors and program staff who are considering moving into management positions. Content will cover exploring the differences between managing and supervising, undertaking a skills inventory, carrying out designing, planning and evaluating functions and enhancing leadership skills.

BASIC SUPERVISORY COMPETENCY PROGRAM (#MGMT213)

Dates: **October 31–November 4** at the Justice Institute
Fee: \$300
Resource Person: Joyanne Landers, Senior Consultant, Ryane Consulting Ltd.

Each job or function has a set of specific areas of knowledge, skill, and operating values that a performer must have to do his or her job. Together, this knowledge, skill, and value, give the individual the competence to perform the job. The Basic Supervisory Program is competency based and covers such topics as Role of the Supervisor, Situational Leadership and Teamwork, Delegation and Developing Staff, Communication and Interpersonal Effectiveness, Problem Solving and Decision Making, and Conflict Resolution. It is intended for first level supervisors, or those who aspire to be supervisors, in both government and private agencies. Prior to the individual coming on course, an inventory assessment of skills and knowledge will be completed by the participant and his/her manager. Co-sponsored with the Corrections Academy. Any B.C. Corrections Branch employee successfully completing the course will be granted certification for Basic Supervisory Competency Program Week I.

DUTIES AND RESPONSIBILITIES OF DIRECTORS IN B.C. (#EP200)

Dates: **September 13 (evening), 15 (evening), & 17 (day)** at the Justice Institute
October 11 (evening), 13 (evening), & 15 (day) at the Justice Institute
November 15 (evening), 17 (evening), & 19 (day) at the Justice Institute

Fee: \$350
Resource Person: Kenneth G. Hanna, Lyall McKercer Hanna, barristers and solicitors.

This two-evening plus one-day course has been designed for company directors and officers of exchange issuers to enable them to recognize and discharge their duties and responsibilities effectively. The session provides a detailed examination of new securities requirements. Content includes: powers and functions of directors, fiduciary duties, statutory duties and liabilities, protection of directors, overview of the

new Securities Act, sale of "control shares", continuous disclosure, insider trading and reporting, financial reporting, shareholders' meetings.

Professional Health Programs



Professional 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 be arranged to travel to your center when requested. For more information on these programs and the possibility of courses in your area, contact Professional Health Programs, 228-9771, local 321.

ADVANCED CARDIAC LIFE SUPPORT (A.C.L.S.) PROVIDERS COURSE (#PHP100)

Dates: **September 10–11** at the Justice Institute
September 16–17 in Chilliwack
September 23–24 at Burnaby Hospital. Contact C. Talmanis, 434-4211, local 297 for further information.
October 22–23 at the Justice Institute.
November 5–6 in Kelowna. Contact M. Sigel, Head Nurse, Emergency, Kelowna General Hospital for further information.

Fee: \$300, includes manual

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 the important information in pharmacology, dysrhythmia interpretation, sudden cardiac death, and post resuscitation care as related to cardiac arrest management. Practice time to manage a cardiac arrest simulation and review cardiac dysrhythmias is provided. During the course each participant is given at least one opportunity to manage a cardiac arrest scenario. Pre-reading from the A.C.L.S. manual is required; allow at least eight hours to adequately prepare for this course.

A.C.L.S. RECERTIFICATION (#PHP110)

Dates: **September 16** in Chilliwack; Fee: \$150
October 1 at the Justice Institute; Fee: \$125
October 2 at the Justice Institute, physicians only; Fee: \$175
November 4 in Kelowna. Contact M. Sigel, Head Nurse, Emergency, Kelowna General Hospital for further information; Fee: \$150.

This workshop will present the latest information in A.C.L.S. It is intended for A.C.L.S. providers who have obtained certification within three years although yearly recertification is recommended. Course content includes current trends in A.C.L.S., pharmacology, and post resuscitation care. As well, practice time is provided to manage cardiac arrest simulations.

A.C.L.S. INSTRUCTORS PROGRAM (#PHP120)

Dates: **October 13–15** at the Justice Institute
Fee: \$300

This 2½ day program is for physicians, nurses or pre-hospital care workers who have exceptional A.C.L.S. skills and are interested in teaching A.C.L.S. The course content includes lesson planning, characteristics of adult learners, giving effective feedback, planning scenarios and operation of the cardiac arrest scenario station.

Proof of current certification in B.C.L.S., Level C is required before successful completion of these programs will be granted. Please allow at least two weeks to complete the pre-reading required for these courses.

FIRST LINE TRAUMA MANAGEMENT FOR NURSES (#PHP201)

Dates: **September** in Bella Coola
November 18 at the Justice Institute
Fee: \$150, includes manual.

This course is designed for nurses in non-tertiary facilities who are responsible for the management of trauma victims. Course content includes appropriate management of the ABC's, the "must-dos" of assessment and treatment, and management of multi-trauma victims. Resource persons are clinical nursing experts who practice in Vancouver area emergency departments. The course can be adapted for use in your community and can be a one or two day presentation depending on the needs of your facility. Contact the Justice Institute, Professional Health Programs—228-9771, local 321 for further information.

