

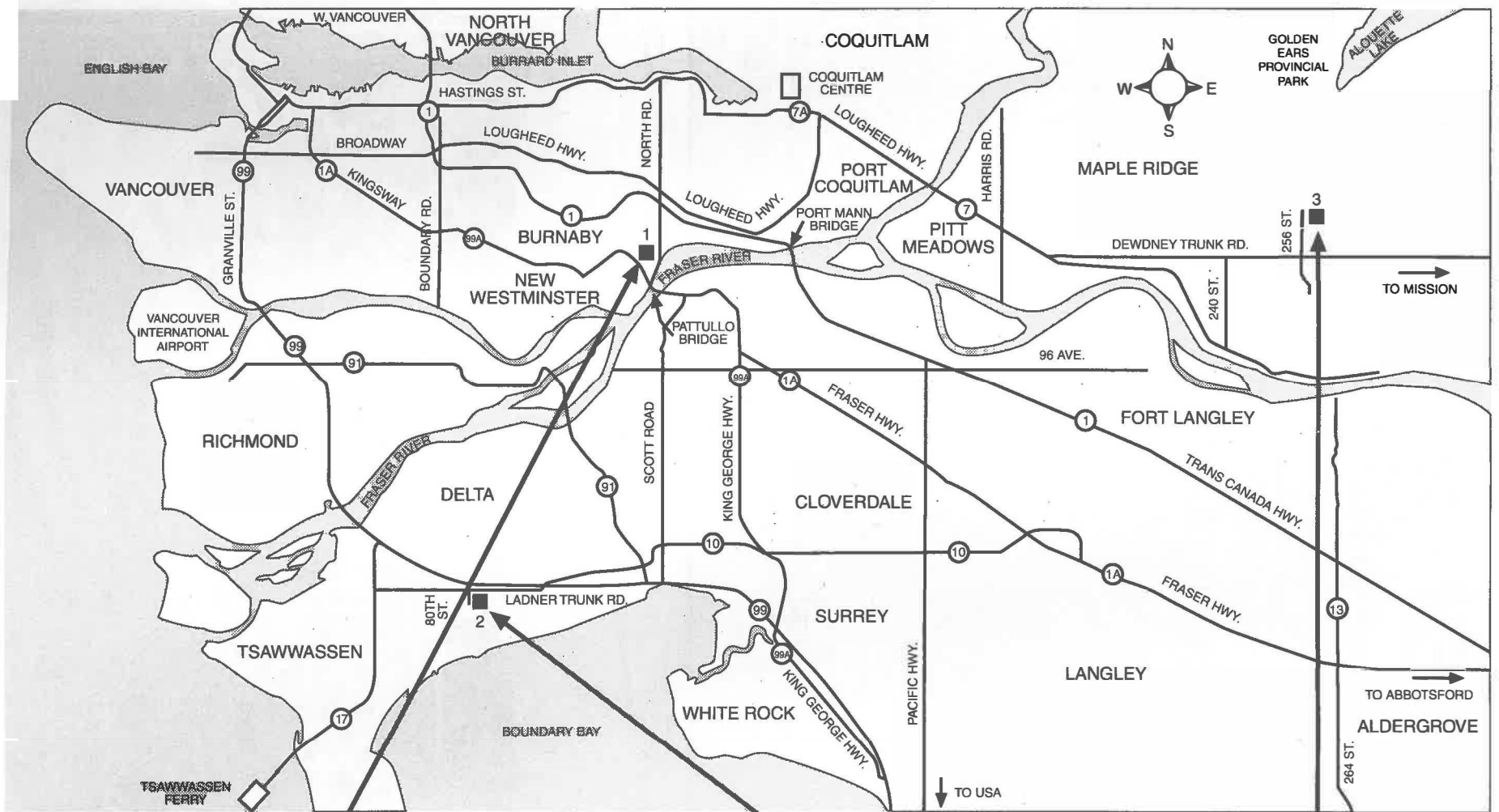
**JJ
JUSTICE
INSTITUTE
OF B.C.**

CAREER AND COMMUNITY STUDIES CALENDAR

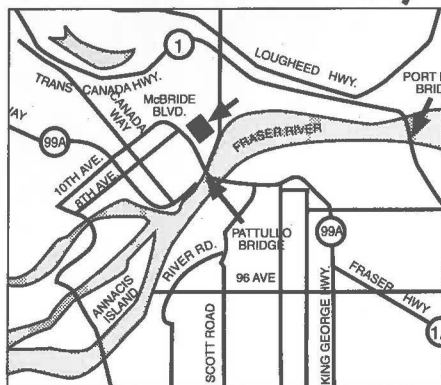
JANUARY TO AUGUST
1998

**Centre for Conflict Resolution Training
Interdisciplinary Studies**





1. JUSTICE INSTITUTE Main Campus



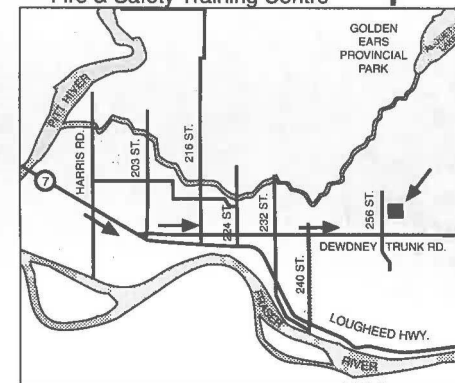
715 McBride Blvd.
New Westminster
BC V3L 5T4
Telephone:
(604) 525-5422
Facsimile:
(604) 528-5653

2. JUSTICE INSTITUTE Pacific Traffic Education Centre



Boundary Bay
Airport
Telephone:
(604) 528-5805
Facsimile:
(604) 525-5806

3. JUSTICE INSTITUTE Fire & Safety Training Centre



13500 -
256th Street
Maple Ridge
BC V4R 1E2
Telephone:
(604) 462-1000
Facsimile:
(604) 462-9149

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Career and Community Studies Staff

Vice President's Office

Pat Ross, Vice Presidentpross@jibc.bc.ca; (604)528-5635
 Graham Brown, Supervisor of Administrative
 Servicesgbrown@jibc.bc.ca; (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
 Jacqueline Friend, Administrative Assistant (604)528-5612
(For a complete staff list, see page 6.)

Interdisciplinary Studies

Shelley Rivkin, Program Director (604)528-5628
 Dennette Retel, Administrative Assistant (604)528-5632
(For a complete staff list, see page 27.)

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

Registration

It's easy to register!



Justice Institute of B.C.
715 McBride Boulevard
New Westminster, B.C. V3L 5T4
Attn: Registration Office



In person: 8:00 am – 5:00 pm,
Monday to Friday



By phone: (604)528-5590; TDD/TTY: (604)528-5655
(8:30 am – 4:30 pm, Monday to Friday)



By fax: (604)528-5653

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 taxable income if the total amount exceeds \$100 for the year. Income tax receipts will be issued in February 1999 for all 1998 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 “not sufficient funds.”

Course cancellations

A full refund of tuition fees will be issued for courses cancelled by the Justice Institute. In every case, as much advance notice as possible will be provided. 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.

Address or name change

If your name or address has changed since you last registered for a course at the Justice Institute, please indicate this on the registration form so that we can update your student file.

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.

In the event of a postal strike, please register by phone, by fax, or in person.

REGISTRATION FORM

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

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

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If **NO**, please provide us with the day and month of your birth: _____

Have you moved recently? If so, we need your new address. If you have changed your name, we need your previous and current names.
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 ()
DISABILITIES/SPECIAL REQUIREMENTS (PLEASE DESCRIBE): _____		
ARE YOU OF ABORIGINAL HERITAGE? <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
Note: Courses are GST-exempt. Fee payment should be submitted with this form.			TOTAL FEE

ENCLOSED IS MY COURSE FEE PAYMENT BY:

☐ Cheque or money order. Cheque issued by: _____

☐ MasterCard

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 Exp.

--	--

☐ VISA

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 Exp.

--	--

Authorization Number _____

Name of Cardholder _____

☐ 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

PLEASE USE ONE REGISTRATION FORM PER STUDENT. PHOTOCOPY THIS FORM FOR USE BY EACH ADDITIONAL STUDENT.

Centre for Conflict Resolution Training

Whom to Contact

Justice Institute of B.C. General Inquiries (604) 525-5422
Registration Office (604) 528-5590
Library (604) 528-5599

Course Calendar and Satellite Location Course Listings

Meenpal Basi, Career and Community Studies (604) 528-5608

General Information – Conflict Resolution Certificate Program

Jacqueline Friend, Administrative Assistant jfriend@jibc.bc.ca (604) 528-5612
Cindy Teather, Program Assistant cteather@jibc.bc.ca (604) 528-5610
Carolyn Eyres, Program Assistant ceyres@jibc.bc.ca (604) 528-5611
Lorraine Savidan, Program Assistant lsavidan@jibc.bc.ca (604) 528-5683

Satellite Locations

Maureen Carroll, Program Planner mcarroll@jibc.bc.ca (604) 528-5617

Contract Courses

Karen Falk, Program Planner kfalk@jibc.bc.ca (604) 528-5615
Kendra McEown, Program Planner kmceown@jibc.bc.ca (604) 528-5616

Exemptions, Career Orientation

Nym Hughes, Program Coordinator nhughes@jibc.bc.ca (604) 528-5622

Assessments

Lorraine Savidan, Program Assistant lsavidan@jibc.bc.ca (604) 528-5683
Nym Hughes, Program Coordinator nhughes@jibc.bc.ca (604) 528-5622

Program Guidance

Karen Falk, Program Planner kfalk@jibc.bc.ca (604) 528-5615
Kerry Gruber, Program Planner kgruber@jibc.bc.ca (604) 528-5618
Kendra McEown, Program Planner kmceown@jibc.bc.ca (604) 528-5616
Maureen Carroll, Program Planner mcarroll@jibc.bc.ca (604) 528-5617

Family Mediation

Lee Turnbull, Program Coordinator lturnbull@jibc.bc.ca (604) 528-5614

First Nations Negotiation Skills Certificate Program

Marg Huber, Program Director mhuber@jibc.bc.ca (604) 528-5613
Jacqueline Friend, Administrative Assistant jfriend@jibc.bc.ca (604) 528-5612
Clifford White, First Nations Negotiations
Training Liaison (604) 929-3455
Karen Falk, Program Planner (Contracts) kfalk@jibc.bc.ca (604) 528-5615

JUSTICE INSTITUTE OF B.C. OUR VALUES

Student-Centred

Our programs, courses and services focus on providing practical job-oriented skills to meet the learning and developmental needs of our students.

Accessible

We believe learning and employment opportunities should be equitable and available to all.

Innovative

We believe new ideas and new ways of providing learning build on our successes, and ensure flexibility and creativity.

Positive and Supportive

We strive to maintain a positive, supportive and safe learning and working environment.

Quality-Driven

We are committed to excellence and continuous improvement, reflecting the highest standards in justice and public safety.

Conflict Resolution Training at the Justice Institute

Training Offered

The Centre for Conflict Resolution Training provides interest-based dispute resolution training through open registration courses, both on campus and at satellite locations across B.C. (see page 18). We also offer training on a contract basis and can design or tailor training to meet specific needs (see next column).

Established in 1986, the Centre is well known in North America for providing comprehensive and high quality training. Courses can be taken individually (provided prerequisites are met) or applied towards a Certificate in Conflict Resolution or a First Nations Negotiation Skills Certificate. The First Nations Negotiation Skills Certificate is also offered on a contract basis to First Nations Tribal Councils or Bands (see page 20). In order to receive a certificate, all required course work must be completed and a skills assessment passed.

Training Format

The training is experiential and skills building, using group work and role-play with feedback as primary instructional methods. Instructors provide a supportive environment and a theoretical framework on which to base the conflict resolution skills; coaches are used to give individualized feedback. The courses are generally limited to 20 participants for a small student-to-instructor/coach ratio.

Instructional Team

Our instructors and coaches are dispute resolution specialists who bring experience and skills from business, education, law, counselling, and human relations backgrounds. Many are also mediation practitioners.

Participants

Participants represent a diverse mix of personal and professional backgrounds from the public and private sectors as well as community-based organizations. Most students are from B.C.; others come from across Canada, the U.S., and overseas.

Satellite Locations

Courses in the Justice Institute Conflict Resolution Certificate Program are offered at various locations **throughout B.C.** Our instructors and coaches travel to these locations to deliver the training, and the local community organization or community college acts as host.

For information regarding courses being offered at our downtown Vancouver location, please refer to the course descriptions for our Lower Mainland sites (starting on page 9). For information regarding courses being offered at our out-of-town sites, please refer to the Satellite Locations and Course Listings section found after the course descriptions for our out-of-town sites (page 18).

For further information on satellite locations, please contact **Maureen Carroll** by e-mail: mc Carroll@jibc.bc.ca; fax: (604)528-5640; or telephone/voice mail: (604)528-5617.

Contract Training

Training is available on a contract basis to groups that would like courses brought to their site, both locally and out-of-town. Courses offered on a contract basis can be those already developed, or they can be designed or tailored to the specific needs of the group. Examples of situations/issues that participants face in their day-to-day work can be incorporated into the training and used during role-play practice. Participants in contract courses will receive credit in the Conflict Resolution Certificate Program. The type of credit will depend on the content of the course. 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 or **Kendra McEown** at (604)528-5616.

Working in the Dispute Resolution Field

We offer career orientation sessions to help individuals plan their course work and to provide information about the dispute resolution field. For date/location information, call Reception at (604)528-5608.

Several professional practitioner organizations have recently set standards for mediators. The Centre is committed to providing the classroom training components that will meet these standards. For more information on a career in mediation, the applicable standards, and the certification process, contact the following organizations:

- The Mediation Development Association of B.C. – (604)524-4552
- B.C. Arbitration and Mediation Institute – (604)736-6614
- Family Mediation Canada – (519)836-7750
- Society of Professionals in Dispute Resolution, B.C. Chapter – (604)739-7002

Certificate in Conflict Resolution

The Certificate in Conflict Resolution is a 210-hour (30-day) program that is intended to be taken over a period of one to three years to allow for the integration of skills. The program is made up of five required core courses totalling 119 hours (17 days) and 91 hours (13 days) of electives. The 210 hours are based on full attendance at all courses. (See "Course Progression" in the next column for the order in which to take the courses.) To receive the Certificate in Conflict Resolution, students must successfully complete a competency-based assessment in conflict resolution/negotiation.

Admission to the Program

There is an application process for the Conflict Resolution Certificate Program. You do not have to apply for admission prior to taking a course. 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 be credited towards the Certificate Program. You must be enrolled in the Certificate Program to take the assessment.

For an application package, please contact the Centre at (604)528-5608. To request candidacy, please submit your completed application form with a \$75 program application fee to **Cindy Teather**, Program Assistant, Centre for Conflict Resolution Training.

Core Courses (page 9)

- Dealing with Interpersonal Conflict (CR110A) *(formerly CR100) or Resolving Conflict in the Workplace (CR110B) (formerly CR763)*
- Dealing with Anger (CR200)
- Negotiation Skills Level I (CR260) *(formerly CR500)*
- Mediation Skills Level I (CR250) *(formerly CR300)*
- Negotiation Skills Level II (CR360) *(formerly CR600)*

Core courses provide a theoretical framework and emphasize skill development. Course learning objectives are achieved through instructor presentations and demonstrations, large and small group exercises, discussions, and structured practice sessions. The last day of each core course consists of small group videotaped role-play sessions facilitated by trained coaches. Students are encouraged to bring a VHS videotape to record their simulations.

Electives (page 11)

Electives allow for skill building in areas of your choice and an opportunity to focus on specialized areas such as family mediation, business, and group work.

Course Progression

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

- Critical Skills for Communicating in Conflict (CR102) *(formerly CR735) (elective)*
- Dealing with Interpersonal Conflict (CR110A) *(formerly CR100) or Resolving Conflict in the Workplace (CR110B) (formerly CR763)*

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

- Dealing with Anger (CR200), Negotiation Skills Level I (CR260) *(formerly CR500)*, Mediation Skills Level I (CR250) *(formerly CR300)*, and 91 hours of Electives

Continue with:

- Negotiation Skills Level II (CR360) *(formerly CR600)*
- Conflict Resolution/Negotiation Assessment "Reality Check" (CR910) *(formerly CR842)*

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

- Conflict Resolution/Negotiation Skills Assessment (CR950) *(formerly CR599)*

Course Exemptions

You may request that training in conflict resolution taken outside the Justice Institute be considered for equivalency credit, 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 three weeks for processing of your exemption request.* Contact Nym Hughes at (604)528-5622.

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. Check the video monitor by the main reception desk for your classroom number.

ATTENDANCE

Participation in class activities is essential to achieving course learning objectives; *participants must therefore attend each*

course in its entirety. Enrol early, as many courses fill well in advance.

PARKING

Parking at the JI campus is free of charge.

LIBRARY

All students attending courses at the JI are welcome to use the library. The library is open from 8:00 am to 5:00 pm, Monday to Friday, and library staff are available to provide reference services. A screening room is available for viewing audio-visual items, and an audio-visual catalogue can be purchased for \$7. Photocopy charges are 20 cents a page. While any student may use the library, borrowing privileges are limited to students enrolled in the Conflict Resolution Certificate Program. Others may borrow through interlibrary loan. Contact the librarian at your ministry, office, community college, university, or public library.

FOOD ON CAMPUS

Cafeteria hours of operation are from 6:30 am to 4:00 pm Monday through Friday. Vending machines are located in the atrium. Food is not permitted in the classrooms.

PAY PHONES

Pay phones are located on the ground floor of the building.

STUDENT MESSAGE/BULLETIN BOARD

A general student message/bulletin board is located on the ground floor leading to the cafeteria. For information about the conflict resolution field and to sign up for assessment practice groups, see the Conflict Resolution bulletin board on the second floor of the classroom block.

INSTRUCTOR SUBSTITUTIONS AND LOCATION CHANGES

It may be necessary to substitute a different instructor for the courses listed. Every effort will be made to ensure that the instructor will be as indicated. The Centre also reserves the right to change the location of any course due to space restrictions on campus. Participants will be notified of changes in course location at least one week before the course starting date.

VIDEOTAPES

Students are encouraged to bring a VHS videotape to record their practice sessions in core courses. Blank video cassettes can be purchased at the JI Library for \$5.

REFUNDS

Registration fees are refundable provided notification of cancellation or transfer is received by the Registration Office at least seven calendar days before the course/assessment date.

Refunds are subject to an administrative charge of \$25. *This policy also applies to assessments.*

REDUCE, REUSE, RECYCLE

In support of the JI's "Green Policy," you are encouraged to bring your own "travel mug" for beverages, and to use designated containers for recycling aluminum cans, bottles, and paper.

