

# Career and Community Studies Calendar

January to August 1997

II  
JUSTICE  
INSTITUTE  
OF B.C.

Centre for Conflict Resolution Training  
Interdisciplinary Studies

# Customized Training

Career and Community Studies can develop courses and other educational services to meet the training needs of your organization. We also adapt existing, advertised courses incorporating role plays, and case studies specific to your organization.



## Focus on Skills

Participants learn skills which they can immediately apply to their workplace.

## Custom Designed

Needs assessment, curriculum development or training delivery designed to meet your needs.

## Multidisciplinary Team

Your project will benefit from the strength of our staff and instructors, current practitioners who have extensive experience and current expertise.

## Flexibility

We deliver training for clients where, when and how your needs determine.

## Areas of Expertise

### Centre for Conflict Resolution

- Conflict Resolution
- Mediation
- Negotiation
- Prejudice Reduction
- Dealing with Anger
- Building Consensus
- Resolving Group Conflicts

### Interdisciplinary Studies

- Preventing Workplace Violence
- Child and Youth Care
- Family Counselling
- Trauma and Post Traumatic Stress
- Residential Care
- Leadership
- Enforcement and Investigation

## We can help with your training needs.

Contact: Pat Ross, Dean, Career & Community Studies Ph: (604) 528-5635 Fax: (604) 528-5640.

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Career and Community Studies occasionally undertakes special mail-outs for other organizations. We **do not** sell or give our mailing lists to others.



An on-line version of this calendar will soon be available on the Internet at <http://www.jibc.org>.



The next Career and Community Studies calendar, with courses beginning in September 1997, will be available in July 1997.

## Career and Community Studies Staff

### Dean's Office

Pat Ross, Dean.....	604/528-5635
Graham Brown, Supervisor of Administrative Services.....	604/528-5634
Mary Smethurst, Administrative Assistant.....	604/528-5637
Meenpal Basi, Receptionist.....	604/528-5608
Steven Schick, Office Support Staff	

### Centre for Conflict Resolution Training

Marg Huber, Program Director.....	604/528-5613
Carolyn Eyres, Program Assistant.....	604/528-5612
<i>(For a complete staff list, see page 6.)</i>	

### Interdisciplinary Studies

Shelley Rivkin, Program Director.....	604/528-5628
Dennette Retel, Administrative Assistant .....	604/528-5632
<i>(For a complete staff list, see page 19.)</i>	

### Other Phone Numbers

Registration Office .....	604/528-5590
General Inquiries .....	604/525-5422
First Nations Advisor .....	604/528-5621
Library .....	604/528-5599
Instructional Media Development Centre.....	604/528-5600
Justice Institute Foundation.....	604/525-5422

## Registration

### It's easy to register!

- **By mail:** Justice Institute of B.C.  
715 McBride Boulevard  
New Westminster, B.C. V3L 5T4  
Attn: Registration Office
- **In person:** 8:30 am – 4:30 pm, Monday to Friday
- **By fax:** 604/528-5653
- **By phone:** 604/528-5590; TDD/TTY: 604/528-5655

### Register early

Many courses fill quickly, so register early to avoid disappointment. Registrations are accepted on a first-come, first-served basis. Registration cannot be completed until we receive full payment for the course(s). *No post-dated cheques will be accepted.*

### Tax deduction

You may deduct tuition fees from your income tax if the total amount exceeds \$100 for the year. Income tax receipts will be issued in February 1998 for all 1997 courses.

### Refunds

Registration fees are refundable provided we receive notification of cancellation *one week (7 days) prior to the course date. Refunds are subject to an administrative charge.*

### Transfers

We must receive notification regarding transfer from one course to another *one week (7 days) prior to the date of the course you are transferring from. Transfers are subject to an administrative charge.*

### Substitutions

Course substitutions are welcome as long as the substituting participant has completed the course prerequisites. The substituting participant must obtain a substitution form from the Registration Office.

### NSF cheques

A fee of \$15 applies to all cheques returned "NSF"

### 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 (e.g., airline or hotel reservations) if a course must be cancelled. The Institute reserves the right to cancel courses. We truly regret any inconvenience this may cause.

### Confirmation of registration

Confirmation of registration is sent to students by mail. We are unable to confirm registration by fax. If you have questions regarding your confirmation, please contact a registration representative by telephone at 604/528-5590.

### Additional registrants

Only one student may register on the form on the opposite page. Place additional registrants on a separate sheet. Photocopy this form for additional students.

### Students with disabilities



Help the Registration Office help you. The Justice Institute has received funds from the Ministry of Education, Skills and Training to provide support to students with disabilities attending courses at the Justice Institute. For further information on the support available, please contact Shelley Rivkin in Career and Community Studies at 604/528-5628 or TDD/TTY 528-5655.

### First Nations students

Our First Nations Advisor is available to provide information and offer support to First Nations students. You can get in touch with Renée Nyberg-Smith by calling her at 604/528-5621. For a brochure on First Nations services, please call 604/528-5573.



## REGISTRATION FORM

CURRENT DATE \_\_\_\_\_

Have you ever taken a course at the Justice Institute of B.C.? ☐ YES ☐ NO

If **YES**, Student Identity Number (if known):

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The following is my: ☐ Work address ☐ Home address

LAST NAME	FIRST NAME	MIDDLE NAME
POSITION	ORGANIZATION	
STREET NAME AND ADDRESS		
CITY	PROVINCE	COUNTRY
POSTAL CODE	EVENING OR HOME PHONE (     )	DAY PHONE (     )
<b>OPTIONAL INFORMATION</b> DISABILITIES/SPECIAL REQUIREMENTS (PLEASE DESCRIBE): _____  MEMBER OF A FIRST NATION? <input type="checkbox"/> YES <input type="checkbox"/> NO		

**Many of our courses have prerequisites. Please read the course descriptions in our calendar carefully before undertaking to register in a course.**

COURSE NAME	COURSE NO.	START DATE	COURSE FEE
<b>Note:</b> Courses are GST-exempt.			<b>TOTAL FEE</b>

### ENCLOSED IS MY COURSE FEE PAYMENT BY:

☐ Cheque or money order

Name of Cardholder

☐ MasterCard

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☐ VISA

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☐ Please check this box if you already receive the Career and Community Studies Calendar from another source, or if you are not interested in future mailings.

**Justice Institute of B.C., 715 McBride Boulevard, New Westminster, B.C. V3L 5T4**  
**For registration only: phone 604/528-5590; fax 604/528-5653**

To register, phone 604/528-5590; general inquiries, phone 604/525-5422

**Electives** allow for advanced skill building and specializations in the areas of family, business, and group work.

We recommend that you schedule these courses over a period of 18 months to two years to permit sufficient integration of the skills. To receive the Conflict Resolution Certificate, students must successfully complete a competency-based **assessment** in conflict resolution/negotiation. A mediation assessment is optional.

## Admission to the Program

There is an application process for joining the Conflict Resolution Certificate Program. You may apply at the beginning of your program or after you have taken several courses. All of your previous conflict resolution courses taken through the Centre will count as credit towards the Certificate.

For an application package, contact the Centre for Conflict Resolution Training at 604/528-5611 or 528-5610. To request candidacy, please submit your completed application form with a \$75 program application fee to Marg Huber, Program Director, Centre for Conflict Resolution Training.

**Course exemptions:** You may request that training in conflict resolution taken outside the Justice Institute be considered for equivalency credit to a maximum of 21 hours provided it is similar in format and content. Please make this request in writing at the time of your program application, and provide detailed documentation of previous training. *Please allow up to 3 weeks for processing of your exemption request.*

## Information for Participants

**Time and location of classes:** Unless otherwise indicated under individual course listings, courses will be held at the Justice Institute from 9:00 am to 5:00 pm.

**Dress code:** Informal.

**Attendance:** Because participation in all class activities is essential to achieving course learning objectives, *participants must attend each course in its entirety*. Please enrol early, as many courses fill well in advance of their start date.

**Library:** Conflict Resolution Certificate Program candidates have borrowing privileges at the JI Library.

**Career orientation:** Periodically throughout the term, we offer career orientation sessions to help students plan their course work and to provide additional information about the dispute resolution field. For further information, call our Administrative Office at 604/528-5610.

**Instructor substitutions and location changes:** It may sometimes be necessary to substitute a different instructor for the courses listed on the following pages. In all cases, every effort will be made to ensure that the instructor will be as indicated. The Centre for Conflict Resolution Training also reserves the right to change the location of any course due to space restrictions at the Justice Institute. Participants will be notified of changes in course location at least one week in advance.

**Refunds:** Registration fees are refundable provided notification of cancellation or transfer is received at least seven days before the course/assessment date. Refunds are subject to an administrative charge of \$25. *This policy also applies to assessments.*

## Course Progression

There is some flexibility in planning the order of your courses. We recommend that you use the general progression outlined below, and you may wish to contact a Program Planner for assistance with course selection and sequencing.

- **Critical Skills for Communicating in Conflict (#CR735) (elective)**
- **Dealing with Interpersonal Conflict (#CR100) or Resolving Conflict in the Workplace (#CR763)**

You may take the following courses in any order, provided you meet the prerequisites indicated in the course description:

- **Dealing with Anger (#CR200), Negotiation Skills Level I (#CR500), Mediation Skills Level I (#CR300) and electives**

Continue with:

- **Negotiation Skills Level II (#CR600)**
- **Conflict Resolution/Negotiation Assessment: "Reality Check" (#CR842)**

Completion of your course work is recommended before you take your assessments:

- **Conflict Resolution/Negotiation Skills Assessment (#CR599)**
- **Mediation Skills Assessment (#CR499) (optional)**

## Off-Campus and Out-of-Town Courses

Some courses in the Conflict Resolution Certificate Program are run together with community colleges and community organizations throughout B.C. The co-sponsoring organization acts as host, and instructors and coaches from our program travel to these communities to deliver the training. Fees for these courses vary from location to location because of the different travel costs and administrative fees associated with each location.

For information on courses offered in the following locations, please call the telephone numbers listed:

### LOWER MAINLAND

BCIT Downtown Education Centre, VANCOUVER  
Information: 604/528-5611 or 528-5617  
Registration: 604/528-5590

Surrey/White Rock Mediation Services Society, SURREY  
Information: 604/528-5611 or 528-5617  
Registration: 604/528-5590

### VANCOUVER ISLAND

Camosun College, VICTORIA  
Information: 250/370-4116 / Registration: 250/592-1556

*(continued on next page)*

The Dispute Resolution Centre, VICTORIA  
Information and Registration: 250/383-4412

Malaspina University College, NANAIMO  
Information: 250/755-8775 / Registration: 250/755-8755

North Island College, Campbell River District, CAMPBELL RIVER  
Information: 250/286-8953

#### OKANAGAN/KOOTENAYS

Please contact our Administrative Office at 604/528-5611 or 604/528-5617.

#### CARIBOO/NORTHERN B.C.

Northwest Community College, TERRACE  
Information: 250/638-5452

College of New Caledonia, PRINCE GEORGE  
Information: 250/563-9588 or 561-5801  
Registration: 250/561-5846

A special supplement to the regular calendar lists the current schedule of off-campus and out-of-town courses, and tells you where to call for information and to register. **For a copy of this schedule, call our Administrative Office at 604/528-5611.**

For more information about off-campus and out-of-town courses, contact Maureen Carroll at 604/528-5617.

NEW

## First Nations Negotiation Skills Certificate Program

**Note:** This Certificate Program is also offered on a contract basis for communities. For more information, see page 9.

This program is designed for First Nations participants on an "open registration" basis, and will be held at the **Justice Institute**. (Requests from non-First Nations applicants will be assessed on an individual basis.) Course content is based on the Conflict Resolution Certificate Program, with the addition of specific courses that are relevant to First Nations issues. The Certificate Program includes 25 days (175 hours) of classroom training, and skills assessments that are scheduled in the last week of the program.

For further information about this program, please contact Marg Huber, Program Director, at 604/528-5613, or Clifford White, First Nations Negotiations Training Consultant, at 604/929-3455.

The courses are as follows.

#### Course Schedule for First Nations Negotiation Skills Certificate Program

1	January 13-17	Critical Skills for Communicating in Conflict (#CR735FN) Dealing with Interpersonal Conflict (#CR100FN)	Ron Monk Ron Monk
2	February 10-14	Dealing with Anger (#CR200FN) Negotiation Skills Level I (#CR500FN)	Kelly Kennedy Jim Toogood
3	March 10-14	Dealing with Anger (cont.) (#CR200FN) Intercultural Issues in Negotiations (#CR833FN) Asserting Yourself Under Pressure (#CR702FN)	Kelly Kennedy Sandra McEwan Kelly Kennedy
4	April 14-18	Negotiation Skills Level II (#CR600FN)	Sally Campbell
5	May 12-16	Team Negotiations (#CR832FN) Intercultural Issues in Negotiations (cont.) (#CR833FN) Assessment Preparation (#CR803FN)	Sally Campbell Marg Huber Jim Toogood
6	June 9-13	Assessments	

### Contract Courses

Training is available on a contract basis to businesses and organizations that wish to have the training brought to their location. This service is available in both local and out-of-town/out-of-province locations.

Courses offered on a contract basis can be those already developed as part of the Conflict Resolution Certificate Program, or they can be tailored to the specific needs and issues of the

organization. Examples of situations and issues that participants face in their day-to-day work can be incorporated into the training and used during roleplay practice. Costs for contract courses vary according to content, the amount of design work required, and the location of the course.

For more information on contract courses, including course descriptions, formats, and costs, contact Karen Falk at 604/528-5615.



## Negotiation Skills Certificate for First Nations Organizations, Bands, and Tribal Councils

**Note:** This Certificate Program is also offered on campus. For more information, see page 8.

We are offering on a **contract** basis a six-week program (25 days/175 hours of classroom training and assessment) to be held one week a month over six months. These courses will be delivered within First Nations communities for First Nations participants, and lead to a Certificate in Negotiation Skills. The program provides the regular conflict resolution and negotiation training in a First Nations context and is adapted to fit the needs of the community. First Nations trainers and coaches are used whenever possible to assist in the delivery of the training.

If you or your Band or Tribal Council are interested in receiving more information on this program, you can contact Marg Huber, Program Director, at 604/528-5613, or Clifford White, First Nations Negotiations Training Consultant, at 604/929-3455.

## Core Courses

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

### Dealing with Interpersonal Conflict (#CR100)\*

This course focuses on the dynamics and sources of conflicts, and explores ways to resolve them more effectively. Participants will have an opportunity to assess their own conflict style and to broaden their range of approaches. The course will examine conflict attitudes and beliefs, conflict theory, defensiveness, and the role of assumptions and emotions. It will include specific concepts and skills useful in resolving interpersonal conflicts. Emphasis is on increasing self-awareness and skill development through structured exercises and simulations. Videotape will be used on the final day. **This course is a prerequisite for all other core courses.**

Length: Three days (21 hours)

Date(s): **January 27-29**, Joan Balmer

**February 13-15**, Nym Hughes

**February 26-28**, Kelly Henderson

**March 1, 8 & 15**, Gary Harper

**March 17-19**, Ron Monk

**April 16-18**, Stacey Holloway

**April 21-23**, Jill Schroder; co-sponsored with Surrey/White Rock Mediation Services Society, at Green Timbers Forest Centre, 9800A – 140th St. (at Fraser Highway), Surrey

**April 30 – May 2**, Ron Monk

**May 21-23**, Wendy Hilliard

**June 10-12**, Ron Monk

**June 23-25**, Nancy McPhee

Fee: \$295

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

This course is equivalent to Dealing with Interpersonal Conflict, but focuses on workplace conflict situations. The course explores the dynamics of conflict, both generally and in the work environment. Emphasis is on participants' own conflict styles at work, effective confrontation, and collaborative conflict resolution. This course will be of particular value to managers and supervisors who wish to expand their leadership skills. **This course can be taken in place of #CR100 and as a prerequisite for all other core courses.**

Length: Three days (21 hours)

Date(s): **January 20-22**, Kelly Henderson

**January 27-29**, Nym Hughes; co-sponsored with Surrey/White Rock Mediation Services Society, at Green Timbers Forest Centre, 9800A – 140th St. (at Fraser Highway), Surrey

**February 3-5**, Nancy McPhee

**February 8, 15 & 22**, Gary Harper

**February 12-14**, Nancy McPhee; at BCIT Downtown Education Centre, 555 Seymour St. (at Dunsmuir), Vancouver

**March 5-7**, Ron Monk

**March 19, 26 & Apr 2**, Nym Hughes

**March 25-27**, Kelly Henderson

**April 2-4**, Joan Balmer

**April 14-16**, Gary Harper; at BCIT Downtown Education Centre, 555 Seymour St. (at Dunsmuir), Vancouver

**April 22-24**, Nym Hughes

**April 30, May 7 & 14**, Nym Hughes

**May 20-22**, Kelly Henderson

**June 4, 11 & 18**, Jill Schroder

Fee: \$295

### Dealing with Anger (#CR200)\*

Angry, hostile, or resistant feelings and behaviours are commonly generated in conflict situations. Efforts to resolve the conflict may be ineffective if these feelings are ignored or denied. This course builds on the material in #CR100/#CR763, and presents theory, skills, and approaches for managing our own angry feelings and behaviours and responding to anger in others. Topics such as anger "triggers," self-management, defusing skills, the origins of personal expressions of anger, and disengaging from angry encounters will be explored. Emphasis is on self-awareness and skill development through small-group exercises and videotaped practice sessions on the final day. **Prerequisite(s): #CR100 or #CR763.**

Length: Three days (21 hours)

Date(s): **January 23-25**, Elizabeth Azmier-Stewart

**February 5-7**, Joan Balmer

**March 11-13**, Nancy McPhee

**April 9-11**, Nancy McPhee

**April 28-30**, Mario Govorchin

**May 7-9**, Joan Balmer

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**May 12-14**, Mario Govorchin; co-sponsored with Surrey/White Rock Mediation Services Society, at Green Timbers Forest Centre, 9800A – 140th St. (at Fraser Highway), Surrey  
**May 29-31**, Elizabeth Azmier-Stewart  
**June 9-11**, Joan Balmer  
**June 11-13**, Nym Hughes; at BCIT Downtown Education Centre, 555 Seymour St. (at Dunsmuir), Vancouver  
**June 18-20**, Nym Hughes

Fee: \$295

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

Mediation is a practical method for helping other people resolve their conflicts and attain mutually satisfying outcomes. This course introduces the concepts, skills, and techniques needed to mediate disputes, such as determining whether mediation is appropriate, the role of the mediator, guiding the process, managing emotions, and using communication skills as a mediator. Participants will have opportunities to mediate simulated disputes involving co-workers, customers, committee members, neighbours, parents/teens, and co-parents. Emphasis is on skill development through simulated mediations. Assistance is provided by trained coaches and video feedback.

**Prerequisite(s):** #CR100 or #CR763.

Length: Three days (21 hours)

**Date(s):** **January 22-24**, Karen Haddigan  
**February 11-13**, Wendy Hilliard  
**February 24-26**, Elizabeth Azmier-Stewart  
**March 10-12**, Kelly Henderson  
**March 17-19**, Wendy Hilliard; co-sponsored with Surrey/White Rock Mediation Services Society, at Green Timbers Forest Centre, 9800A – 140th St. (at Fraser Highway), Surrey  
**March 24-26**, Karen Haddigan  
**April 15-17**, Elizabeth Azmier-Stewart  
**May 12-14**, Wendy Hilliard; at BCIT Downtown Education Centre, 555 Seymour St. (at Dunsmuir), Vancouver  
**May 14-16**, Stacey Holloway  
**June 3-5**, Deborah White  
**June 25-27**, Dale Zaiser

Fee: \$295

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

Negotiation skills are essential in daily interactions with others to help individuals get what they need and want. Traditional approaches to negotiation promote competitive tactics, often resulting in unsatisfactory outcomes for one or both negotiators. Collaborative or “interest-based” negotiation aims for agreements that respond to the interests of both parties. This course introduces the skills, theory, and process for applying interest-based negotiation in a variety of work and day-to-day situations. Participants will learn to prepare for negotiations, assess their alternatives, build a climate of collaboration, get beyond stubborn positioning, and develop agreements that work for both sides. Recommended reading: *Getting to Yes* by

Roger Fisher and William Ury, Penguin Books, 2nd ed., 1992.  
**Prerequisite(s):** #CR100 or #CR763.

Length: Three days (21 hours)

**Date(s):** **January 29-31**, Wendy Hilliard  
**February 17-19**, Ron Monk  
**February 24-26**, Deborah White; co-sponsored with Surrey/White Rock Mediation Services Society, at Green Timbers Forest Centre, 9800A – 140th St. (at Fraser Highway), Surrey  
**March 3-5**, Deborah White  
**March 12-14**, Gary Harper; at BCIT Downtown Education Centre, 555 Seymour St. (at Dunsmuir), Vancouver  
**March 20-22**, Nancy McPhee  
**April 7-9**, Karen Haddigan  
**May 5-7**, Deborah White  
**May 22-24**, Mario Govorchin  
**June 11-13**, Mario Govorchin

Fee: \$295

### Negotiation Skills, Level II (#CR600)

This course applies the negotiation process and skills from the Level I course to more complex negotiations. Content includes negotiator assertiveness and style, identifying and responding to competitive tactics, assessing power dynamics, and resolving impasses. Emphasis is on skill development through simulated negotiations, with assistance and feedback from trained coaches. Recommended reading: *Getting Past No* by William Ury. **Prerequisite(s):** #CR100 or #CR763, #CR200, #CR300, #CR500.

Length: Five days (35 hours)

**Date(s):** **March 6-7, 10-12**, Mario Govorchin  
**April 16-18, 21-22**, Dale Zaiser  
**May 26-30**, Dale Zaiser  
**June 18-20, 23-24**, Michael Fogel

Fee: \$495

## Electives

The following courses are listed alphabetically by title.

### Asserting Yourself Under Pressure (#CR702)\*

This course is for people who are usually assertive but who sometimes over-react or sell themselves out in difficult conflict encounters, such as when dealing with powerful, aggressive individuals, or in high-risk, high-stakes 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, especially when strong feelings are involved. **Recommended:** that #CR100 be taken prior to this course.