FIRST LINE TRAUMA MANAGEMENT FOR PHYSICIANS (#PHP200)

Dates: **October** in Mission
November 19 at the Justice Institute
Fee: \$175, includes manual

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 the appropriate management of the ABC's and the assessment, treatment, and management of the multi-trauma victim. The course is able to travel to your community, contact Professional Health Programs at the Justice Institute, 228-9771, local 321 for further information. **This course is approved for 12 hours of continuing medical education credits by the B.C. Chapter of the College of Family Physicians of Canada.**

BASIC TRAUMA LIFE SUPPORT (B.T.L.S.) BASIC COURSE (#PHP202)

Dates: **October 28 (evening), 29–30**
Fee: \$125, includes manual

The Basic Trauma Life Support (B.T.L.S.) course is concerned with evaluation and treatment of life threatening conditions of the trauma patient in those critical minutes before they arrive at the hospital emergency department. The B.T.L.S. Basic course is designed for first aiders, first responders, industrial first aiders, firefighters, police officers, military personnel. The B.T.L.S. course requires 16 hours of training, including 11 lectures and nine practical skills stations. The

course may be scheduled in two days or spread out over several days. Approximately six hours of pre-reading from the manual *B.T.L.S. for Basics* is required before the course.

For further information phone (604) 228-9771, Sandy Barabe, local 321 or John Oakley, local 315.

Security

Security Programs are sponsored by Canadian Society for Industrial Security in association with the Justice Institute of British Columbia. Working together these two organizations have developed and supported quality professional training in security within the Province of British Columbia.

BASIC PRIVATE SECURITY (#PS100)

Dates: **September 26–30** at the Justice Institute
October 24–28 at the Justice Institute
November 28–December 2 at the Justice Institute
 Fee: \$250

SUPERVISORY TRAINING FOR SECURITY PERSONNEL (#PS200)

Dates: **Block I—October 11–14** at the Justice Institute;
 Fee: \$250
Block II—October 15–18 at the Justice Institute;
 Fee: \$250

DEFENSIVE TACTICS AND CONTROL TECHNIQUES (#PS401)

Dates: **Nights—September 22–November 10** at the Justice Institute; Fee: \$95
Days—October 15 and October 22 at the Justice Institute; Fee: \$200

	Date:	Fee:
AIRPORT SECURITY (#PS403)	September 17	\$95
HOTEL AND MOTEL SECURITY (#PS402)	September 24	\$95
HEALTH CARE FACILITY SECURITY (#PS405)	October 1	\$95
MOBILE PATROL SECURITY (#PS408)	October 8	\$95
RETAIL SECURITY (#PS300)	October 15	\$95
ARMORED CAR SECURITY (#PS409)	October 22	\$95
CAREERS IN SECURITY (#PS404)	October 29	\$95
SECURITY HARDWARE AND TECHNOLOGY (#PS410)	November 5	\$95

For further information, please call 228-9771, local 312 or 311.

Many organizations have found that contract training is a preferred method to update their staff. For further information on developing a contract program for your organization, please contact Kathy Matak at 228-9771, local 312.

Staff Development

"CLEAR AND SIMPLE":

Writing Skills (#MGMT212)

Dates: **October 12–14** at the Justice Institute
 Fee: \$160

Resource Person: Joyanne Landers, Consultant and Trainer, Ryane Consulting Inc.

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, writing and special techniques. Participants are required to submit two samples of their written work at the time they register.

SUSTAINING HIGH LEVEL PERFORMANCE (#EP138)

Dates: **December 1–2** at the Justice Institute
 Fee: \$125
 Resource Person: Ryane Consulting Inc.

This workshop is directed toward administrative and program managers concerned about sustaining peak performance. Content will cover understanding the difference between a work addict and a peak performer, assessing performance patterns, learning how to challenge oneself without burning out and developing specific techniques to accomplish high priorities while feeling in control.

PREPARING YOURSELF FOR MANAGEMENT (See Management Section)

Support Staff

STEPPING UP INTO SUPERVISION (#SUP107)

Dates: **October 17–18** at the Justice Institute
 Fee: \$105

Resource Person: Maureen Hannah or Sandra Rice, training consultants with Hannah, Petersen & Assoc. Ltd.

This two-day workshop is directed toward secretarial and administrative support staff who are considering applying for, or want to learn more about supervisory careers. Content will cover identifying and examining roles and responsibilities of a supervisor, developing skills to market oneself and successfully handling a supervisory interview.

SUPERVISORY SKILLS FOR ADMINISTRATIVE AND SUPPORT STAFF (#SUP117)

Dates: **October 26–27** at the Justice Institute

Fee: \$105

Resource Person: Sandra Rice, Consultant and Trainer, Hannah, Petersen and Associates Ltd.

This workshop is directed toward supervisors who wish to update or enhance their supervisory skills. Content will cover examining the roles and responsibilities of the supervisor, demonstrating and applying skills such as delegating tasks, assessing motivation and ability, handling difficult employees and responding to poor performance.