The Centre for Conflict Resolution Training has a new database system. As part of the conversion, we have changed all of our course numbers. Courses in this calendar are listed under their new numbers, with their old numbers included for your reference. All of the courses you have already taken under the old numbers will be credited to you. **Please double-check to ensure that you do not accidentally take the same course twice!**

Certificate in Conflict Resolution Course Descriptions

Core Courses

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

Dealing with Interpersonal Conflict (CR110A)*

(Formerly 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 examines conflict attitudes and beliefs, conflict theory, defensiveness, and the role of assumptions and emotions. It includes specific concepts and skills useful in resolving interpersonal conflicts. Emphasis is on increasing self-awareness and skill development through structured exercises and simulation. Videotape will be used on the final day. **This course is equivalent to CR110B and is a prerequisite for all other core courses. Take either CR110A or CR110B, not both.**

Length: Three days (21 hours)

Date(s): **January 27-29**, Joan Balmer
February 11-13, Wendy Hilliard
March 4-6, Jim Toogood
March 18-20, Joan Balmer
April 15-17, Wendy Hilliard
April 29 – May 1, Ron Monk
May 20-22, Mario Govorchin
June 9-11, Kelly Henderson
July 14-16, Jill Schroder

(continued on next page)

July 20-22, Jill Schroder; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver
August 4-6, Kelly Henderson
August 24-26, Kelly Henderson

Fee: \$350

Resolving Conflict in the Workplace (CR110B)

(Formerly 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 communication, and collaborative conflict resolution. This course will be of particular value to managers and supervisors who wish to expand their leadership skills. **This course is equivalent to CR110A and is a prerequisite for all other core courses. Take either CR110A or CR110B, not both.**

Length: Three days (21 hours)

Date(s): **January 19-21**, Jim Toogood

January 26-28, Ed Jackson; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver

February 2-4, Kelly Henderson

February 25-27, Nancy McPhee

March 16-18, Jill Schroder

March 24-26, Gary Harper

April 1-3, Joan Balmer

April 21-23, Nancy McPhee

April 27-29, Gary Harper; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver

May 19-21, Deborah White

June 17-19, Joan Balmer

July 6-8, Joan Balmer

July 22-24, Gary Harper

August 12-14, Jim Toogood

August 18-20, G. Harper

Fee: \$350

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 CR110A/CR110B, 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): CR110A or CR110B.**

Length: Three days (21 hours)

Date(s): **January 21-23**, Mario Govorchin

February 4-6, Stacey Holloway

March 9-11, Joan Balmer; at **BCIT Downtown Education Centre**, 555 Seymour Street (at

Dunsmuir), Vancouver

March 11-13, Wendy Hilliard

April 6-8, Elizabeth Azmier-Stewart

April 27-29, Joan Balmer

May 5-7, Nancy McPhee

May 27-29, Joan Balmer

June 8-10, Elizabeth Azmier-Stewart

June 15-17, Mario Govorchin; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver

June 22-24, Stacey Holloway

July 8-10, Mario Govorchin

July 28-30, Stacey Holloway

August 11-13, Nancy McPhee

August 17-19, Nancy McPhee; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver

August 25-27, Joan Balmer

Fee: \$350

Mediation Skills, Level I (CR250)*

(Formerly CR300) Mediation is a practical method for helping other people resolve their conflicts and attain mutually satisfactory 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): CR110A or CR110B.**

Length: Three days (21 hours)

Date(s): **January 26-28**, Karen Haddigan

February 16-18, Elizabeth Azmier-Stewart

March 2-4, Kelly Henderson

March 23-25, Karen Haddigan

April 1-3, Deborah White; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver

April 14-16, Ed Jackson

May 13-15, Elizabeth Azmier-Stewart

June 10-12, Ron Monk

July 8-10, Karen Haddigan; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver

July 13-15, Kelly Henderson

August 5-7, Ed Jackson

August 19-21, Deborah White

Fee: \$350

Negotiation Skills, Level I (CR260)

(Formerly 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. **Required reading:** *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd ed., 1992. **Prerequisite(s):** CR110A or CR110B.

Length: Three days (21 hours)

Date(s): **January 20-22**, Wendy Hilliard
February 9-11, Deborah White
February 16-18, Kelly Henderson; at BCIT
Downtown Education Centre, 555 Seymour Street
(at Dunsmuir), Vancouver
February 24-26, Gary Harper
March 10-12, Ron Monk
April 7-9, Ron Monk
May 4-6, Wendy Hilliard
May 21-23, Elizabeth Azmier-Stewart
May 25-27, Wendy Hilliard; at BCIT Downtown
Education Centre, 555 Seymour Street (at
Dunsmuir), Vancouver
June 1-3, Ron Monk
June 24-26, Ron Monk
July 21-23, Deborah White
August 17-19, Mario Govorchin

Fee: \$350

Negotiation Skills, Level II (CR360)

(Formerly 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. **Required reading:** *Getting Past No* by William Ury. **Prerequisite(s):** CR110A or CR110B, CR200, CR250, CR260.

Length: Five days (35 hours)

Date(s): **January 28-30 & February 2-3**, Michael Fogel
March 5-6 & 9-11, Dale Zaiser
April 16-17 & 20-22, Mario Govorchin
May 25-29, Dale Zaiser
June 17-19 & 22-23, Karen Haddigan
July 13-17, Deborah White
July 28-30 & August 4-5, Mario Govorchin
August 24-28, Dale Zaiser

Fee: \$575

Elective Courses

Asserting Yourself Under Pressure (CR104)*

(Formerly 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:** CR110A or CR110B to be taken prior to this course.

Length: Two days (14 hours)

Date(s): **January 29-30**, Nancy McPhee; at BCIT Downtown
Education Centre, 555 Seymour Street (at
Dunsmuir), Vancouver
February 12-13, Mario Govorchin
March 2-3, Mario Govorchin
March 30-31, Nancy McPhee
April 14-15, Jill Schroder
May 11-12, Gary Harper
June 1-2, Mario Govorchin
June 25-26, Jill Schroder
July 20-21, Nancy McPhee

Fee: \$250

Critical Skills for Communicating in Conflict (CR102)*

(Formerly 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 practised in short exercises involving conflict situations. Specific skills include: non-judgmental listening, clarifying, questioning, reframing, and assertive, non-defensive communication. **Prerequisite(s):** none.

Length: Two days (14 hours)

Date(s): **January 15-16**, Jill Schroder
February 19-20, Elizabeth Azmier-Stewart
March 9-10, Deborah White
March 26-27, Mario Govorchin
April 14-15, Gary Harper
May 21-22, Ed Jackson
June 15-16, Wendy Hilliard
July 2-3, Gary Harper
July 27-28, Nancy McPhee
August 10-11, Mario Govorchin

Fee: \$250

Criticism: How to Give and Receive It (CR206)*

(Formerly CR706) Critiquing the work or behaviour of others can be one of the most difficult tasks that we perform. As individuals, colleagues, supervisors, and managers, we are often called upon to give criticism. If done well, it can be an opportunity for growth and increased understanding. If done poorly, it can damage relationships, limit opportunities, and increase stress. In this course, participants will explore and practise the essential elements of giving and receiving constructive criticism. **Prerequisite(s):** CR110A or CR110B.

Length: Two days (14 hours)
Date(s): **February 16-17**
June 25-26
Fee: \$250
Instructor(s): Deborah White

Handling Conflict on the Telephone (CR101)

Dealing with angry people and trying to resolve conflict over the phone can be particularly challenging. This one-day course will focus on learning and practising effective para-verbal and verbal skills for defusing anger and resolving conflict, with an emphasis on the use of the voice. The course will be of interest to people who want to develop more skills for responding effectively to anger and conflict over the phone, and will be of particular interest to those with limited experience in the program. **Prerequisite(s):** none.

Length: One day (7 hours)
Date(s): **February 23**
June 12
Fee: \$125
Instructor(s): Dale Trimble, M.A.

Intercultural Communication: Bridging the Divide in Conflict Situations (CR552)

(Formerly CR830) This course examines cultural differences in communication and their impact in conflict situations. The content includes applications in the workplace and will be useful in communications with co-workers and clients. 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. The course builds on skills developed in CR110A or 110B (formerly CR100 or CR763) and takes a universal (not ethnocentric) approach to intercultural communications, and one that can be widely applied in a variety of situations without the presumption of prior cultural knowledge. While this is not a course on understanding the numerous cultures of the world, the skills developed can be used by the participants to gain a better understanding of cultures. **Prerequisite(s):** CR110A or CR110B.

Length: Two days (14 hours)
Date(s): **March 18-19**
July 23-24; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver
Fee: \$250
Instructor(s): Ed Eduljee, Valerie Dudoward, Marg Huber

Making It Hard to Say No – Negotiating with Difficult People (CR362)*

(Formerly 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:** CR102 to be taken prior to this course.

Length: Two days (14 hours)
Date(s): **February 26-27**
June 10-11
Fee: \$250
Instructor(s): Arthur Ridgeway

Managing the Hostile Individual (CR108)

(Formerly 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 practise a model for defusing hostility, and increase skills in constructively confronting problem behaviour. **Prerequisite(s):** none.

Length: Two days (14 hours)
Date(s): **February 19-20; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver**
May 11-12
Fee: \$250
Instructor(s): Mario Govorchin

NEW

Reconciling Differences: Personality and Behaviour (CR834)

Daily we find ourselves clicking easily with some people while struggling hard to get on the same wavelength with others. In conflict situations, we are continually challenged and confronted with differences in perspective, style, need, and emotion. If not handled effectively, individual preferences can lead to

animosity, communication breakdown, and lasting damage to our relationships. Understanding the interpersonal dynamics underlying behaviours is an essential skill in the conflict resolution process. Through working with personality preferences as measured by the Myers-Briggs Type Indicator and differences in interpersonal needs as measured by Fundamental Interpersonal Relationship Orientation – Behaviour (FIRO-B), participants will gain an understanding of how these factors contribute to conflict and can be used to facilitate its resolution. **Prerequisite(s):** Two core courses.

Length: Two days (14 hours)
Date(s): **April 1-2**
June 8-9
Fee: \$270 (course fee includes test instruments)
Instructor(s): Arthur Ridgeway

Shifting from Positions to Interests (CR302)

(Formerly CR748) Whether in the context of negotiation, mediation, or interpersonal conflict, people adopt positions and offer solutions in order to meet their underlying interests. Working 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:** CR102 to be taken prior to this course.

Length: Two days (14 hours)
Date(s): **February 24-25**, Arthur Ridgeway
March 30-31, Arthur Ridgeway; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver
June 1-2, Deborah White
Fee: \$250

Unfinished Business (CR316)

(Formerly CR768) 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. Judgments prevailing throughout a relationship lock out perceptions of the other and limit the options for resolution. These judgments 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 judgments, acknowledging hurt, reducing defensiveness, and working towards a trusting relationship. It focuses on personal and work-related conflicts. **Prerequisite(s):** Two core courses.

Length: Two days (14 hours)
Date(s): **May 14-15**
July 8-9
Fee: \$250
Instructor(s): Arthur Ridgeway

Adventures in Conflict (CR106)

For a course description, see page 15.

Electives for Working with Groups and Organizations

Building Consensus (CR516)

(Formerly CR733) 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): **March 2-3**, Karen Haddigan
May 12-13, Arthur Ridgeway
July 6-7, Arthur Ridgeway; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver
Fee: \$250

Group Dynamics (CR504)

(Formerly CR804) 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): **February 5-6**
May 28-29; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver
Fee: \$250
Instructor(s): Karen Haddigan

Challenges of Facilitating (CR508)

(Formerly CR844) 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):** At least two core courses. **Recommended:** CR504.

Length: Two days (14 hours)
Date(s): **June 8-9**
Fee: \$250
Instructor(s): Karen Haddigan

Facilitating Multi-Party Disputes (CR505)

(Formerly CR805) 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): **March 12-13**
Location: **BCIT Downtown Education Centre,**
555 Seymour Street (at Dunsmuir), Vancouver
Fee: \$250
Instructor(s): Sally Campbell

Mediating Discrimination and Harassment Complaints (CR514)

(Formerly CR822, *Mediating Workplace Conflicts and Harassment Complaints*) For a course description and date(s), see page 16.

Negotiating within a Labour Context (CR501)

This course is for people who work within a unionized labour environment and want to improve their negotiation skills as well as workplace relationships. This course focuses on practising the skills of being interest-based, being solution-focused, maintaining cooperative approaches and attitudes, separating the words from the message, and developing the "dispassionate self." Those who have negotiating as a core component of what they do will find this course particularly useful. **Prerequisite(s):** CR110A or CR110B or equivalent.

Length: Two days (14 hours)
Date(s): **April 30 – May 1**
Location: **BCIT Downtown Education Centre,**
555 Seymour Street (at Dunsmuir), Vancouver
Fee: \$250
Instructor(s): **Deborah White and Larry Gregg,** Senior
Mediator and Director of Administration at the
Labour Relations Board

NEW

Organizational Culture and Conflict (CR512)

(Formerly CR704, *Conflict in Organizations*) The culture of an organization can be thought of as the shared beliefs and behaviours of its members. Organizational culture has a significant impact on the types of conflict that arise and the manner in which conflicts are (or are not) addressed. Differences in culture between different parts of an organization can themselves be a significant source of conflict. This course aims to increase participants' understanding of organizational culture and to examine how it arises and how it may be changed. In addition, through case studies and participants' own experience, the applicability of win-win, interest-based approaches to conflict in organizations will be explored. **Prerequisite(s):** at least two core courses.

Length: Two days (14 hours)
Date(s): **June 18-19**
Location: **BCIT Downtown Education Centre,**
555 Seymour Street (at Dunsmuir), Vancouver
Fee: \$250
Instructor(s): Michael Talbot

Influencing Decision-Making and Change (#MGMT210)*

For a course description and date(s), see page 49.

For other courses of interest in the Management category, please see pages 48 to 49 in this calendar.

Summer Institute for Educators

The institute provides an opportunity for educators to take more specialized courses in a concentrated time period. Participants may enrol in individual courses or the whole institute. Please note that some courses are also offered at other times. For details, see Interdisciplinary Studies course listings.

NEW

Teaching Conflict Resolution Survival Skills with Stories and Drama (CR779)

Designed to help teachers address goals of personal planning, this course focuses on the use of story, drama, and writing to promote practical, esteem-building skills such as self-control, self-management, active listening, assertiveness, and problem

solving. Beginning with stories of schoolchildren in typical problem situations, participants will explore the techniques of role play, script writing, and storytelling to help students understand sources of conflict and to master interpersonal skills that contribute to mental well-being and success. Emphasis will then be placed on easily taught "how-to" strategies that will maximize success. Fee includes the audio cassette *The Boy in the Mirror* (stories of students in conflict) and a 53-page resource manual designed for classroom use. **Prerequisite(s):** CR110A or CR110B.

Length: Two days (14 hours)

Date(s): July 6-7

Fee: \$250

Instructor(s): Jack Emberly, M.Ed., is an elementary school teacher (resource room, learning assistant, classroom) with 26 years of experience, who has received several grants for his work with at-risk students and their families inside the school system. Currently, a grade 5 classroom teacher and a professional storyteller, Jack employs writing, drama, and story to promote self-esteem, self-confidence, and empathy. He is the author of a story cassette entitled *The Boy in the Mirror* and a lesson-approach *Teacher Resource Manual*.

Classroom Management Techniques: Dealing With Inappropriate Behaviour (CP110)

No matter how hard they prepare and incorporate creative teaching techniques into their lessons, educators often will have difficulty meeting their learning objectives if students are inattentive or disruptive. In this interactive workshop, participants will learn and share skills for appropriate responses in dealing with disruptive or misdirected classroom behaviour; communication strategies for setting limits; and avoiding power struggles, which inhibit effective classroom teaching and learning. This course is suited for anyone working in an elementary or secondary school classroom. **Prerequisite(s):** none.

Length: One day (7 hours)

Date(s): July 8

Fee: \$125

Instructor(s): Gordon Collings (see page 38 for biography)

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. **Prerequisite(s):** none.

Length: One day (7 hours)

Date(s): July 9

Fee: \$125

Instructor(s): Lisa Pedrini (see page 38 for biography)

Adventures in Conflict (CR106)

(Formerly 845) This course offers a playful, adventurous, illuminating day for participants to engage in a variety of physical, mental, and social exercises designed to explore conflict within contexts such as leadership, communication, trust building, self-awareness, problem solving, competition, and team building. Specific learning will be influenced by the experiences of the participants, and related concepts and skills from the Conflict Resolution program will be discussed in debriefing sessions. This is not role play. You will experience yourself in real time. **Prerequisite(s):** none.

Length: One day (7 days)

Date(s): July 10

Fee: \$125

Instructor(s): Jill Schroder; Chris Moore, Director, Pacific Adventure Learning

Mediation Electives

The Centre for Conflict Resolution Training continues to offer advanced skills-based mediation courses and to develop new courses. If you wish to practise mediation professionally, we suggest that you look to your intended field of practice for the appropriate level of knowledge, training, and experience required for certification. See also page 7, under "Working in the Dispute Resolution Field."

Managing the Emotional Climate (CR310)

(Formerly CR806) One of the crucial tasks of the mediator is working with the parties to maintain an environment in which they can effectively negotiate with one another. This "climate" is one in which the parties' feelings are respected and, at the same time, are managed so that their emotions do not become either self-destructive or a weapon against each other. Safeguarding this emotional balance is challenging and essential. Participants will have the opportunity to practise interventions that will enable them to help the parties to cope more constructively with their own emotions and better understand one another's feelings, and to maintain an environment in which the parties' emotions will contribute to the successful resolution of the conflict. **Prerequisite(s):** CR250.

Length: One day (7 hours)

Date(s): March 19

July 8

Fee: \$125

Instructor(s): Michael Fogel

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 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): CR110A or CR110B, CR250, CR260.

Length: Five days (35 hours)
Date(s): **February 19-20 & 23-25**, Ron Monk
April 20-24, Stacey Holloway
May 13-15 & 19-20, Karen Haddigan
June 3-5 & 8-9, Deborah White
August 10-14, Stacey Holloway
Fee: \$575

NEW **Mediation Skills, Level III (CR829)**

Participants in this two-day learning community will build on the skills and insights gained in Mediation Skills, Level II, other foundational work, and “real-world” application. As co-learners you will “expand the envelope” to deal with more difficult mediation situations by applying previously learned and new mediation skills and interventions in innovative and strategic ways. Some areas of exploration and practice will be: balancing content and process, expertise and understanding; the production and use of a shared base of information; mediator presence and its effect; tracking (process, content, and emotions) and shifting focus; “peeling the onion” (getting to the real interest); power and power balancing; mediator assertiveness and directiveness; and mediator participation in problem solving and framing outcomes. **Prerequisite(s):** CR400.