Length: Two days (14 hours)

**Date(s):** **January 28-29**, Mario Govorchin

(continued on next page)

February 11-12, Jill Schroder  
March 3-4, Nancy McPhee  
March 13-14, Elizabeth Azmier-Stewart  
April 14-15, Mario Govorchin  
May 3 & 10, Jill Schroder  
May 22-23, Nancy McPhee  
June 16-17, Deborah White

Fee: \$220

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

This course focuses intensively on communication skills essential for effective mediating, negotiating, or resolving of interpersonal conflict. It is recommended for anyone entering the Certificate Program, and would also be helpful as an isolated learning experience. Each skill will be demonstrated and then practiced in short exercises involving conflict situations. Specific skills include: non-judgmental listening, clarifying, questioning, reframing, and assertive, non-defensive communication. **There are no prerequisites for this course.**

Length: Two days (14 hours)

Date(s): **January 16-17**, Deborah White  
**January 25 & February 1**, Gary Harper  
**February 10-11**, Mario Govorchin; at BCIT Downtown Education Centre, 555 Seymour St. (at Dunsmuir), Vancouver  
**February 20-21**, Wendy Hilliard  
**March 17-18**, Nancy McPhee  
**April 1-2**, Mario Govorchin  
**May 12-13**, Gary Harper  
**June 2-3**, Wendy Hilliard  
**June 26-27**, Gary Harper

Fee: \$220

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

Critiquing the work or behaviour of others can be one of the most difficult tasks that we perform. As individuals, colleagues, supervisors, and managers, we are often called upon to give criticism. If done well, it can be an opportunity for growth and increased understanding. If done poorly, it can damage relationships, limit opportunities, and increase stress. In this course, participants will explore and practice the essential elements of giving and receiving constructive criticism.

**Prerequisite(s):** #CR100 or #CR763.

Length: Two days (14 hours)

Date(s): **February 17-18**  
**March 10-11**, at BCIT Downtown Education Centre, 555 Seymour St. (at Dunsmuir), Vancouver  
**June 26-27**

Fee: \$220

Instructor(s): Deborah White

### **Intercultural Communication: Bridging the Divide in Conflict Situations (#CR830)**

This course examines cultural differences in communication and their impact in conflict situations. The goal is to learn ways to prevent intercultural conflict from occurring through miscommunication. We will explore attitudes, behaviours, triggers, frameworks, and verbal and non-verbal messages as they relate to culture. Through structured exercises, discussion, and role plays, participants will have opportunities to increase flexibility in the use of communication skills and develop a greater awareness of the role of culture in conflict. This course will help participants increase their intercultural communication skills and build respectful relationships with people of other cultures.

**Prerequisite(s):** #CR100 or #CR763.

Length: Two days (14 hours)

Date(s): **February 27-28**  
**June 12-13**

Fee: \$220

Instructor(s): **Marilou Carrillo**, facilitator, trainer, and mediator in private practice; **Valerie Dudoward**, Tsimshian Nation, Program Management, Broadcast Communications; **Ed Eduljee**, Director, Multiculturalism B.C.

### **Making It Hard to Say No – Negotiating with Difficult People (#CR767)\***

The negotiation model presented in the core courses provides a useful framework for negotiating mutually satisfying agreements. Yet problems emerge when we apply this model to people who only want to win. The question is how to find common ground and move towards joint problem solving with individuals who are confrontational, inflexible, reluctant, and unreasonable. This course focuses on the techniques of effective negotiation in difficult situations. Participants will learn the five-step strategy presented in William Ury's book *Getting Past No*. **Prerequisite(s):** Two core courses. **Recommended:** #CR735.

Length: Two days (14 hours)

Date(s): **March 13-14**  
**May 8-9**

Fee: \$220

Instructor(s): Arthur Ridgeway

### **Managing the Hostile Individual (#CR753)**

This course is for high-risk professionals who have not taken other courses in the program. Many professionals find themselves the target of hostile or aggressive behaviour as a regular part of their jobs. Dealing with these encounters inevitably requires emotional energy and frequently results in increased stress. This course provides alternatives for constructively managing hostile individuals. Attention is given to risk factors and ensuring personal safety. Participants will have an opportunity to identify factors that escalate the level of hostility, identify personal responses to hostile behaviour, learn and practice a model for defusing hostility, and increase skills in constructively confronting problem behaviour.

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Length: Two days (14 hours)  
Date(s): **April 24-25**  
**June 9-10**  
Fee: \$220  
Instructor(s): Mario Govorchin

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

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Whether in the context of negotiation, mediation, or interpersonal conflict, people adopt positions and offer solutions in order to meet their underlying interests. Working towards interest-based resolutions requires skill in clarifying and understanding the wants, needs, concerns, and fears that support the opposing positions. This course is designed to help participants reach positive outcomes through a deeper exploration of positions, interests, and intentions. Participants will enhance skills aimed at eliciting underlying interests, illuminating blocks, facilitating processes, establishing positive outcomes, and generating a wider range of choices. **Prerequisite(s):** Two core courses. **Recommended:** #CR735.

Length: Two days (14 hours)  
Date(s): **February 3-4**  
**March 11-12**  
**May 6-7**  
Fee: \$220  
Instructor(s): Arthur Ridgeway

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### Unfinished Business (#CR768)

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Withheld feelings of anger, hurt, mistrust, and resentment often impede the process of resolving a conflict. Unreasonable demands, attacks, and outbursts are symptomatic of unfinished business that clouds present issues. Judgements prevailing throughout a relationship lock our perceptions of the other and limit the options for resolution. These judgements need to be cleared in order to begin re-establishing trust and building a foundation of cooperation. This course focuses on developing skills for getting past unfinished business by clearing judgements, acknowledging hurt, reducing defensiveness, and working towards a trusting relationship. It focuses on personal and work-related conflicts. **Prerequisite(s):** Two core courses. **Recommended:** #CR735.

Length: Two days (14 hours)  
Date(s): **April 9-10**  
**June 16-17**  
Fee: \$220  
Instructor(s): Arthur Ridgeway

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### Welcoming Diversity: A Prejudice Reduction Workshop (#CR821)

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As our communities and workplaces become increasingly diverse, differences often lead to misunderstanding and conflict. This course, based on the National Coalition Building Institute (NCBI) model, helps participants identify and work through the often hurtful stereotypes that have historically divided people. Through a unique combination of personal experience, emotional healing, and skill training, participants will learn to unfreeze prejudicial attitudes, build bridges with

other groups, and effectively intervene when confronted with prejudicial comments and behaviours. Diversity within the group and feelings related to past mistreatment will be explored. Participants are free to become involved at their own comfort level. **Prerequisite(s):** #CR100 or #CR763.

Length: Two days (14 hours)  
Date(s): **May 12-13**  
Fee: \$220  
Instructor(s): Jeannette Matson, Charles Boehm-Hill

## Electives for Working with Groups and Organizations

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### Building Consensus (#CR733)

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In recent years, there has been an increase in the use of collaborative approaches to dispute resolution. This shift towards group involvement in decision making has not always been successful. As an ideal, consensus decision making has tremendous appeal, with benefits such as team building, commitment, and conflict resolution. Elements for building consensus are relatively simple to understand; the challenge is to learn to apply the elements effectively. This course is designed to help participants understand the conditions that must exist for consensus decisions to be made, procedures for preparation of the involved parties, processes and guidelines to follow for consensus, and participant skills necessary for reaching consensus. **Prerequisite(s):** At least two core courses.

Length: Two days (14 hours)  
Date(s): **February 5-6**  
**April 7-8**  
**June 18-19**  
Fee: \$220  
Instructor(s): Arthur Ridgeway

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### Facilitating Multi-Party Disputes (#CR805)

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Are you being challenged to adapt your conflict resolution skills to more complex, multi-party settings? This course will help you make that shift by: exploring and building skills in process design and agenda setting, moving from mediation to collaborative decision-making in groups, dealing with parties and their constituencies, examining how cultural considerations affect shared decision-making, managing the emotional climate in more complex settings, coming to closure, and achieving settlement. This course is for people who facilitate between multiple groups or organizations. **Prerequisite(s):** At least two core courses.

Length: Two days (14 hours)  
Date(s): **June 24-25**  
Fee: \$220  
Instructor(s): Sally Campbell

**NEW****Challenges of Facilitating (#CR844)**

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This course builds on conflict resolution principles. It is for facilitators who would like additional skills and strategies for dealing with the more challenging aspects of facilitation within their organizations and groups. The course reviews the basics of facilitation; the focus, however, will be on challenges identified by course participants as well as common pitfalls, such as: remaining objective; tracking multiple issues; managing arguments, conflicts, and impasses; and dealing with problematic behaviours. Through discussion, exercises, simulations, and role play, the course will help facilitators move through facilitation challenges and develop criteria for determining the limits of the facilitation role. **Prerequisite(s):** #CR804.

Length: Two days (14 hours)  
 Date(s): **June 9-10**  
 Location: BCIT Downtown Education Centre, 555 Seymour St. (at Dunsmuir), Vancouver  
 Fee: \$220  
 Instructor(s): Karen Haddigan

**Group Dynamics (#CR804)**

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New dynamics emerge when we apply conflict resolution skills and processes to a group setting. We need to be aware of how groups function differently from two-party systems if we are to be effective group members or leaders. This course looks at group dynamics such as: group role functions and leadership, how team building occurs, participation levels, power struggles, hidden agendas, how to manage disruptive behaviour, value differences, and how to balance group and individual needs. Participants will learn how to adapt the two-party conflict resolution model, make collaborative decisions, and resolve conflicts in groups. They should have a working knowledge of the conflict resolution model and a basic understanding of communication skills. **Prerequisite(s):** At least two core courses.

Length: Two days (14 hours)  
 Date(s): **April 17-18**, at BCIT Downtown Education Centre, 555 Seymour St. (at Dunsmuir), Vancouver  
**May 26-27**  
 Fee: \$220  
 Instructor(s): Karen Haddigan

**Mediating Workplace Conflicts and Harassment Complaints (#CR822)**

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For a course description and date(s), see page 14.

**Mediation Electives****NEW****Becoming a Reflective Practitioner (#CR843)**

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As mediation practice matures and as practitioners seek to stretch the boundaries of their practice, critical questions emerge about integrating the skills and knowledge necessary to be effective and resourceful practitioners. How can we learn the flexibility required to translate the knowledge and skills appropriate in one conflict situation to another? How can we most resourcefully help our clients find ways to resolve their disputes? Through discussion and exercises, participants will experiment with interventions to understand what is going on for the disputants and assess what approaches are most relevant and appropriate. Together we will explore the process of becoming "reflective practitioners." **Prerequisite(s):** #CR400 or equivalent advanced mediation skills training.

Length: Two days (14 hours)  
 Date(s): **April 15-16**  
 Fee: \$220  
 Instructor(s): Michael Lang is the founding Director of the Master of Arts Program in Conflict Resolution at Antioch University in Yellow Springs, Ohio. He has mediated family, public policy, organizational, and commercial disputes. Michael is editor-in-chief of *Mediation Quarterly*.

**NEW****Best Interests of the Child (Part I): Family Dynamics (#CR840)**

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Children are inevitably affected by the crisis of divorce and the decisions made when their family is restructured. This course will expand the knowledge and abilities of family mediators by focusing on the interests of children during mediation. Participants will learn about family dynamics involved in separation and divorce, developmental concerns of children who experience family breakup, assessing appropriate parenting plans, custody and access arrangements, and strategies to ensure the optimal adjustment of children. The course will emphasize skills for effective mediation in family situations, including ways to involve children in the process where appropriate. **Prerequisite(s):** #CR400 or equivalent advanced mediation skills training.

Length: Two days (14 hours)  
 Date(s): **April 18-19**  
 Fee: \$220  
 Instructor(s): **Kelly Kennedy**, M.A. (Cand.) is a mediator, counsellor, and trainer in private practice with experience in a variety of human services settings. She is president of the Reality Therapy Institute of B.C., and is a member of the Delta Council for Youth Committee. **Ellen Shapiro**, M.A. (Couns. Psych.), CRC, is a mediator in private practice who specializes in family counselling, family transition, and child development. She has experience in mediating, counselling, and training both in private practice and in the non-profit sector.



## Best Interests of the Child (Part II): The Impact of Separation on Children Who Witness Abuse (#CR841)

The mediator who practices in the family area must assess the impact of separation on the family. This course explores the impact of trauma when children witness, or become victims of, abuse within the family; it also explores screening tools to determine whether mediation is appropriate. The course will provide skills practice to enable the mediator to assess appropriate processes and interventions for helping parents address the needs of their children within the family context. **Prerequisite(s):** #CR840, #CR400, or equivalent advanced mediation skills training.

Length: Two days (14 hours)  
Date(s): **May 9-10**  
Fee: \$220

**Instructor(s):** **Kelly Kennedy**, M.A. (Cand.), is a mediator, counsellor and trainer in private practice with experience in a variety of human services settings. She is president of the Reality Therapy Institute of B.C., and is a member of the Delta Council for Youth Committee. **Sharon White**, B.S.W., ECE Cert., trains in the area of family violence and is the past Provincial Coordinator of the Children Who Witness Abuse Program for the Society of Transition Houses.

## Comprehensive Family and Divorce Mediation (#CR824)

This overview course is for mediators who expect to practice in the family area. It reviews the mediation practice standards of Family Mediation Canada, and addresses psychological, legal, and financial issues relating to separation, divorce, and family reorganization. Participants will examine and practice appropriate family mediation techniques and interventions in the following areas: the intake process, parenting, financial objectives for adults and children of the marriage, distinguishing between interim and long-range issues, and reaching agreement. Although the instructor will touch on relevant areas such as the impact of separation and divorce, screening tools, spousal and child support, and matrimonial property, it is recommended that this course be taken in conjunction with other advanced electives such as #CR817, #CR840, #CR841, and #CORR606. **Prerequisite(s):** #CR400 or equivalent advanced mediation skills training.

Length: Three days (21 hours)  
Date(s): **March 20-22**  
Fee: \$295

**Instructor(s):** **Daniel Hamoline**, M.S.W., LL.B., is a family and divorce mediator, therapist, arbitrator, and family lawyer. He specializes in teaching and training in mediation, and is a founding member of Fifth Avenue Counselling, Mediation and Arbitration in Saskatoon.

## Mediating the Financial Divorce (#CR817)

Financial decisions made at the time of divorce will greatly influence the life of each family member. Mediators must be able to guide the parties through the financial maze and know when and where to refer them for additional financial consultation. This course will provide participants with information and strategies for mediating financial aspects of separation and divorce, including spousal and child support, family home, pensions, family business, wills, insurance, other assets, and debts. Tax implications, ethical issues, and legal risks for mediators will be addressed. Participants will prepare a memorandum of understanding based on a roleplay case study. **Prerequisite(s):** #CR400.

Length: Two days (14 hours)  
Date(s): **June 2-3**  
Fee: \$220

**Instructor(s):** **Ed Jackson**, CGA, family mediator and trainer in private practice.

## Mediating Workplace Conflicts and Harassment Complaints (#CR822)

Many organizations are responding to recent human rights legislation requirements by developing policies that include mediation. Conflicts being addressed through mediation range from personality differences to personal harassment and discrimination. This course presents mediation interventions that can be adapted to this range of workplace conflicts within the context of harassment programs. Legal and ethical questions will also be considered. **Prerequisite(s):** #CR300.

Length: Two days (14 hours)  
Date(s): **March 24-25**  
**May 15-16**, at BCIT Downtown Education Centre, 555 Seymour St. (at Dunsmuir), Vancouver

Fee: \$220  
**Instructor(s):** **Deborah White**

## Mediation Skills, Level II (#CR400)

This course applies the mediation process and skills from the Level I course to more challenging situations in order to prepare the participant to deal with more complex and emotionally charged conflicts as a mediator. Skills, theory, and techniques include probing, power balancing, client resistance and anger, developing a personal mediating style, and legal and ethical issues. Emphasis is on skill development through simulated mediations, with assistance and feedback from trained coaches. This course is a core course if you are taking the Mediation Skills Assessment, and is a prerequisite for further training in mediation. Videotape will be used on the final day. **Prerequisite(s):** #CR100 or #CR763, #CR200, #CR300, #CR500.

Length: Five days (35 hours)  
Date(s): **February 19-21 & 24-25**, Michael Fogel  
**April 21-25**, Deborah White  
**May 14-16 & 20-21**, Karen Haddigan  
**June 4-6 & 9-10**, Stacey Holloway

Fee: \$495



## Introduction to Family Court Services in B.C. (#CORR606)

What information will help separating couples develop a parenting plan? This introductory course is for mediators and those working in the helping professions. Participants will learn how the courts define legal terms such as *custody*, *access*, *guardianship*, and *maintenance*, and how the family justice system works. The content will not cover division of property and assets.

This course will count as credit towards the Family Justice Counsellor Training Program offered by the Corrections Academy and as an elective towards the Certificate in Conflict Resolution.

Length: Three days (21 hours)  
Date(s): February 25-27  
Fee: \$275  
Instructor(s): Michael Rittinger, Family Trainer, Corrections Academy

## Assessments

NEW

### Conflict Resolution/Negotiation Assessment: "Reality Check" (#CR842)

This course will be of special value to those preparing for assessment. It provides an opportunity for participants to work interactively with an assessor in roleplay situations that simulate the degree of difficulty in the assessment experience. With a maximum class size of 5, each participant will have individualized immediate feedback from the assessor, who will play the role of the other party. Participants will receive clear feedback on areas where they require additional work, with specific reference to our criteria for successful completion of the assessment. Space is limited, so if you want a "reality check" on whether you're ready for the assessment, register early.

**Prerequisite(s):** #CR600.

Length: 1 day (7 hours)  
Date(s): February 3  
March 19  
April 10  
May 5  
June 6  
Fee: \$90  
Instructor(s): Assessors in the Conflict Resolution Certificate Program

## Conflict Resolution/Negotiation Skills Assessments (#CR599) and Mediation Skills Assessments (#CR499)

The Conflict Resolution Certificate Program includes two skills assessments, one in mediation (optional) and one in conflict resolution/negotiation. Assessments consist of a one-hour videotaped roleplay simulation, with a coach(es) acting as the roleplayer(s) and the student as the skilled negotiator or mediator. The coach(es) plus a designated assessor make up the assessment team. It is strongly recommended that you take the "Reality Check" course before doing your assessment. Instructors and coaches are also available on a private contract basis to help you prepare for the assessments. **To schedule an assessment or for more information on the assessment process and out-of-town assessments, call Kendra McEown at 604/528-5616.**

Date(s): February 17 – March 7  
April 21 – May 2  
June 16-27  
Fee: \$165 per assessment  
Assessor(s): Centre for Conflict Resolution Training instructors

**Note:** Assessment registration deadlines are as follows:

- For the February/March assessments: **January 31**
- For the April/May assessments: **April 4**
- For the June assessments: **May 30**

We cannot make exceptions for requests after these dates.

Information about the summer program for Conflict Resolution courses (July and August) will be available in mid-April 1997. Students in the Conflict Resolution Certificate Program should receive their advance mailing by April 1, 1997.

## Instructors

Elizabeth Azmier-Stewart, mediator and trainer in private practice  
Joan Balmer, M.A., consultant, Ryane Consulting Inc.  
Charles Boehm-Hill, M.Ed., M.A., trainer and consultant, Leader of NCBI Victoria Interim Chapter  
Sally Campbell, J.D., lawyer, mediator, and trainer in private practice  
Michael Fogel, LL.B., J.D., M.Ed. (Counselling Psychology), mediator, facilitator, and adult educator/trainer in private practice, specializing in commercial and family disputes, organizational conflict, and change  
Mario Govorchin, trainer, organizational development consultant, and mediator in private practice  
Karen Haddigan, B.Sc. (Social Science), mediator, trainer, and facilitator specializing in work with organizations and groups  
Gary Harper, LL.B., consultant, trainer, and facilitator in private practice, focusing on organizations and management development

(continued on next page)

Kelly Henderson, R.N., B.Sc.N., M.Ed., mediator in private practice with extensive experience in the health care industry

Wendy Hilliard, B.Ed., LL.B., teacher, mediator, and trainer in private practice

Stacey Holloway, consultant, mediator, and trainer in private practice, specializing in education, health, and organizational disputes

Nym Hughes, facilitator, mediator, and trainer in private practice

Jeannette Matson, M.S.W., trainer and consultant, Director of NCBI B.C. Chapter

Nancy McPhee, consultant and trainer in private practice

Ron Monk, trainer and mediator in private practice

Arthur Ridgeway, Ph.D., registered psychologist, consultant, and trainer in private practice

Jill Schroder, M.Sc., trainer and mediator in private practice, specializing in communication and relationship building

Duncan Stewart, M.Ed., Ph.D., mediator, trainer, and consultant in organizational workplace settings

Jim Toogood, mediator, arbitrator, and trainer in private practice

Deborah White, M.A., ABS, organizational development consultant and trainer in private practice

Dale Zaiser, M.A., ABS, mediator, trainer, and organizational development consultant

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

### Coaches

Nancy Baker, Juan Barker, Keith Barker, Janice Bateman, Sherry Bowlby, Marilou Carrillo, Susan Cawsey, Judith Ceroli, Beryl Clayton, Sandy Dunlop, Donna Dussault, Marion Dyck, Brian Frank, Kelly Grittner, Maureen Hannah, Anne Harker, Gary Harper, Terry Harris, Wendy Hilliard, Nancy Hinds, Ed Jackson, Jennifer Johnson, Mark Johnson, Kel Kelly, Kelly Kennedy, Patricia Lane, Tim Langdon, Gordon Mamen, Laura Matsuda, Marguerite McCallion, Sandra McEwan, Mary McGregor, Susan Mulkey, Carol Myers, Sherry Newbold, Christine Newton, Phyllis Nordquist, Sena Paradis, Noelle Philp, Ingrid Pipke, Keith Purvin-Good, Sandra Rossi, David Sheach, Lane Sherman, Rick Singer, Donna Soules, Duncan Stewart, Pamela Theriault, Jim Toogood, Leanne Turnbull, Lillian Van Pelt, Heather Wheating, Gordon White, Kim White, Sharon Wilson, Liz Wouters, Doug Yearwood, Susan Yerxa.