HANDLING SENSITIVE “PEOPLE” ISSUES (#SUP118)

Date: **November 17** at the Justice Institute

Fee: \$60

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

This workshop is directed toward front line workers who have to handle sensitive issues with clients, co-workers or supervisors. Content will cover what constitutes a “sensitive people” issue, separating valid concerns from unsolvable problems, responding in a caring and effective manner and maintaining control when emotions take over.

GETTING THROUGH:

Effective Communication on the Job (#SUP105)

Dates: **September 22–23** at the Justice Institute

Fee: \$95

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

This workshop is directed toward line workers who wish to update and enhance their communication skills. Content will cover interactive styles, sending clear messages, responding assertively and communicating directly in stressful or conflictual situations.

MAKING ORDER OUT OF CHAOS:

Planning Skills for Support Staff (#SUP110)

Date: **December 2** at the Justice Institute

Fee: \$60

Resource Person: Sandra Rice, Consultant and Trainer, Hannah Petersen and Associates.

This planning workshop is directed toward administrative support staff who have too much to do and not enough time to accomplish it. Content will include methods for improving work management, techniques for identifying and eliminating time wasters and planning skills for increasing productivity.

Victim Services



These programs are offered under the Victim Assistance Program of the Ministry of Attorney General in co-sponsorship with Extension Programs at the Justice Institute.

REGIONAL WORKSHOPS

The series of regional workshops for victim service providers will be continued with two-day sessions planned for Prince George in September and the Kootenays in October.

These workshops are offered free of charge to representatives of both police-based and community agency programs funded by the Ministry of the Attorney General's Victim Assistance Program. Travel subsidies will be available through Carol Shaw, Program Services, Ministry of the Attorney General (387-5003).

These workshops are also open to other community agencies providing services to victims of crime.

Topics include: the impact of victimization, needs of victims of wife assault, child sexual abuse, sexual assault, special needs victims, networking strategies, justice process and an introduction to working with volunteers.

How to Register for a Course

REGISTER BY MAIL

To register by mail, fill out the course Registration Form below or send in this information by letter along with your cheque (made payable to the Justice Institute) to:

Registration Office
Justice Institute of B.C.
4180 West 4th Avenue
Vancouver, B.C.
V6R 4J5

If you wish to register for a program and the Justice Institute is not handling registration, contact the phone number listed in the program description for further information.

REGISTER BY PHONE

You can register by phone *using your VISA card*. Call 228-9771, local 311 between 8:30 a.m. and 4:30 p.m. 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 (Two doors down from receptionist on the main floor). Hours are 8:30 a.m. to 4:30 p.m., Monday—Friday. Before making a trip to register, you should call 228-9771, local 311 to ensure there is space for you in the course(s).

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 **written notification** of cancellation is received 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

There is an administrative fee to transfer from one course to another.

COURSE CANCELLATIONS

A full refund of tuition fees will be issued for courses cancelled by the Institute. The Institute reserves the right to cancel courses if enrollments are insufficient. We truly regret any inconvenience this may cause.

REGISTRATION INFORMATION AND INDIVIDUAL COURSE BROCHURES

228-9771, local 311.

Registration Form

Mail to: Registration Office, Justice Institute, 4180 West 4th Ave., Vancouver, B.C., V6R 4J5.

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

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

SURNAME GIVEN NAME

POSITION ORGANIZATION

STREET/CITY POSTAL CODE

PHONE (DAY)

METHOD OF PAYMENT:

☐ Enclosed is my cheque payable to the Justice Institute

☐ VISA CARD # - - EXPIRY DATE: _____

Refund Policy: Registration fee minus an administrative charge is refundable if written notification of cancellation is received seven working days in advance of course date, and the white copy of the registration confirmation is returned to our office. Transfer policy: There is an administrative fee to transfer from one course to another.

What is the Justice Institute?

The Justice Institute of British Columbia is a post-secondary educational organization that provides training and education programs to professionals and the public.

The Justice Institute develops and delivers training programs to meet specific performance standards of justice and public safety organizations in fire service, law enforcement, correctional services, emergency health care, courts management and related justice and public safety services. The major client groups of the Institute are the Ministry of Solicitor General, Ministry of Attorney General, Ministry of Health and Ministry of Municipal Affairs which need both entry level (recruit) training and advanced level training for municipal police officers, firefighters, provincial corrections employees, courts staff, ambulance attendants and paramedics.

In addition to courses contracted for by the major client groups, a range of interdisciplinary and public programs are offered through Extension Programs. Personnel with govern-

ment organizations, private agencies, the corporate sector and members of the public participate in programs on a broad range of topics and issues.

Extension Programs staff initiate programs or respond to requests based on specialized needs. Projects are either sponsored solely by the Justice Institute or developed in conjunction with other organizations. Some programs are held at the Justice Institute, however, staff have a provincial mandate and work co-operatively with other groups to organize programs throughout B.C.

Schedules for Extension Programs are produced three times a year (September, January and May) and distributed to a cross-section of people. If you wish to receive this schedule regularly, and are not currently on our mailing lists, call Extension Programs and ask to be put on the General mailing list—228-9771, local 285.