Length: Two days (14 hours)
Date(s): **April 16-17**
Fee: \$250
Instructor(s): Michael Fogel

Mediating Discrimination and Harassment Complaints (CR514)

(Formerly CR822, Mediating Workplace Conflicts and Harassment Complaints) Many organizations are responding to recent human rights legislation requirements by developing policies that include mediation. Mediation is a viable alternative to investigation and arbitration in many cases. There are special considerations that need to be addressed when mediating in this context. This course looks at how to prepare for and mediate in a complaint situation. Legal and ethical questions are considered. **Prerequisite(s):** CR250.

Length: Two days (14 hours)
Date(s): **March 5-6**, Deborah White
August 20-21, Duncan Stewart; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver
Fee: \$250

NEW **Victim/Offender Mediation (CR827)**

This course addresses the use of mediation in the context of the criminal justice system: resolving issues for victims and offenders. Participants will develop an understanding of the Restorative Justice principles and values that for over 20 years have guided the use of this process in seeking to effectively address crime in the community. Using actual case studies, we will learn and practise the process and skills used in making initial client contacts and in conducting the mediation, addressing minor offenses and some levels of assault. **Note:** The focus of the course will be on practitioner practice rather than on setting up a victim/offender program. **Recommended reading:** *Changing Lenses* by Howard Zehr. **Prerequisite(s):** CR250.

Length: Four days (28 hours)
Date(s): **February 24-27**
June 2-5
Fee: \$470
Instructor(s): **Eric Gilman** is a Senior Mediator and the Training and Education Coordinator for Fraser Region Community Justice Initiatives Association, one of Canada’s most respected victim/offender mediation agencies.

Family Mediation Electives

Each fall, the Centre for Conflict Resolution Training will run the Family series of courses intended to meet or exceed the minimum requirements for applicants seeking certification as a Family Relations Mediator. The criteria that form the basis of the specialized family mediation program are the Practice Guidelines and Family Relations Mediator Certification Process passed in October 1996 by Family Mediation Canada (FMC), the national family mediation organization. Mediators are advised to consult with FMC regarding applicable training requirements for certification.

The specialized electives listed below add specificity, content, and advanced skills in the field of family mediation to the generic core of mediation skills gained by students who have taken either courses in the Justice Institute Conflict Resolution Certificate Program or equivalent training. **Watch for these courses in the Fall 1998 calendar.**

Comprehensive Family and Divorce Mediation (CR456)

Prerequisite(s): CR250 (Mediation Skills, Level I) or equivalent mediation skills training.

Best Interests of the Child (Part I): Family Dynamics (CR453)

Prerequisite(s): CR250 (Mediation Skills, Level I) or equivalent mediation skills training.

Best Interests of the Child (Part II): The Impact of Separation on Children Who Witness Abuse (CR454)

Prerequisite(s): CR453 (or equivalent training) and CR250 (Mediation Skills, Level I) or equivalent mediation skills training.

Mediating the Financial Divorce (CR455)

Prerequisite(s): CR250 (Mediation Skills, Level I), or equivalent training.

Drafting the Memorandum (CR450)

Prerequisite(s): CR400 (Mediation Skills, Level II) or CR456 (or equivalent mediation skills training).

Family Courses with Related Content

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. This course is also offered through distance education training. Contact the Corrections Academy for details and fees.

Length: Three days (21 hours)
Date(s): **March 24-26**
Fee: \$275
Instructor(s): **Michael Rittinger**, Family Trainer, Corrections Academy

Living Apart but Parenting Together (#CY173)

The focus of this course is to enhance skills in understanding and supporting families in dealing with the complexities of parenting while living in separate households. For details, see page 43 in the Couple and Family Issues category.

Family Practicum

Family Practicum (CR904)

This program gives mediators who wish to qualify as a Certified Family Relations Mediator pursuant to Family Mediation Canada standards an opportunity to integrate knowledge and skills gained through coursework. The practicum has been developed to meet or exceed the practicum requirements as set out in Part 5.7 of the FMC Guidelines. **Prerequisite(s):** Students applying for the pilot practicum will be screened and are required to have substantially completed the minimum training requirements set out in Part 5.3 of the FMC Guidelines.

Length: 12-13 weeks commencing April 1, 1998

Fee: \$750

Supervisor(s): **Joyce Bradley**, LL.B., is a mediator whose private practice focuses on the area of family, wills and estates, and personal injury mediation. She is a board member of Family Mediation Canada. **Peggy English**, M.Ed., is a family mediator and counsellor specializing in family and adoption issues. She is involved in the development of practice standards for mediators for both FMC and the Mediation Development Association of B.C.

Students who wish to apply for the practicum should:

1. Read the FMC Guidelines (available from FMC, the Mediation Development Association of B.C., or the Centre for Conflict Resolution Training).
2. If you have completed the minimum training requirements set out in Part 5.3, request an application form for the Family Mediation Practicum from **Kendra McEown**, Centre for Conflict Resolution Training, Justice Institute of B.C., 715 McBride Boulevard, New Westminster, B.C. V3L 5T4 (telephone [604]528-5616, fax [604]528-5640, e-mail: kmceown@jibc.bc.ca).
3. Send in your application to the address above on or before February 20, 1998.

Summer Institute for Program Graduates and Practising Mediators

Participants may register for individual courses or the whole institute.

Conciliation and Caucusing (CR406)

(Formerly CR807) Separate meetings with the parties in mediation may precede or take the place of joint sessions. They may occur as caucuses during the session or as telephone conversations between sessions. These meetings and conversations are key components of the mediation process and present their own set of challenges. It is essential that the mediator conduct them in an efficient and productive manner while ensuring that his or her impartiality remains intact. In this course, participants will learn to recognize when, how, and under what circumstances it is appropriate to meet individually with the parties, and will practise conciliation and caucusing methods in roleplay simulations with the assistance of skill coaches. Prerequisite(s): CR110A or CR110B and CR250.

Length: Two days (14 hours)
Date(s): July 6-7
Fee: \$250
Instructor(s): Michael Fogel

Managing the Emotional Climate (CR310)

For a course description, see page 15.

Length: One day (7 hours)
Date(s): July 8
Fee: \$125
Instructor(s): Michael Fogel

NEW

Strategic Mediation (CR828)

This workshop is designed to begin a process of ongoing inquiry with respect to what are we doing, how we are doing it, and who we are becoming in the process of proceeding with this dynamic and challenging path called mediation. We will focus on the special nature of being that person who consciously joins with others in times of emotional turmoil, chaos, and crisis to facilitate the resolution of conflict. As a group of co-learners in a learning community, we will expand our use of mediator interventions beyond the level of skill application to a deeper understanding of mediator participation as strategy, working with people purposefully and intentionally. This requires an expanded sense of who we are as mediators, why we mediate, and the principles and values that underlie being a mediator. During this two-day journey, you will be asked to reconcile mediation values with your own values. We will discuss and ponder critical aspects of practice; the impact of culture, gender, and power; "transformative" practice (who or what is transformed); the essence of neutrality; and the fears that can affect what we do. We will ask: "What is the heart and spirit of mediation?" Be prepared to challenge yourself and your concepts related to mediation, and prepare yourself to be open to the challenges of others. Prerequisite(s): CR400.

Length: Two days (14 hours)
Date(s): July 9-10
Fee: \$250
Instructor(s): Michael Fogel

Satellite Locations and Course Listings

Following are the courses being offered at our out-of-town satellite locations from January through June as of the date of this printing. Many of our satellite locations will be scheduling additional courses for the spring/summer session. For updates on satellite course offerings and information on locations not listed here, please contact Carolyn Eyres (e-mail: ceyres@jibc.bc.ca; telephone: [604]528-5611; fax: [604]528-5640).

Note: Many of our co-sponsors use course numbers different from those found in our course listings, so it is important to cross-reference by course title. Please refer to the course descriptions (starting on page 9) for further information and prerequisites. Please contact the co-sponsor listed for tuition fee information, as fees vary as a result of travel and administrative costs associated with each location. You are encouraged to register early, as minimum registration deadlines apply and class size is limited to 20 participants.

VANCOUVER ISLAND

VICTORIA: CAMOSUN COLLEGE, School of Business, 4461 Interurban Road

Information: (250)370-4560; Registration: (250)592-1556 or (250)370-3841.

- | | |
|-------------------|--|
| Feb. 5-7 | CR110B/Resolving Conflict in the Workplace.
Instructor: Donna Soules. |
| Feb. 26-28 | CR250/Mediation Skills, Level I.
Instructor: Ron Monk. |
| Mar. 27-28 | CR102/Critical Skills for Communicating in Conflict. Instructor: Patricia Lane. |
| Apr. 3-4 | CR362/Making It Hard to Say No.
Instructor: Arthur Ridgeway. |
| Apr. 23-25, 27-28 | CR400/Mediation Skills Level II.
Instructor: Elizabeth Azmier-Stewart. |

VICTORIA: DISPUTE RESOLUTION CENTRE, 108 - 1218 Wharf Street

Information and Registration: (250)383-4412

- | | |
|------------|---|
| Jan. 29-31 | CR200/Dealing with Anger.
Instructor: Ron Monk. |
| Feb. 19-21 | CR110A/Dealing with Interpersonal Conflict.
Instructor: Nancy McPhee. |
| Mar. 5-7 | CR260/Negotiation Skills, Level I.
Instructor: Duncan Stewart. |

- Apr. 23-25 **CR250/Mediation Skills, Level I.**
Instructor: Patricia Lane.
- May 7-9 **CR110A/Dealing with Interpersonal Conflict.**
Instructor: Donna Soules.

NANAIMO: MALASPINA UNIVERSITY COLLEGE,
Community Education Division, 900 – 5th Street
Information: (250)755-8775; Registration: (250)755-8755

- Feb. 12-14 **CR110B/Resolving Conflict in the Workplace.**
Instructor: Duncan Stewart.
- Mar. 12-14 **CR200/Dealing with Anger.**
Instructor: Nancy McPhee.
- Apr. 30 – May 1 **CR302/Shifting from Positions to Interests.**
Instructor: Arthur Ridgeway.
- May 28-30 **CR260/Negotiation Skills, Level I.**
Instructor: Elizabeth Azmier-Stewart.
- June 15-19 **CR360/Negotiation Skills, Level II.**
Instructor: Ron Monk.

CAMPBELL RIVER: NORTH ISLAND COLLEGE,
Community Education Programs, 1681 South Dogwood Street
Information and Registration: (250)923-9790

- Mar. 5-7 **CR110A/Dealing with Interpersonal Conflict.**
Instructor: Donna Soules
- Apr. 2-4 **CR250/Mediation Skills, Level I.**
Instructor: Elizabeth Azmier-Stewart

OKANAGAN/KOOTENAYS

PENTICTON: OKANAGAN UNIVERSITY COLLEGE,
Continuing Education, 583 Duncan Avenue West
Information: (250)492-4305; Registration: (250)490-3959

- Feb. 26-28 **CR260/Negotiation Skills, Level I.**
Instructor: TBA

VERNON: OKANAGAN UNIVERSITY COLLEGE,
Continuing Education, 2899 – 30th Avenue
Information and Registration: (250)545-7274

- Mar. 26-28 **CR200/Dealing with Anger.**
Instructor: Nancy McPhee

CARIBOO/NORTHERN B.C.

FORT ST. JOHN: NORTHERN LIGHTS COLLEGE,
Continuing Education, 9820 – 120th Avenue
Information: (250)787-6205; Registration: (250)785-6981

- Mar. 26-28 **CR110A/Dealing with Interpersonal Conflict.**
Instructor: TBA
- April (TBA) **TBA**

OTHER LOCATIONS

To be placed on an interest list for other locations, please contact the numbers listed below, or contact Carolyn Eyres (e-mail: ceyres@jibc.bc.ca; telephone: [604]528-5611; fax: [604]528-5640).

Assessments

Effective April 1998, we will discontinue our mediation assessment. Students interested in being assessed as a mediation practitioner should contact the B.C. organizations now offering certification:

- Arbitration and Mediation Institute – (604)736-6614
- Mediation Development Association of B.C. – (604)524-4552

Conflict Resolution/Negotiation Assessment "Reality Check" (CR910)

(Formerly 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 five, each participant will have individualized and 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):** CR360.

Length: One day (7 hours)

Date(s):
January 15
January 19
February 9
February 13
March 13
March 17
April 17
April 20
May 14
May 19
June 11
June 15

Fee: \$125

Instructor(s): Assessors in the Conflict Resolution Certificate Program

The Conflict Resolution/Negotiation Skills Assessment (CR950)

(Formerly CR599) The Conflict Resolution Certificate Program requires a skills assessment in conflict resolution/negotiation. Please note that our assessment procedure has changed. Assessment now consists of:

- submission of a written preparation for the negotiation assessment to be roleplayed
- a one-hour roleplay simulation, with a coach acting as roleplayer and the student as skilled negotiator. The assessor observes the role play and evaluates it based on identified criteria
- an oral questioning period where the assessor asks the student about key concepts of the program as they relate to the role play (students will receive questions in advance)
- a written self-evaluation of the role play, to be submitted up to two weeks later, once the student has had an opportunity to review the tape of the role play

All four components of the assessment process must be satisfactorily completed for the student to pass the assessment. Students will be notified in writing of the assessment outcome. Further details of the assessment process will be provided to the student upon registration for the assessment. It is strongly recommended that you take the "Reality Check" (CR910) before doing your assessment. Instructors and coaches are also

available on a private contract basis to help you prepare for the assessment. To schedule an assessment, call **Lorraine Savidan** at **(604)528-5683**.

Date(s): **January 28 – February 6** (registration deadline: **January 9**)
February 25 – March 6 (registration deadline: **February 6**)
March 25 – April 3 (registration deadline: **March 6**)
April 29 – May 8 (registration deadline: **April 10**)
May 27 – June 5 (registration deadline: **May 8**)
June 24 – July 3 (registration deadline: **June 5**)

Fee: \$190

Assessor(s): Centre for Conflict Resolution Training Instructors

We cannot make exceptions for requests after registration deadline dates.

First Nations Negotiation Skills Certificate Program

The First Nations Negotiation Skills Certificate Program provides comprehensive training that can be applied in everyday negotiating situations as well as difficult and complex negotiations. It is practical, experiential, skill-based training. The certificate program is 175 hours long, may be taken over a period of one to three years, and is made up of 8 required courses (161 hours) and 1 elective course (14 hours). A skill assessment is included.

Over the past three years we have run First Nations Negotiation Skills Certificate Programs through the Centre for Conflict Resolution Training at the Justice Institute of B.C. on a contract basis to communities who wish to train up to 20 members in the skills offered in the program. While we continue to make training "in-community" available on request, we are now offering the same program on an open-registration basis, as a result of the many requests we have received for this training. The training is comparable in every way to our existing "in-community" training in First Nations Negotiation Skills Certificate Programs; however, it is centralized and available to individuals or those in communities that only wish to train fewer members.

Goals of the Program

- To deliver training in the fundamental and foundational principles and skills of interest-based negotiation
- To deliver training in First Nations contexts to as great a degree as possible

- To deliver training of equivalent standards and with learning objectives, outcomes, assessment procedures, and goals that are consistent with existing JI training in interest-based negotiation while being responsive to cultural differences

Course Content

The certificate program includes courses in conflict resolution, anger, negotiation skills, and other related topics. Courses may be taken individually (provided prerequisites are met) or applied towards the certificate program.

Courses have been designed to be comparable in content with corresponding courses in the Conflict Resolution Certificate Program at the Justice Institute. Specific courses of particular relevance to First Nations have been added to the curriculum of this certificate program. Examples, exercises, and roleplay scenarios (including the assessment scenario) will be based on First Nations situations. All courses listed below are required for this certificate program and total 161 hours. The additional 14 hours (2 days) of training required may be selected from electives listed in the Conflict Resolution Certificate Program.

Training Team

First Nations coaches and instructors form part of the training team. All members of the training team have successfully completed Negotiation Skills Training and have extensive experience in working with First Nations communities and organizations. At least one First Nations member of the training team will be present at each course in the program to ensure cultural relevance and to address cultural issues.

Attendance

Participation in class activities is essential to achieving the course learning objectives. *Participants must therefore attend each course in its entirety.* Enrol early, as many courses fill well in advance.

Location of Training

Unless otherwise announced, training will take place at the Justice Institute campus at 715 McBride Boulevard, New Westminster.

Exemptions

Any requests for course exemptions must be made in writing at the time of application. Detailed documentation of previous comparable training is requested. Courses already taken in the Conflict Resolution Certificate Program may be applied towards the First Nations Negotiation Skills Certificate. **Note:** You may receive *either* a Certificate in Conflict Resolution or a First Nations Negotiation Skills Certificate.

As this program is designed specifically for First Nations participants, any requests for participation from non-First Nations applicants will be assessed on an individual basis.

Whom to Contact

For further information, please feel free to contact:

Marg Huber, Program Director
Centre for Conflict Resolution Training
Justice Institute of B.C.
715 McBride Boulevard
New Westminster, B.C. V3L 5T4
Telephone: (604)528-5613; fax: (604)528-5640

or

Clifford White, First Nations Negotiations Training Liaison
3035 Ghum-Lye Drive
North Vancouver, B.C. V7H 2V6 (on the Burrard Indian Band)
Telephone: (604)929-3455; fax: (604)929-7234

or

Renée Nyberg-Smith, First Nations Advisor
Interdisciplinary Studies
Justice Institute of B.C.
715 McBride Boulevard
New Westminster, B.C. V3L 5T4
Telephone: (604)528-5621; fax: (604)528-5640

Course Listings

Critical Skills for Communicating in Conflict (CR735FN)

This course focuses intensively on the communication skills essential for effective mediating, negotiating, or resolving of personal conflict. Each skill will be demonstrated and then practised in short exercises involving conflict situations. Specific skills include: non-judgmental listening, clarifying, questioning, reframing, and assertive, non-defensive communication.

Length: Two days (14 hours)

Date(s): **February 2-3**

Instructor(s): Sandra McEwan

Dealing with Interpersonal Conflict (CR110A FN)

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, 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.

Length: Three days (21 hours)

Date(s): **March 2-4**, Ron Monk

April 1-3, Jim Toogood

Negotiation Skills, Level I (CR260FN)

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 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. **Required reading:** *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd ed., 1992.

Length: Three days (21 hours)

Date(s): **May 4-6**

Instructor(s): Ron Monk

Additional certificate courses to be offered in subsequent calendar periods include:

Dealing with Anger in Negotiations (CR200FN)

For a course description, see CR200 on page 10.

(continued on next page)

Intercultural Issues in Negotiations (CR833FN)

When parties from different cultures negotiate, cultural differences can greatly complicate the process. We often do not recognize the extent to which these differences create blocks, promote stereotyping, and generate misunderstandings. This course will help participants identify the barriers to understanding at the table, and provide an opportunity to develop personal resources and strategies to address those barriers.

Length: Two days

Asserting Yourself Under Pressure (CR104FN)

For a course description, see CR104 on page 11.