## Conflict Resolution Chronological Course Listings

Jan. 16-17 Critical Skills for Communicating in Conflict (#CR735)

Jan. 20-22 Resolving Conflict in the Workplace (#CR763)

Jan. 22-24 Mediation Skills, Level I (#CR300)

Jan. 23-25 Dealing with Anger (#CR200)

Jan. 25 & Feb. 1 Critical Skills for Communicating in Conflict (#CR735)

Jan. 27-29 Dealing with Interpersonal Conflict (#CR100)

Jan. 27-29 Resolving Conflict in the Workplace (#CR763) (Surrey)

Jan. 28-29 Asserting Yourself Under Pressure (#CR702)

Jan. 29-31 Negotiation Skills, Level I (#CR500)

Feb. 3 Conflict Resolution/Negotiation Assessment: "Reality Check" (#CR842)

Feb. 3-4 Shifting from Positions to Interests (#CR748)

Feb. 3-5 Resolving Conflict in the Workplace (#CR763)

Feb. 5-6 Building Consensus (#CR733)

Feb. 5-7 Dealing with Anger (#CR200)

Feb. 8, 15, 22 Resolving Conflict in the Workplace (#CR763)

Feb. 10-11 Critical Skills for Communicating in Conflict (#CR735) (BCIT)

Feb. 11,12 Asserting Yourself Under Pressure (#CR702)

Feb. 11-13 Mediation Skills, Level I (#CR300)

Feb. 12-14 Resolving Conflict in the Workplace (#CR763) (BCIT)

Feb. 13-15 Dealing with Interpersonal Conflict (#CR100)

Feb. 17-18 Criticism: How to Give and Receive It (#CR706)

Feb. 17-19 Negotiation Skills, Level I (#CR500)

Feb. 17 – Mar. 7 Assessments

Feb. 19-21, 24-25 Mediation Skills, Level II (#CR400)

Feb. 20-21 Critical Skills for Communicating in Conflict (#CR735)

Feb. 24-26 Mediation Skills, Level I (#CR300)

Feb. 24-26 Negotiation Skills, Level I (#CR500) (Surrey)

Feb. 26-28 Dealing with Interpersonal Conflict (#CR100)

Feb. 27-28 Intercultural Communication: Bridging the Divide in Conflict Situations (#CR830)

Mar. 1, 8, 15 Dealing with Interpersonal Conflict (#CR100)

Mar. 3-4 Asserting Yourself Under Pressure (#CR702)

Mar. 3-5 Negotiation Skills, Level I (#CR500)

Mar. 5-7 Resolving Conflict in the Workplace (#CR763)

Mar. 6-7, 10-12 Negotiation Skills, Level II (#CR600)

Mar. 10-11 Criticism: How to Give and Receive It (#CR706) (BCIT)

Mar. 10-12 Mediation Skills, Level I (#CR300)

Mar. 11-12 Shifting from Positions to Interests (#CR748)

Mar. 11-13 Dealing with Anger (#CR200)

Mar. 12-14 Negotiation Skills, Level I (#CR500) (BCIT)

Mar. 13-14 Asserting Yourself Under Pressure (#CR702)

Mar. 13-14 Making It Hard to Say No: Negotiating with Difficult People (#CR767)

Mar. 17-18 Critical Skills for Communicating in Conflict (#CR735)

Mar. 17-19 Dealing with Interpersonal Conflict (#CR100)

Mar. 17-19 Mediation Skills, Level I (#CR300) (Surrey)

Mar. 19 Conflict Resolution/Negotiation Assessment: "Reality Check" (#CR842)

Mar. 19, 26 & Apr. 2 Resolving Conflict in the Workplace (#CR763)

Mar. 20-22 Comprehensive Family and Divorce Mediation (#CR824)

Mar. 20-22 Negotiation Skills, Level I (#CR500)

Mar. 24-25 Mediating Workplace Conflicts and Harassment Complaints (#CR822)

Mar. 24-26 Mediation Skills, Level I (#CR300)

Mar. 25-27 Resolving Conflict in the Workplace (#CR763)

Apr. 1-2 Critical Skills for Communicating in Conflict (#CR735)

Apr. 2-4 Resolving Conflict in the Workplace (#CR763)

Apr. 7-8 Building Consensus (#CR733)

Apr. 7-9 Negotiation Skills, Level I (#CR500)

Apr. 9-10 Unfinished Business (#CR768)

Apr. 9-11 Dealing with Anger (#CR200)

Apr. 10 Conflict Resolution/Negotiation Assessment: "Reality Check" (#CR842)

Apr. 14-15 Asserting Yourself Under Pressure (#CR702)

Apr. 14-16 Resolving Conflict in the Workplace (#CR763) (BCIT)

Apr. 15-16 Becoming a Reflective Practitioner (#CR843)

Apr. 15-17 Mediation Skills, Level I (#CR300)

Apr. 16-18 Dealing with Interpersonal Conflict (#CR100)

Apr. 16-18, 21-22 Negotiation Skills, Level II (#CR600)

Apr. 17-18 Group Dynamics (#CR804) (BCIT)

Apr. 18-19 Best Interests of the Child (Part I): Family Dynamics (#CR840)

Apr. 21-23 Dealing with Interpersonal Conflict (#CR100) (Surrey)

Apr. 21-25 Mediation Skills, Level II (#CR400)

Apr. 21 – May 2 Assessments

Apr. 22-24 Resolving Conflict in the Workplace (#CR763)

Apr. 24-25 Managing the Hostile Individual (#CR753)

Apr. 28-30 Dealing with Anger (#CR200)

Apr. 30 – May 2 Dealing with Interpersonal Conflict (#CR100)

Apr. 30, May 7 & 14 Resolving Conflict in the Workplace (#CR763)

May 3, 10 Asserting Yourself Under Pressure (#CR702)

May 5 Conflict Resolution/Negotiation Assessment: "Reality Check" (#CR842)

May 5-7 Negotiation Skills, Level I (#CR500)

May 6-7 Shifting from Positions to Interests (#CR748)

May 7-9 Dealing with Anger (#CR200)

May 8-9 Making It Hard to Say No: Negotiating with Difficult People (#CR767)

May 9-10 Best Interests of the Child (Part II): The Impact of Separation on Children Who Witness Abuse (#CR841)

May 12-13 Critical Skills for Communicating in Conflict (#CR735)

May 12-13 Welcoming Diversity: A Prejudice Reduction Workshop (#CR821)

May 12-14 Dealing with Anger (#CR200) (Surrey)

May 12-14 Mediation Skills, Level I (#CR300) (BCIT)

May 14-16 Mediation Skills, Level I (#CR300)

May 14-16, 20-21 Mediation Skills, Level II (#CR400)

May 15-16 Mediating Workplace Conflicts and Harassment Complaints (#CR822) (BCIT)

May 20-22 Resolving Conflict in the Workplace (#CR763)

May 21-23 Dealing with Interpersonal Conflict (#CR100)

May 22-23 Asserting Yourself Under Pressure (#CR702)

May 22-24 Negotiation Skills, Level I (#CR500)

May 26-27 Group Dynamics (#CR804)

May 26-30 Negotiation Skills, Level II (#CR600)

May 29-31 Dealing with Anger (#CR200)

June 2-3 Critical Skills for Communicating in Conflict (#CR735)

June 2-3 Mediating the Financial Divorce (#CR817)

June 3-5 Mediation Skills, Level I (#CR300)

June 4-6, 9-10 Mediation Skills, Level II (#CR400)

June 4, 11, 18 Resolving Conflict in the Workplace (#CR763)

June 6 Conflict Resolution/Negotiation Assessment: "Reality Check" (#CR842)

June 9-10 Managing the Hostile Individual (#CR753)

June 9-10 Challenges of Facilitating (#CR844)

June 9-11 Dealing with Anger (#CR200)

June 10-12 Dealing with Interpersonal Conflict (#CR100)

June 11-13 Negotiation Skills, Level I (#CR500)

June 11-13 Dealing with Anger (#CR200) (BCIT)

June 12-13 Intercultural Communication: Bridging the Divide in Conflict Situations (#CR830)

June 16-17 Asserting Yourself Under Pressure (#CR702)

June 16-17 Unfinished Business (#CR768)

June 16-27 Assessments

June 18-19 Building Consensus (#CR733)

June 18-20 Dealing with Anger (#CR200)

June 18-20, 23-24 Negotiation Skills, Level II (#CR600)

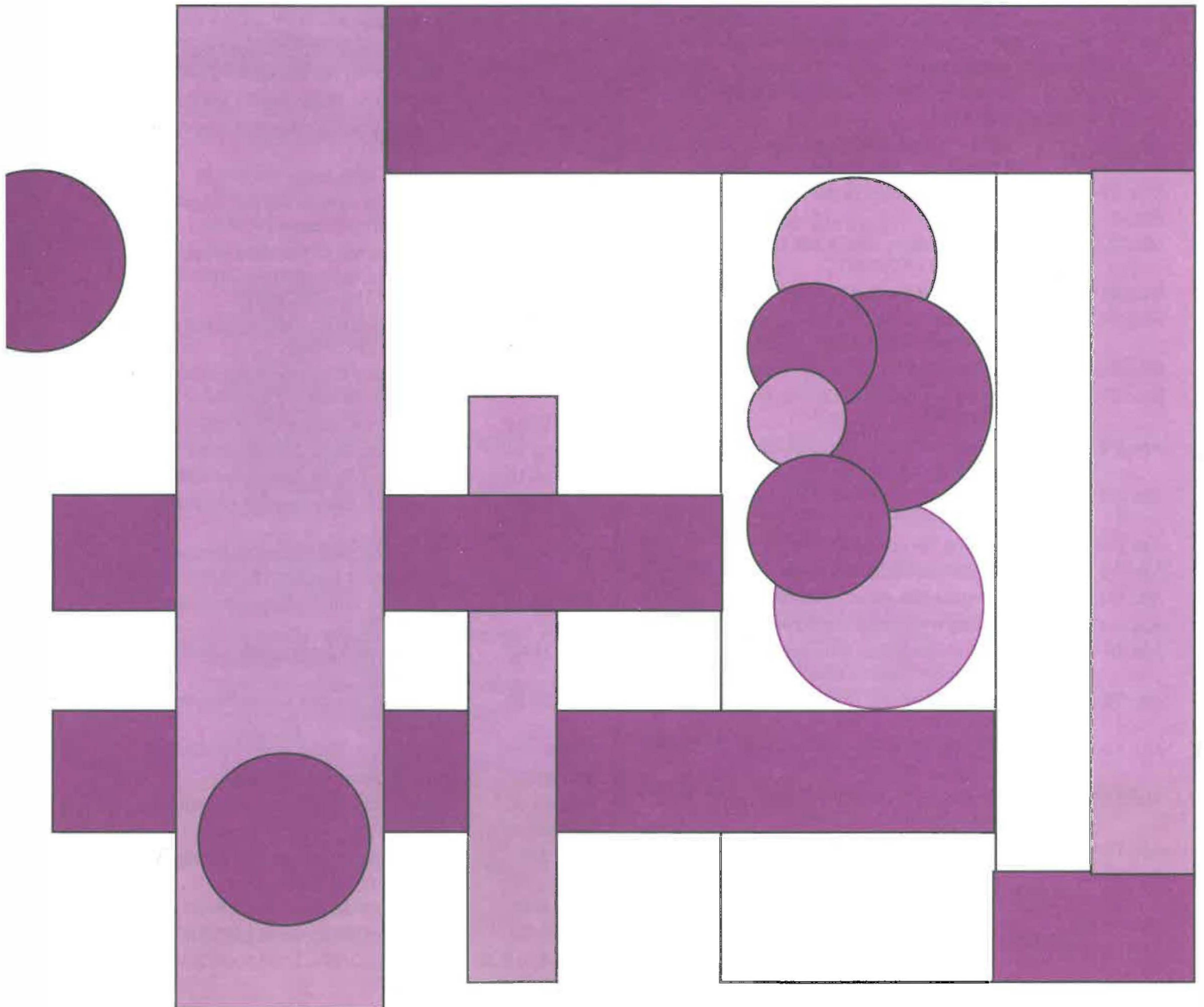
June 23-25 Dealing with Interpersonal Conflict (#CR100)

June 24-25 Facilitating Multi-Party Disputes (#CR805)

June 25-27 Mediation Skills, Level I (#CR300)

June 26-27 Criticism: How to Give and Receive It (#CR706)

June 26-27 Critical Skills for Communicating in Conflict (#CR735)





# Interdisciplinary Studies

Interdisciplinary Studies (IDS) offers a range of contract and continuing professional education programs to government personnel; staff working in social services, justice, and public safety-related organizations and agencies; and persons working in the non-profit and voluntary sectors. The training offered by IDS covers current issues related to justice and public safety and provides participants with new or enhanced skills for working with clients, staff, and members of the public.

IDS offers certificate programs in Working with Youth in Community Settings, Child Sexual Abuse Intervention, Couple and Family Counselling, Basic Supervisory Program, Management Development for Residential Settings, Front Line Training for Residential Settings, Trainer Development, and Traumatic Stress Intervention. Candidates in IDS certificate programs have borrowing privileges at the JI Library; other students may also use the Library.

For more information about Interdisciplinary Studies programs, please contact the various Program Coordinators or the Program Director, Shelley Rivkin.

## Interdisciplinary Studies Staff

Shelley Rivkin, Program Director ..... 604/528-5628  
Dennette Retel, Administrative Assistant ..... 604/528-5632

### Justice, Family, and Agency Training

Cindy Bettcher, Program Coordinator ..... 604/528-5627  
Lori Ovens, Program Assistant ..... 604/528-5620

### Community Safety and Crime Prevention

Mark LaLonde, Program Planner ..... 604/528-5624  
Kate Grindlay, Program Assistant ..... 604/528-5573 or  
528-5632

### Workplace Skills, Enforcement, and Trainer Development

Patricia McNeill, Program Coordinator ..... 604/528-5623  
Lynda Getz, Program Assistant ..... 604/528-5619

### Management Development for Residential Settings and Child and Youth Care

Sandra Rice, Program Coordinator ..... 604/528-5633  
Nenita Capili, Program Assistant ..... 604/528-5631

## Administrative/Support Staff

*Unless otherwise indicated, Administrative/Support Staff courses will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm. For more information, call the Program Coordinator, Patricia McNeill, at 604/528-5623.*

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

No matter where they work – a government, private, or voluntary 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 course will learn practical techniques to help them cool down these difficult encounters. Topics include resolving conflict, managing anger, and the concept of perceived power versus real power.

Length: Two days  
Date(s): **February 12-13**  
**June 9-10**  
Fee: \$175  
Instructor(s): A consultant with Ryane Consulting Inc.

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

This planning course is designed for 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.

Length: One day  
Date(s): **March 12**  
Fee: \$100  
Instructor(s): Sheila MacCallum

### Balancing Work and Family: Walking the Tightrope (#SUP126)

This course is designed to help participants gain insights into balancing their career and home life so that they feel in control of both. Participants will examine ways of managing their workload more effectively, and will learn practical solutions that will help them be more productive and feel better at work and at home. Solutions can be even more effective if both spouses or partners attend and work together to develop effective strategies for coping with the time/energy balance. This course is



highly participative, with small-group discussions, checklists, self-assessment tools, and skill practice.

Length: One day  
Date(s): April 18  
Fee: \$110  
Instructor(s): Joyanne Landers

### Success Skills for Support Staff (#SUP145)

This course is for executive secretaries, administrative assistants, senior secretaries, office support staff, office managers, and receptionists who want to increase their potential for success. The course will focus on attitudes, behaviours, and skills that contribute to success in any career. Participants will develop a personal definition of success, practice skills to increase their level of self-esteem and self-confidence, identify methods to enhance their professional image, and explore the unwritten rules of business etiquette and work relationships and how to communicate with more personal power and influence.

Length: Two days  
Date(s): May 5-6  
Fee: \$175  
Instructor(s): Karen Harrison

## Instructors

Karen Harrison is a human-resource consultant specializing in training and professional development. Over the past 17 years, she has presented courses for support staff in small and large businesses, government, and non-profit organizations.

Joyanne Landers, M.Ed., has 16 years of experience as a consultant and trainer with government, business, industry, and not-for-profit organizations. She is recognized for her ability to inspire participants to develop new insights and make significant shifts leading to increased job satisfaction and productivity. As a parent of two young children, Joyanne knows the challenges of balancing work and family.

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

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

## Child and Youth Care Programs

*Unless otherwise indicated, courses in Child and Youth Care Programs will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Sandra Rice, at 604/528-5633. For detailed brochures, call the Program Assistant, Nenita Capili, at 604/528-5631.*

### Working with Youth in Community Settings

This program builds on many of the theoretical concepts and skills presented in the former Working with Troubled Adolescents program. Its purpose is to provide participants with the opportunity to develop an integrated understanding of adolescence as a developmental process.

#### Program Description

The curriculum is based on competencies that have been identified as fundamental for those working with youth in a range of community settings. The knowledge and skill areas emphasized throughout the program were determined and updated with the help of employers and child and youth care practitioners, research into the current literature, and the

proposed criteria for certification by the Child and Youth Care Association of British Columbia.

The program is based on the beliefs, values, and practices found in three theoretical approaches: the Resilience Model, the Psycho-education Model, and Positive Peer Culture. The fundamental principles of each of these theoretical frameworks are that adolescence must be viewed from a Normative Development perspective; that each youth is making the often very difficult transition from childhood to adulthood to the best of their abilities, given their circumstances; that each youth must be viewed as a unique individual with different strengths, abilities, and needs; and that every youth wants to feel valued, respected, and understood.

Participants will learn the importance of self-awareness when working with youth, strategies for building relationships with youth, the significant influence of both family and culture on their work, intervention strategies for difficult situations, and risks and stressors that affect youth. They will also learn effective written and verbal communication, methods for resolving conflict, strategies for working within the context of systems, and practical methods for self-care.

There are 20 days of training. The 16 core days are offered in four parts of four days each. They must be taken in sequence. Four days of Justice Institute electives will also be required to complete the certificate requirements.

## Qualifications

To enter the program, applicants must be *currently working with youth and have a minimum of one year of experience* working with youth in a community setting (residential, treatment, recreational, outreach, educational, or therapeutic foster care programs).

## Applications

Applications must be submitted to the Program Coordinator and describe relevant work experience, past training in the field, and academic background. *For an application form and a detailed brochure, call the Program Assistant, Nenita Capili, at 604/528-5631.*

## Fees

Upon acceptance, applicants must pay a deposit of \$100. The fee for Parts 1 and 2 is \$450 and must be paid 21 days before the start of the Part 1 course. The fee for Parts 3 and 4 is also \$450, and must be paid 21 days before the start of the Part 2 course. All 20 days of the program must be completed before a certificate of achievement is issued. *The Working with Youth in Community Settings Certificate Program must be completed in sequence.*

### Session 1: Working with Youth in Community Settings Certificate Program (Parts 1, 2, 3, and 4) (#CY169)

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Length: Sixteen days  
Date(s): **January 21-24** (Part 1)  
**March 11-14** (Part 2)  
**April 15-18** (Part 3)  
**May 27-30** (Part 4)  
Instructor(s): Martha Joy and Debbie Verkerk

### Session 2: Working with Youth in Community Settings Certificate Program (Parts 1, 2, 3, and 4) (#CY169)

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Length: Sixteen days  
Date(s): **April 1-4** (Part 1)  
**May 6-9** (Part 2)  
**June 3-6** (Part 3)  
**July 15-18** (Part 4)  
Instructor(s): Martha Joy and Debbie Verkerk

*If you completed Parts 1 and 2 in Fall 1996, please note the following dates for the remainder of your course:*

- **January 13-16** (Part 3)
- **February 24-27** (Part 4)

## Electives

The following courses may be taken as electives in the Working with Youth in Community Settings Certificate Program.

### Developing Effective Interventions (#CY183)

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This course is for child and youth care workers and other individuals working with youth. It explores the difference between effective and ineffective interventions with youth. Participants will learn specific, practical strategies for developing interventions that work, and will use actual on-the-job situations to develop a framework for planning such interventions. The focus will be on both building the skills and evaluating the outcome to determine the most practical intervention for a situation. Participants will receive specific feedback on their intervention approaches.

Length: Two days  
Date(s): **May 15-16**  
Fee: \$185  
Instructor(s): Thom Garfat, Ph.D. (Child and Youth Care)

### Using Everyday Life Events to Facilitate Change with Youth (#CY172)\*

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The essence of effective child and youth care practice lies in the ability to use everyday life events, as they are occurring, to facilitate change for youth and their families. This focus distinguishes youth care practice from other forms of helping. This is particularly true in either group-living situations or situations where the worker participates actively in many aspects of a youth's daily living or is involved in in-home family interventions. The purpose of this workshop is to define and demonstrate this skill and provide an opportunity for participants to incorporate this approach into their own work with young people and families. This course can be used as an elective in the Management Development for Residential Settings Certificate Program.

Length: Two days  
Date(s): **May 20-21**  
Fee: \$185  
Instructor(s): Thom Garfat, Ph.D. (Child and Youth Care)

### Creating Positive Change Through Peer Groups (#CY182)

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This course is designed to help individuals working with youth create positive change in the lives of youth by understanding that one of the most powerful influences in their lives is their peer group. The course focuses on concepts and skills that can be used in peer groups to support positive change for young people. Participants will learn to identify the strengths of individuals within the group and coach them in ways to help other youth in their group; to identify and explore group roles through strategies for group dynamics; and to define the role of the worker in supporting the development of strengths within the group.

Length: Two days  
Date(s): **April 28-29**  
Fee: \$165  
Instructor(s): Debbie Verkerk and Lenox Neher

**NEW**

## **Making Connections: Working Through Conflict with Youth (#CY185)**

This six-day series is for individuals working with youth in a variety of community settings. The series will explore the underlying causes of conflict for youth, their search for meaning in their everyday life, and their efforts to make connections. Specific attention will be paid to practical skills that workers can use to defuse anger, to model appropriate conflict resolution skills, and to intervene in at-risk situations.

Length: Six-day series  
Date(s): TBA  
Fee: TBA  
Instructor(s): Mario Govorchin  
Coach(es): Pamela Theriault

## **Supporting Females Through the Crisis of Adolescence (#CY190)**

For a course description, see page 27 in the Counselling category.

Length: Two days  
Date(s): March 7-8  
Fee: \$175  
Instructor(s): Natalie Clark, M.S.W., and Lynn Redenbach, R.P.N.

## **Instructors**

Thom Garfat, Ph.D. (Child and Youth Care), has been involved in child and youth care for over 20 years as a practitioner, supervisor, director, teacher, trainer, consultant, and writer. Thom has been both a national and international speaker regarding youth care issues. He is the co-editor of the *Journal of Child and Youth Care*.

Mario Govorchin is a consultant and trainer with extensive experience working with youth in a variety of settings. Mario is a trainer in the Management Development for Residential Settings Certificate Program and a senior trainer in the Justice Institute's Centre for Conflict Resolution Training.

Martha Joy, B.S.W., has extensive experience working in the field of child and youth care. During the last 20 years, she has held a variety of positions, including front line worker, residential program director, trainer, and policy analyst for government.

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

Pamela R. Theriault, M.A., has a private practice and provides therapy and counselling services to youth and families through South Cariboo Family Services. She is also a coach with the Centre for Conflict Resolution Training.

Debbie Verkerk, B.A., is a consultant and trainer with over 15 years of experience with adolescents in residential and school settings, with a focus on positive peer culture. She is the Chairperson, Advisors Committee, School of Child Care, Douglas College, and former program coordinator, Avalon School.