Negotiation Skills, Level II (CR360FN)

For a course description, see CR360 on page 11.

Team Negotiations (CR832FN)

Developing a strong negotiating team involves knowing and balancing individual strengths and defining, clarifying, and developing roles for members of the team. It is also vital that team members know how to support one another and together prepare for and analyze the negotiations. This course also assists the participants to identify ways to remain accountable and responsive to the community's input and keep the community informed and supportive of negotiations as they are underway.

Length: Three days

Electives

Courses for the two-day elective training may be selected from electives on the Conflict Resolution Program. For a listing of these courses, see pages 11 to 15.

Negotiation Skills Assessment (CR950FN)

For a course description, see CR950 on page 19.

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

We also offer our First Nations Negotiation Skills Certificate on a contract basis. This six-week program, taken one week per month, is equivalent in content to our First Nations program offered at the Justice Institute. First Nations trainers and coaches are used whenever possible to deliver the training. If

you or your Band or Tribal Council are interested in receiving more information about this program, you can contact **Marg Huber, Program Director, at (604)528-5613, or Clifford White, First Nations Negotiations Training Liaison, at (604)929-3455.**

Instructors

Elizabeth Azmier-Stewart, CRC, B.A. (Psych.). Trainer in conflict resolution, negotiation, and mediation skills. Mediator in areas of workplace, organizational, landlord-tenant, cooperatives, community, family, school, and child protection mediation. Background in small business, working with disturbed youth and their families, and employment counselling.

Joan Balmer, M.A. Trainer specializing in anger management and power issues in the dispute resolution process. Consultant with Ryane Consulting Inc.

Charles Boehm-Hill, M.Ed., M.A. Trainer specializing in cultural diversity issues. Charles is the leader of the NCBI Victoria Interim Chapter.

Sally Campbell, CRC, B.A., Cert. in Ed., J.D. Trainer in conflict resolution, negotiation, and mediation specializing in facilitating multi-party disputes. Work includes First Nation negotiation training, as well as training for Continuing Legal Education of B.C., regional land-use tables and RCMP. Background: Law.

Valerie Dudoward. Tsimshian Nation, trainer in Aboriginal community for over 20 years, specializing in intercultural training at the Justice Institute; program manager with the Native Courtworker and Counselling Association of B.C.; recently served as women's equity representative for the B.C. Labour Force Development Board; TV host and recipient of an international video award in Washington state.

- Ed Eduljee**, Trainer specializing in intercultural relations and communications in the community and workplace. Facilitator for community consultations and workshops; leadership and board development in community agencies. Background: Past Director for Multiculturalism and Manager for Human Rights Education, Government of B.C.; president and director of various community organizations.
- Michael Fogel**, C. Med., M.Ed. (Counselling Psych.), LL.B., J.D. Trainer in conflict resolution, specializing in mediation, negotiation, and group facilitation skills for organizations. Mediator specializing in commercial, business, multi-party, and organizational conflicts, public policy, and family disputes. Background includes law, counselling psychology, and organizational consulting.
- Mario Govorchin**, CRC, B.A. (Psych.). Trainer in conflict resolution, mediation, and negotiation, specializing in anger management and working with troubled youth. Mario is a certified instructor with the Crisis Prevention Institute. Background includes psychology, organizational consulting, and working with a wide variety of government, business, and community organizations.
- Karen Haddigan**, CRC, B.Sc. (Social Science), C.Med. Trainer in conflict resolution, mediation and negotiation, specializing in group dynamics. Mediator specializing in group and organizational settings, workplace conflicts, land use planning processes, and construction disputes. Background in psychology and community development.
- Gary Harper**, CRC, LL.B. Trainer in conflict resolution, specializing in management training and development, business communications and managing change. Background includes law, the insurance industry, and management. Gary has also taught writing and public speaking.
- Kelly Henderson**, R.N., B.Sc.N., M.Ed. (Counselling Psych.). Trainer in conflict resolution, negotiation, and mediation. Background in the health care industry, critical incident stress debriefing, and private consulting providing facilitation and training services in team building and mediation.
- Wendy Hilliard**, CRC, Teaching Certificate, LL.B. Trainer in conflict resolution, negotiation, and mediation. Background in business law instruction, peer counselling, and secondary school teaching, as well as providing educational services to Continuing Legal Education and other governmental and educational groups.
- Stacey Holloway**, B.Sc.N. Trainer in conflict resolution, mediation, and negotiation specializing in human relations and organizational behaviour. Mediator specializing in organizational, community, family, and multi-party facilitation. Background in organizational consulting, peer mediation in the school system, teaching of psychiatric nursing, and work in the health care industry.
- Nym Hughes**, CRC, Instructor Diploma. Trainer in conflict resolution, mediation and negotiation. Mediator specializing in workplace, group, and organizational settings. Background in adult education social services, women's groups, community groups, and designing and leading diversity awareness workshops.
- Ed Jackson**, CRC, CGA. Trainer in conflict resolution, specializing in the financial impacts of separation and divorce. Mediator in workplace disputes and separation/divorce agreements. Background in accounting.
- Patricia Lane**, LL.B. Trainer in conflict resolution. Mediator specializing in all aspects of divorce and family mediations as well as commercial mediation. Background in alternative dispute resolution includes labour negotiations, land claims management issues, land use issues, and organizational development work.
- Jeannette Matson**, M.S.W. Trainer specializing in cultural diversity issues in the dispute resolution process. Jeannette is the director of NCBI B.C. Chapter.
- Sandra McEwan**, CRC, LL.B. Trainer in conflict resolution and intercultural conflict; mediator specializing in child protection, community, and organizational issues.
- Nancy McPhee**, CRC. Trainer in conflict resolution and negotiation specializing in communication skills. Mediator in workplace conflict providing group facilitation. Background in education, community development, program administration, board and committee work, and training.
- Ron Monk**, CRC, D.Tech. Trainer in conflict resolution, mediation, and negotiation. Mediator specializing in family, child protection, workplace, government agencies, and multi-party/group facilitation. Background in broadcasting, business, and non-profit management as well as facilitation of planning and economic development strategies.
- Arthur Ridgeway**, M.Ed. (Counselling Psych.), Ph.D. (Ed. Psych.). Trainer in leadership, decision-making, conflict resolution, negotiation, consensus building, and team building processes, specializing in organizational workplace settings. Consultant and facilitator focusing on leadership development, team effectiveness, change management, and conflict resolution. Background: Registered Psychologist.
- Jill Schroder**, CRC, B.A., M.Sc. Trainer in conflict resolution and communication skills. Mediator specializing in workplace and relationship disputes. Background in systems analysis, computer simulation, and multimedia presentation.
- Donna Soules**, CRC, B.A. Trainer in conflict resolution. Mediator in organizational, family, parent-teen, custody, and school conflicts. Background in school and high-risk adolescent counselling.
- Duncan Stewart**, CRC, Ph.D. Trainer in conflict resolution, mediation, and negotiation specializing in workplace and harassment. Mediator, facilitator, and consultant in organizational workplace settings specializing in human rights and harassment issues. Background: Registered Clinical Counsellor and Certified Employee Assistance Professional, Business Administration.
- Michael Talbot**, M.A., M.Tech. Organizational consultant in private practice, with a particular interest in organizational evolution.
- Jim Toogood**, CRC. Trainer in conflict resolution, negotiation, and mediation with First Nations groups. Mediator, facilitator, and consultant in organizational workplace settings, commercial, personal injury, and labour disputes. Background in business and labour.

Dale Trimble, M.A. Counsellor in private practice and 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.

Deborah White, B.S.W., M.A. Trainer in conflict resolution negotiation mediation, change management, team building, and communication skills specializing in organizational training. Mediator, facilitator, and consultant focusing on organizations, community, and multi-party disputes. Background in human relations and group facilitation.

Dale Zaiser, B.A., M.A. Trainer in conflict resolution, negotiation, and interpersonal skills. Facilitator working with organizational conflict and the management of change. Background includes psychiatric nursing, peer mediation in the school system, and organizational development work.

Coaches

Mike Adam, Nancy Baker, Juan Barker, Keith Barker, Janice Bateman, Sherry Bowlby, Pat Bragg, Ron Brendner, Marilou Carrillo, Susan Cawsey, Judith Ceroli, Beryl Clayton, Rosemary Conch, Brenda Dion-Walchuk, Sandy Dunlop, Donna Dussault, Marion Dyck, Jory Faibish, Brian Frank, Kelly Grittner, Maureen Hannah, Anne Harker, Terry Harris, Caroline Hayes, Nancy Hinds, Jennifer Johnson, Mark Johnson, Kel Kelly, Kelly Kennedy, Tim Langdon, Mary Ann Lewis, Rob Lewis, Sherry Lockwood, Claudia Lowry, Gordon Mamen, Laura Matsuda, John McCandless, Marguerite McCallion, Sandra McEwan, Mary McGregor, Susan Mulkey, Carol Myers, Terry Neiman, Dorothy Newman, Christine Newton, Phyllis Nordquist, Sena Paradis, Noelle Philp, Ingrid Pipke, Keith Purvin-Good, Lina Rose, Sandra Rossi, Madeline Sauve, David Sheach, Lane Sherman, Rick Singer, Steve Smythe, Donna Soules, Pamela Theriault, Jim Toogood, Leanne Turnbull, Lillian Van Pelt, Heather Wheatling, Cliff White, Gordon White, Kim White, Sharon Wilson, Liz Wouters, John Wright, Doug Yearwood, Susan Yerxa.

Conflict Resolution Chronological Course Listing – Lower Mainland

For out-of-town course listings, please see pages 18 to 19.

Jan. 15	Conflict Resolution/Negotiation Assessment "Reality" Check (CR910)
Jan. 15-16	Critical Skills for Communicating in Conflict (CR102)
Jan. 19	Conflict Resolution/Negotiation Assessment "Reality" Check (CR910)
Jan. 19-21	Resolving Conflict in the Workplace (CR110B)
Jan. 20-22	Negotiation Skills, Level I (CR260)
Jan. 21-23	Dealing with Anger (CR200)
Jan. 26-28	Mediation Skills, Level I (CR250)
Jan. 26-28	<i>Resolving Conflict in the Workplace – at BCIT (CR110B)</i>
Jan. 27-29	Dealing with Interpersonal Conflict (CR110A)
Jan 28-30 & Feb. 2-3	Negotiation Skills, Level II (CR360)
Jan. 29-30	<i>Asserting Yourself Under Pressure – at BCIT (CR104)</i>
Feb. 2-3	Critical Skills for Communicating in Conflict (CR102FN)
Feb. 2-4	Resolving Conflict in the Workplace (CR110B)
Feb. 4-6	Dealing with Anger (CR200)
Feb. 5-6	Group Dynamics (CR504)
Feb. 9	Conflict Resolution/Negotiation Assessment "Reality" Check (CR910)
Feb. 9-11	Negotiation Skills, Level I (CR260)
Feb. 11-13	Dealing with Interpersonal Conflict (CR110A)
Feb. 12-13	Asserting Yourself Under Pressure (CR104)
Feb. 13	Conflict Resolution/Negotiation Assessment "Reality" Check (CR910)

Feb. 16-17	Criticism: How to Give and Receive It (CR206)
Feb. 16-18	Mediation Skills, Level I (CR250)
Feb. 16-18	<i>Negotiation Skills, Level I – at BCIT (CR260)</i>
Feb. 19-20	Critical Skills for Communicating in Conflict (CR102)
Feb. 19-20	<i>Managing the Hostile Individual – at BCIT (CR108)</i>
Feb. 19-20 & 23-25	Mediation Skills, Level II (CR400)
Feb. 23	Handling Conflict on the Telephone (CR101)
Feb. 24-25	Shifting from Positions to Interests (CR302)
Feb. 24-26	Negotiation Skills, Level I (CR260)
Feb. 24-27	Victim/Offender Mediation (CR827)
Feb. 25-27	Resolving Conflict in the Workplace (CR110B)
Feb. 26-27	Making It Hard to Say No (CR362)
Mar. 2-3	Building Consensus (CR516)
Mar. 2-3	Asserting Yourself Under Pressure (CR104)
Mar. 2-4	Dealing with Interpersonal Conflict (CR110A FN)
Mar. 2-4	Mediation Skills, Level I (CR250)
Mar. 4-6	Dealing with Interpersonal Conflict (CR110A)
Mar. 5-6	Mediating Discrimination and Harassment Complaints (CR514)
Mar. 5-6 & 9-11	Negotiation Skills, Level II (CR360)
Mar. 9-10	Critical Skills for Communicating in Conflict (CR102)
Mar. 9-11	<i>Dealing with Anger – at BCIT (CR200)</i>
Mar. 10-12	Negotiation Skills, Level I (CR260)
Mar. 11-13	Dealing with Anger (CR200)

Mar. 12-13	<i>Facilitating Multi-Party Disputes – at BCIT (CR505)</i>	May 14-15	Unfinished Business (CR316)
Mar. 13	Conflict Resolution/Negotiation Assessment “Reality” Check (CR910)	May 19	Conflict Resolution/Negotiation Assessment “Reality” Check (CR910)
Mar. 16-18	Resolving Conflict in the Workplace (CR110B)	May 19-21	Resolving Conflict in the Workplace (CR110B)
Mar. 17	Conflict Resolution/Negotiation Assessment “Reality” Check (CR910)	May 20-22	Dealing with Interpersonal Conflict (CR110A)
Mar. 18-19	Intercultural Communications (CR552)	May 21-22	Critical Skills for Communicating in Conflict (CR102)
Mar. 18-20	Dealing with Interpersonal Conflict (CR110A)	May 21-23	Negotiation Skills, Level I (CR260)
Mar. 19	Managing the Emotional Climate (CR310)	May 25-27	<i>Negotiation Skills, Level I – at BCIT (CR260)</i>
Mar. 23-25	Mediation Skills, Level I (CR250)	May 25-29	Negotiation Skills, Level II (CR360)
Mar. 24-26	Resolving Conflict in the Workplace (CR110B)	May 27-29	Dealing with Anger (CR200)
Mar. 26-27	Critical Skills for Communicating in Conflict (CR102)	May 28-29	<i>Group Dynamics – at BCIT (CR504)</i>
Mar. 30-31	Asserting Yourself Under Pressure (CR104)	June 1-2	Asserting Yourself Under Pressure (CR104)
Mar. 30-31	<i>Shifting from Positions to Interests – at BCIT (CR302)</i>	June 1-2	Shifting from Positions to Interests (CR302)
Apr. 1-2	Reconciling Differences (CR834)	June 1-3	Negotiation Skills, Level I (CR260)
Apr. 1-3	Resolving Conflict in the Workplace (CR110B)	June 2-5	Victim/Offender Mediation (CR827)
Apr. 1-3	<i>Mediation Skills, Level I – at BCIT (CR250)</i>	June 3-5/8-9	Mediation Skills, Level II (CR400)
Apr. 1-3	Dealing with Interpersonal Conflict (CR110A FN)	June 8-9	Reconciling Differences (CR834)
Apr. 6-8	Dealing with Anger (CR200)	June 8-9	Challenges of Facilitating (CR508)
Apr. 7-9	Negotiation Skills, Level I (CR260)	June 8-10	Dealing with Anger (CR200)
Apr. 14-15	Critical Skills for Communicating in Conflict (CR102)	June 9-11	Dealing with Interpersonal Conflict (CR110A)
Apr. 14-15	Asserting Yourself Under Pressure (CR104)	June 10-11	Making It Hard to Say No (CR362)
Apr. 14-16	Mediation Skills, Level I (CR250)	June 10-12	Mediation Skills, Level I (CR250)
Apr. 15-17	Dealing with Interpersonal Conflict (CR110A)	June 11	Conflict Resolution/Negotiation Assessment “Reality” Check (CR910)
Apr. 16-17	Mediation Skills, Level III (CR829)	June 12	Handling Conflict on the Telephone (CR101)
Apr. 16-17 & 20-22	Negotiation Skills, Level II (CR360)	June 15	Conflict Resolution/Negotiation Assessment “Reality” Check (CR910)
Apr. 17	Conflict Resolution/Negotiation Assessment “Reality” Check (CR910)	June 15-16	Critical Skills for Communicating in Conflict (CR102)
Apr. 20	Conflict Resolution/Negotiation Assessment “Reality” Check (CR910)	June 15-17	<i>Dealing with Anger – at BCIT (CR200)</i>
Apr. 20-24	Mediation Skills, Level II (CR400)	June 17-19	Resolving Conflict in the Workplace (CR110B)
Apr. 21-23	Resolving Conflict in the Workplace (CR110B)	June 17-19 & 22-23	Negotiation Skills, Level II (CR360)
Apr. 27-29	<i>Resolving Conflict in the Workplace – at BCIT (CR110B)</i>	June 18-19	<i>Conflict in Organizations – at BCIT (CR512)</i>
Apr. 27-29	Dealing with Anger (CR200)	June 22-24	Dealing with Anger (CR200)
Apr. 29 – May 1	Dealing with Interpersonal Conflict (CR110A)	June 24-26	Negotiation Skills, Level I (CR260)
Apr. 30 – May 1	<i>Negotiating within a Labour Context – at BCIT (CR501)</i>	June 25-26	Asserting Yourself Under Pressure (CR104)
May 4-6	Negotiation Skills, Level I (CR260)	June 25-26	Criticism: How to Give and Receive It (CR206)
May 4-6	Negotiation Skills, Level I (CR260FN)	July 2-3	Critical Skills for Communicating in Conflict (CR102)
May 5-7	Dealing with Anger (CR200)	July 6-7	<i>Building Consensus – at BCIT (CR516)</i>
May 11-12	Asserting Yourself Under Pressure (CR104)	July 6-8	Resolving Conflict in the Workplace (CR110B)
May 11-12	Managing the Hostile Individual (CR108)	July 6-10	Summer Institute for Educators Series
May 12-13	Building Consensus (CR516)	July 6-7	Summer Institute for Educators: Teaching Conflict Resolution Survival Skills with Stories and Drama (CR779)
May 13-15	Mediation Skills, Level I (CR250)	July 8	Summer Institute for Educators: Classroom Management Techniques: Dealing with Inappropriate Behaviour (CP110)
May 13-15/ 19-20	Mediation Skills, Level II (CR400)	July 9	Summer Institute for Educators: Taking Back the Schoolyard: A Bully Prevention Workshop (CP210)
May 14	Conflict Resolution/Negotiation Assessment “Reality” Check (CR910)	July 10	Summer Institute for Educators: Adventures in Conflict (CR106)

July 6-10	Summer Institute for Program Graduates and Practising Mediators Series
July 6-7	Summer Institute for Program Graduates and Practising Mediators: Conciliation and Caucusing (CR406)
July 8	Summer Institute for Program Graduates and Practising Mediators: Managing the Emotional Climate (CR310)
July 9-10	Summer Institute for Program Graduates and Practising Mediators: Strategic Mediation (CR828)
July 8-9	Unfinished Business (CR316)
July 8-10	Dealing with Anger (CR200)
July 8-10	Mediation Skills, Level I – at BCIT (CR250)
July 13-15	Mediation Skills, Level I (CR250)
July 13-17	Negotiation Skills, Level II (CR360)
July 14-16	Dealing with Interpersonal Conflict (CR110A)
July 20-21	Asserting Yourself Under Pressure (CR104)
July 20-22	Dealing with Interpersonal Conflict – at BCIT (CR110A)
July 21-23	Negotiation Skills, Level I (CR260)
July 22-24	Resolving Conflict in the Workplace (CR110B)

July 23-24	<i>Intercultural Communications – at BCIT (CR552)</i>
July 27-28	Critical Skills for Communicating in Conflict (CR102)
July 28-30	Dealing with Anger (CR200)
July 28-30 & Aug. 4-5	Negotiation Skills, Level II (CR360)
Aug. 4-6	Dealing with Interpersonal Conflict (CR110A)
Aug. 5-7	Mediation Skills, Level I (CR250)
Aug. 10-11	Critical Skills for Communicating in Conflict (CR102)
Aug. 10-14	Mediation Skills, Level II (CR400)
Aug. 11-13	Dealing with Anger (CR200)
Aug. 12-14	Resolving Conflict in the Workplace (CR110B)
Aug. 17-19	<i>Dealing with Anger – at BCIT (CR200)</i>
Aug. 17-19	Negotiation Skills, Level I (CR260)
Aug. 18-20	Resolving Conflict in the Workplace (CR110B)
Aug. 19-21	Mediation Skills, Level I (CR250)
Aug. 20-21	<i>Mediating Discrimination and Harassment Complaints – at BCIT (CR514)</i>
Aug. 24-26	Dealing with Interpersonal Conflict (CR110A)
Aug. 24-28	Negotiation Skills, Level II (CR360)
Aug. 25-27	Dealing with Anger (CR200)

Conflict Resolution Alphabetical Course Listing

For a description of each course, please see the page(s) indicated.