## **Child Sexual Abuse**

*Unless otherwise indicated, Child Sexual Abuse courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Cindy Bettcher, at 604/528-5627.*

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

### **Child Sexual Abuse Intervention: Certificate Programs for Practitioners (Series #CSA105)**

These certificate programs are designed for practitioners currently providing treatment for sexually abused children and adolescents and adult survivors of child sexual abuse. The training will examine principles of practice, demonstrate intervention skills, model treatment approaches, and develop interdisciplinary networking. Interested applicants must submit a

resume describing their relevant work experience, past training in the field, and academic background. A certificate of achievement will be given to registrants who successfully complete the program requirements. Upon acceptance, applicants must pay a deposit of \$100 to hold their seat. During 1997, the programs will be offered on the following dates only:

#### **Children and Youth Option (#CSA105A)**

Length: 12 days  
Date(s): September 25-27; October 16-18; November 6-8 & 27-29  
Fee: \$735

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

Length: 12 days  
Date(s): February 24-28; March 3-7 & 10-11  
Fee: \$735



## Child Sexual Abuse Intervention: Advanced Level Certificate Programs (Series #CSA130)

These certificate programs are designed for senior practitioners providing treatment for sexually abused children and adolescents and adult survivors of child sexual abuse. The training will highlight the differences and similarities among different clinical approaches and will demonstrate the value of linking aspects of various models in therapists' work with this population. Specific attention will be paid to socio-cultural, gender, and intergenerational issues, and opportunities for skill practice will be provided. Participants are encouraged to bring cases from their own practice. A certificate of achievement will be given to registrants who successfully complete the program requirements. Upon acceptance, applicants must pay a deposit of \$100 to hold their seat. During 1997, the programs will be offered on the following dates only:

### Advanced Child and Youth Option (#CSA130B)

Length: 10 days  
Date(s): June 9-13 & 16-20 (10 consecutive weekdays)  
Fee: \$750

### Advanced Adult Survivor Option (#CSA130A)

Length: 10 days  
Date(s): October 23-25; November 6-8 & 19-22  
Fee: \$750

Instructors include: Cheryl Bell-Gadsby, M.A.; Liz Choquette, R.N., B.S.N., R.C.C.; Marie Jose-Dhaese, Ph.D.; Naomi Ehren-Lis, M.S.W.; Tom Foster, M.S.W.; Margaret Jones-Callahan, M.A.; Maureen McEvoy, M.A.; Brenda Rudko, M.A., ABS; Lisa Shatzky, M.S.W.; Pam Sleeth, M.A.; Heather Whiteford, M.S.W.; Maggie Ziegler, M.A.

## Child Sexual Abuse Support Worker Training Programs

These programs are for front line and other staff who work in a support capacity with children who have been sexually abused, their family members, and adults who were sexually abused in childhood. A certificate of achievement will be given to registrants who successfully complete the program requirements in their chosen option.

### Supporting Child and Youth Survivors (#CSA134)

This six-day program explores the needs of sexually abused children and non-offending family members. The stages that sexually abused children and their families go through after disclosure, and the corresponding support needs at each stage, will be examined, and the systems that children and families encounter, including treatment resources and the court system, will be highlighted. Opportunities for skill development and

practice in supportive interventions, and effective advocacy on behalf of children and youth who have been sexually abused as well as non-offending family members, will be provided through experiential exercises and role plays.

Length: Six days  
Date(s): April 17-19 & 24-26  
(This will be the last offering of the program.)  
Fee: \$325

## Child Abuse and Neglect Support Worker Program

In response to the introduction of the Child, Family and Community Service Act and increasing concern about the prevalence of child abuse and neglect, the *Child Sexual Abuse Support Worker Program – Supporting Child and Youth Survivors* is being redeveloped. The new certificate program recognizes the need to train front line support workers to recognize and respond to all types of child abuse and neglect. The program will focus on a more global conceptualization of child abuse (including, but not limited to, child sexual abuse), and will emphasize practical skill development for support workers working with abused and neglected children and their families.

If you are interested in this new program, mail in your suggestions to the attention of Cindy Rettcher, or send a fax to 604/528-5640. *No phone calls please.* Watch for an upcoming program brochure. The anticipated program start date is Fall 1997.

### Counsellors and Clinical Records: The Impact of the Supreme Court Decision on O'Connor (#CSA100)

The long-awaited decision in *R. v. O'Connor* came down from the Supreme Court of Canada on December 14, 1995. This decision has far-reaching implications for counsellors and service providers, as defense lawyers now have access to the counselling and medical records of victims/complainants in criminal court proceedings. This one-day workshop is for counsellors, transition house workers, victim assistance counsellors, therapists, and other practitioners working with survivors of violence, sexual abuse, and sexual assault. Participants will examine the highlights of the O'Connor decision, and the criteria used to determine whether counselling records should be released; and explore strategies for keeping counselling records. Participants will consider information about subpoenas and court procedures in order to respond to applications for disclosure of counselling records.

Length: One day  
Date(s): TBA  
Fee: \$35  
Instructor(s): Gail Dickson, LL.B., LL.M., Phyllis Kenney, LL.B., and Maureen McEvoy, M.A.

**NEW****Boundary Confusion: Keeping Your Professional Roles Clear (#EP248)\***

For a course description, see page 28 in the Counselling section.

Length: Two days  
 Date(s): **March 12-13**  
 Fee: \$175  
 Instructor(s): Liz Gildner, M.A.

**Opening the Heart: A Day of Inner Exploration (#EP246)**

*"I feel invisible, my experience feels invisible, and all that I've seen and heard feels invisible, and I think there's something wrong with this. I realize I'm rebelling against the process of psychotherapy, the process of keeping pain neat and tidy in the therapy office, when the world is screaming to be heard. I want to scream myself, to tell my clients that it would be better to shriek from rooftops and drive around the streets with megaphones telling the truth, howling the truth, naming the lies and the secrets."*

This one-day personal-process workshop is for counsellors, support workers, community activists, front line workers, and others involved in responding to violence and trauma. Meditations, visualizations, and other experiential exercises will provide access to practitioners' inner-core responses to their work. These core responses to the suffering of clients will be examined, and participants will explore how they can move through their own pain and despair to a place of connectedness and an open heart.

Length: One day  
 Date(s): **March 14**  
 Fee: \$95  
 Instructor(s): Maggie Ziegler, M.A.

**NEW****Body-Focused Groups for Adult Survivors of Childhood Sexual Abuse (#CSA149)**

Sexual abuse teaches children that it is not safe to be present and in their bodies. Adult survivors can derive considerable benefit from a group experience that brings the body back into the healing process. This course is designed for counsellors, therapists, and other practitioners who are interested in exploring a body-focused model of group therapy. Participants will examine a 12-week group model consisting of four phases: preparing for personal stories; sharing personal stories; empowering themes, including self-esteem, anger, relationships, and spirituality; and termination. Emphasis will be given to group process issues and opportunities for development of facilitation skills. A facilitator's manual will accompany this workshop.

Length: Two days  
 Date(s): **March 21-22**  
 Fee: \$175  
 Instructor(s): Nancy Buzzell, Ph.D.

**Trauma Survivors and Mental Illness: Identification and Treatment (#EP247)**

For a course description, see page 43 in the Trauma and Post-Traumatic Stress section.

Length: One day  
 Date(s): **April 3**  
 Fee: \$95  
 Instructor(s): Dr. Patricia Fisher and Liz Choquette, R.N., B.S.N., R.C.C.

**NEW****Supporting Sexual Abuse Survivors: Bridging the Gap Between Support and Therapy (#CSA171)**

Many survivors who are beginning their healing process need support while waiting to access community programs and counselling services. This workshop is designed for front line, support, transition house, and victim service workers, as well as sexual assault and Stopping the Violence counsellors, who provide support to adult survivors. Participants will explore the post-traumatic stress reactions and psychological, behavioural, and emotional adaptations of survivors of sexual abuse. They will examine key supportive interventions, based on survivor self-responsibility, to address critical issues for the survivor, including boundary issues, working with triggers, expressing anger, mobilizing support, and creating no-harm contracts for self-care and safety.

Length: Two days  
 Date(s): **June 6-7**  
 Fee: \$165  
 Instructor(s): Nancy Buzzell, Ph.D.

**Instructors**

Nancy Buzzell, Ph.D., has over 20 years of experience in leading groups and workshops in the areas of sexual abuse, sports psychology, and wellness. She is the supervisor of the adult group program at VISAC, and is a therapist in private practice in Vancouver.

Gail Dickson, LL.B., LL.M., has been practicing law since 1982, and is currently a partner at Dickson Murray working in the area of civil and criminal litigation. She is the Alternate Chairperson of the B.C. Review Board. Ms. Dickson's early work focused on child sexual abuse prosecutions while she was Crown counsel in New Westminster. She recently acted as counsel for a therapist resisting production of therapeutic records in a sexual assault prosecution.

Phyllis Kenney, LL.B., has been practicing law for 10 years, and is currently in practice with another female lawyer at Cameron Kenney. She has practiced exclusively in the area of family matrimonial law for the past seven years. She has spoken on family issues at sessions sponsored by the People's Law School, and has participated in organizing, presenting, and writing for Continuing Legal Education. Her particular area of interest includes issues relating to children in custody cases.



Maureen McEvoy, M.A., has extensive experience in clinical work with survivors of trauma, particularly adults who experienced childhood sexual abuse. She is a longtime instructor in the Child Sexual Abuse Intervention Certificate Program at the Justice Institute. She has written a book, *Let the Healing Begin*; has published several articles, including a chapter on group work with adult survivors in *Healing Voices: Feminist Approaches to Therapy with Women*; and is currently writing a manual on legal issues for counsellors.

Maggie Ziegler, M.A., is the clinical supervisor for Family Services of the North Shore, and is a therapist in private practice. Besides having 15 years of direct clinical experience with survivors of violence, she has developed programs to train service providers in different aspects of trauma work, and has provided training throughout British Columbia.

## Community Safety and Crime Prevention

*Unless otherwise indicated, Community Safety and Crime Prevention courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For course details or information on how these programs can be offered in your community, call the Program Planner, Mark LaLonde, at 604/528-5624. For detailed brochures, call the Program Assistant, Kate Grindlay, at 604/528-5632.*

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

### Enhancing School Safety (#CP100)

Schools in B.C. are generally safe, but at times violence in the community can spill over into the school setting. This course will provide teachers, counsellors, administrators, and school support staff with specific knowledge, strategies, and skills to intervene and prevent further violence. The content covers: conducting school-based safety audits, crisis management, contact and management of intruders, verbal skills to defuse potentially violent situations, and intervention strategies following a critical incident. This course is well suited to “team registrations” made up of teachers, support staff, administrators, and police school liaison officers. It is available for on-site delivery to schools and district audiences.

Length: One day  
Date(s): **January 24**  
**April 11**  
Fee: \$125  
Instructor(s): Mark LaLonde

### Enhancing Elementary School Safety (#CP200)

Maintaining a safe and caring school climate, breaking patterns of violent behaviour, and identifying strategies for skill development are parts of an effective, integrated violence-prevention plan. Starting when the children are young increases our chances of success. In this interactive session, participants will examine: causes of violent behaviour, the bully/victim problem, involving the entire school community in violence prevention,

violence prevention and the Personal Planning curriculum, research on resiliency and what it means for educators, and an integrated violence-prevention plan that works.

Length: One day  
Date(s): **February 21**  
Fee: \$125  
Instructor(s): Lisa Pedrini

### Taking Back the Schoolyard – A Bully Prevention Workshop (#CP210)

It's not just “boys will be boys” – bullying behaviour is a serious problem for all children. This interactive workshop is aimed at elementary educators and service providers. Participants will explore the nature and extent of bullying at school; characteristics of bullies, victims, and those who are not victimized; practical tips for stopping bullying behaviour; and effective school and classroom prevention strategies.

Length: One day  
Date(s): **February 28**  
Fee: \$125  
Instructor(s): Lisa Pedrini

### Safe at Work: Strategies for Preventing Workplace Violence (#CP300)\*

Increasingly, both employers and employees are searching for ways to make the workplace safe from violence and the threat of violence. Recent regulations enacted by the Workers' Compensation Board relating to workplace violence have brought this issue to the fore. Using a violence-free workplace model, participants will learn skills and tools for assessing the current threat of workplace violence, developing strategies for complying with the WCB regulations, and reducing or removing threats. Participants will work through a process that includes designing and completing a risk assessment survey that can be adapted to their own workplace; developing appropriate plans for responding to, reporting, and documenting incidents; and using data collected from staff to develop relevant staff training. Participants will also look at ways to arrange their work-

place design and practices for maximum employee safety. Through lecture, discussion, group work, and role play, participants will gain valuable information for enhancing safety at work.

Length: Two days  
Date(s): **March 6-7**  
Fee: \$250  
Instructor(s): TBA

### **Harassment, Discrimination, and Human Rights Policy and Legislation (#CP400)**

This course is designed to provide participants with a complete understanding of anti-discrimination and harassment law. Up-to-date definitions of discrimination and harassment will be provided, with an emphasis on general/personal harassment as well as the protected grounds in human rights law. This course will also explore liability and accommodation issues from both the employer and union perspectives. Participants will have an opportunity to examine existing harassment policies, and to discuss successes and challenges. This is a skills-oriented, hands-on course suitable for anyone responsible for workplace human rights.

Length: Two days  
Date(s): **March 10-11**  
Fee: \$220  
Instructor(s): Susan O'Donnell

### **Interviewing Parties Involved in Harassment Complaints (#CP500)**

This skills-oriented course is for staff involved in investigating harassment complaints between employees. The course will involve learning and applying basic interviewing skills to this sensitive human-resources issue. Participants will learn ways to organize and document investigations, methods of structuring interviews of both the complainant and the alleged harasser, and specific interview approaches. They will have an opportunity to practice and develop these skills and to evaluate their performance.

Length: Two days  
Date(s): **April 3-4**  
Fee: \$220  
Instructor(s): Allan Parker

**NEW**

### **Sexual Harassment and Human Rights in the Workplace (#CP600)**

Sexual harassment, personal harassment, and the workplace environment are the central themes of this one-day, highly interactive workshop. Using role plays and vignettes, participants will examine options for handling incidents of harassment, including personal intervention, co-worker intervention, and organizational intervention. Proactive and reactive interventions for both the complainant and harasser will be

discussed, along with managerial and corporate responsibility and liability.

Length: One day  
Date(s): **March 24**  
Fee: \$175  
Instructor(s): Stacey Orr and Tom Foster

### **Instructors**

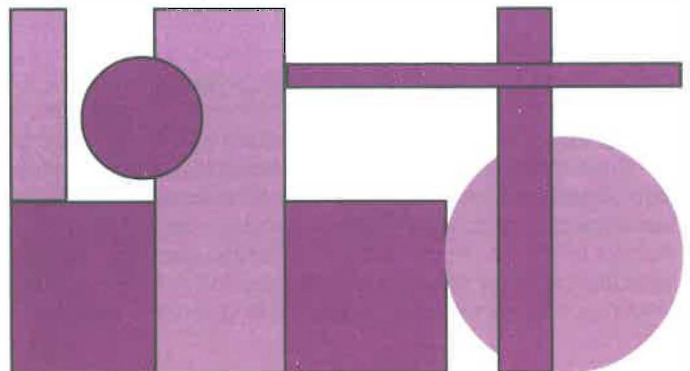
Mark LaLonde is a former police school liaison officer and is now the Instructor/Planner responsible for Community Safety and Crime Prevention programs at the Justice Institute. He has extensive experience in school safety issues across Canada and has worked with a number of communities to help prevent peer youth violence.

Susan O'Donnell is the Executive Director of the B.C. Human Rights Coalition. In this position she is responsible for education and continuing consultation in human rights law and policy, and for assisting complainants and sometimes respondents through the complaints process. Since 1978, Susan has been an instructor in the Labour Studies Programme at Capilano College, where she teaches Human Rights Law and Policy and Advocacy Techniques.

Stacey Orr and Tom Foster are corporate trainers and therapists in the employee assistance field. For the past 10 years, they have worked with a number of different organizations providing both seminars and counselling. They have provided executive, management, and employee training and consultation on the topics of human rights and harassment to a number of organizations, hospitals, and municipalities.

Allan Parker, B.A., LL.B., LL.M., has been an instructor, course designer, and consultant in legal skills education for several years. He taught interviewing skills, advocacy, and legal writing for eight years at the Law Society's Professional Legal Training Course for articulated law students, and has written and presented courses on interviewing for the Continuing Legal Education Society and the Legal Services Society. Allan is currently a manager in the Client Services Department of the Legal Services Society.

Lisa Pedrini is an education consultant with a special interest in violence prevention and children's issues. She has over 15 years of experience in education, as a primary teacher; as an administrative staff member at the B.C. Teachers' Federation, where she coordinated the work on the BCTF Task Force on Violence in Schools; and as a consultant. Her experience includes work on gender equity; professional development, training, and continuing education; family violence prevention; and enhancing school safety.



## Counselling

Unless otherwise indicated, Counselling courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Cindy Bettcher, at 604/528-5627.

### Suicide Assessment and Intervention (#EP126)

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Suicide threats or attempts raise the anxiety level of even the most experienced practitioner. This course is for counsellors, therapists, social workers, mental health staff, and other practitioners who wish to develop skills in identification, assessment, and appropriate intervention with this client group. Participants will review current research on assessment of suicidal people, explore an assessment framework that includes an overview of risk factors, and examine the needs of special populations that are considered at greater risk for suicide. Intervention and management strategies will be presented, and opportunities for skill practice will be provided.

Length: Two days  
Date(s): February 5-6  
Fee: \$175  
Instructor(s): Gladys Adilman, B.A., and Suri Vangolen, B.A., R.C.C.

### Building on Client Strengths (#EP196)

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Clients bring their specific problems and, in some cases, destructive behaviours to their relationship with helping professionals. It is often difficult for the client and the worker to consider the strengths underneath these behaviours. This course is for counsellors, victim service workers, social workers, and other front line staff who provide support to children, youth, and adults and are interested in building on existing client strengths. Participants will review the essential elements of self-control theory; develop skills in enhancing existing strengths in their clients; and explore the psychological need motivating these behaviours and survival strategies. Emphasis will be placed on avoiding common pitfalls for support workers, and on supporting clients to strengthen internal responsibility for their behavioural choices.

Length: Two days  
Date(s): March 5-6  
Fee: \$165  
Instructor(s): Elaine Stoll, B.A., R.C.C.

### Supporting Females Through the Crisis of Adolescence (#CY190)

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Adolescence is usually considered a crisis point in development. This workshop is for counsellors, youth workers, and support practitioners who are working with young women. Participants will review current theories of female adolescent development,

consider cultural and societal constructs of femininity, and apply these theories to their day-to-day interactions with adolescent girls. The process of establishing an effective supportive relationship with adolescent females will be examined. The course will explore relational tools to facilitate a young woman's exploration of self, and will highlight creative interventions for addressing the developmental issues and crises. This course may be taken as an elective in the Working with Youth in Community Settings Certificate Program.

Length: Two days  
Date(s): March 7-8  
Fee: \$175  
Instructor(s): Natalie Clark, M.S.W., and Lynn Redenbach, R.P.N.

### Everything You Ever Wanted to Know about the DSM-IV ... (#EP204)

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This introductory course is for counsellors, support workers, group home staff, social workers, and other mental health professionals interested in expanding their familiarity with and understanding of psychiatric concepts and processes in order to better serve their clients who are receiving medical/clinical services within the mental health care system. Participants will examine the *Diagnostic and Statistical Manual of Mental Disorders* (4th ed.), review basic psychiatric diagnostic terminology, and explore the Multi-Axial Evaluation according to DSM-IV criteria. Common diagnostic categories such as mood disorders, anxiety disorders, and personality disorders will be discussed, highlighting the role of non-medical mental health professionals in the diagnostic process.

Length: Two days  
Date(s): March 17-18  
Fee: \$175  
Instructor(s): Joe Solanto, Ph.D.

### Grief and Bereavement (#EP155)

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This two-day course is for counsellors, therapists, and other practitioners working with clients around grief and bereavement issues. Participants will explore the stages, symptoms, and experiences of normal bereavement; examine the dynamics and indicators of complicated grief, including traumatic death bereavement; discuss the responses of children and adults to death; and examine the goals and strategies of grief counselling. Particular attention will be paid to the differences between normal bereavement and suicide bereavement, common grief reactions among practitioners who have lost clients to suicide, and practical strategies to prevent and address practitioner burnout.

(continued on next page)

Length: Two days  
Date(s): March 24-25  
Fee: \$175  
Instructor(s): Linda Rosenfeld, B.S.W., and Elizabeth Fortes, M.A.

**NEW**

**Boundary Confusion: Keeping Your Professional Roles Clear (#EP248)\***

This course is for executive directors, managers, supervisors, clinical supervisors, and other program coordinators who work in community service settings. Course content will be useful for individuals who fulfill the dual role of clinical/administrative supervisor, and for program managers who are expected to balance staff preferences and agency goals and objectives. Participants will define the key challenges they experience in managing individual and group dynamics within their agency, learn to differentiate between a dissenting opinion, disruptive group norms, and an individual performance problem. The course will examine how the personal issues and “unfinished business” of staff are triggered in the organizational context, and it will point out the risks in, and error of assuming, a clinical or therapeutic role in these situations. Participants will establish clear and discrete purposes for agency meetings, supervision, and case management, and will explore ways to help them manage an effective, consensus-based organization. This course can be used as an elective in the Management Development for Residential Settings Certificate Program.

Length: Two days  
Date(s): March 12-13  
Fee: \$175  
Instructor(s): Liz Gildner, M.A.

**NEW**

**Crisis Intervention: That Critical First Step (#EP252)**

We all experience crisis in our lives, and appropriate and timely crisis intervention can make all the difference in how we process and move through the immediate, short-term, and longer-term implications of the experience. This course is for front line workers, support workers, and counsellors who are interested in understanding and responding more effectively to clients in crisis. Participants will explore the various forms of crisis, differentiating between the associated concepts of “emergency” and “trauma”; consider how crisis affects, and is experienced differently by, different people; and determine how and when intervention is appropriate. Participants will be introduced to specific crisis intervention strategies to facilitate short-term survival and longer-term resolution/integration of the crisis experience. Skill practice and skill development will be emphasized on day 2.

Length: Two days  
Date(s): May 13-14  
Fee: \$165  
Instructor(s): Naomi Ehren-Lis, M.S.W., R.S.W.

## Expressive Therapies

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

This introductory course is for counsellors, social workers, child care workers, and mental health professionals currently working with children 3 to 12 years old. It covers the function of art and play through the developmental stages, explores various approaches to play therapy, and examines practical concerns related to the use of various expressive therapies. Participants will have the opportunity to become familiar with the toys and various art therapy exercises used in working with children in this age group.

Length: Two days  
Date(s): January 31 – February 1  
July 2-3  
Fee: \$185  
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

**Child-Centred Play Therapy (#CY104A)**

This course is for practitioners who use play and various expressive therapies in their work with children. It builds on the content presented in #CY104. Course content includes guiding principles of child-centred play therapy, the intake process, setting up a playroom, how to structure the session, when to lead and when to follow, and permissiveness and limits. These issues will be illustrated by a videotape of excerpts from sessions and practiced through role plays.

Length: Two days  
Date(s): March 6-7  
July 4-5  
Fee: \$185  
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

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

This course is for practitioners who use art and play therapy in their work with children who have experienced and disclosed neglect and abuse. Course content reviews theoretical principles underlying the use of art and play therapy with traumatized children, illustrates ways of addressing the main clinical issues of neglected and abused children, and examines the recurring images that emerge in children’s play and art (through the various stages of therapy). It is recommended that participants take #CY104 and #CY104A before registering for this course.

Length: Two days  
Date(s): June 6-7  
Fee: \$185  
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S



## Expressive Play Therapy Methods with Children Who Have Suffered a Loss (#CY104D)

This course is for counsellors, child care workers, social workers, and other practitioners working with children who have suffered a loss because of divorce, death, abuse, hospitalization, immigration, and other traumas. Course content reviews the stages of grieving, explores children's reactions to loss through the developmental stages, and looks at the principles of using expressive therapies with grieving children. Participants will discuss the needs of children at each stage of the grieving process, and examine corresponding expressive methods to help these children deal with the issues. The recurring images in the art and play of grieving children will be shown in a slide presentation. It is recommended that participants take #CY104 and #CY104A before registering for this course.

Length: Two days  
Date(s): April 25-26  
July 7-8  
Fee: \$185  
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

## Family Issues

NEW

### Couple and Family Certificate Programs (Series #CFT and G550)

Co-sponsored with Douglas College, Continuing Education, 700 Royal Avenue, New Westminster. For a detailed brochure describing these programs, please contact the Program Coordinator, Cindy Bettcher, at 604/528-5627, or Cathie Cookson at Douglas College, 604/527-5161.

#### BACKGROUND/PURPOSE

These certificate programs were developed in response to requests from family practitioners for education and training in couple and family work. The programs were created in consultation with family support workers and family therapists working in agency and private practice settings, representatives of the B.C. Chapter of the Canadian and American Association of Marriage and Family Therapy, and adult education specialists. They are designed to build on the content of currently available family therapy training programs, and to meet the needs of two distinct populations: *family support workers* and *experienced therapists interested in couple and family work*.

#### PROGRAM DESCRIPTION

The programs will provide participants with theoretical overviews of key concepts and models guiding couple and family work; an exploration of social justice issues that emerge in couple and family work; and an integration of issues of gender, race, class, sexual orientation, power, and ability into models of practice. Specific assessment and intervention approaches will be modelled, and opportunities for skill practice and skill development will be provided. The programs will create opportunities for consultation and networking among practitioners in the field of couple and family work.

## FAMILY SUPPORT WORKER OPTION

(Register through Douglas College Continuing Education, 604/527-5472)

This certificate program is for family support workers, social workers, front line staff, and others working in support capacities with families, who are interested in developing specialized skills and supportive interventions within a family systems framework. The program consists of five courses totalling 12 days of skill-based training. The two- and three-day courses must be taken in the sequence in which they are offered.

To enter the program, applicants must be currently working with families in a supportive capacity and have a minimum of one year of experience in this area. To receive a certificate of achievement, candidates must complete each of the five courses outlined below, and successfully complete the evaluation activity for each course. Courses 1, 2, 3, and 4 are being offered as a summer institute on July 7-11 and 14-18. If you are interested in attending the institute, a \$100 deposit is needed to reserve your seat. The balance (\$700) is due on June 5 (21 working days before the course start date).

### 1. Foundations of Family Support Work (#G550A-19972)

Length: Two days  
Date(s): July 7-8, at Douglas College  
Fee: \$175

### 2. Supporting Families within a Systems Framework (#G551A-19972)

Length: Three days  
Date(s): July 9-11, at Douglas College  
Fee: \$225

### 3. Developing Intervention Skills in Family Support Work (#G552A)

Length: Three days  
Date(s): January 23-25 (#G552A-19971), at Douglas College  
July 14-16 (#G552A-19972), at the Justice Institute  
Fee: \$225

### 4. Ethical Decision-Making in Family Support Work (#G553A)

Length: Two days  
Date(s): March 7-8 (#G553A-19971)  
July 17-18 (#G553A-19972)  
Fee: \$175

### 5. Family Support Work Practice Supervision (#G554A)

Length: Two days  
Date(s): April 18 & May 2 (#G554A-19972), at Douglas College  
September 26-27 (#G554A-19973), at Douglas College  
Fee: \$150

## COUPLE AND FAMILY THERAPY OPTION

(Register through the Justice Institute, 604/528-5590)

This certificate program is for experienced counsellors and other practitioners working in a therapeutic setting with individuals, couples, and/or families, who are interested in specific professional training in couple and family therapy. The program is designed to meet the educational requirements of the AAMFT (American Association of Marriage and Family Therapy); however, final acceptance of course work is determined by the AAMFT standards committee. The program consists of six courses, which may be taken individually by practicing family therapists or as a series leading to a certificate of achievement. Each course is six days, or 39 hours, in length, except Couple and Family Therapy Practice Supervision, which totals 36 hours. Certificate candidates must take the courses in the specified order.

To enter the program, applicants must be currently working therapeutically with individuals, couples, and/or families, and have a master's degree in counselling, social work, or equivalent. Each applicant must submit a completed registration form and a recent resume outlining relevant work experience, past training in the field, and academic background. To receive a certificate of achievement, candidates must complete each of the six courses outlined, and successfully complete the evaluation activity for each course.

### 1. Foundations of Couple and Family Therapy (#CFT100)

Length: Six days  
Date(s): January 30 – February 1 & February 6-8, at the Justice Institute  
Fee: \$415

### 2. Couple and Family Assessment (#CFT120)

Length: Six days  
Date(s): April 3-5 & 10-12, at Douglas College  
Fee: \$415

### 3. Ethical, Legal, and Professional Issues in the Practice of Couple and Family Therapy (#CFT130)

Length: Six days  
Date(s): May 22-24 & 29-31, at the Justice Institute  
Fee: \$415

### 4. Treatment Methods of Couple and Family Therapy, Level I (#CFT140)

Length: Six days  
Date(s): June 6-7, 20-21 & July 4-5, at Douglas College  
Fee: \$415

### 5. Treatment Methods of Couple and Family Therapy, Level II (#CFT150)

Length: Six days  
Date(s): September 19-20, October 3-4 & 17-18, at the Justice Institute  
Fee: \$415

## 6. Couple and Family Therapy Practice Supervision (#CFT160)

Length: 12 half-day sessions  
Date(s): November 7, 14, 21, 28 & December 5, 12, at the Justice Institute, and January 16, 23, 30 & February 6, 13, 20, 1998, at Douglas College  
Fee: \$450

## Advanced Training in Working with Men Who Assault Their Partners (#EP140A)

This highly experiential course is for experienced counsellors and other practitioners who want to increase their skills in responding to assaultive men. The course will give participants the opportunity to integrate the frameworks of Alan Jenkins and the *Themes of Defense* video (written by Dale Trimble) into approaches to intervention. Participants will be asked to bring case examples or practice dilemmas they are encountering in their work with assaultive men. Opportunities for skill practice will include role play, focused consultation discussions, and feedback. Registration is limited to 18 participants. **Prerequisite(s):** #EP140 or a written application outlining previous training in working with assaultive men, including the name of the instructor, the length of training, and a brief synopsis of content.

Length: Two days  
Date(s): February 3-4  
Fee: \$195  
Instructor(s): Dale Trimble, M.A.

## Parenting Issues for Women Who Have Experienced Violence in Relationships (#EP242)

This workshop is for counsellors, transition house workers, women support workers, and other front line staff working with women who have experienced violence in relationships and who are parenting children who have witnessed this abuse. Participants will examine their beliefs, values, and biases about violence against women and children, parenting, and motherhood, and the impact of poverty, racism, and violence on a woman's ability to mother her children. They will consider how these beliefs may affect their work with women. An examination of issues stemming from participants' families of origin will be facilitated, and the impact of these experiences on the helping relationship will be discussed. An overview of the main parenting issues for women who have experienced violence will be presented, and corresponding support strategies will be explored. Participants will practice support skills that promote healthy child development; non-violent disciplinary strategies; and nurturing of children and themselves.

Length: One day  
Date(s): March 6  
Fee: \$95  
Instructor(s): Angela MacDougall

## Working with Families in Crisis (#CY121)

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

Length: Two days  
Date(s): **March 24-25**  
Fee: \$165  
Instructor(s): Joe Rosen, M.S.W.

### Instructors

Gladys Adilman, B.A., is a Senior Mental Health worker with SAFER (Suicide Attempt, Follow-up, Education and Research), and is the program coordinator for education on suicidal behaviour throughout B.C.

Natalie Clark, M.S.W., is the coordinator of Cameray Counselling Centre's Burnaby office and is a sexual abuse therapist specializing in work with adolescents.

Naomi Ehren-Lis, M.S.W., R.S.W., has been the Program Manager for VISAC (Vancouver-Richmond Incest and Sexual Abuse Centre) since 1991. She has established and/or managed crisis intervention programs.

Elizabeth Fortes, M.A., has been a counsellor with SAFER for the past 13 years. She is on the board of the Canadian Association for Suicide Prevention and chairs the Bereavement Committee.

Liz Gildner, M.A., is a trainer and consultant specializing in organizational development. Her expertise is in coaching senior executives to manage troubled workgroups.

Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S, is an adult and child psychotherapist, a clinical supervisor, and an educator in private practice. She is a registered art therapist, a certi-

fied expressive therapist, and a registered play therapist supervisor with over 22 years of experience as a therapist and over 12 years as a supervisor and international workshop leader in the field of expressive therapies, abuse, and loss.

Angela MacDougall is the coordinator of Women and Children's Programs for St. James Social Services in the Downtown Eastside of Vancouver.

Lynn Redenbach, R.P.N., currently works for the Cameray Counselling Centre and facilitates an eating-disorders group at Tri-Cities Mental Health Services. She also has a private practice specializing in working with adults and adolescents who have histories of eating disorders and/or abuse.

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

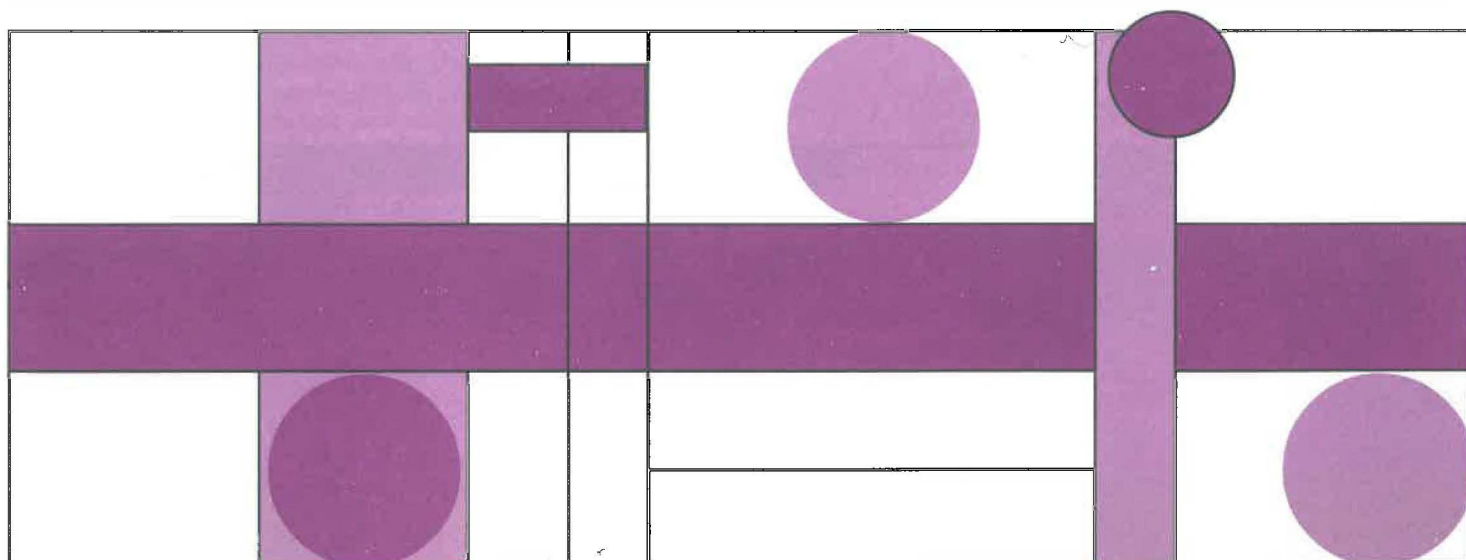
Linda Rosenfeld, B.A., B.S.W., is the director of SAFER and has been a counsellor with the program since its inception in 1972. She has extensive experience in crisis intervention and in individual, family, and group counselling. She is the co-author of *Left Alive*, a book on bereavement and suicide.

Joe Solanto, Ph.D., is a psychotherapist, clinical supervisor, and educator in private practice. He has provided debriefings for front line staff coping with victims of personal tragedy and natural disasters, and has worked extensively with psychiatrists and other clinicians in diagnostic assessment and treatment planning processes.

Elaine Stoll, B.A., R.C.C., is a counsellor and trainer in private practice. She facilitates a variety of weekly groups for survivors of abuse, and is a certified training supervisor with Dr. William Glasser's Institute for Reality Therapy.

Dale Trimble, M.A., is a counsellor in private practice and the co-founder of the Vancouver Assaultive Husbands Program. He has been working with assaultive men since 1977, and has provided training, consultation, and supervision throughout Canada.

Suri Vangolen, B.A., R.C.C., is a therapist at SAFER, specializing in crisis intervention. She works with individuals, families, and groups. Her training is in working with suicide intervention, bereavement, and abuse issues with a process-oriented perspective.





## Enforcement and Investigation

*Unless otherwise indicated, Enforcement and Investigation courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Patricia McNeill, at 604/528-5623.*

### Developing Investigative Skills (#EP152)

This introductory course is designed to assist by-law enforcement officers, motor vehicle inspectors, insurance inspectors, and others who must conduct investigations that may result in alleged violators being brought before the courts. The course focuses on interviews and statements, note taking and file maintenance, and evidence – including what constitutes evidence, different types of evidence, and how evidence should be collected, stored, and documented so that it will be admissible in court. Participants will practice methods of gathering statements, keeping notes, and conducting interviews.

Length: Two days  
Date(s): March 24-25  
June 25-26  
Fee: \$175  
Instructor(s): Jeff Sim

### Courtproofing for Enforcement Personnel (#EP177)

Enforcement personnel from a variety of agencies may be called upon to present evidence in court. This course is designed to help them prepare for their court appearance. It provides an overview of the criminal justice system and the court system, and takes participants through the steps leading to, and through, the court process. On day 2, participants will have the opportunity to participate in a mock trial, in which they will present evidence and be cross-examined on that evidence. The number of participants is limited to 16.

Length: Two days  
Date(s): January 29-30  
May 26-27  
Fee: \$225  
Instructor(s): James W. Williams, LL.B.

### Enforcement and Investigative Skills

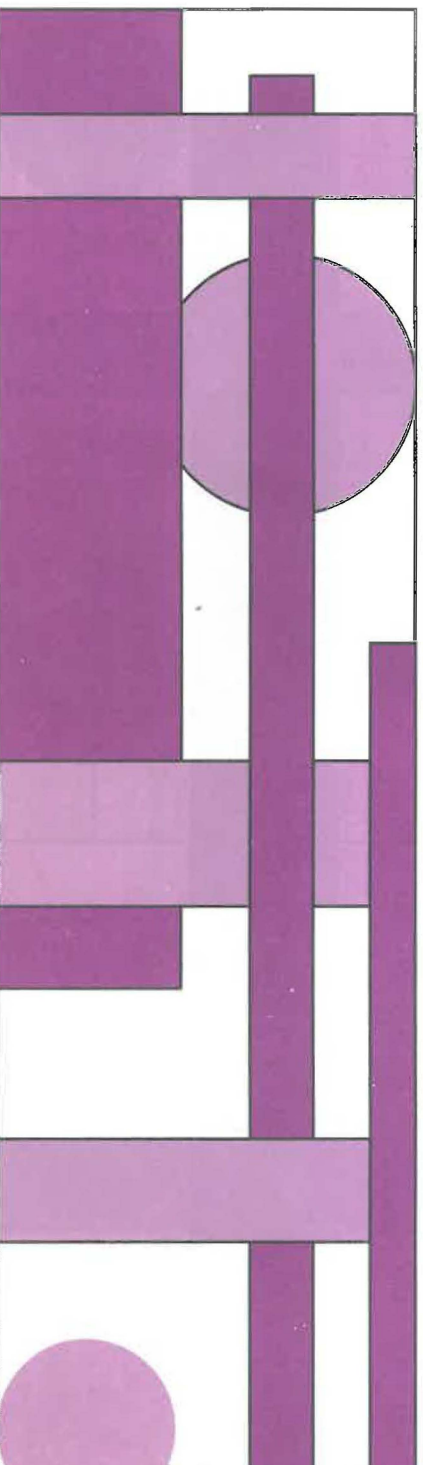
In spite of efforts to ensure voluntary compliance, officials at various levels of government frequently find that laws they are charged with upholding must be enforced through the courts. Interdisciplinary Studies offers a contract course designed to prepare individuals responsible for the administration and enforcement of provincial and municipal laws to successfully investigate, prepare, and prosecute their cases.

The five-day course includes a discussion of relevant legislation and takes participants through the steps involved in prosecuting a case, from gathering and preserving evidence to presenting the evidence in court. It concludes with a court visit and a mock trial in which participants have an opportunity to present evidence based on real or composite cases typical of those they enforce. Lawyers with experience in prosecuting and defending cases in the British Columbia court system conduct the courses. They are assisted by other instructors with expertise in specific fields related to the topics presented. For further information, or to discuss a course specifically designed for your agency, contact Patricia McNeill at 604/528-5623.

Length: Five days  
Date(s): Available as a contract course only. Contact the Program Coordinator for details.

### Instructors

Jeff Sim, a police officer with over 14 years of experience, has been involved in police training since 1988. He has a Diploma in Social Sciences and a Certificate in Adult Education, and is completing a B.A. in Adult Education. James W. Williams, LL.B., has practiced law in Vancouver since 1985. Although he is active primarily as a criminal defense lawyer, he has also appeared before such tribunals as the Law Society of B.C. and the B.C. Securities Commission. Before taking his law degree, he was a member of the RCMP for 11 years.





## Management

Unless otherwise indicated, Management courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. Please see the Administrative/Support Staff (page 19) and Trainer Development (page 39) categories for additional listings. For more information, call the Program Coordinator, Patricia McNeill, at 604/528-5623.

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

### Basic Supervisory Certificate Program

Many participants in our Basic Supervisory courses have requested a certificate to show that they have successfully completed these courses. We are now able to fulfill that request. To receive a Basic Supervisory Program certificate, you must fulfill the following requirements:

1. Full attendance at Basic Supervisory Program Weeks 1 and 2
2. Completion of four additional days of training in management courses offered by Career and Community Studies (usually two courses)
3. Successful completion of a written report that shows you have met the goals of the program. The report will be based on an actual intervention you have completed in your workplace or volunteer organization.

For further details, please contact the Program Assistant, Lynda Getz, at 604/528-5619.

#### Basic Supervisory Program, Week 1 (#BSCP200)

Each job or function has specific areas of knowledge, skill, and operating values that, taken together, give individuals the competence to perform a particular job. This competency-based course covers such topics as the role of the supervisor, situational leadership and teamwork, staff development, delegation of work, communication and interpersonal effectiveness, problem solving and decision making, and conflict resolution. Week 1 of the Basic Supervisory Program is for first-level supervisors, or those who aspire to be supervisors, in both government and private agencies. B.C. Corrections Branch employees who successfully complete the course will be granted certification for the Basic Supervisor Competency, Week 1. Co-sponsored with the Corrections Academy. Enrolment is limited to 16 participants.

Length: Five days  
Date(s): February 17-21  
June 23-27

(For additional dates, see Basic Supervisory Program, Week 1, Parts A & B [#BSCP210 and #BSCP220] below.)

Time: 9:00 am – 4:30 pm on day 1; 8:30 am – 4:30 pm on subsequent days  
Fee: \$465  
Instructor(s): A consultant with Ryane Consulting Inc.

#### Basic Supervisory Program, Week 2 (#BSCP300)

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

Length: Five days  
Date(s): March 17-21  
Time: 9:00 am – 4:30 pm on day 1; 8:30 am – 4:30 pm on subsequent days  
Fee: \$475  
Instructor(s): A consultant with Ryane Consulting Inc.

*In response to requests from participants, we have scheduled Basic Supervisory Program, Week 1, in shorter time segments.*

#### Basic Supervisory Program, Week 1, Part A (#BSCP210)

This course covers the first two days of the Week 1 program described above. Specific topics to be addressed are: leadership, empowerment, and delegation skills.

Length: Two days  
Date(s): April 14-15  
Time: 8:30 am – 4:30 pm  
Fee: \$185  
Instructor(s): A consultant with Ryane Consulting Inc.

#### Basic Supervisory Program, Week 1, Part B (#BSCP220)

This course covers the last three days of the Week 1 program described above. Specific topics to be addressed are: communication styles and skills; problem solving and diversity; and conflict resolution. **Prerequisite(s):** Basic Supervisory Program, Week 1, Part A (#BSCP210).

*(continued on next page)*

Length: Three days  
Date(s): **May 14-16**  
Time: 8:30 am – 4:30 pm  
Fee: \$280  
Instructor(s): A consultant with Ryane Consulting Inc.

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### **Basic Supervisory Certificate Program: The Report Project (#BSCP400)**

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To receive a Basic Supervisory Program certificate, participants must attend Basic Supervisory Program, Weeks 1 and 2; complete four additional days of training in management courses offered by Interdisciplinary Studies; and successfully complete a written report that shows that they have met the goals of the program. The report will be based on an actual intervention completed in the workplace or in a volunteer organization. For further information or to request a certificate program application package, please contact the Program Assistant, Lynda Getz, at 604/528-5619.