Asserting Yourself Under Pressure (CR104)	11
Building Consensus (CR516).....	13
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Interdisciplinary Studies

Interdisciplinary Studies (IDS) offers a range of contract and continuing professional education programs to government personnel; staff working in social services, health, 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, human services, health 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, and Front Line Training for Residential Settings, Trainer Development, and Traumatic Stress Intervention. Only candidates in IDS certificate programs have borrowing privileges at the JI Library, but any student may use the Library.

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

Whom to Contact

Shelley Rivkin, Program Director srivkin@jibc.bc.ca (604) 528-5628
Dennette Retel, Administrative Assistant dretel@jibc.bc.ca (604) 528-5632

Child Abuse, Counselling, and Traumatic Stress

Cindy Bettcher, Program Coordinator cbettcher@jibc.bc.ca (604) 528-5627
Amber Hall, Program Assistant ahall@jibc.bc.ca (604) 528-5620

Community Safety and Crime Prevention

Sheila MacCallum, Program Planner smacallum@jibc.bc.ca (604) 528-5625
Heather Olson, Program Assistant holson@jibc.bc.ca (604) 528-5573

Workplace Skills, Enforcement, and Trainer Development

Patricia McNeill, Program Coordinator pmcneill@jibc.bc.ca (604) 528-5623
Lynda Getz, Program Assistant lgetz@jibc.bc.ca (604) 528-5619

Management Development for Residential Settings;

Child and Youth Care

Sandra Rice, Program Coordinator srice@jibc.bc.ca (604) 528-5633
Nenita Capili, Program Assistant ncapili@jibc.bc.ca (604) 528-5631

Couple and Family Issues and Violence Against Women;

Non-Traditional Therapies

Cheryl Bell-Gadsby, Program Coordinator cgadsby@jibc.bc.ca (604) 528-5626
Heather Olson, Program Assistant holson@jibc.bc.ca (604) 528-5573

JUSTICE INSTITUTE OF B.C. OUR VALUES

Relevant

Our programs, courses and services enhance justice and public safety and are relevant to the needs and interests of the people we serve.

Responsive

We respond quickly and appropriately to the changing learning needs of the people we serve.

Teamwork

We produce our best work by communicating, planning and working together in an atmosphere of mutual respect and trust.

Partnerships

We believe in developing partnerships that provide leadership and innovation in justice and public safety education and training.

Community Partnerships

Community partnerships are our strength. We collaborate with agencies, organizations, and communities throughout B.C. to offer courses described in this calendar. Interdisciplinary Studies programming staff can also custom-design and deliver a broad range of skill-based workshops and certificate programs by working closely with agencies and communities to identify current training needs, develop courses to respond to the identified needs, and deliver the training in a variety of settings.

For the past 10 years, we have responded to the training requests of Aboriginal communities and agencies for culturally relevant, skill-based training. Our program staff are committed to working with First Nations communities to develop and deliver training to meet changing needs. Interdisciplinary Studies staff work closely with our First Nations Advisor, Renée Nyberg-Smith to ensure that the training we develop reflects the concerns of First Nations communities and that wherever possible, Aboriginal instructors are selected.

If you wish to bring an Interdisciplinary Studies program or course to your community:

- Contact the appropriate program coordinator or the First Nations Advisor, Renée Nyberg-Smith, to discuss how we may help you.
- Set up an appointment to discuss your training needs, develop a program proposal, and prepare a training budget.
- Work with the appropriate program coordinator to identify content, select instructors, schedule dates, choose locations, and advertise the event.

First Nations Programs and Services

Renée Nyberg-Smith is the First Nations Advisor at the Justice Institute. She is Shuswap and German and was raised in the interior of B.C. She has worked with Aboriginal communities and agencies in the area of social development since 1988. Her specific training is in addictions, family violence, and child abuse, and she is an experienced counsellor, trainer, and curriculum developer.

Renée's main duties as the First Nations Advisor are to provide a link between the JI and First Nations communities and agencies and to offer support and information to Native students attending the Justice Institute. She also consults with all divisions and academies of the JI on First Nations issues and develops and delivers training programs for Aboriginal communities and agencies on a periodic basis.

Renée is available from 7:30 am to 3:30 pm Monday to Friday. Her office is Room A226 in the Administration block, but she will also be available part-time in A110D in the Registration Office. Please call first to see where she is available.

First Nations Advisor

Renée Nyberg-Smith
Office: A226; part-time in A110D
Phone: (604)528-5621
Fax: (604)528-5640
E-mail: rnyberg-smith@jibc.bc.ca

Administrative

Unless otherwise indicated, Administrative 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.

Stepping Up Into Supervision (#SUP107)

Stepping up into a supervisory role ranges from gaining experience by "filling in" for a supervisor for a short-term period to applying for a supervisory or team leader position. In *Stepping Up Into Supervision*, participants will identify and examine the roles, responsibilities, and competencies of a supervisor; assess their own strengths and development needs; and prepare to successfully communicate their competencies and commitment in a supervisory interview.

Length: One day
Date(s): January 23
Fee: \$110
Instructor(s): Maureen Hannah, M.B.A.

Preventing and Managing Stress (#TS350)

For a course description, see page 60 in the Traumatic Stress category.

Length: Two days
Date(s): February 9-10
May 4-5
Time: 9:00 am – 4:30 pm
Fee: \$185
Instructor(s): Mark Brunke, M.A.

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 23-24**
June 22-23

Fee: \$180

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

Communication Solutions: Practical Skills for the Workplace (#SUP146)

This course focuses on techniques to help participants increase the effectiveness of their communication skills. Participants will examine the process of communication, review factors that support and enhance the communication process, and practise strategies to reduce communication barriers and deal with difficult workplace issues. Using the Personal Profile System®, participants will examine their personal communication styles and develop strategies to increase their ability to deal with individuals whose styles are different from their own. Other topics to be explored include: giving and receiving feedback, setting limits in a non-defensive manner, and techniques for presenting ideas effectively.

Length: Two days
Date(s): **April 20-21**
Fee: \$185 (includes the cost of the Personal Profile System®)

Instructor(s): Sandra Heath, B.A.

Instructors

Mark Brunke, M.A., is an employee assistance counsellor with Brown Crawshaw Inc. He has counselled individuals, couples, and families for over 15 years and has offered stress workshops at a wide variety of work sites.

Maureen Hannah, M.B.A. (Managerial Leadership), is a training and organizational development consultant specializing in managerial leadership, communication, customer service, performance management, and career planning and development.

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.

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. Instructors are highly skilled in creating trust and a participative atmosphere, as well as balancing theory and practical applications.

Alcohol and Drug Intervention Workshop Series

Unless otherwise indicated, Alcohol and Drug Intervention 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, Cheryl Bell-Gadsby, at (604)528-5626.

NEW

Alcohol and Drug Intervention Workshop Series

BACKGROUND/PURPOSE

In response to recent changes within the Alcohol and Drug (A&D) system of care, the creation of the Ministry for Children and Families, and requests from the community to provide comprehensive training in alcohol and drug intervention, Interdisciplinary Studies of the Justice Institute is exploring the feasibility of developing a certificate program in this area of practice.

To assess community response and to begin the process of developing a certificate program, IDS is offering a course series in Alcohol and Drug Intervention. The course series begins with an introduction and overview of substance misuse. The second course builds on the theoretical foundation of the first, and explores the relationship between substance misuse and various risk factors. The third course and future courses in the series examine the needs of particular populations and special issues those populations face: Fetal Alcohol Syndrome/Effects (FAS/E), cultural issues, and fundamentals of practice within this specialized field.

WHO SHOULD ATTEND

This course series will be of interest to persons working in a variety of positions where they come into contact with staff or clients who are misusing alcohol and/or drugs. The courses will be relevant to practitioners who have a specific mandate to provide A&D services, and to practitioners who provide support and counselling services to clients where substance misuse may or may not have been an identified problem.

The courses will be of interest to counsellors, family support workers, child and youth workers, Stopping the Violence workers, health professionals, employee assistance counsellors, school counsellors and administrators, human resource personnel, and managers in various settings.

1. Understanding Substance Misuse (#AD100)

Participants will:

- define current alcohol and drug terminology, including substance abuse and misuse, addiction, and chemical dependency
- review current research on substance misuse and identify high-risk populations
- explore the acute and chronic physiological and biochemical impact of substance use/misuse on the individual
- discuss the psychopharmacological interaction between various substances
- consider the impact of substance misuse on the individual, family, and community
- examine the link between substance misuse and other addictions or compulsive behaviours, such as gambling, sex addiction, and disordered eating
- gain an overview of the current system of care in responding to substance misuse.

Length: Two days
Date(s): **Spring 1998 (TBA)**
Fee: TBA
Instructor(s): TBA

2. Interconnected Risk (#AD101)

This course presents a conceptual model for examining the interconnectedness of various risk factors and substance misuse problems. Participants will:

- explore a theoretical model that identifies various risk factors that predispose individuals, families, and communities to develop substance misuse problems
- define the relationship between substance misuse and resulting risk factors
- examine these risk factors within a socio-political context
- consider the role and effectiveness of traditional substance misuse treatment responses to populations with interconnected risk factors.

Length: Two days
Date(s): **Spring 1998 (TBA)**
Fee: TBA
Instructor(s): TBA

3. Fetal Alcohol Syndrome (#AD102)

This course examines the impact and special needs of individuals affected by Fetal Alcohol Syndrome and/or NAS/E. Participants will:

- define FAS/E and NAS/E
- identify common physiological characteristics of affected persons
- explore the emotional, behavioural, and developmental effects of prenatal exposure to alcohol and/or other drugs across the life span
- discuss the impact of FAS/E and NAS/E on the individual, family, and community
- review current strategies for responding to FAS/E and NAS/E, and consider the importance of a multidisciplinary collaborative team approach
- examine the current system of care.

Length: Two days
Date(s): **Spring 1998 (TBA)**
Fee: TBA
Instructor(s): TBA

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

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. The four parts must be taken in sequence with the same group of participants. Four days of youth care-related 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, which will be deducted from the full program fee. The fee for the four-part program is \$950. A minimum of half the fee, \$475, must be paid 21 days before the start date of Part 1. The remaining fee of \$475 must be paid 21 days before the start of Part 2. Before a certificate is issued, participants must complete all four parts of the program consecutively, complete assigned course work, and attend four days of JI youth care-related electives.

Please note that participants are required to complete the program with the same group for each of the four parts.

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

Length: Sixteen days
Fee: \$950
Date(s): Part 1 – March 30 – April 2
Part 2 – May 11-14
Part 3 – June 22-25
Part 4 – September 14-17
Instructor(s): Martha Joy and Debbie Verkerk

Child and Youth Care Courses

These courses are open to all professionals who work with youth in a variety of community settings. The courses can also be used as electives in the Working with Youth in Community Settings Certificate Program.

Workshop One: Making Connections: An Introduction to Effective Conflict Resolution Skills for Working with Youth (#CY185)

The first two-day workshop in the Making Connections: Working Through Conflict with Youth series is designed as an introduction to effective conflict resolution skills for youth care professionals and other individuals who work with youth in a variety of community settings. Participants will increase their awareness of their own beliefs about conflict, and the impact of these beliefs on their actions when working through conflict situations with young people; assess their skills in resolving difficult situations with youth; identify and practise non-coercive collaborative processes for resolving youth-related conflicts; and develop key skills such as assertive expression, non-defensive listening, and self-management. *(You must complete Workshop One before registering for Workshop Two or Three.)*

Length: Two days of six-day series
Date(s): March 23-24
June 8-9
Fee: \$175
Instructor(s): Mario Govorchin

Workshop Two: Making Connections: Managing Emotional and Aggressive Situations with Youth (#CY186)

The second workshop in the Making Connections: Working Through Conflict with Youth Series is designed for youth care professionals and other individuals who work directly with youth in a variety of community settings. Participants will examine their own responses to highly emotional and aggressive behaviours in youth; strengthen their skill level in managing these behaviours; explore and practise a range of defusing and limit-setting strategies for responding to youth in crisis; and practise strategies to coach youth to manage their own behaviours. *(You must complete Workshop One before registering for Workshop Two.)*

(continued on next page)

Length: Two days of six-day series
Date(s): **July 6-7**
Fee: \$175
Instructor(s): Mario Govorchin
Coach: Pamela Theriault

Workshop Three: Making Connections: Third-Party Facilitation When Working with Youth (#CY187)

The third workshop in the Making Connections: Working Through Conflict with Youth series is designed for youth care professionals and other individuals who work directly with youth in a variety of community settings. Participants will examine options for facilitating as a third party in situations of conflict with youth; practise strategies for successful arbitration, conciliation, and mediation with youth; develop skills to facilitate communication between disputants; examine their role as third-party facilitator; develop skills to manage the emotional climate and ensure safety for youth during interventions; and practise process and communication skills to guide youth in conflict through a simulated mediation process. *(You must complete Workshop One before registering for Workshop Three. You are not required to complete Workshop Two before Workshop Three.)*

Length: Two days of six-day series
Date(s): **April 27-28**
(Additional dates will be announced in the Fall 1998 calendar)
Fee: \$175
Instructor(s): Mario Govorchin
Coach: Pamela Theriault

NEW

Braving the Impact: Responding to the Changing Role of Child and Youth Care (#CY191)

In September 1996, one of the most significant initiatives to restructure the child welfare system was introduced. This two-day workshop will focus on the shifting roles of child and youth care workers and how the roles are being altered and affected. Participants will identify and discuss the major changes; assess the longer-term impact on the role of the child and youth care worker; review the major documents and key players; and strategize ways for child and youth care workers to become actively involved in these changes. This workshop will give child and youth care workers and other professionals who work with youth the opportunity to meet some key players in these changes; review relevant documentation, such as the changes since the Korbin Report; review the Gove Report and its impact; and review the history of the transition process and the impact of these changes on child welfare in B.C. Participants will also review the shift from five child-serving ministries to the formation of the Ministry for Children and Families, and the restructuring of the contract sector. They will discuss the proposed changes to how child and youth care work is performed and evaluated.

Length: Two days
Date(s): **February 2-3**
June 26-27
Fee: \$165
Instructor(s): Bruce Hardy, M.Ed., M.A.

NEW

Developing Effective Interventions: Therapeutic Interventions for High-Risk/High-Need Youth (#CY189)

This two-day course was designed to respond to the changing complexities of working with high-risk and high-need youth. Child and youth care workers are frequently expected to work with youth who may display behaviours that can be challenging, aggressive, violent, suicidal, and/or chemical-dependent. Participants will have the opportunity to share ideas, deal with specific on-the-job realities, and meet with community based professionals who manage these issues on a daily basis. The workshop will focus on the *practice* of specific practical therapeutic interventions with suicidal behaviour, mental health issues, manipulation, violent offenders, and sexual intrusiveness and aggression; identify the *real numbers* behind high-risk statistics; and discuss the changes in the field and how to access resources to help work with high-risk and high-need young people.

Length: Two days
Date(s): **May 6-7**
Fee: \$165
Instructor(s): Bruce Hardy, M.Ed., M.A.

Creating Positive Change Through Peer Groups (#CY182)

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): **May 25-26**
Fee: \$165
Instructor(s): Debbie Verkerk and Lenox Neher

Working With Gay, Lesbian, Bisexual, and Transgender Youth (#CY188)

Increasingly youth-serving agencies and professionals who work with youth are recognizing the sensitive and complex needs of sexual-minority youth. Gay, lesbian, bisexual, and transgender youth are at an increased risk for harassment/violence/abuse, substance use, suicide, mental health concerns, and isolation. This course is designed to engage participants in a process that raises general awareness, provokes discussion of specific issues

related to good youth care practice, and suggests concrete “next steps” for improving support of sexual-minority youth. Participants will explore homophobia versus homohatred; multiple risks and stressors and coping strategies for youth; educational and informational needs; legal and ethical concerns; human rights of youth; health issues; family issues; systemic barriers and challenges; and strategies for improving support to sexual-minority youth.

Length: Two days
Date(s): April 15-16
Fee: \$165
Instructor(s): Scott Robertson, M.S.W., ICADC

Supporting Females Through the Crisis of Adolescence (#CY190)

For a course description, see page 39 in the Counselling category.

Length: Two days
Date(s): March 6-7
Fee: \$175
Instructor(s): Natalie Clark, M.S.W., and Lynn Redenbach, R.P.N.

NEW

Connecting with Children Under 12: Resolving Anger Issues (#CY192)

This one-day workshop will provide counsellors, social workers, child and youth care workers and other mental health practitioners with the opportunity to understand and develop skills and strategies to work with children under 12 and their families where anger is an issue. The intervention strategies will focus on: effective communication of anger within a developmental context, identifying specific triggers and the anger cycle for younger children, exploring the role of the family in communication and anger expression, and specific skill practice sessions involving real on-the-job situations. The intervention strategies presented are designed to be incorporated in group and individual sessions with both children under 12 and their families. (This is not an elective in the Working with Youth in Community Settings Certificate Program.)