Fee: \$150

*The following courses can be used as electives in the Basic Supervisory Certificate Program.*

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### **People Problems: How to Supervise Challenging Employees (#MGMT315)\***

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One of the greatest challenges of supervisors and managers today is dealing with employees whose performance is ineffective or whose behaviour gets in the way. Managing these people is demanding, stressful, and time-consuming. If the problem is ignored, the motivation and productivity of all employees often decreases. Having the skills to deal with poor performance makes the job of the supervisor or manager easier and more satisfying. This two-day course will focus on specific guidelines and techniques to help meet the challenge of problem behaviour confidently and effectively.

Length: Two days  
Date(s): **January 16-17**  
**March 24-25**  
**July 14-15**  
Fee: \$175  
Instructor(s): A consultant with Ryane Consulting Inc.

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

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

Length: Two days  
Date(s): **February 10-11**  
**June 16-17**  
Fee: \$175  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

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### **Communication Skills for Women at Work (#MGMT320)**

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This lighthearted interactive course is designed to help women increase their influence and power in the day-to-day exchanges of a mixed-gender workplace. Topics to be explored over the course of the day include: childhood play patterns that affect communication later in life; emotional needs of men and women in communication; differences in decision making, humour, and handling stress; and communication liabilities for women in a mixed-gender workplace. The emphasis is on developing a sensitivity to, and appreciation for, the differences in style; reducing assumptions and misinterpretations; and developing practical tools to use in the workplace to maximize influence.

Length: One day  
Date(s): **February 24**  
Fee: \$110  
Instructor(s): Carol Boothroyd

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### **Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)\***

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This course is for supervisors and managers who know what they want to say but have difficulty putting it in writing. Course content is based on plain language principles. Days 1 and 2 will cover communication as a transaction, writing skills, business styles, and conveying organizational messages. Day 3 will focus on report writing and will cover planning, organizing, and special techniques. Participants are requested to submit two one-page samples of their written work when they register. This course is limited to 18 participants.

Length: Three days  
Date(s): **March 17-19**  
Fee: \$235  
Instructor(s): A consultant with Ryane Consulting Inc.

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### **Using the Myers-Briggs Type Indicator (MBTI) as a Team-Building Tool (#MGMT325)\***

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The Myers-Briggs Type Indicator (MBTI) is one of the most widely used psychological assessment tools for individuals and groups. For individuals, the MBTI has been used for self-growth and career planning. With groups and teams, it can be used to analyze the team by assessing its strengths and blind spots in a non-judgmental way; to clarify problems; to design interventions; to heighten team awareness; to help reduce unproductive interpersonal and intra-organizational conflict; and to help the team deal with issues such as communication, change, or leadership. MBTI is a resource for both understanding current issues and anticipating, or even predicting, problems. This course uses the MBTI as a foundation for exploring individual

preferences and the impact that each individual has on a team and its development.

Length: Two days  
Date(s): April 2-3  
Fee: \$200 (includes cost of the assessment tool)  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

### **Facilitating for Results: Helping Groups to Succeed (#MGMT306)\***

Participants in this course will learn the fundamentals of facilitation. Topics include: defining and exploring the role of the facilitator and others involved in the facilitation process; reviewing and evaluating the contribution of non-facilitator group members; exploring methods for understanding and dealing with challenging members of the group; exploring problem-solving methods; and identifying ways to evaluate the success of facilitation and the facilitator's performance. Through group work, presentations, class discussions, and feedback from others, participants will develop a flexible process for facilitating in a variety of situations, ranging from work and quality teams to community groups and others trying to get things done through collaborative processes.

Length: Two days  
Date(s): April 17-18  
Fee: \$175  
Instructor(s): Sandra Heath, B.A.

### **Balancing Work and Family: Walking the Tightrope (#SUP126)**

This course is designed to help participants gain insights into balancing their career and home life so that they feel in control of both. Participants will examine ways of managing their workload more effectively, and will leave the course with practical solutions that will help them be more productive and feel better at work and at home. Solutions can be even more effective if both spouses or partners attend and work together to develop effective strategies for coping with the time/energy balance. This course will be highly participative, with small-group discussions, checklists, self-assessment tools, and skill practice.

Length: One day  
Date(s): April 18  
Fee: \$110  
Instructor(s): Joyanne Landers

## **Courses Around B.C.**

### **VICTORIA**

#### **Facilitating for Results: Helping Groups to Succeed (#MGMT306V)**

For a course description, see the first column on this page.

Length: Two days  
Date(s): March 4-5  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street, Victoria, B.C.  
Fee: \$225  
Instructor(s): Sandra Heath, B.A.

### **Instructors**

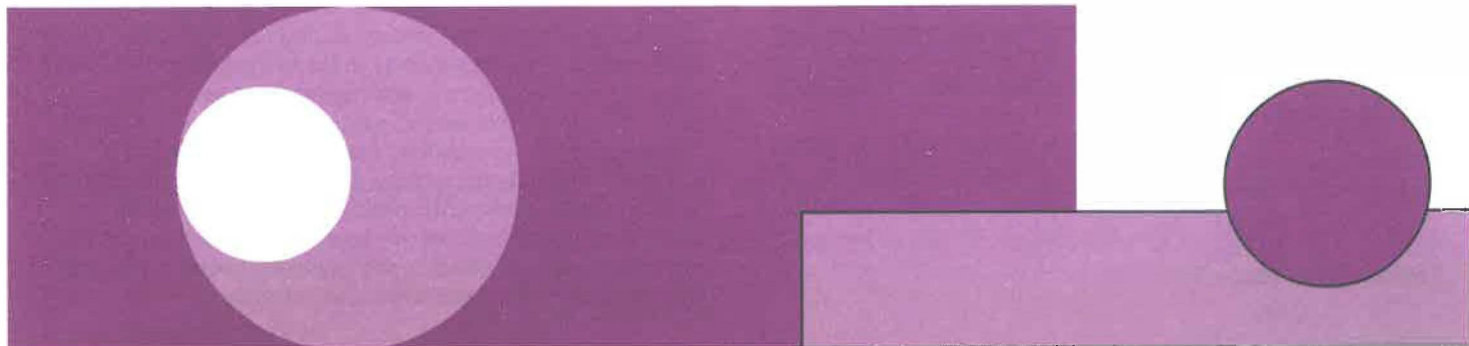
Carol Boothroyd is a trainer and presenter who specializes in communication issues. Her background includes experience in education, public relations, and television broadcast journalism. She has also owned and operated her own business, where she learned first-hand the challenge of recruiting, training, and motivating staff. She works with a wide range of client groups, and with individuals ranging from top-level management to front line personnel.

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

Joyanne Landers, M.Ed., has 15 years of experience as a consultant and trainer with government, business, industry, and not-for-profit organizations. She is recognized for her ability to inspire participants to develop new insights and make significant shifts leading to increased job satisfaction and productivity. As a parent of two young children, Joyanne knows the challenges of balancing work and family.

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

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



## Residential Care

Unless otherwise indicated, Residential Care courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Sandra Rice, at 604/528-5633. For a brochure describing program structure, content, and eligibility, contact the Program Assistant, Nenita Capili, at 604/528-5631.

### Management Skills

#### Management Development for Residential Settings Certificate Program

This certificate program was created in consultation with executive directors and front line managers from the residential and vocational fields. It is designed to meet the needs of supervisors and managers who work in a variety of residential and vocational settings. The program provides management skills specific to this workplace, and opportunities to network with other professionals from the field.

The program consists of 20 days of training: eight two-day core courses and four classroom days of Justice Institute electives. Courses should be taken in sequence from Level 1 through 8, unless otherwise approved by the Coordinator.

Interested persons should request an application form from the Program Assistant at 604/528-5631. Participants must currently be supervising others or have proven supervisory experience. Participants in non-supervisory positions should contact the Coordinator at 604/528-5633, as limited seating is available for persons preparing for the supervisory role.

#### CORE COURSES

Please register for each level directly with the Registration Office.

#### Management Development for Residential Settings, Level 1 (#MGMT214)

This two-day course is designed to help supervisors examine and apply basic supervisory skills. It covers the role and responsibilities of the supervisor, ways to assess the supervisor's personal communication style and strengthen communication with staff, methods for assessing employees' levels of motivation and ability, and how to communicate with and delegate to staff who work shifts or on call.

Length: Two days  
Date(s): January 15-16  
April 21-22  
Fee: \$175  
Instructor(s): Mario Govorchin

#### Management Development for Residential Settings, Level 2 (#MGMT218)

This two-day course is designed to help supervisors who work in residential settings develop performance goals and objectives with their staff, practice writing performance standards, examine methods for conducting effective performance reviews, develop action plans for staff development, practice managing performance problems, examine situational leadership theory and assess personal leadership styles, diagnose the level of competence and commitment of staff in relation to tasks, and contract with staff for specific leadership styles to best suit their needs.

Length: Two days  
Date(s): February 3-4  
June 18-19  
Fee: \$175  
Instructor(s): Helen Dempster

#### Management Development for Residential Settings, Level 3 (#MGMT230)

This two-day course is designed to help supervisors strengthen their supervisory skills and knowledge. Participants will gain information to develop a set of ethical and professional standards for their workplace. They will also explore current information on professionalism and review legal constraints on these standards; and examine the supervisor's role in relation to ethical standards, values, and professionalism in residential settings. Participants will also examine the supervisor's role in promoting effective time and stress management within the team, identify sources of employee stress and strategies for coping, and examine the organizational hierarchy and communication flow to assess levels of stress.

Length: Two days  
Date(s): February 19-20  
Fee: \$175  
Instructor(s): Martha Joy

#### Management Development for Residential Settings, Level 4 (#MGMT240)

This two-day course is designed to help supervisors develop a methodology for effective labour/management relations. Participants will have the opportunity to clarify existing policies and legalities, such as collective agreements and employment standards, that govern labour/management relations; identify discrepancies between policies (contracts) and practice; identify and practice the communication skills required for effective disciplinary action; explore the principles of clarity, consistency, and fairness that constitute due process; and examine the legal and ethical responsibilities of the employer/manager regarding labour relations and some areas of contention.



Length: Two days  
Date(s): **March 6-7**  
Fee: \$175  
Instructor(s): Carol Cohen, M.A., and Marion Malcolmson, M.S.W., R.S.W.

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

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This two-day course is designed to help supervisors identify and practice specific management problem-solving and decision-making techniques and their effectiveness; define existing management structures and roles; set agendas and practice basic facilitation skills for effective team meetings; and examine potential meeting challenges such as conflict, hidden agendas, content over process, and process over content.

Length: Two days  
Date(s): **April 7-8**  
Fee: \$175  
Instructor(s): Pat Meyer

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### **Management Development for Residential Settings, Level 6 (#MGMT260)**

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This two-day course is designed to help supervisors write job descriptions, interview and select staff, and provide effective orientation in the context of residential facilities. Participants will gain an understanding of the functions and elements of a job description, practice writing job descriptions, identify effective recruitment procedures for full-time and relief staff, practice methods for conducting an effective job interview that also complies with ethical standards, and identify the elements of a successful orientation.

Length: Two days  
Date(s): **May 5-6**  
Fee: \$175  
Instructor(s): Pat Meyer

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### **Management Development for Residential Settings, Level 7 (#MGMT270)**

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This two-day course is designed to help supervisors strengthen their financial management, budget projection, and report-writing skills. Participants will examine the tendering process for contracted house maintenance; methods for building a resource file for contractors; budget projection and petty cash management; various contractual arrangements with funding bodies; and techniques for writing successful letters, reports, and proposals.

Length: Two days  
Date(s): **January 23-24**  
**June 2-3**  
Fee: \$175  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

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### **Management Development for Residential Settings, Level 8 (#MGMT280)**

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This two-day course is designed to help supervisors gain information and techniques needed to manage emergencies and understand the legal obligations of managing a residential facility. Participants will examine the manager's role in managing fire safety, emergency response planning, and house security; and examine the protocol for critical incidents and the debriefing process.

Length: Two days  
Date(s): **February 19-20**  
**June 24-25**  
Fee: \$175  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

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### **Management Development for Residential Settings Certificate Program**

Graduation Ceremony

**Thursday, September 11, 1997, at 6:00 pm**

### **ELECTIVES**

Four days of Justice Institute electives are required in the Management Development for Residential Settings Certificate Program. Electives currently being offered are listed below. See course descriptions in this calendar under the Computer, Conflict Resolution, Counselling, Management, and Trainer Development categories. **Electives must be Justice Institute courses.**

Asserting Yourself Under Pressure (#CR702)  
Boundary Confusion: Keeping Your Professional Roles Clear (#EP248)  
Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)  
Critical Skills for Communicating in Conflict (#CR735)  
Criticism: How to Give and Receive It (#CR706)  
Dealing with Anger (#CR200)  
Dealing with Interpersonal Conflict (#CR100)  
Facilitating for Results: Helping Groups to Succeed (#MGMT306)  
Fundamentals of Instructional Planning (#TD300)  
Ideas for Active Learning (#TD100)  
Instructional Skills, Level I (#TD200)  
Making It Hard to Say No – Negotiating with Difficult People (#CR767)  
Mediation Skills, Level I (#CR300)  
People Problems: How to Supervise Challenging Employees (#MGMT315)  
Resolving Conflict in the Workplace (#CR763)

*(continued on next page)*

Safe at Work: Strategies for Preventing Workplace Violence (#CP300)

Together We Stand: Effective Team Building (#MGMT120)

Using Everyday Life Events to Facilitate Change with Youth (#CY172)

Using the Myers-Briggs Type Indicator (MBTI) as a Team-Building Tool (#MGMT325)

Working with Groups in Instructional Settings (#TD320)

## Front Line/Supervisory Skills

### Coaching Job Readiness Skills (#SUP122)

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This two-day course is designed for youth care workers, community support workers, school liaison workers, life skills resource persons, and other front line workers who want to coach their clients in job readiness skills. Participants will learn coaching techniques that will help their clients make the transition to the world of work; learn to use supporting resource materials provided for this course; explore ways to build confidence for persons preparing to compete in the job market; explore successful job search techniques; examine liaison and networking protocol with the business community and not-for-profit organizations; examine volunteer service opportunities; learn up-to-date information on current resume trends and reference-checking criteria; and identify selection interviewing protocol. Participants will be provided with a resource kit to further develop their expertise.

Length: Two days  
Date(s): February 3-4  
May 20-21  
Fee: \$165  
Instructor(s): Denise Grams

### Front Line Training for Residential Settings (#SUP119)

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This five-day course is designed to provide front line workers with the basic skills required to work effectively within a residential setting. Participants will identify and practice communication skills for effective relations with peers, and methods for managing conflict on the job; examine personal and work values, ethical standards, and practices; practice writing skills and writing Personal Service Plans (PSPs); identify and practice strategies for managing stress in the workplace; and develop a personal action plan for strengthening skills. A certificate of achievement will be granted to successful participants who complete all five days and an examination covering course content.

Length: Five days  
Date(s): April 9-11 (Part 1); April 24-25 (Part 2)  
Fee: \$265  
Instructor(s): Elaine Stoll, Mario Govorchin, Ryane Consulting Inc., Kelly Kennedy

## Courses Around B.C.

The Management Development for Residential Settings Certificate Program is now offered in several locations outside the Lower Mainland. For information about the program and future locations, contact the Program Coordinator, Sandra Rice, at 604/528-5633.

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

## Core Courses

### VICTORIA

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

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Length: Two days  
Date(s): February 25-26  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$185

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

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Length: Two days  
Date(s): April 7-8  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$185

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

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Length: Two days  
Date(s): May 14-15  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$185

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

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Length: Two days  
Date(s): June 12-13  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$185

## Electives

Please see page 7 for community colleges co-sponsoring Justice Institute Conflict Resolution courses that can be used as electives for this program. For course descriptions, please see the Conflict Resolution category, beginning on page 9. **Electives must be Justice Institute courses.**

## VICTORIA

### Facilitating for Results: Helping Groups to Succeed (#MGMT306)\*

For a course description, see page 35 in the Management category.

Length: Two days  
Date(s): **March 4-5**  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$225  
Instructor(s): Sandra Heath, B.A.

### Instructors

Carol Cohen, M.A., is a counsellor/coordinator with the Family Services Employee Assistance Group. She has worked in residential settings for youth and is experienced in both direct service and management.

Helen Dempster is Coordinator of Children's Services for the BC/Yukon Society of Transition Houses. She has managed a transition house for six years and is experienced in working and training with women-serving agencies.

Mario Govorchin is a consultant and trainer with extensive experience working with clients with disabilities. He has worked in residential settings. Mario is a senior trainer for the JI Centre for Conflict Resolution Training.

Denise Grams is a life skills counsellor, instructor, and trainer. She has 10 years of experience working in the social services field coordinating a child care program, and as a rehabilitation officer and counsellor. She has been in private practice (Life Unlimited – Life Management Skills Training) since 1990.

Martha Joy, B.S.W., is a consultant with extensive experience working with children, youth at risk, and persons with disabilities. She has worked in residential settings with youth and is experienced in both direct service and management.

Kelly Kennedy, M.A. (Cand.), is a mediator and counsellor in private practice. She has experience counselling, mediating, and training in a variety of human services settings.

Marion Malcolmson, M.S.W., R.S.W., works in cross-cultural settings as the Coordinator of Counselling Services at Invergarry Adult Learning Centre. Her counselling and training experiences include employee assistance programs. She has been employed in both direct service and administration, and currently maintains a private practice.

Pat Meyer is a consultant who has offered workshops in Canada, the U.S., and New Zealand. She conducts workshops and consultations on developing services for people with disabilities, including the transition of people with complex health needs from institution to community living.

Elizabeth Robinson, M.S.W., R.S.W., is a social worker in private practice. She has extensive experience as a manager and trainer in child welfare and medical settings. She is also a sessional lecturer at the School of Social Work at UBC.

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

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

## Trainer Development

*Unless otherwise indicated, Trainer Development courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Patricia McNeill, at 604/528-5623. For a booklet containing additional information about the certificate program, call the Program Assistant, Lynda Getz, at 604/528-5619.*

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

### Trainer Development Certificate Program

The Trainer Development Certificate Program is designed for both full-time training professionals and persons who provide training as part of their overall job responsibilities within an organization. It focuses on the core skills and knowledge required to plan and deliver creative, effective training sessions. The program also provides opportunities in the classroom for participants to apply the skills and knowledge that are the foundation of each course. The program was developed with input from trainers in variety of settings. Instructors are training professionals with a background in adult education.

To qualify for the certificate, applicants must complete 12 days of core training (six courses/78 hours), four days of electives (usually two courses/26 hours), and a two-part assignment. Persons who have previously taken Training for Trainers courses through Interdisciplinary Studies will receive credit for those courses.

## Core Courses

Once prerequisites have been satisfied, core courses in the Trainer Development series can be taken in any order; however, courses are listed here in the **recommended** order.

### Instructional Skills, Level 1 (#TD200)\*

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(Formerly Training for Trainers: Tips, Techniques, and Tactics)

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

Length: Two days

Date(s): **January 30-31**, Reva Kalef; Italian Cultural Centre,  
3075 Slocan Street, Vancouver  
**February 20-21**, Margaret Owens  
**March 13-14**, Margaret Owens  
**May 22-23**, Colleen Vaughan  
**June 26-27**, Colleen Vaughan  
**July 10-11**, Margaret Owens

Fee: \$225

### Instructional Skills, Level 2 (#TD220)

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This course is for trainers who wish to increase their knowledge of the instructional process and have an opportunity to practice specific skills and receive feedback. Content includes: critical thinking; motivation; perceptual learning modes; communicating clearly, use of questions; overviews, cuing, debriefing, integration, and summaries; assessment strategies; feedback; ethical issues; and instructor self-care. The number of participants will be limited to 12. **Prerequisite(s)**: Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days

Date(s): **February 3-4**, at Italian Cultural Centre,  
3075 Slocan Street, Vancouver  
**April 3-4**  
**June 5-6**

Fee: \$225

Instructor(s): Reva Kalef

### Fundamentals of Instructional Planning (#TD300)\*

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This interactive two-day course is for trainers who are responsible for planning instruction for adult learners. Participants will have an opportunity to increase their understanding of the instructional planning process and apply the knowledge and skills to their own planning situation. They should have a project in mind to work on over the course of the two days. The number of participants will be limited to 16 to allow opportunities for each to receive coaching. **Prerequisite(s)**: Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days

Date(s): **March 24-25**, at Italian Cultural Centre,  
3075 Slocan Street, Vancouver

Fee: \$225

Instructor(s): Reva Kalef

### Working with Groups in Instructional Settings (#TD320)\*

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This practical advanced course is for trainers who instruct in a group setting. Participants will have an opportunity to increase their understanding of group dynamics and will learn specific facilitation strategies that encourage adult learning. This highly interactive course will focus on climate setting, purposes of groups, observation possibilities for analyzing group behaviour, and strategies for handling common group issues. The number of participants will be limited to 16. **Prerequisite(s)**: Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days

Date(s): **April 10-11**

Fee: \$225

Instructor(s): Reva Kalef

### Conducting a Training Needs Assessment (#TD340)

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A cornerstone in the work of instructors, planners, and coordinators is determining what clients or the public want or need to learn. Most people working in planning functions would agree that good planning involves conducting a “needs assessment.” But the term *needs assessment* is often used to describe a variety of strategies to help determine the content of courses, programs, workshops, or other educational offerings. This two-day course is designed to clarify the concept of needs assessment and to provide skills to assist in choosing and implementing appropriate strategies for determining the educational or training needs of client groups. The number of participants will be limited to 16 to allow opportunities for interaction. **Recom-**



**mended:** Fundamentals of Instructional Planning (#TD300) (formerly #MGMT223A).

Length: Two days  
Date(s): April 14-15  
Fee: \$225  
Instructor(s): Thomas Sork

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### Evaluating Training Programs (#TD360)

This interactive two-day course is for trainers responsible for planning and/or carrying out evaluations of their training programs. Evaluations are a source of information for program improvement, decision making, and accountability. Participants will have an opportunity to increase their understanding of the type of evaluation most appropriate for their programs, and to apply the knowledge and skills to their own work situation. They should have a program evaluation in mind to work on over the course of the two days. The number of participants will be limited to 16 to allow opportunities for interaction. **Prerequisite(s):** Fundamentals of Instructional Planning (#TD300) (formerly #MGMT223A). If you have not taken #TD300 (or #MGMT223A), please send a **written** application to the Program Coordinator outlining previous training or experience in instructional planning.

Length: Two days  
Date(s): June 12-13  
Fee: \$225  
Instructor(s): Margaret Owens

## Electives

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### Ideas for Active Learning (#TD100)\*

Participants in this course will leave with a repertoire of ideas for introductions and warm-ups, expectation setting, energizers, retention and transfer of learning, and closure. The course is for trainers who want to explore ways to increase interaction and add variety to the courses they instruct. It highlights the importance of using interactive strategies and analysis, which is required to effectively use such strategies. The number of participants will be limited to 16. **Prerequisite(s):** Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days  
Date(s): March 3-4, at Italian Cultural Centre, 3075 Slocan Street, Vancouver  
Fee: \$225  
Instructor(s): Reva Kalef

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### Team Teaching and Other Ways to "Share the Spotlight" (#TD130)

This course is designed for instructors who want to involve others in their training courses. It will demonstrate tools and techniques that trainers can use to explore the power of "sharing the spotlight" with guest speakers, co-workers, or team teachers. The course will provide an opportunity for participants to analyze the technical, theoretical, and personal abilities of other people involved in the training session. Topics include: sharing the role to enhance learning; identifying common teaching styles, developing strategies to successfully team-teach, and practicing the co-facilitation process. The number of registrants will be limited to 20.

Length: Two days  
Date(s): May 15-16  
Fee: \$225  
Instructor(s): Cheryl Cahill, B.B.A., and Tanyce Westgard, B.B.A.

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### Trainer Development Certificate Program: Assignment (#TD500)

To receive the Trainer Development Certificate, participants must complete 12 days of core training (six courses/78 hours), four days of electives (usually two courses/26 hours), and a two-part assignment. In the first part of the assignment, participants will analyze instructional delivery in a group setting and examine the ways in which instructional planning and delivery can influence the learning process. The second part focuses on instructional planning: it provides an opportunity for participants to reflect on the choices they have made or are making in planning an educational program, and the factors that influence these choices. After completing the assignment, candidates for the certificate will prepare a written report of their analysis. For further information or to request a certificate program application package, please contact the Program Assistant, Lynda Getz, at 604/528-5619.

Fee: \$150

## Instructors

Cheryl Cahill, B.B.A., has an educational background in commerce and adult education. As a trainer, she specializes in the development of managers, supervisors, directors, and senior executives who are required to train front line staff. She has over nine years of experience designing, delivering, and evaluating management workshops and seminars in business and industry.

Reva Kalef, M.Ed., has been involved in the field of adult education as an instructor, program planner, and consultant for over 12 years. She specializes in assisting instructors and instructional designers in their ongoing professional development. Reva has extensive experience working with educational institutions, government agencies, non-profit organizations, and business and industry.

Margaret Owens, M.Ed., has extensive experience as a consultant and trainer in the design, instruction, and evaluation of adult education programs and materials. She has a special

interest in international and distance education, and recently completed a research project on distance education initiatives in Southeast Asia.

Thomas J. Sork, Ph.D., is an Associate Professor of Adult Education at the University of British Columbia. He has presented needs assessment and similar workshops on evaluation and planning to a number of practitioner groups across Canada.

Colleen Vaughan, B.B.A., has been an instructor at the Justice Institute of B.C. for over five years. She has developed and

delivered workshops for both the Provincial Emergency Program Academy and the Corrections Academy. Colleen is currently completing her master's degree in education at UBC, with a specialization in Adult Education.

Tanyce Westgard, B.B.A., has been involved with facilitating, designing, developing, and evaluating workshops, seminars, and courses for over 10 years. She has worked extensively with front line managers, directors, and senior executives in business and industry, and is currently completing her master's degree in education at UBC.

## Traumatic Stress

*Unless otherwise indicated, Traumatic Stress courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information on Trauma and Post-Traumatic Stress courses, call the Program Coordinator, Cindy Bettcher, at 604/528-5627. For more information on Critical Incident Stress courses, call the Program Coordinator, Patricia McNeill, at 604/528-5623.*

### Traumatic Stress Certificate Programs: Clinical Interventions and Community Responses

In response to requests from the community to provide comprehensive training in trauma intervention, Interdisciplinary Studies is developing certificate training in the areas of community-based trauma interventions (including Critical Incident Stress Debriefing) and clinically based trauma interventions. The programs will consist of core courses that focus on key theories of trauma and traumatic stress, central concepts in trauma intervention and debriefing, and practical skill application. Opportunities for specialization will be provided through a series of electives.

All certificate program candidates are required to take a three-day prerequisite course, after which they can select from the following program options:

- **Clinical Intervention – Trauma Counselling Stream**, consisting of 12 days (84 hours) of core courses, 12 half-days (36 hours) of practice supervision, and 4 days (28 hours) of electives (related trauma intervention courses). For more information about these courses, please call 604/528-5620 for a program brochure. Core courses include:
  - Assessment and Treatment Planning (#TS210) (4 days): **April 9-12**
  - Issues for the Therapist (#TS220) (3 days): **May 1-3**
  - Specific Intervention and Treatment Methods (#TS230) (5 days): **June 5-7 and July 3-4**

- Trauma Counselling Practice Supervision (#TS240) (12 half-days): **October 17, 24, 31; November 7, 14, 21, 28; December 12 & 19; and January 9, 16, 23, 1998**

- **Community Responses – Critical Incident Stress Debriefing for Peers**, consisting of 11 days (77 hours) of core courses and 4 days (28 hours) of related trauma intervention courses. See pages 44 to 44 for course descriptions. Core courses include:

- Trauma Debriefing and Defusing (#TS310) (2 days): **February 24-25, or March 19-20, or July 15-16**
- Peer Defusing, Level I (#TS320) (3 days): **April 8-10**
- Peer Defusing, Level II (#TS330) (2 days): dates TBA
- Community-Based Trauma Interventions (#TS340) (2 days): dates TBA
- Preventing and Managing Stress (#TS350) (2 days): dates TBA

- **Community Responses – Critical Incident Stress Debriefing for Mental Health Practitioners**, consisting of 11 days (77 hours) of core courses and 4 days (28 hours) of related trauma intervention courses. See pages 44 and 45 for course descriptions. Core courses include:

- Trauma Debriefing and Defusing (#TS310) (2 days): **February 24-25, or March 19-20, or July 15-16**
- The Group Debriefing: Basic Knowledge and Skills Development (#TS410) (2 days): **February 26-27, or July 17-18**
- The Group Debriefing: Practice (#TS420) (2 days): **January 14-15, or May 12-13**
- Community-Based Trauma Interventions (#TS340) (2 days): dates TBA
- Clinical Assessing and Reporting Trauma in the Workplace (#TS430) (2 days): dates TBA
- Traumatic Loss (#TS440) (1 day): dates TBA

In addition to the prerequisite course and the required core and elective courses in the applicable stream, candidates must successfully complete an evaluative component consisting of a project or assignment related to the program area.

Candidates will receive credit towards the certificate for courses previously taken at the Justice Institute in the *Trauma and Post-Traumatic Stress* and *Critical Incident Stress* program areas.

For a detailed brochure describing these programs, please contact Lynda Getz at 604/528-5619 or Lori Owens at 604/528-5620.

## Trauma and Post-Traumatic Stress

### Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251)

*(Formerly Trauma and Post-Traumatic Stress Reactions, Level I and II)*

This course is for front line workers, support workers, victim service workers, peer personnel from high-risk professions (emergency health and human services, police and corrections, various industries), and other service providers working with trauma survivors in an individual, group, or community context. Participants will acquire a basic understanding of trauma, post-traumatic stress, and critical incident stress, and a working knowledge of the impact of trauma on individuals, the community, and trauma responders, including responses at the moment of traumatization, short-term and long-term consequences of traumatization, and post-traumatic stress disorder. Participants will examine the spectrum of trauma responders and consider their relationship to each other. An overview of intervention and treatment approaches will be presented, and the ethical issues and other challenges inherent in trauma intervention and treatment will be highlighted.

This course is the prerequisite for admission to the Traumatic Stress Certificate Programs. Participants who have previously completed Trauma and Post-Traumatic Stress Reactions, Level I (#EP178) and II (#EP178A), will receive credit for this prerequisite.

**Length:** Three days  
**Date(s):** February 13-15; June 12-14  
**Fee:** \$225  
**Instructor(s):** Joe Solanto, Ph.D.

**NEW**

### Boundary Confusion: Keeping Your Professional Roles Clear (#EP248)\*

For a course description, see page 28 in the Counselling category.

**Length:** Two days  
**Date(s):** March 12-13  
**Fee:** \$175  
**Instructor(s):** Liz Gildner, M.A.

**Length:** Three days  
**Date(s):** May 29-31  
**Fee:** \$225  
**Instructor(s):** Margaret Jones-Callahan, M.A.

### Opening the Heart: A Day of Inner Exploration (#EP246)

For a course description, see page 24 in the Child Sexual Abuse category.

**Length:** One day  
**Date(s):** March 14  
**Fee:** \$95  
**Instructor(s):** Maggie Ziegler, M.A.

**NEW**

### Trauma Survivors and Mental Illness: Identification and Treatment (#EP247)

Counsellors and therapists working with survivors of trauma often try to differentiate between the symptoms associated with the original trauma experience and symptoms related to mental illness. This course is for counsellors and therapists who are currently working with trauma survivors. It addresses the assessment and treatment issues involved in working with clients who present complex symptom profiles, and highlights when specialized diagnostic referrals are indicated. Participants will examine assessment issues, including multi-diagnosed clients and the dangers of mislabelling and missed labelling, and gain an overview of assessment tools and assessment report protocols. Key treatment issues will be considered, including stabilization, collaboration with other mental health professionals, medical management, determining treatment readiness, ensuring safety, and intermediate and advanced levels of treatment specific to trauma.

**Length:** One day  
**Date(s):** April 3  
**Fee:** \$95  
**Instructor(s):** Dr. Patricia Fisher and Liz Choquette, R.N., B.S.N., R.C.C.

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

This course is for counsellors and therapists working with adults in a therapeutic context. It explores the use of art and creativity as a tool for healing the effects of past trauma such as childhood sexual abuse, physical abuse, long-term illness, or the death of a loved one. Participants will have the opportunity to explore the roots of creativity and psychological health, examine the impact of trauma and psychological shock on the survivor and define how change occurs, and consider the theoretical basis for understanding the art work of their clients in the context of the therapeutic process. Throughout the two days, participants will experience a variety of creative media, including art, writing, and visualization.



**Crisis Intervention: That Critical First Step (#EP252)**

For a course description, see page 28 in the Counselling category.

Length: Two days  
Date(s): May 13-14  
Fee: \$165

Instructor(s): Naomi Ehren-Lis, M.S.W., R.S.W.

**Critical Incident Stress**

Courses in the Community Responses Streams of the new Traumatic Stress Certificate Programs are open for general registration. Participants do not have to be registered in a certificate program to enrol. However, participants who want to work towards a certificate in the Mental Health Practitioners stream must be accepted as a certificate candidate *before* enrolling in The Group Debriefing: Practice (#TS420) (see course description on page 45).

For a brochure containing information on the Traumatic Stress Certificate Programs, please call Lynda Getz at 604/528-5619 or Lori Owens at 604/528-5620.

**Community Responses – Critical Incident Stress Debriefing for Peers (#TS300)****CORE COURSES****Trauma Debriefing and Defusing (#TS310)**

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

The purpose of this course is to teach core concepts and basic skills used in trauma defusing and debriefing. Although the concepts are generic, the primary applications are for people traumatized in the workplace. This course will review core concepts in traumatology and symptomatology, discuss the causes of the stress and trauma, and review the defusing and debriefing models.

Length: Two days  
Date(s): February 24-25  
March 19-20  
July 15-16

Fee: \$175

Instructor(s): Toby Snelgrove, Ph.D.

**Peer Defusing, Level I (#TS320)**

*(Formerly Peer Defusing: Providing “Emotional First Aid” for Co-Workers [#EP207])*

Participants in this course will develop the skills of front line trauma defusing. The course content will review the concepts of crisis intervention, individual and group defusing, keys to a helping relationship, peer assessment and referral, ethics, and dealing with difficult problems. Participants will also have an opportunity to review their level of emotional growth, values, and interpersonal-relationship style.

Length: Three days  
Date(s): April 8-10  
Fee: \$225  
Instructor(s): Toby Snelgrove, Ph.D.

**Peer Defusing, Level II (#TS330)**

The purpose of this course is to provide peers with an opportunity to further develop their helping-relationship skills, to receive feedback regarding their peer-defusing experience, and to continue developing their interpersonal skills.

Length: Two days  
Date(s): TBA (Fall 1997)  
Fee: TBA  
Instructor(s): TBA

**Community Based Trauma Interventions (#TS340)**

Trauma interventions following a major tragedy such as a building collapse or an earthquake require a coordinated intervention that goes well beyond the provision of group debriefings. The purpose of this course is to review and apply various intervention models, such as the ones used by the Red Cross and the U.S.-based National Organization of Victims Assistance (NOVA), to a variety of situations. The content will include triaging, administrative procedures, social/psychological/political issues, follow up, the role of the Provincial Emergency Program and other national organizations, and debriefing the debriefers.

Length: Two days  
Date(s): TBA (Fall 1997)  
Fee: TBA  
Instructor(s): TBA

**Preventing and Managing Stress (#TS350)**

A person's vulnerability to traumatic stress is greatly enhanced by his or her current stress level. Effective stress management programs can increase the resilience of workers and their ability to manage trauma. This course will teach stress management techniques for both personal use and effective stress management in the workplace.

Length: Two days  
Date(s): TBA (Fall 1997)  
Fee: TBA  
Instructor(s): TBA

## Community Responses – Critical Incident Stress Debriefing for Mental Health Practitioners

### CORE COURSES

#### Trauma Debriefing and Defusing (#TS310)

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

For a course description, please see page 44.

Length: Two days  
Date(s): February 24-25  
March 19-20  
July 15-16  
Fee: \$175  
Instructor(s): Toby Snelgrove, Ph.D.

#### The Group Debriefing: Basic Knowledge and Skills Development (#TS410)

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

The purpose of this course is to develop knowledge and skills pertaining to psychological group debriefing. The course will review various approaches to group debriefings, focusing on variations of the Mitchell Model as applied to the work setting. Special attention will be paid to the introductory stage and to non-intrusive leader interventions. This course will be of particular interest to mental health professionals.

Length: Two days  
Date(s): February 26-27  
July 17-18  
Fee: \$175  
Instructor(s): Toby Snelgrove, Ph.D.

#### The Group Debriefing: Practice (#TS420)

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*(Formerly Critical Incident Stress: Responding to Trauma in the Workplace, Level III [#EP117B])*

Throughout this course, participants will have the opportunity to develop their group debriefing skills through practice role plays. Participants will have the opportunity to debrief and be debriefed twice. Each group will be videotaped and supervised by a trained debriefer. **Note:** Participants who want to apply for a certificate in the Mental Health Practitioners stream must be accepted as a candidate **before** enrolling in this course.

Length: Two days  
Date(s): January 14-15  
May 12-13  
Fee: \$250  
Instructor(s): Toby Snelgrove, Ph.D.

#### Community-Based Trauma Interventions (#TS340)

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For a course description, please see page 44.

Length: Two days  
Date(s): TBA (Fall 1997)  
Fee: TBA  
Instructor(s): TBA

#### Clinical Assessing and Reporting Trauma in the Workplace (#TS430)

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Increasingly, workers are requesting leave due to psychological traumas in the workplace. Counsellors are often requested to conduct assessments and/or write reports to be used in determining whether such cases are truly trauma-related. This course reviews the symptomatology of traumatic stress, various instruments used in its assessment, and basic report-writing techniques.

Length: One day  
Date(s): TBA (Fall 1997)  
Fee: TBA  
Instructor(s): TBA

#### Traumatic Loss (#TS440)

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When a traumatic event is also a traumatic loss, the symptoms and the recovery process are much more profound. This course reviews the symptomatology associated with profound loss, the grieving process, and individual and group interventions. Participants will also review their own experiences with loss and the possible impact that such experiences may have on their role as trauma intervenors.

Length: One day  
Date(s): TBA (Fall 1997)  
Fee: TBA  
Instructor(s): TBA

### ELECTIVE

#### Critical Incident Stress Debriefing: Trauma in the Lives of Children (#EP117C)

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Acts of violence in and out of the family, tragic events, and sudden accidents expose children to significant stress. The Critical Incident Stress Debriefing (CISD) process has proven to be an effective tool in helping children and their families cope with what they have seen or experienced. This introductory course is for mental health practitioners, school personnel, child and youth counsellors, and others working with children in a support capacity. It will provide training in the effective intervention and management of critical incident stress (CIS). Participants will review the nature of stress, acute and delayed reactions to stress, and Post-Traumatic Stress Disorder; explore the causes of CIS in children within a developmental context; and define the various ways by which children can be traumatized. The formal debriefing process, defusing techniques, and intervention strategies to empower children to cope with the event will be presented and demonstrated through role play. Emphasis will be placed on adapting the CISD model to dif-

ferent situations with children of various ages, determining when a referral for follow-up therapy is required, and developing strategies for worker self-care.

Length: Two days  
Date(s): April 28-29  
Fee: \$175  
Instructor(s): Ruth Armstrong, M.Ed.

## Instructors

Ruth Armstrong, M.Ed., is a child and family therapist specializing in treating sexual and physical abuse, family issues, art/play therapy, parenting skills, and traumatic stress. Ruth is a member of the Association for Play Therapy, the B.C. School Counsellors Association, and the B.C. Association of Clinical Counsellors.

Liz Choquette, R.N., B.S.N., R.C.C., is a therapist and abuse consultant working with abuse survivors within Greater Vancouver Mental Health Services.

Dr. Patricia Fisher is a clinical psychologist in private practice specializing in the field of trauma.

Margaret Jones-Callahan, M.A., is a counsellor in private practice with 20 years of clinical experience with children, adults, and families. She has particular expertise in treatment of sexual abuse, grief and trauma, human

sexuality, creativity, the expressive arts, and Buddhist psychology.

Toby Snelgrove, Ph.D., is a trainer, consultant, and therapist with EASTON-SNELGROVE Inc., a private clinic specializing in traumatic stress, grief, and loss issues. Toby has trained, debriefed, and developed programs for a wide variety of organizations, including community-based CIS teams, hospitals, fire and ambulance services, police and correctional services, First Nations communities, industry, air traffic control, coast guard, search and rescue teams, the United Nations, and others. He has also been involved in producing a variety of written and video materials on critical incident stress.

Joe Solanto, Ph.D., is a psychotherapist, clinical supervisor, and educator in private practice. He has provided debriefings for front line staff coping with victims of personal tragedy and natural disasters, and has worked extensively with psychiatrists and other clinicians in diagnostic assessment and treatment planning processes.

Maggie Ziegler, M.A., is the clinical supervisor for Family Services of the North Shore and a therapist in private practice. Besides having 15 years of direct clinical experience with survivors of violence, she has developed programs to train service providers in different aspects of trauma work, and has provided training throughout British Columbia.

## Conferences/Special Events

*Unless otherwise indicated, the following conferences and special events will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Cindy Bettcher, at 604/528-5627.*

### **Finding Common Ground: CF&CS Act One Year After Proclamation (#CY191)**

*Co-sponsored with the B.C. Association of Social Workers, Federation of Child and Family Services of B.C., and Community Partners in Implementation*

The Child, Family and Community Service Act was proclaimed on January 30, 1996. Since the proclamation, the child protection system has undergone significant changes. Ministry social workers, front line workers of contracted services, criminal and family justice personnel, police, medical personnel, and others have been challenged by the specific interpretation of this new legislation.

This Vancouver-based one-day regional community forum will provide participants with the opportunity to gain a common understanding of what the CF&CS legislation means. They will increase their knowledge of the Act by examining the current issues and practice challenges that have emerged during the year since proclamation. This forum will foster interagency and

interdisciplinary cooperation by creating a venue for participants to engage in problem solving in order to reach a common understanding.

Length: One day  
Date(s): January 30  
Location: Landmark Hotel, 1400 Robson Street, Vancouver  
Fee: \$50

Watch for an upcoming brochure.

### **Voices from Each Generation: Healing the Effects of Generational Trauma (#EP600)**

*Co-sponsored with the Native Education Centre and SPAN (Service Providers Adult/Advocacy Network)*

This conference is for Aboriginal and non-Aboriginal service providers, administrators, and policy-makers involved in providing service to First Nations communities. The conference will present critical opportunities to explore culturally relevant approaches to prevention and healing from the effects of generational trauma, and to build bridges between Aboriginal and non-Aboriginal service providers, agencies, and communities. For a conference brochure, call 604/528-5620 or 528-5573.

*(continued on next page)*

Length: Three days  
Date(s): **February 20-22**  
Fee: Early registration (before January 1): \$250; after January 1: \$300

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**Counsellors and Clinical Records: The Impact of the Supreme Court Decision on O'Connor (#CSA100)**

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For a course description, see page 23 in the Child Sexual Abuse category.

Length: One day  
Date(s): TBA  
Fee: \$35  
Instructor(s): Gail Dickson, LL.B., LL.M., Phyllis Kenney, LL.B., and Maureen McEvoy, M.A.

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**Feminist Therapy in Theory and Practice (#EP243)**

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This special four-day feminist therapy institute is designed to help counsellors, private practitioners, and mental health and social services providers integrate feminist theory into their practice. Participants will review the history and core concepts of feminist practice that is grounded in multicultural feminist scholarship. Emphasis will be placed on anti-oppressive and multicultural models of practice that view "resistance" as positive, name distress in a feminist context, and discover the client's emotional core. Feminist ethical models will be compared with traditional models, and participants will explore boundaries, boundary maintenance, and boundary violations. Specific feminist therapy considerations, including the recovered-memory debate, practice with trauma survivors, and forensic practice will be examined. This institute is open to practitioners with a master's degree in mental health or social service-related fields or equivalent combination of relevant training and counselling work experience. Registration is limited to 30 participants. *Participants may not wear perfume or other scented personal care products. Participants who register in this course will receive a complimentary registration for #EP239.*

Length: Four days  
Date(s): **June 23-26**  
Fee: \$550 (A \$100 deposit at the time of registration will reserve your seat. The remaining \$450 is due on May 23.)  
Instructor(s): Laura Brown, Ph.D., ABPP

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**Integrating a Multi-Cultural Perspective in Feminist Practice (#EP239)**

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For any project, practice, or organization to be authentically feminist, it must integrate a multicultural awareness and a broad anti-oppressive agenda. For many Caucasian feminists, this has been a challenge that has created all-white feminist organizations and implicitly excluded women of colour. Class, spiritual, and other differences from the norm have also been

largely ignored. This workshop will focus on strategies for increasing multicultural awareness in feminist practice, with emphasis on coalition building and mutual support. *Participants may not wear perfume or other scented personal care products.*

Length: One day  
Date(s): **June 27**  
Fee: \$85 individual registration or \$70 group rate (for six or more registrations)  
Instructor(s): Laura Brown, Ph.D., ABPP

## National Conference

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**Trauma and Community: Building Links**

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Interdisciplinary Studies is hosting a national conference to recognize the impact that trauma has on individuals and the community, and to honour the survivors and those who work with them. This inclusive theme reflects the diversity of traumatic incidents that have contributed to our current understanding of the origins of trauma as well as preventing and recovering from it. By focusing on trauma and community, the conference will provide an opportunity for those involved in the trauma field to share knowledge and ideas, and to work together in developing new, integrated interventions.