Length: One day
Date(s): February 21
Fee: \$85
Instructor(s): Mary Dowdall, M.A.

SPECIAL EVENT

Please check page 63 for a special event for professionals who work with children, youth, and families, featuring bestselling author Nancy Samalin.

Instructors

Mary Dowdall, M.A., is the Team Leader for the Ministry for Children and Families on the North Shore. She specializes in working with children and youth, and has facilitated many group programs in the area of anger management for children and families on the North Shore. Mary also has a private practice called Cornerstone Professional Counselling Practice.

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.

Bruce Hardy, M.Ed., M.A., is currently the Executive Director of West Coast Family Resources. He instructs in the child and youth care programs at the University of Victoria and Douglas College. Bruce is a tribunal member for the B.C. Children's Commission, a board member of the Legal Services Society of B.C., a board member of Experience Canada, and an active chair of the National Council of Welfare.

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 16 years, is currently co-president of the Child and Youth Care Association of B.C., and operates a special care home.

Scott Robertson, M.S.W., ICADC, is a private practitioner and consultant. He has worked on a variety of system issues, such as child welfare, mental health, health care, substance use, and HIV/AIDS for the last 15 years. Scott is an active volunteer on a local, national, and international level on issues for gay, lesbian, bisexual, and transgender youth.

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 Abuse and Neglect

Unless otherwise indicated, Child Abuse and Neglect 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.

NEW

Child Abuse and Neglect Support Worker Certificate Program

This new certificate program was developed in response to the creation of the Ministry for Children and Families, changes resulting from the introduction of the Child, Family and Community Services Act, and increasing concerns about the prevalence of child abuse and neglect. The certificate program recognizes the need for front line support workers to respond to all types of child abuse and neglect in an interdisciplinary, collaborative way. The program will emphasize practical skill development for support workers working with abused and neglected children and their families.

A certificate of achievement will be given to registrants who complete the courses in the order identified below, and successfully complete the other program requirements.

- Understanding Child Abuse and Neglect (#EP260): (2 days) **February 20-21 or March 27-28**; fee: \$165
- The Impact of Child Abuse and Neglect: Child Development and Resiliency (#EP261): (3 days) **April 23-25**; fee: \$190
- Supporting Children Who Have Been Abused and Neglected (#EP262): (3 days) **May 21-23**; fee: \$190
- Safety and Risk: Support Worker Self-Care (#EP263): (2 days) **June 12-13**; fee: \$165

Instructors: Fran Grunberg, Paye Luxemburg-Hyam, Ronnie Riehm, and Wally Rupert.

Summer Institute

The entire certificate program will be offered over 10 consecutive weekdays. Courses are scheduled as follows:

- Understanding Child Abuse and Neglect (#EP260): **July 6-7**
- The Impact of Child Abuse and Neglect: Child Development and Resiliency (#EP261): **July 8-10**
- Supporting Children Who Have Been Abused and Neglected (#EP262): **July 13-15**
- Safety and Risk: Support Worker Self-Care (#EP263): **July 16-17**

For more detailed information on the certificate program and course content, please contact Amber Hall at (604)528-5620 and ask for a brochure.

Child Sexual Abuse

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

These certificate programs are designed for practitioners currently providing therapeutic counselling for sexually abused children, 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. Each certificate program is offered only once per calendar year.

Children and Youth Option (#CSA105A)

Length: 12 days
Date(s): **October 1-3, 15-17, 29-31; November 12-14**
Fee: \$735

Adult Survivor Option (#CSA105B)

Length: 12 days
Date(s): **January 29-31; February 12-14, 26-28; March 12-14**
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 1998, the programs will be offered on the following dates only:

(continued on next page)

Co-sponsored with *Northwest Community College*. For a detailed course brochure, contact Amber Hall at (604)528-5620. To register, contact Northwest Community College at (250)842-5291.

Supporting Child, Adolescent, and Adult Survivors

This six-day program explores the impact of child sexual abuse on the adult survivor, provides an overview of the coping mechanisms of survivors, examines common crises that may prompt the survivor to seek help, and discusses a range of relevant treatment models. Participants will define an appropriate role of the support worker in working with the survivor in the context of the larger treatment system, and will have opportunities to develop and practise skills in supportive interventions and effective advocacy within an empowerment framework. Current issues and practice challenges for the support worker will be highlighted and addressed.

Length: Six days
Date(s): February 19-21 & March 5-7
Fee: \$325
Instructor(s): Heather Whiteford, M.S.W., and Nancy Buzzell, Ph.D.

Supporting Adult Survivors (#CSA134A)

This program is for front line and other staff who work in a support capacity with adults who have been sexually abused in childhood. A certificate of achievement will be given to registrants who successfully complete the program requirements.

Child Sexual Abuse Support Worker Training Program

Instructors include: Cheryl Bell-Gadsby, M.A., R.C.C.; Nancy Buzzell, Ph.D.; Liz Choquette, R.N., B.Sc.N.; R.C.C.; Natalie Clark, M.S.W.; Marie Jose-Dhaese, Ph.D.; Naomi Ehren-Lis, 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.

Length: 10 days
Date(s): November 19-21; December 3-5 & 17-19
Fee: \$750

Advanced Adult Survivor Option (#CSA130A)

Length: 10 days
Date(s): April 30; May 1-2, 14-16, & 27-30
Fee: \$750

Advanced Child and Youth Option (#CSA130B)

Length: Nine days
Date(s): March 23-27 & April 20-23
Location: Northwest Community College in Hazelton (1525 Omenica Street)
Fee: \$1,150

NEW

The Art of Running a Private Practice: Small Business Skills for Therapists (#EP506)

For a course description, see page 39 in the Counselling

SPECIAL EVENT

Race and Culture: Ethical Challenges for Counsellors and Social Service Providers (#EP266)

Co-sponsored with the *Multi-Cultural Concerns Committee, B.C. Association of Social Workers (BCASW)*. For a course description, see page 63 in the *Conferences/Special Events* category.

Length: Two days

Date(s): March 13-14

Fee: \$125 for BCASW members; \$150 for non-members; group rate: \$135 per registrant (3 or more registrants from same agency or organization)

Instructor(s): Jessica Henderson Daniel, Ph.D.

NEW

Safe Practice: Best Practice (#EP509)

For a course description, see page 39 in the Counselling

Length: One day

Date(s): March 16

Fee: \$95

Instructor(s): Janet Douglas, M.S.W. (cand.), and Terry Waterhouse, B.Ed.

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

Adult survivors can derive considerable benefit from a group experience that brings the body back into the healing process. This course is 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 27-28**
Fee: \$175
Instructor(s): Nancy Buzzell, Ph.D.

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

For a course description, see page 40 in the Counselling category.

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

NEW

Chronic Pain: Factors in Development and Treatment (#EP258)

For a course description, see page 40 in the Counselling category.

Length: One day
Date(s): **May 9**
Fee: \$95
Instructor(s): Jeffrey Fisher, M.A., R.C.C., and Lorna MacDougall, M.Ed., R.C.C.

Instructors

Cheryl Bell-Gadsby M.A., R.C.C., has over 15 years of Canadian and U.S. experience as a therapist, clinical supervisor, and educator. She specializes in issues of trauma, family violence, and hypnotherapy with children, adolescents, and adults. She has recently co-authored a book for clinicians on solution-focused treatment of sexual abuse.

Nancy Buzzell, Ph.D., has over 20 years of experience leading groups and workshops in the area of sexual abuse. She is a counsellor at the Student Resources Centre at UBC and is a therapist in private practice.

Liz Choquette, R.N., B.Sc.N., R.C.C., is a therapist with Greater Vancouver Mental Health Services working as an abuse survivor resource worker.

Natalie Clark, M.S.W., R.S.W., is the coordinator and clinical supervisor of Cameray Counselling Centre. She is also a consultant and educator in private practice, specializing in work with adolescents.

Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S, is an adult and child therapist, clinical supervisor, and educator in private practice. She is a registered art therapist, certified expressive therapist, and registered play therapist with over 23 years of experience as a therapist.

Naomi Ehren-Lis, M.S.W., R.S.W., is the Program Manager at VISAC (Vancouver-Richmond Incest and Sexual Abuse Centre) of Family Services of Greater Vancouver. She has extensive experience in sexual abuse counselling, clinical supervision, and group facilitation.

Fran Grunberg, M.S.W., R.S.W., is a therapist, educator, and consultant in private practice. She has 24 years of experience working on child, youth, and family issues, including child protection, policy analysis, program development, research, training, prevention, and treatment.

Margaret Jones-Callahan, M.A., is a counsellor in private practice with over 21 years of clinical experience with children, adults, and families. She has particular expertise in the treatment of sexual abuse, grief and trauma, human sexuality, creativity, the expressive arts, and Buddhist psychology.

Faye Luxemburg-Hyam has been working as a child and family counsellor, private and agency therapist, and educator in the area of child abuse for 23 years. She has extensive experience in working with survivors of child sexual abuse.

Maureen McEvoy, M.A., is a therapist in private practice. Special areas of interest include adult women survivors, work with couples, and dissociation. She recently co-authored a manual for counsellors on the legal process for the Justice Institute.

Ronnie Riehm is an elementary school counsellor and has been involved in inner-city school programming and community school development. She has developed training curricula and trained in the areas of child abuse and neglect, child sexual abuse, violence prevention, and children who witness violence.

Brenda Rudko, M.A., ABS, has extensive experience working with children and families in a variety of settings. She has developed a family-based program for children with sexual behaviour problems for Fraser Valley/North Shore Mental Health Services.

Wally Rupert is a First Nations man who has been involved in social service delivery for the last 25 years. He has managed family support programs with Aboriginal organizations and is currently the Case Manager at the Office of the Child, Youth, and Family Advocate for the Ministry for Children and Families.

Lisa Shatzky, B.A., M.S.W., is a family therapist working at Act II Child and Family Services. She is also in private practice, specializing in child sexual abuse and other trauma work. She teaches at Pacific Coast Family Therapy Training Association.

Pam Sleeth, M.A., is a therapist in private practice and the co-author of *Recollecting Our Lives: Women's Experiences of Childhood Sexual Abuse*. Special areas of interest include adult female survivors and dissociative identities.

Heather Whiteford, M.S.W., currently works as a family therapist with Family Services of Greater Vancouver. She also teaches at the Pacific Coast Family Therapy Training Association.

Maggie Ziegler, M.A., is the clinical supervisor for Family Services of the North Shore, and is a therapist in private practice. Besides having 16 years of clinical experience with survivors of violence, she has developed programs to train service providers in trauma work.

Community Safety and Crime Prevention Programs

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 the following four programs can be offered in your community, please call the Program Planner, Sheila MacCallum, at (604)528-5625 (e-mail: smacallum@jibc.bc.ca). For detailed brochures, call the Program Assistant, Heather Olson, at (604)528-5573.

For information on courses addressing workplace harassment issues, see the Management category (page 47) or contact the Program Coordinator, Patricia McNeill, at (604)528-5623.

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 with 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 school and district audiences.

Length: One day
Date(s): February 6
Fee: \$125
Instructor(s): Garry Lester

Classroom Management Techniques: Dealing With Inappropriate Behaviour (#CP110)

No matter how hard they prepare and incorporate creative teaching techniques into their lessons, educators often will have difficulty meeting their learning objectives if students are inattentive or disruptive. In this interactive workshop, participants will learn and share skills for appropriate responses for dealing with disruptive or misdirected classroom behaviour; communication strategies for setting limits; and avoiding power struggles, which inhibit effective classroom teaching and learning. This course is suited for anyone working in an elementary or secondary school classroom.

Length: One day
Date(s): February 13
Fee: \$125
Instructor(s): Gordon Collings

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; the 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): January 30
Fee: \$125
Instructor(s): Lisa Pedrini

Dealing with Harassment and Peer Victimization: A Solution-Focused Approach (#CP220)

This interactive workshop will provide secondary school educators, administrators, and counsellors with current information and intervention and prevention strategies to address such issues as sexual harassment, intimidation, assault, and discrimination based on gender, sexual orientation, race, or culture. Participants will explore and practise solutions for providing a safe environment (including a format for dealing with disclosures), gain an understanding of the psychological impact of victimization, and discuss implementation of solution-focused prevention models that positively influence critical thinking, problem solving, and healthy choices.

Length: One day
Date(s): February 27
Fee: \$125
Instructor(s): Cheryl Bell-Gadsby, M.A., R.C.C.

All workshops in the Community Safety and Crime Prevention Programs are available for on-site delivery to clients. For details on how to arrange this, contact the Program Planner, Sheila MacCallum, at (604)528-5625 (e-mail: smacallum@jibc.bc.ca).

• Alcohol and Drug Training Programs

Practical, skills-based training courses designed specifically for alcohol and drug workers are currently under development, and will be available for public offering in early 1998. For details, please contact the Program Coordinator, Cheryl Bell-Gadsby, at (604)528-5626.

• Community Safety and Crime Prevention Training Programs

Practical knowledge, skills, and strategies for enhancing community safety and preventing crime will be available to community volunteers and professionals in early 1998. Participants will be able to take stand-alone modules or a series of courses resulting in a certificate. For details, please contact Sheila MacCallum at (604)528-5625 (e-mail: smacallum@jibc.bc.ca).

Instructors

Cheryl Bell-Gadsby, M.A., R.C.C., has extensive experience in Canada and the United States as an educator, therapist, and clinical supervisor. She has provided consultation and training within the First Nations community, both on and off reserve, in the areas of family violence, sexual abuse, and youth victimization. She created an interactive education program for North Shore secondary schools to address issues of family violence, sexual abuse, dating violence, and healthy relationships that has reached more than 4,000 grade 10 and 11 students. Cheryl recently co-authored a book for clinicians on solution-focused therapy for the treatment of sexual abuse.

Gord Collings is a junior secondary school principal in Delta. He has more than 20 years of secondary teaching, counselling,

and administrative experience. A former certified Crisis Prevention Institute instructor, Gord is a member of the B.C. Principals and Vice Principals Association School Safety and Violence Prevention Committee, and also delivers workshops on crisis intervention techniques and conflict resolution.

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.

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

Building on Client Strengths (#EP196)

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): February 5-6
Fee: \$165
Instructor(s): Elaine Stoll, B.A., R.C.C.*

NEW

Grief and Bereavement: Level II (#EP155A)

This two-day course is for counsellors, therapists, and other practitioners working with clients around grief and bereavement issues. Participants will apply theory learned in Grief and

Bereavement (#EP155), assess complicated bereavement, and consider challenges that emerge in working with this client population. Using fictitious and real clinical cases from their own work, participants will practise and develop skills required in the clinical work by roleplaying and observing themselves and others on video. **Prerequisite(s):** Before registering for this course, participants must complete #EP155 or obtain the approval of the Program Coordinator. Registration is limited to 16 participants.

Length: Two days
Date(s): February 9-10
Fee: \$195
Instructor(s): Linda Rosenfeld, B.S.W., and Elizabeth Fortes, M.A.

NEW

Becoming a More Effective Counsellor (#EP508)

The course is for front line workers who are currently working with clients and are interested in building and refining their counselling skills. Participants will explore verbal and non-verbal counsellor-client communications, review a process for reflecting feelings and thoughts, discuss how to use silence effectively, consider how to minimize boundary violations, and identify specific steps to ensure that clients are learning problem-solving skills. Participants will consider 18 characteristics of effective counsellors; seek to model congruency of thoughts, feelings, and actions; and differentiate between support, counselling, and therapy. Demonstrations, video clips, and discussions will be used to present the material and to create an encouraging environment where participants can practise and expand their skills.

Length: Two days
Date(s): February 16-17
Fee: \$165
Instructor(s): Elaine Stoll

NEW**Everything You Ever Wanted to Know about the DSM-IV: Level II (#EP204A)**

This advanced course is open to counsellors, support workers, group home staff, social workers, and other mental health professionals who have completed Level I (#EP204) or the equivalent. Participants will have the opportunity to explore in greater depth the major psychiatric disorders and differential diagnoses; consider factors relating to the selection of effective treatment approaches, including medical and non-medical interventions; and examine a process for creating comprehensive treatment plans. The role of non-medical mental health professionals in the diagnostic and treatment process will be highlighted. This course is not intended to qualify individuals to use psychiatric diagnostic procedures beyond their level of professional competence.

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

Supporting Females Through the Crisis of Adolescence (#CY190)

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 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 6-7
 Fee: \$175
 Instructor(s): Natalie Clark, M.S.W., and Lynn Redenbach, R.P.N.

NEW**The Art of Running a Private Practice: Small Business Skills for Therapists (#EP506)**

This course will provide participants with the skills and resources necessary to succeed in establishing and maintaining a financially viable, stable, and ethically sound private practice. Participants will complete a series of self-assessments to identify the strengths they bring to private practice and the areas in which they need to cultivate existing or additional skills, including an exploration of personal characteristics; personal/professional goals; resources for working with stress, doubt, and anxieties; and private practice success probability. Key business skills will be examined, including general business management, business planning, communications, financial management, marketing and promotion, and legal and tax aspects. Participants will determine whether a sole proprietorship or a partnership works best for

them. The essential components of developing a business plan will be reviewed, highlighting potential financing sources and ongoing financial needs throughout the first year of the life of the practice.

Length: Two days
 Date(s): March 7 & April 4
 Fee: \$175
 Instructor(s): Monica Franz, B.A., DVATI, RCAT

NEW**Safe Practice: Best Practice (#EP509)**

This course is designed for front line workers who are engaged in field practice and are interested in developing personal safety protocols for their work outside the office and in clients' homes. Participants will discuss the importance and role of safety assessment in their field work, identify verbal and non-verbal cues in clients' behaviour that may threaten their safety, consider effective and ineffective responses to these threats, and examine behaviours and responses that are useful in de-escalating threatening client behaviours. Case scenarios from front line support work will be used to explore and develop personal safety strategies and protocols.

Length: One day
 Date(s): March 16
 Fee: \$95
 Instructor(s): Janet Douglas, M.S.W. (cand.), and Terry Waterhouse, B.Ed.

Suicide Assessment and Intervention (#EP126)

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): March 30-31
 Fee: \$175
 Instructor(s): Gladys Adilman, B.A., and Suri Vangolen, B.A., R.C.C.

NEW**Adolescent Suicide (#EP507)**

Suicide is the second leading cause of death in the adolescent population. This course is for professionals working with young people between the ages of 13 and 24 years. Participants will explore effective risk assessment, which includes the identification of predisposing, current, and imminent risk factors, and the concept of resiliency. The differences between violent and

depressed youth, and the defense mechanisms they use, will be examined, and experiential exercises, including role plays, will be used to illustrate interventions with at-risk youth. Individual interventions and suggestions for family involvement, with recommendations for schools and the community, will be addressed in order to prevent contagion of suicidal behaviour.

Length: One day
Date(s): May 4
Fee: \$95
Instructor(s): Gladys Adilman, B.A., and Linda Rosenfeld, B.A., B.S.W.

NEW

Chronic Pain: Factors in Development and Treatment (#EP258)

This course is for professionals such as counsellors, physicians, social workers, health care workers, therapists, and others who are working with individuals and families where one or more members suffer from chronic, non-malignant pain. The course will introduce participants to the complex factors that lead to the development and maintenance of chronic pain patterns. Through experiential exercises, participants will explore a range of practical strategies and interventions to help clients move from despair and disability to empowerment, health, and productivity.

Length: One day
Date(s): May 9
Fee: \$95
Instructor(s): Jeffrey Fisher, M.A., R.C.C., and Lorna MacDougall, B.S.R., M.Ed.

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. The 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, and 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.

Length: Two days
Date(s): TBA
Fee: \$175
Instructor(s): Liz Gildner, M.A.

Crisis Intervention: That Critical First Step (#EP252)

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.

Length: Two days
Date(s): June 8-9
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): March 11-12
July 3-4
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 practised through role plays.

Length: Two days
Date(s): March 13-14
July 6-7
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): April 24-25

Fee: \$185

Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

Expressive Therapies with Children Who Have Suffered a Loss (#CY104D)

This course is for counsellors, school counsellors, child care workers, social workers, and other practitioners working with children who have suffered a loss due to divorce, death, abuse, hospitalization, immigration, and other traumas. Participants will explore the stages of grieving, examine children's reactions to loss through the developmental stages, and discuss principles of using expressive therapies with grieving children. The needs of children at each stage of the grieving process, and corresponding expressive methods to help these children deal with the issues, will be presented. 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): July 8-9

Fee: \$185

Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

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.

Janet Douglas, M.S.W. (cand.), is a child protection social worker with Car 86, a collaborative social work-police emergency response child protection program. She has co-authored a book on field safety for helping professionals (scheduled for publication in 1998).

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.

Jeffrey Fisher, M.A., R.C.C., is a professional counsellor who has worked for the past 10 years with individuals who have chronic pain and stress-related issues. He is currently a counsellor with the Chronic Pain Program at the Columbia Centre for Rehabilitation, and is also in private practice.

Elizabeth Fortes, M.A., has been a counsellor with SAFER for the past 14 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 therapist, a clinical supervisor, and an educator in private practice. She is a registered art therapist, a certified expressive therapist, and a registered play therapist supervisor with over 23 years of experience as a therapist and over 13 years as a supervisor and international workshop leader in the field of expressive therapies, abuse, and loss.

Lorna MacDougall, B.S.R., M.Ed., has worked in the area of health from a body/mind perspective for nearly 20 years, specializing in chronic pain and stress-related problems. She is currently the Clinical Program Coordinator at the Columbia Centre for Rehabilitation and is a counsellor in private practice.

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.

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 therapist, 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.

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.

Terry Waterhouse, B.Ed., is currently the Violence Prevention Coordinator for the Vancouver School Board. Before this, Terry spent 10 years as a police officer with the Vancouver Police Department, including three years with Car 86.

Couple and Family Issues

Unless otherwise indicated, Couple and Family Issues 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, Cheryl Bell-Gadsby, at (604)528-5626.

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, Cheryl Bell-Gadsby, at (604)528-5626, 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 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.

1. Foundations of Family Support Work (#G550A-19973)

Length: Two days

Date(s): **September 26-27, 1997**, at the Justice Institute

Fee: \$175

Foundations of Family Support Work (#G550B-19973)

Length: Two days

Date(s): **November 14-15, 1997**, at Douglas College

Fee: \$175

2. Supporting Families within a Systems Framework (#G551A-19981)

Length: Three days

Date(s): **January 22-24, 1998**, at Douglas College

Fee: \$225

3. Developing Intervention Skills in Family Support Work (#G552A-19981)

Length: Three days

Date(s): **February 26-28, 1998**, at the Justice Institute

Fee: \$225

4. Ethical Decision-Making in Family Support Work (#G553A-19982)

Length: Two days

Date(s): **April 3-4, 1998**, at Douglas College

Fee: \$175

5. Family Support Work Practice Supervision (#G554A-19982)

Length: Two days

Date(s): **May 22 & June 5, 1998**, at the Justice Institute

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 practising 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.

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): **October 23-25 & November 6-8, 1997**, at the Justice Institute or
November 20-22 & December 11-13, 1997, at the Justice Institute
Fee: \$415

2. Couple and Family Assessment (#CFT120)

Length: Six days
Date(s): **January 29-31 & February 12-14, 1998**, 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): **March 12-14 & 26-28, 1998**, at the Justice Institute
Fee: \$415

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

Length: Six days
Date(s): **May 14-16 & 28-30, 1998**, at Douglas College
Fee: \$415

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

Length: Six days
Date(s): **June 25-27 & July 9-11, 1998**, at the Justice Institute
Fee: \$415

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

Length: Six full-day sessions
Date(s): **TBA**
Fee: \$450

NEW

Living Apart but Parenting Together (#CY173)

Helping clients deal with divorce is one of the most challenging issues counsellors, social workers, and other mental health practitioners face. The aftermath of divorce can leave children and their parents with lasting emotional and behavioural effects. This course focuses on enhancing workers' skills in understanding and supporting families in dealing with the complexities of parenting while living in separate households. Participants will: examine a framework for effective communication between split families with children; understand the roles and responsibilities of custodial and non-custodial parents and the impact on the child; address practical concerns and skills relating to the developmental stage of the child; assist parents in understanding and setting clear and healthy boundaries; identify and practise clear and positive communication skills when facing an ex-partner; support parents in creating an atmosphere of empathy and respect for all family members; and explore the challenges of being a weekend parent and establishing a foundation for the child's resilience and emotional health.

Length: One day
Date(s): **March 6**
Fee: \$95
Instructor(s): Molly Jeschke

NEW

Connecting with Children Under 12: Resolving Anger Issues (#CY192)

For a course description, see page 33 in the Child and Youth Care category.

Length: One day
Date(s): **February 21**
Fee: \$85
Instructor(s): Mary Dowdall, M.A.

Violence Against Women in Relationships

Violence Against Women in Relationships – Core Training (#EP193)

This two-day course is designed to give participants a basic overview of how and why violence against women operates in our society. It will provide an introduction to intervention theory and techniques and is designed to be highly participatory. Many of the exercises draw on the experiences of participants. The curriculum is written from a feminist and popular-education

perspective. Topics include: continuums of abuse, lethality assessments, effects of abuse on women and children, men who abuse, crisis intervention and safety planning, and legal and service delivery needs of women.

Length: Two days
Date(s): **March 20-21**
Fee: \$75
Instructor(s): Helen Dempster, B.G.S.

Children Who Witness Abuse (#CY111)

This course, created by the B.C./Yukon Society of Transition Houses, reflects the most recent information and knowledge in the field based on the society's 54 Children Who Witness Abuse programs. The course also includes up-to-date research from Ontario, Texas, Minnesota, and California. Children reared in violent homes are increasingly recognized as a group at risk for a variety of behavioural problems. At the same time, there is considerable variability in this group of children. This course gives an overview of the behavioural consequences and coping styles of children exposed to violence in their homes as well as the most effective strategies for responding to their needs. In addition, it addresses strategies to empower abused women as mothers and explores current challenges in doing this work. This course is for social workers, family court counsellors, child and youth workers, legal advocates, and practitioners involved in assessing or working with children, youth, or families where violence has been an issue.

Length: Two days
Date(s): **April 2-3**
Fee: \$175
Instructor(s): Helen Dempster, B.G.S.

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

This course is for counsellors and other practitioners working with men who abuse their partners, and front line workers (such as police, probation officers, transition house workers, etc.) who have contact with assaulted women. Participants will explore the "defensive themes" used by men who assault their partners; consider and discuss their reactions as workers to these themes; and practise intervention strategies to address these defenses as they emerge. An overview of the components of effective treatment for assaultive men and an exploration of what women should know about men's treatment will be highlighted.

Length: Two days
Date(s): **April 30 – May 1**
Fee: \$195
Instructor(s): Dale Trimble, M.A.

Effective Work with Assaultive Men (#EP264)

This workshop is for counsellors, psychologists, mental health workers, social workers, alcohol and drug counsellors, and others in the helping professions working explicitly with violent men in groups or in a general practice or agency setting. It will

also benefit those who work primarily with victims by providing them with a framework for responsible work in ending men's violence. Through lecture, discussion, demonstrations by the instructor, and role play, participants will explore the causes of men's violence; understand men's defenses; and learn counselling skills for engaging men in responsibility, assessment considerations, indicators of health in assaultive men, safety planning with women, the effects of violence on children, and self-care as a counsellor.

Length: Two days
Date(s): **June 4-5**
Fee: \$195
Instructor(s): Dale Trimble, M.A.

LINK

LINK is a two-day workshop exploring the links between alcohol and drug misuse and violence against women and children. It was developed to enable workers in the fields of alcohol and drug abuse and family violence to explore common issues and concerns related to identifying, screening, supporting, and referring clients. Another goal of the workshop is to strengthen working relationships among workers in these fields. LINK workshops are offered around the province and are facilitated by local instructors from these two fields. The registration fee is \$90 and includes course materials. If you are interested in organizing a LINK workshop in your community, contact Cheryl Bell-Gadsby at (604) 528-5626.

NEW

Non-Traditional Therapies

Exploring Holistic Therapies: A New Paradigm for Clinical Practice – Level I (#EP550)

This introductory course is for anyone interested in obtaining a better understanding of the array of alternative therapeutic approaches available within the holistic professional community. A model of holistic therapy will be presented, with emphasis on the integration of mind, body, emotions, and spirit. Recent findings in the field of psychoneuroimmunology will be presented as a basis for supporting more integrated approaches to counselling and psychotherapy. Participants will:

- review some of the more widely accepted approaches in the fields of alternative health care systems, body-centred psychotherapies, and psycho-spiritual practice
- discuss the efficacy of various approaches and their usefulness for addressing specific client populations and client needs
- examine a framework for incorporating these approaches into a client's treatment plan with consideration of appropriateness, timing, evaluation, and legal and ethical issues
- consider how to coordinate these approaches with other aspects of client care
- learn through experiential exercises, lecture, and demonstration.

Length: One day
Date(s): April 18
Fee: \$110
Instructor(s): Joe Solanto, Ph.D.

Integrating Energetic Bodywork into a Solution-Focused Counselling Process – Level II (#EP233)

Issues such as chronic pain, anxiety, depression, and trauma reactions affect clients both physiologically and emotionally, and are rarely resolved using cognitive therapy alone. This course explores therapeutic interventions from energetic and solution-focused, narrative, and metaphorical approaches. Participants will:

- acquire practical clinical tools for heightening mind-body communication
- refine and integrate communication skills with energetic bodywork
- develop hands-on skills to reconnect with internal resources and shift the client's internal frame of reference to a healthier, more proactive stance
- learn the guiding principles and techniques of Level IIA of the Healing Touch Program
- explore a framework that integrates Healing Touch, hypnosis, and other solution-focused counselling skills
- examine legal and ethical issues related to touch therapy.

This course is open to professionals in mental health-related fields with a graduate (master's) degree or a nursing degree, students enrolled in a full-time graduate program in related disciplines, and/or other practitioners with a combination of relevant training and clinical experience. **Note:** A Level IIA Healing Touch certificate will be earned upon completion of this course. **Prerequisite(s):** Integrating Energetic Bodywork into a Solution-Focused Counselling Process – Level I (#EP232).

Length: Four days
Date(s): May 6-9
Fee: \$360
Instructor(s): Ruth Lamb, R.N., M.Sc.N., CHTI, and Cheryl Bell-Gadsby, M.A., R.C.C.

Demystifying Hypnosis (#EP551)

Therapists often view hypnosis as a complex and mysterious practice fraught with questionable legal and ethical issues. However, hypnosis is a natural and spontaneous human process that can be responsibly and ethically utilized to help clients explore their emotions, creative skills, and resources, resulting in positive growth and change. In this workshop participants will learn: a framework for understanding the principles of hypnosis; how hypnotic phenomena can be used in everyday therapeutic conversations to empower the client; how hypnotic tools can be used for creative problem solving and life-reframing; and key legal and ethical issues and record-keeping practices vital to the responsible use of hypnotic techniques.

Length: One day
Date(s): May 13
Fee: \$95
Instructor(s): Cheryl Bell-Gadsby, M.A., R.C.C.

Instructors

Cheryl Bell-Gadsby M.A., R.C.C., has over 15 years of Canadian and U.S. experience as a therapist, clinical supervisor, and educator. She specializes in issues of trauma, family violence, and hypnotherapy with children, adolescents, and adults. She has recently co-authored a book for clinicians on solution-focused treatment of sexual abuse.

Helen Dempster, B.G.S., is the Coordinator of Children's Services for the B.C./Yukon Society of Transition Houses. As such she coordinates over 50 Children Who Witness Abuse programs throughout the province and provides support to child care workers who work in transition houses. Helen has worked in the field of violence against women since the early 1980s. She has extensive experience as an advocate for women and children, in coordination of services, and in promotion of education and prevention.

Mary Dowdall, M.A., is the Team Leader for the Ministry for Children and Families on the North Shore. She specializes in working with children and youth, and has facilitated many group programs in the area of anger management for children and families on the North Shore. Mary also has a private practice called Cornerstone Professional Counselling Practice.

Molly Jeschke is a certified counsellor and a group facilitator who specializes in the area of divorce. She has facilitated workshops for New Westminster Family Services and Surrey Community Services for more than eight years.

Ruth Lamb, R.N., M.Sc.N., CHTI, is the Senior Program Coordinator for Langara College Continuing Studies, Health and Human Services Division. Ruth has extensive experience as a director of nursing and clinical nurse specialist. She is president of the B.C. Holistic Nurses Practice Group, and designs and teaches the Canadian Holistic Nurses Association's Advanced Health Promotion Specialization Program. She has a private healing practice, teaches energy-based healing nationally, and has been studying energy-based healing and mind-body approaches to health since 1977.

Joe Solanto, Ph.D., served for six years as director at the Center for Therapeutic Arts in New York, where clients with mental health needs were treated by a multidisciplinary team of clinical psychotherapists, addictions counsellors, and holistic health care practitioners. He currently directs the Human Potential Institute in Vancouver, offering clinical supervision, consultation, and counselling.

Dale Trimble, M.A., is a counsellor in private practice and is 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.

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 practise methods of gathering statements, keeping notes, and conducting interviews.

Length: Two days
Date(s): **March 11-12**
July 13-14
Fee: \$185
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. Enrolment is limited to 16.

Length: Two days
Date(s): **May 4-5**
Fee: \$235
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 more than 15 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 practised 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 (page 28), Trainer Development (page 53), and Traumatic Stress (page 56) 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.

NEW

Managing Social Service Organizations (#MGMT326)

The environment in which today's social service managers work is much more complex and challenging than it was in the past, and the performance expectations are higher. This course provides an opportunity for managers in social service agencies who have not had formal management training to step back from their day-to-day pressures and look at their work and experiences through a management conceptual lens. Terry Pyper has designed, and is the instructor of, this special course for social service executive directors and managers. The course is offered by the Justice Institute of B.C. in partnership with the University College of the Fraser Valley (UCFV) Continuing Education, and has been approved for transfer credit to the UCFV Social Work program. For a more detailed description of the course, please call Lynda Getz at (604)528-5619 and request a course brochure.

Length: Eight days
Date(s): April 23-24, May 21-23, & June 18-20
Fee: \$630
Instructor(s): Terry Pyper, M.S.W.

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 Interdisciplinary 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. Co-sponsored with the Corrections Academy. Enrolment is limited to 16.

Length: Five days
Date(s): February 2-6
July 13-17
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.

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 the role of a supervisor, leadership, and motivation and delegation.

Length: Two days
Date(s): April 2-3
Time: 8:30 am – 4:30 pm
Fee: \$190
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 effective communication, problem solving and decision making, managing diversity, and managing conflict. **Prerequisite(s):** Basic Supervisory Program, Week 1, Part A (#BSCP210).

Length: Three days
Date(s): May 13-15
Time: 8:30 am – 4:30 pm
Fee: \$285
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.

Length: Five days
Date(s): **June 8-12**
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.

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

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.

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

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. Enrolment is limited to 18.

Length: Three days
Date(s): **January 28-30**
July 6-8
Fee: \$250
Instructor(s): A consultant with Ryane Consulting Inc.

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

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 decrease. Having the skills to deal with poor

performance makes the job of the supervisor or manager easier and more satisfying. This course will focus on specific guidelines and techniques to help meet the challenge of problem behaviour confidently and effectively.

Length: Two days
Date(s): **February 9-10**
May 11-12
Fee: \$185
Instructor(s): A consultant with Ryane Consulting Inc.

Preventing and Managing Stress (#TS350)

For a course description, see page 60 in the Traumatic Stress category.

Length: Two days
Date(s): **February 9-10**
May 4-5
Fee: \$185
Instructor(s): Mark Brunke, M.A.

Strategic Planning (#MGMT312)

Strategic planning is one of the most important elements in organizational effectiveness and success today. It is a process by which members of an organization envision its further development and introduce the necessary procedures and operations to achieve that future. Managers in organizations need strategic planning to help them set priorities and deal with change. This two-day course will provide participants with an understanding of strategic planning concepts and how to make them come alive – that is, how strategic planning can be meaningful and essential in managing an entire organization or a single program.

Length: Two days
Date(s): **February 23-24**
Fee: \$185
Instructor(s): Zena Simces

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): **March 11-12**
July 13-14
Fee: \$185
Instructor(s): Sandra Heath, B.A.

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

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 will also be explored. Participants will practise strategies for building and enhancing teams while developing an understanding of how teams function.

Length: Two days
Date(s): **March 24-25**
June 25-26
Fee: \$185
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

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): **May 26-27**
Fee: \$220
Instructor(s): Susan O'Donnell

NEW

Ethical Decision-Making (#MGMT103)

How well prepared are you to think through the numerous ethical decisions you must make every day? Is it possible to work effectively in the modern world and remain principled? Given what social science teaches us about perception and group dynamics, can most people even recognize when they are facing an ethical dilemma? This course is designed to help participants think more clearly about ethics in the workplace. Topics include: common terms used in discussion of ethical matters, the difference between facts and values, and the impact of group dynamics on perceptions and value choices. Participants will have an opportunity to apply commonly accepted theories of ethical decision-making to resolving some of their own ethical dilemmas at work.

Length: One day
Date(s): **April 20**
Fee: \$110
Instructor(s): Rob Goodall, M.A.