**Pre-conference Skill Development Workshops**

The conference will be preceded by three sessions that will examine current practice issues in trauma intervention and critical stress management. These sessions will provide participants with skill-building opportunities in specialized areas of practice.

Length: Five days (pre-conference workshops, 2 days; conference, 3 days)  
Date(s): **December 2-3, 1997** (pre-conference workshops)  
**December 4-6, 1997** (conference)  
Location: Hyatt Regency Hotel, Vancouver  
Fee: Pre-conference workshops: \$190  
Full conference package (including pre-conference workshops): \$500 (\$475 for registration before September 1)  
Conference only: \$345 (\$300 for registration before September 1)

## Instructor

Laura Brown, Ph.D., ABPP is a feminist clinical and forensic psychologist in private practice in Seattle, Washington. She has written and taught extensively on the topics of feminist therapy theory, ethics, and practice, and regularly testifies in court on matters related to interpersonal victimization.



# TaxiHost

## TaxiHost Centre

The TaxiHost Centre provides a single location for coordinating taxicab driver assessment and training. The Centre is located at the Justice Institute under the sponsorship of the Pacific Traffic Education Centre. For further information about the TaxiHost Centre or the TaxiHost program, phone the TaxiHost Centre Manager, Jasbir Sandhu, at 604/528-5808. Hours are Monday, Tuesday, and Wednesday from 8:00 am to 4:00 pm.

## The TaxiHost Program

The Greater Vancouver Taxi Partnership Committee (GVTPC) developed TaxiHost in 1994 to help create a consistently high standard of taxicab service in the Greater Vancouver Regional District. The program includes applicant screening, training, and testing. It is open to current taxicab drivers who wish to update their professional skills or to receive a certificate to document their proficiency, and to new drivers who wish to develop the basic attitudes, knowledge, and skills required to be a successful taxicab driver.

In October 1996, the TaxiHost Advisory Group assumed responsibility for guiding the program. Membership in this group includes representatives from B.C. Motor Carrier Commission, Insurance Corporation of British Columbia (ICBC), Tourism Vancouver, Tourism B.C., Pacific Rim Institute of Tourism, Vancouver International Airport Authority (VIAA), Vancouver Police Department, Pacific Traffic Education Centre, the Justice Institute of B.C. TaxiHost Centre, and, most important, nine taxicab companies chosen to represent the whole of the Greater Vancouver region. The Group's goals are "to elevate the level of service in the Greater Vancouver area to be among the best in the world; and to work with government and the taxi and tourism industries to develop and implement a standardized program that will ensure a consistent level of training and content for all drivers." The TaxiHost Advisory Group will also guide the introduction of the program in communities outside the Greater Vancouver region.

In 1996, Vancouver City Council voted to make the TaxiHost Level 1 program mandatory for drivers applying for 1997 Taxi Chauffeur Permits. The Vancouver International Airport Authority also requires drivers to complete TaxiHost Level 1 before issuing them an airport permit. The VIAA intends to make completion of TaxiHost Level 2 a requirement when that program is ready. (See "Advanced Courses and Exams.")

In 1996, the TaxiHost program was honoured with four international awards for program excellence and innovation. Two came from the Western Association of Convention and Visitor Bureaus, and two came from the Pacific Asia Travel Association, for program design. The program has also been

purchased by the Canadian Tourism Human Resources Council for adaptation across Canada.

## TaxiHost Levels

The Justice Institute began offering TaxiHost Level 1 courses in July 1995. By 1996, the JI had accepted over 2,300 applications and issued over 800 Level 1 Certificates. Three additional levels of TaxiHost are now being planned. A certificate for each level requires the completion of previous levels.

**Level 1: Driver** is an entry-level program involving applicant screening and 27 hours of classroom training: SuperHost – Taxicab Drivers, Road Sense Driving, and Taxi Industry and Local Knowledge. Current taxicab drivers from the GVRD can challenge this level by presenting acceptable credentials and passing a challenge exam.

**Level 2: Professional** will require completion of Level 1 and selected courses and exams, such as Accident Avoidance – Driving with Finesse (in-car training), Advanced Regional Geography, and Taxicab Driver Safety – Assault Avoidance.

**Level 3: Certified** will include a performance appraisal by a supervisor and an evaluation by an anonymous passenger. Level 3 will be implemented through the Pacific Rim Institute of Tourism.

**Level 4: Tour Guide** will include an examination meeting National Tour Guide Standards. It will also be implemented through the Pacific Rim Institute of Tourism.

## Level 1 Courses

Before registering in a Level 1 course, applicants must attend an assessment session at the Justice Institute and meet a number of entrance requirements for the program. Assessment sessions are held twice monthly and take approximately 1.5 hours, including tests. There is a \$25 fee for each applicant. For information, phone the TaxiHost Centre at 604/528-5808. Hours are Monday, Tuesday, and Wednesday from 8:00 am to 4:00 pm.

### Taxi Industry and Local Knowledge (#TAXI 110)

This course provides a review of taxi operations (pre- and post-trip inspections, money transactions, trip sheets, taxi stands, etc.), rules and regulations, disability awareness, dangerous goods awareness, driver safety, map book skills, and major routes and destinations within the GVRD. New drivers who develop an excellent knowledge of GVRD geography *before* entering this course will be in a better position to meet the high knowledge standards required for employment by some of the leading taxicab companies.

*(continued on next page)*

Length: 12 hours plus exam  
Date(s): Monthly, varying schedules  
Fee: \$65, which includes manual, map book, and booklet on transporting people with disabilities  
Instructor(s): Satvir Athwal, Peter Bryant, Dennis Donoghue, Jasbir Sandhu

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### Road Sense Driving (#TAXI 100)

This course helps drivers develop the key attitudes and road skills required to be a safe professional driver. Topics include: right-of-way, speed, intersection skills, parking lot skills, backing up, changing lanes, and assessing road, weather, passenger, and driver conditions. The course includes videotapes of traffic situations; the tapes were developed by the Pacific Traffic Education Centre, a joint venture of ICBC and the Justice Institute.

Length: 6 hours  
Date(s): Monthly, varying schedules  
Fee: \$35, which includes workbooks  
Instructor(s): Al Lund, Fred Pachal, Dave Reichert

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### SuperHost for Taxicab Drivers (#TAXI 120)

This course was developed by Tourism British Columbia and is an expansion of the SuperHost program originally developed for Expo 86. Topics include the importance of customer service skills, the importance of tourism in the provincial economy, making a positive first impression, tips for improving communication, serving customers with disabilities, handling customer concerns, effective listening, and managing change.

Length: 9 hours  
Date(s): Monthly, varying schedules  
Fee: \$50, which includes a workbook  
Instructor(s): Susan Bell, Dean Christy, Paul Jonson, Sylvia Mills, Jenni Pollitt, Tanis Sawkins, Kent Waugh

## Advanced Courses and Exams

Several advanced courses and exams are currently under development and are expected to be available in 1997. The Vancouver International Airport Authority will be making successful completion of the TaxiHost Advanced Regional Geography Tests a requirement before drivers will be licensed to pick up passengers at the airport.

## Courses in Other Communities

Road Sense Driving (#TAXI 100) and SuperHost for Taxicab Drivers (#TAXI 120) can be offered in other communities at cost. Taxi Industry and Local Knowledge (#TAXI 110) can also be offered following development of an appropriate local geography component. For a Level 1 Certificate to be issued outside the GVRD, acceptable language screening procedures and standards would have to be developed. Interested communities or companies should telephone the TaxiHost Centre at 604/528-5808, or fax 604/528-5806.

## Instructors

TaxiHost instructors are selected from the taxi, tourism, and professional driving communities.

# Other Justice Institute Courses

## Computer

*The following computer courses are designed to give participants practical, hands-on training. They are open to anyone who wants to develop computer operating skills. Classes will be in session from 9:00 am to 4:00 pm. Class size will be limited to 12 to allow individualized instruction. Each participant will have an individual workstation equipped with a 486 computer with a colour monitor. Course fee includes a manual.*

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

**Courses are scheduled on a regular monthly basis. For courses scheduled beyond March 31, 1997, please contact the Registration office at 604/528-5590.**

For information about course content, contact Margot D'souza, Corrections Academy, at 604/528-5546.

### **Introduction to Windows 3.11 (#CORR405)**

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

Length: One full day  
Date(s): **January 13**  
              **February 10**  
              **March 10**  
Fee: \$140

### **Introduction to Windows 95 (#CORR427)**

This course introduces the new Windows 95 operating system. Participants will learn to use the Explorer and My Computer to create folders and to move, copy, and delete files. Differences between Windows 3.11 and Windows 95 will also be covered. **Prerequisite(s):** Basic keyboarding skills.

Length: One full day  
Dates(s): **January 13**  
              **February 10**  
              **March 10**  
Fee: \$140

### **Word for Windows Level I (#CORR419)**

This course covers the basic functions of Word for Windows. On completion of the course, participants will be able to create and edit documents, save and open files, print and format text, use tab settings and the spell checker, as well as insert page numbers. **Prerequisite(s):** Introduction to Windows 3.11.

Length: Two full days  
Date(s): **January 14-15**  
              **February 11-12**  
              **March 11-12**  
Fee: \$235

### **Word for Windows Level II (#CORR422)**

The more advanced functions of Word will be covered in this course. Participants will learn to create headers and footers, merge documents, set up tables and columns, and create graphics. **Prerequisite(s):** Word for Windows Level I.

Length: Two full days  
Date(s): **January 29-30**  
              **February 25-26**  
              **March 24-25**  
Fee: \$235

### **Word for Windows Level III (#CORR423)**

Participants will polish off their Word skills by working with frames, creating forms, customizing shortcut keys, and learning some desktop publishing tips. **Prerequisite(s):** Word for Windows Level II.

Length: One full day  
Date(s): **February 20**  
Fee: \$140

### **WordPerfect 6.1 Level I for Windows (#CORR428)**

This course is designed to introduce users to the WordPerfect for Windows program. The course covers basic functions such as creating documents, saving and retrieving, printing, enhancing text, using the spell check feature, and searching and replacing text. **Prerequisite(s):** Introduction to Windows 3.11.

Length: Two full days  
Date(s): **January 27-28**  
              **March 11-12**  
Fee: \$235

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### WordPerfect 6.1 Level II for Windows (#CORR429)

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The more advanced functions of WordPerfect will be covered in this course. Participants will learn the merge process, graphics, tables, columns, setting up headers and footers, and how to work with long documents. There will also be an introduction to macros. **Prerequisite(s):** WordPerfect 6.1 Level I for Windows.

Length: Two full days  
Date(s): **February 18-19**  
**March 18-19**  
Fee: \$235

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### Internet Training (#CORR430)

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Participants will be introduced to the Internet using a fast digital connection. They will learn the history of the Internet, how to send e-mail messages via Eudora, how to surf the World Wide Web with Netscape Navigator, and how to read news-groups using Free Agent. **Prerequisite(s):** Introduction to Windows 3.11 or Windows 95.

Length: One full day  
Date(s): **January 16**  
**February 27**  
**March 25**  
Fee: \$140

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### Design Your Own Web Page! (#CORR432)

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Participants will use Netscape Navigator and Notepad to create their own Web page and to view Web files. They will learn character and paragraph formatting, how to apply graphics and horizontal rules, and how to anchor links. Design issues will be discussed, as well as Web page maintenance. **Prerequisite(s):** Introduction to Windows 3.11 or Windows 95.

Length: One full day  
Date(s): **February 13**  
**March 24**  
Fee: \$140

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### Advanced Web Design (#CORR433)

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Participants will use FrontPage to create Web files, then Netscape Navigator to view them. Participants will learn to create tables, change background colour, create background graphics, wrap text around graphics, and use multimedia on the World Wide Web. Other HTML editors, such as HotDog and Internet Assistant, will be discussed. **Prerequisite(s):** Design Your Own Web Page! (#CORR432).

Length: One full day  
Date(s): **February 24**  
Fee: \$140

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### Using the Internet as a Marketing Tool (#CORR434)

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Participants will learn how they can use the World Wide Web as a marketing tool. Strategies and limitations for advertising will be discussed. This course is an excellent opportunity for business people to explore the advantages of using the Internet. **Prerequisite(s):** Internet Training (#CORR430) or experience using the Internet.

Length: One full day  
Date(s): **February 3**  
**March 13**  
Fee: \$140

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### Using the Internet for Research (#CORR435)

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Participants will learn how to use search engines such as OpenText, Alta Vista, and Lycos to locate useful information on the Internet. Government, legal, financial, library, news, and corporate resources will also be covered. The session will end with a 20-question "Internet Treasure Hunt." **Prerequisite(s):** Internet Training (#CORR430) or experience using the Internet.

Length: One full day  
Date(s): **January 22**  
**March 3**  
Fee: \$140

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### Excel Level I (#CORR421)\*

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Participants will enjoy this user-friendly spreadsheet program. The basic functions, such as creating and editing worksheets; entering data and formulas; and saving, opening, and printing worksheets, will be covered. **Prerequisite(s):** Introduction to Windows 3.11.

Length: Two full days  
Date(s): **January 20-21**  
**March 4-5**  
Fee: \$235

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### Excel Level II (#CORR424)\*

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This level of Excel explores the use of various functions, how to deal with multiple worksheets, database functions, and macros. **Prerequisite(s):** Excel Level I.

Length: One full day  
Date(s): **February 4**  
**March 19**  
Fee: \$140

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### PowerPoint for Windows Level I (#CORR425)

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This user-friendly presentation program allows participants to plan, create, and format slides for a presentation. **Prerequisite(s):** Introduction to Windows 3.11.

Length: One full day  
Date(s): **February 5**  
**March 6**  
Fee: \$140

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## PowerPoint for Windows Level II (#CORR431)

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In this advanced session of PowerPoint, participants will spend more time on creating, enhancing, and manipulating graphs and flowcharts; creating slide masters; and linking files from other programs with PowerPoint. Participants will spend time creating professional-looking presentations. **Prerequisite(s):** PowerPoint for Windows Level I.

Length: One full day

Date(s): **February 17**

**March 17**

Fee: \$140

## CorelDraw (#CORR426)

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Use this wonderful program to enhance your work with graphic images and display type. Participants will learn to create drawings; add and manipulate text; stretch, skew, rotate, and mirror objects; change outlines; fill objects with colours; import and export drawings; and print. **Prerequisite(s):** Introduction to Windows 3.11.

Length: One full day

Date(s): **January 23**

**March 20**

Fee: \$140

## Fire Safety

### Introduction to the Fire Service (#FS002)

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This course allows students to explore the possibility of a career in the fire service. Over a weekend, fire service professionals will present topics relevant to the fire service. Topics may include: Career Planning, Physical Testing for the Fire Service, Safety and Equipment, Fire Prevention Inspection, Dangerous Goods, Fire Department Perspective, Critical Incident Stress, and Fire Service Organization. Enrolment is limited to 60 participants.

Length: 2 days plus 2 evenings (Thursday and Friday evening, all day Saturday and Sunday)

Location: Justice Institute of B.C.

Date(s): Call the Registration office at 604/528-5589 for the dates of the next scheduled course.

Fee: \$185

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

### Introduction to the Fire Service: Field Exercises (#FS003)

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This course is the second phase of FS002. Topics include: Fire Behaviour, Safety and Protective Clothing, Extinguishers (with live fire training), Self-Contained Breathing Apparatus, and Hose and Nozzle familiarization. Class size is limited to 12. **Prerequisite(s):** Completion of Introduction to the Fire Service (#FS002).

Location: Safety Training Centre, Maple Ridge, B.C.

Date(s): A waiting list is maintained for this course. Call the Registration office at 604/528-5589.

Fee: \$240

Instructor(s): Fire Academy instructors

## Distance Education Courses

People registered in distance education courses will have access to a knowledgeable tutor by telephone and correspondence throughout the course. Courses are co-sponsored by the Career and Community Studies Division and the Fire Academy. (**Note:** Fire service personnel in B.C. should contact the Fire Academy directly to obtain these and other self-study courses.)

### Fire Safety at Work (#DE-02)

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Designed in the distance education format and developed in cooperation with the Open College component of the Open Learning Agency, this course is 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. The course will be offered in classroom format if there is sufficient demand.)

Length: 120 self-study hours

Fee: \$250

### Basic Fire Science (#DE00 or #NC-02)

This course is 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 study of basic chemical and physical principles underlying fire and dangerous goods behaviour in emergency situations. Topics include vapour pressure and combustion, elements of fire suppression, and general methods of fire control.

Length: 40 self-study hours (#DE00), or six 2-hour classroom sessions offered at least twice a year (#NC-02)

Fee(s): \$165 (#DE00); \$195 (#NC-02)

### Technical Math (#DE05)

This course presents the basic math skills needed for fire flow calculations, such as volume and surface area, and provides frequent opportunities to apply the information to practical situations. Units include whole numbers, fractions and decimals, percentages, averages, algebraic equations, powers and square roots, ratios and proportions, and measurements of length, area, and volume. **Prerequisite(s):** Basic skills in addition, subtraction, multiplication, and division. (The course will be offered in classroom format if there is sufficient demand.)

Length: 40 self-study hours

Fee: \$165

## Private Security Program

The *Private Security Program* of the Police Academy at the Justice Institute of B.C. is designed to provide instruction to the private security industry for application in most general security settings. It has been developed to meet the needs of both prospective security personnel and those presently working in the industry.

### New Government Security Training Requirements

Mandatory pre-licensing training is now required for B.C. Government-licensed security patrol (guard) and armoured car guard personnel. The new training requirements, **Basic Standards Training 1** and **Basic Standards Training 2**, are offered by the Justice Institute of B.C. in the **Basic Private Security Training** course. This course is 10 days in length and consists of instruction in the areas of security theory, operations, personal safety, and first aid. It is designed for individuals

requiring entry-level training in the private security industry, and exceeds the new mandatory training requirements.

The **Basic Armoured Car Guard Course** is now mandatory as pre-entry training for this industry. The Justice Institute is the sole provider of this training in B.C.

Security courses for specific security environments, such as **Crime Prevention Through Environmental Design**, **Campus Security Training Program**, and supervisory training are available upon request. Specialized courses are available for organizations with specific security training needs. Basic security programs, including weekend programs, are ongoing.

*The Justice Institute of B.C. is the training administration agency for the Security Programs Division of the Ministry of Attorney General.*

**For more course information, contact the Police Academy at 604/528-5753. To register, call the Registration Office at 604/528-5590.**

## Professional Health Programs



The Professional Health Programs division of the Paramedic Academy offers continuing medical education for physicians, nurses, and pre-hospital care providers. Training is available at the Justice Institute and, on a contract basis, to organizations and businesses that would like to run a course in their community.

Faculty are all qualified instructors: physicians, nurses, and paramedics who currently practice in the emergency or critical care field throughout British Columbia. Most courses have a pre-reading requirement and consist of a combination of theory and small-group practice sessions. The courses below marked with an **asterisk (\*)** have an instructor/student ratio of 1:6 to ensure individualized attention.

Professional Health Programs will be offering the following courses between January and August 1997:

- Advanced Cardiac Life Support (ACLS) Provider\*
- Advanced Cardiac Life Support (ACLS) Update\*
- Advanced Cardiac Life Support (ACLS) Instructor\*
- Basic Trauma Life Support (BTLS) Basic\*
- Basic Trauma Life Support (BTLS) Advanced\*
- Basic Trauma Life Support (BTLS) Instructor\*
- Cardiac Arrest Management (CAM): ACLS Prep\*

- Confined Space and Crush Injury Medicine\*
- CPR Instructor\*
- CPR Instructor Update
- Dysrhythmia Interpretation: Introductory ACLS
- First Line Trauma Management for Physicians
- Geriatric Mental Health Emergencies
- Pediatric Advanced Life Support\*

**IMPORTANT:** ACLS and PALS are recognized for continuing education credits by both the British Columbia College of Family Physicians and the Canadian Society of Respiratory Therapists. BTLS is recognized by the National Emergency Nurses' Affiliation.

In addition to the ongoing courses listed above, Professional Health Programs has the expertise to design customized courses to fit the specific requirements of clients, both locally and internationally.

For dates and detailed information on any of our courses, please contact Professional Health Programs at:

Telephone: 604/528-5727  
Fax: 604/528-5715  
E-mail: [php@jibc.org](mailto:php@jibc.org)

## Charting New Waters Violence Against Women with Disabilities Video and Facilitator's Guide

This 35-minute video with accompanying facilitator's guide has been designed to raise awareness of the barriers and issues faced by women with disabilities when they try to end the violence in their lives. The video combines interviews with disability advocates and criminal justice personnel with three dramatic vignettes portraying women with disabilities who have experienced or are currently experiencing violence in their lives.

Price for non-profit and community organizations: \$65

Price for libraries and educational institutions: \$75

## Critical Incident Stress Debriefing Video and Facilitator's Guide

This award-winning video shows a fictitious critical incident and illustrates the stages of critical incident stress support that precede and follow it. The revised facilitator's guide provides information and instructional strategies to deliver an introductory workshop.

Price in B.C.: \$75

Price out-of-province: \$100

**Warning:** This video contains language that may be offensive to some viewers.

*To order, please complete the order form below and mail it, together with a cheque or purchase order for the correct amount, to the address on the order form. Prices include GST, shipping, and handling.*

*For more information about either of these packages, please contact Interdisciplinary Studies at 604/528-5632.*

### VIDEO AND FACILITATOR'S GUIDE ORDER FORM

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Company/agency \_\_\_\_\_

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No. of copies

☐ Charting New Waters \_\_\_\_\_

☐ Critical Incident Stress Debriefing \_\_\_\_\_

Amount enclosed \_\_\_\_\_

Please send orders to:

Interdisciplinary Studies  
Justice Institute of B.C.  
715 McBride Boulevard  
New Westminster, B.C. V3L 5T4

*A cheque or purchase order for the correct amount must be enclosed with your order. Make cheque payable to the Justice Institute of B.C.*



Out of consideration for the environment and to reduce costs, we continually update our mailing lists. If you receive duplicate copies of the calendar, please send us the bottom half of this page (original or photocopy) from each extra calendar. Mark the labels you want deleted, or indicate any corrections to your name or address you want made. Send labels to: CCS Mailing List  
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V3L 5T4; or fax 604/528-5640.

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