Influencing Decision-Making and Change (#MGMT210)*

To influence decisions, individuals must be able to communicate the merit of their ideas persuasively; they must create both an opportunity for and an interest in the presentation of their ideas – both upward and downward in their organization. The skills and strategies presented and practised in this course will increase participants' understanding of their personal styles of influencing, and why their current influencing strategies and skills work in some situations but are less effective in others. Participants will practise methods to build on what works and transform what does not. *This course is an elective in the Conflict Resolution Certificate Program.*

Length: Two days
Date(s): **June 25-26**
Time: 9:00 am – 5:00 pm
Fee: \$185
Instructor(s): Michael Fogel, LL.B., J.D., M.Ed. (Counselling Psychology)

Instructors

Mark Brunke, M.A., is an employee assistance counsellor with Brown Crawshaw Inc. He has counselled individuals, couples, and families for over 15 years, and has offered stress workshops at a wide variety of work sites.

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

Rob Goodall, M.A., is a management consultant in private practice. He has had experience as a teacher, education instructor, and education department manager. He has been in private practice since 1993, and works particularly in the health care field.

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.

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.

Terry Pyper, M.S.W., has held several senior positions in the human services field, including those of Regional Director and Assistant Deputy Minister with the former B.C. Ministry of Social Services, CEO of the Community Social Services Employers' Association, and Area Manager of the Vancouver and Kitsilano Resource Boards.

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. Instructors are highly skilled in creating trust and a participative atmosphere, as well as balancing theory and practical applications.

Zena Simces is a consultant and trainer specializing in management consulting. She has over 20 years of experience working in government and with community groups in a number of provinces.

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 29-30
Fee: \$185
Instructor(s): Mario Govorchin

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

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

Length: Two days
Date(s): February 3-4
May 27-28
Fee: \$185
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 5-6
March 25-26
Fee: \$185
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 practise 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): February 26-27
April 16-17
Fee: \$185
Instructor(s): Carol Cohen, M.A., and Marion Malcolmson, M.S.W., R.S.W.

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

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

Length: Two days
Date(s): March 9-10
May 4-5
Fee: \$185
Instructor(s): Pat Meyer

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

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

Length: Two days
Date(s): April 20-21
June 15-16
Fee: \$185
Instructor(s): Pat Meyer

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

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

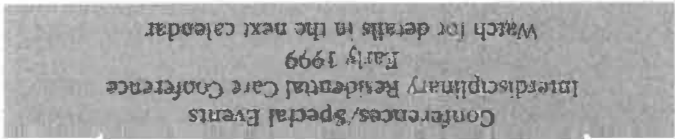
Length: Two days
Date(s): June 17-18
September 15-16
Fee: \$185
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

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

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

Length: Two days
Date(s): July 6-7
October 6-7
Fee: \$185
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

**Management Development for Residential Settings
Certificate Program
Graduation Ceremony
Thursday, November 19, 1998, 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 Conflict Resolution, Counselling, Management, and Trainer Development categories. Electives must be Justice Institute courses.

Asserting Yourself Under Pressure (CR104)
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 (CR102)
Criticism: How to Give and Receive It (CR206)
Dealing with Anger (CR200)

Dealing with Interpersonal Conflict (CR110A)
Facilitating for Results: Helping Groups to Succeed (#MGMT306)

Fundamentals of Instructional Planning (#TD300)
Ideas for Active Learning (#TD100)
Influencing Decision-Making and Change (#MGMT210)
Instructional Skills, Level 1 (#TD200)

Making It Hard to Say No – Negotiating with Difficult People (CR362)
Mediation Skills, Level I (CR250)
People Problems: How to Supervise Challenging Employees (#MGMT315)

Together We Stand: Effective Team Building (#MGMT120)
Working with Groups in Instructional Settings (#TD320)

Front Line/Supervisory Skills

Coaching Job Readiness Skills (#SUP122)

This two-day course is designed for front line workers such as youth care workers, community support workers, school liaison workers, as well as life skills resource persons, 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 public and private sector; examine volunteer service opportunities; learn up-to-date information on current resume trends; and identify selection-interviewing protocol. Participants will be provided with a resource kit to further develop their expertise.

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)

Length: Two days
Date(s): March 9-10
Location: Clarion Hotel Grand Pacific, 450 Quebec Street
Fee: \$195

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

Length: Two days
Date(s): April 6-7
Location: Clarion Hotel Grand Pacific, 450 Quebec Street
Fee: \$195

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

Length: Two days
Date(s): May 19-20
Location: Clarion Hotel Grand Pacific, 450 Quebec Street
Fee: \$195

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

Length: Two days
Date(s): June 25-26
Location: Clarion Hotel Grand Pacific, 450 Quebec Street
Fee: \$195

Levels 5 to 8 will be offered in the Fall 1998 term.

Electives

Please see page 18 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 11.

Electives must be Justice Institute courses.

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 7 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 more than 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.

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.

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 with more 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 a practical program 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)*

(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, ways of creating and maintaining a positive learning environment, instructional styles, characteristics of a motivating instructor, instructional techniques, and instructional challenges. Enrolment is limited to a maximum of 12, to allow time for participants to practise delivering group instruction in a

supportive setting. Each participant will have an opportunity to participate in two practice delivery sessions.

Length: Two days

Date(s): **January 29-30**, Margaret Owens, M.Ed.

February 12-13, Reva Kalef, M.Ed.; Vancouver

Maritime Museum, 1905 Ogden Avenue, Vancouver

April 23-24, Colleen Vaughn, B.Com.

May 21-22, Margaret Owens, M.Ed.

July 9-10, Colleen Vaughn, B.Com.

Fee: \$235

Instructional Skills, Level 2 (#TD220)

This course is for trainers who wish to increase their knowledge of the instructional process, reflect on their present approach, practise micro-skills, and receive feedback. Content includes: critical thinking; perceptual learning modes; motivation; communicating clearly; use of questions; overviews, cueing, debriefing, integration, and summaries; assessment; feedback; ethical concerns; and instructor self-care. Participants will have an opportunity to practise micro-skills individually, with partners, and in small groups. (Opportunities for practice in delivering group instruction will be provided in a new skills-practice course to be introduced in Fall 1998.) Enrolment is 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): **February 16-17**; Vancouver Maritime Museum, 1905 Ogden Avenue, Vancouver
June 23-24

Fee: \$225

Instructor(s): Reva Kalef, M.Ed.

Fundamentals of Instructional Planning (#TD300)*

This interactive 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. Participants should have a project in mind to work on during the course. Enrolment is 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 2-3**

Fee: \$225

Instructor(s): Reva Kalef, M.Ed.

Conducting a Training Needs Assessment (#TD340)

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. Enrolment is limited to 16. **Recommended**: Fundamentals of Instructional Planning (#TD300) (formerly #MGMT223A).

Length: Two days

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

Fee: \$225

Instructor(s): Thomas Sork, Ph.D.

Working with Groups in Instructional Settings (#TD320)*

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 ways to enhance learning in groups. Content includes: climate setting, a group dynamics model, purposes of groups, observation possibilities, and common group issues. Enrolment is 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): **June 1-2**

Fee: \$225

Instructor(s): Reva Kalef, M.Ed.

Evaluating Training Programs (#TD360)

Evaluations can be potent sources of information for program improvement, decision-making, and accountability. This interactive course is for trainers responsible for planning and/or carrying out evaluations of their training programs. It provides a systematic overview of program evaluation; the concepts covered can be applied to a wide range of situations. 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. They should have in mind a program evaluation to work on over the course of the two days. Enrolment is limited to 16. **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): July 6-7
Fee: \$225
Instructor(s): Margaret Owens, M.Ed.

Electives

One-to-One Training (#TD150)

Research has shown that more than half of all training efforts are conducted on the job and that they occur on a one-to-one basis. However, little attention has been given to this type of instruction. This one-day course will challenge the notion that the necessary knowledge and skills to perform a job will be acquired by simply sitting and observing another person, or by being shown how to do something. It is designed for one-to-one trainers who want to explore different planning and instructional strategies and techniques for conducting effective one-to-one training sessions. **Recommended:** Instructional Skills, Level 1 (#TD200).

Length: One day
Date(s): March 16
Fee: \$110
Instructor(s): Colleen Vaughan, B.Com.

Creating Instructional Materials (#TD120)

This interactive course is designed for people who create instructional materials for adults. It applies principles of plain language and design to the special needs of the adult learner and instructional designer. The course will allow participants to apply the skills and knowledge to their own projects. Topics include creating effective overheads, flipcharts, handouts, workbooks, and other materials used to plan and design instructional events. Although manuals and some other "stand-alone" material will be briefly discussed, the focus of the course is on material used for classroom-type instruction.

Length: Two days
Date(s): March 17-18
Fee: \$225
Instructor(s): Cheryl Cahill, B.B.A., and Tanyce Westgard, B.B.A.

Ideas for Active Learning (#TD100)*

Participants in this course will leave with a repertoire of ideas for making their training more active. Participants will also explore how to integrate interactive techniques into their instructional plans and delivery. Content includes: qualities of active learning, introductions, expectation-setting, energizers, retention and transfer, and closure. Enrolment is 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 6-7
Fee: \$225
Instructor(s): Reva Kalef, M.Ed.

Training that Works for Everyone (#TD140)

The people who attend training sessions come from increasingly diverse backgrounds. Today's trainers need to consider the impact of culture and gender factors (e.g., behavioural/values differences, language, stereotyping, invisibility, and so forth) on the learning process. This practical course will give trainers the opportunity to examine these factors, and will provide tools for analyzing and redesigning their own training in order to optimize the learning experience for all participants. Participants should bring samples of training materials they use to work with during the session.

Length: One day
Date(s): May 25
Fee: \$110
Instructor(s): Rhonda L. Margolis, M.A., and Marg Penney, M.A.

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 practising the co-facilitation process. Enrolment is limited to 16.

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

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 10 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 13 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.

Rhonda Margolis, M.A., has worked as a cross-cultural training facilitator for more than 10 years. She works with a wide range of businesses, including the telecommunications and financial industries, and postsecondary institutions. She has been an invited speaker at numerous conferences and has published several articles related to cross-cultural training.

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.

Marg Penney, M.A., has experience as a workshop leader in both the public and private sectors. She has offered workshops on gender differences, women's leadership styles, barriers women face in the workplace, and other related topics. She recently completed a major project on Inclusive Curriculum for the college system.

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.Com., has been an instructor at the Justice Institute of B.C. for over six 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 more than 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 has developed certificate training in the areas of Critical Incident Stress Debriefing (responses to acute traumatic events such as natural disasters, motor vehicle accidents, or violent crime) and clinically-based trauma interventions (counselling and therapy responses to acute or chronic post-traumatic stress reactions).

The programs 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.

In response to suggestions and concerns about the time and financial commitment required to complete the Traumatic Stress Certificate Programs, we have made the following changes:

- reduced the prerequisite course from 3 to 2 days;
- eliminated the requirement for elective courses; and
- adjusted the format of the Trauma Counselling Practice Supervision course in the Clinical Intervention: Trauma Counselling Stream

All certificate program candidates are required to take the two-day prerequisite course (#EP251), after which they can select from the following program options:

- **Clinical Intervention – Trauma Counselling Stream**, consisting of 19 days (133 hours) of core courses (including the 2-day prerequisite course and 5 days or 35 hours of practice supervision). See pages 58 to 59 for course descriptions. Core courses include:
 - Assessment and Treatment Planning (#TS210) (4 days; fee \$295): **February 25-28**
 - Issues for the Therapist (#TS220) (3 days; fee \$225): **March 19-21**
 - Specific Intervention and Treatment Methods (#TS230) (5 days; fee \$325): **April 2-4 & 24-25**

- Trauma Counselling Practice Supervision (#TS240) (5 days; fee \$450): either **May 2, 9, 23, 30 & June 6** (#TS240A) or **May 23, 30 & June 6, 13, 20** (#TS240B).

Instructor(s): Elizabeth Fortes, M.A.; Joe Solanto, Ph.D.; Maggie Ziegler, M.A.

To register for the Clinical Intervention – Trauma

Counselling certificate: Interested applicants must submit a resumé describing their clinical/counselling work experience and academic background to Cindy Bettcher, Program Coordinator.

To complete the Clinical Intervention – Trauma

Counselling certificate: In addition to the prerequisite course and the required core courses identified above, candidates must successfully complete their assigned evaluation assignments.

Course registration by non-certificate candidates:

Counsellors and therapists who are *not* interested in working towards the Clinical Intervention – Trauma Counselling certificate but who are interested in taking these courses can register for individual courses by submitting a resumé describing their clinical/counselling work experience and academic background to Cindy Bettcher, Program Coordinator. Please note that #TS230 is the prerequisite for #TS240; the two courses must therefore be taken together.

For a detailed brochure describing this certificate option, please contact the Program Assistant, Amber Hall, at (604)528-5620.

- **Community Responses – Critical Incident Stress Debriefing for Peers**, consisting of 9 days (63 hours) of core courses (including the prerequisite course). See pages 59 to 60 for course descriptions. Core courses include:
 - Preventing and Managing Stress (#TS350) (2 days): **February 9-10 or May 4-5**
 - Trauma Debriefing and Defusing (#TS310) (2 days): **March 16-17 or April 27-28**
 - Peer Defusing, Level I (#TS320) (1 day): **May 19**
 - Peer Defusing, Level II (#TS330) (2 days): **May 20-21**
- **Community Responses – Critical Incident Stress Debriefing for Mental Health Practitioners**, consisting of 12 days (84 hours) of core courses (including the prerequisite course). See pages 60 to 61 for course descriptions. Core courses include:
 - Trauma Debriefing and Defusing (#TS310) (2 days): **March 16-17 or April 27-28**
 - The Group Debriefing: Basic Knowledge and Skills Development (#TS410) (2 days): **June 1-2**
 - The Group Debriefing: Practice (#TS420) (2 days): **November 12-13**
 - Community-Based Trauma Interventions (#TS340) (2 days): **March 23-24**
 - Clinical Assessing and Reporting Trauma in the Workplace (#TS430) (1 day): **May 27**
 - Traumatic Loss (#TS440) (1 day): **June 22**

Instructor(s): Mark Brunke, M.A.; Jessica Easton, M.A.; Laurie Pearce, M.A.; Joe Solanto, Ph.D.; Toby Snelgrove, Ph.D.

Course registration by non-certificate candidates: All courses in the Community Responses Streams of the Traumatic Stress Certificate Programs are open for general registration. Participants do not have to be registered in a certificate program to attend.

To register for the Community Responses – Critical Incident Stress Debriefing for Peers or Mental Health Practitioners

certificates: After you have completed the required courses, contact Lynda Getz at (604)528-5619 for a certificate registration package.

To complete the Community Responses – Critical Incident Stress Debriefing for Peers or Mental Health Practitioners

certificates: In addition to completing the prerequisite course and the required courses in the applicable stream, candidates must successfully complete a defusing or debriefing exercise (can be a simulation) and a case analysis, as well as obtain recommendations from three colleagues.

For a detailed brochure describing these CIS certificate programs, please contact Lynda Getz at (604)528-5619.

Trauma and Post-Traumatic Stress Courses

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

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

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 in the community and consider their relationship to each other.

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) or Level II (#EP178A), will receive credit for this prerequisite.

Length: Two days
 Date(s): **January 23-24**
 Fee: \$175
 Instructor(s): Joe Solanto, Ph.D.

Trauma and Post-Traumatic Stress Reactions, Level II (#EP251A)

This course is for front line workers, support workers, victim service workers, and other service providers working in a support capacity with survivors of trauma in an individual, group, or community context. It will build on the theoretical foundation presented in #EP251. Participants will review individual responses to trauma from a multi-dimensional perspective and examine the implications for effective treatment planning. Emphasis will be placed on linking a client's troublesome thoughts, feelings, and behaviours to his/her traumatic experience. An overview of specific supportive interventions within the context of a larger treatment system will be presented, as well as the ethical issues and other challenges inherent in working with trauma survivors.

Length: Two days
Date(s): **March 27-28**
Fee: \$175
Instructor(s): Joe Solanto, Ph.D.

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

For a course description, see page 40 in the Counselling category.

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

NEW

The Art of Running a Private Practice: Small Business Skills for Therapists (#EP506)

For a course description, see page 39 in the Counselling category.

Length: Two days
Date(s): **March 7 & April 4**
Fee: \$175
Instructor(s): Monica Franz, B.A., DVATI, RCAT

SPECIAL EVENT

Race and Culture: Ethical Challenges for Counsellors and Social Service Providers (#EP266)

Co-sponsored with the Multi-Cultural Concerns Committee, B.C. Association of Social Workers (BCASW). For a course description, see page 63 in the Conferences/Special Events category.

Length: Two days
Date(s): **March 13-14**
Fee: \$125 for BCASW members; \$150 for non-members; group rate: \$135 per registrant (3 or more registrants from same agency or organization)
Instructor(s): Jessica Henderson Daniel, Ph.D.

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

For a course description, see page 35 in the Child Abuse and Neglect category.

Length: Two days
Date(s): **March 27-28**
Fee: \$175
Instructor(s): Nancy Buzzell, Ph.D.

Clinical Intervention: Trauma Counselling Stream – Core Courses

Courses in the Clinical Intervention: Trauma Counselling Stream of the Traumatic Stress Certificate Program are open for registration by practitioners at the master's level (or equivalent). Participants do not have to be registered in a certificate program to enrol.

Assessment and Treatment Planning (#TS210)

This course will examine the psychological, emotional, social, and relational impact of trauma on the survivor, and provide an overview of assessment issues within a socio-political and cultural context. A multi-dimensional approach to assessment and a variety of assessment interviews and instruments will be reviewed. Participants will consider the importance of having a theoretical model to guide their treatment work with survivors of trauma, develop a framework for treatment, and apply this treatment framework to specific trauma populations and client presentations. The relational injury inherent in trauma will be explored, the implications of this injury on the therapeutic relationship discussed, and practical skills to address these issues and create safety in the client/therapist relationship will be presented. Participants will also apply various assessment tools and treatment-planning concepts to case situations.

Length: Four days
Date(s): **February 25-28**
Fee: \$295
Instructor(s): Elizabeth Fortes, M.A.; Joe Solanto, Ph.D.; Maggie Ziegler, M.A.

Issues for the Therapist (#TS220)

This course will assist participants to identify their role in trauma treatment within a continuum of trauma professionals, and to develop a model for ethical trauma counselling. Participants will explore the significance of risk assessment protocols, diagnose Post-Traumatic Stress Disorder (PTSD) using the DSM-IV criteria, understand psychopharmacology and PTSD treatment, and address the therapeutic challenges related to traumatic memory. Through structured exercises, participants will consider the impact of their values, beliefs, and assumptions in the therapeutic setting, identify and respond to transference and counter-transference in their work with trauma survivors, and differentiate these from the causes and symptoms of vicarious traumatization. Opportunities to explore vicarious

trauma prevention and intervention at the individual, organizational, and societal levels will be provided, and the current challenges faced by trauma therapists will be highlighted.

Length: Three days
Date(s): **March 19-21**
Fee: \$225
Instructor(s): Elizabeth Fortes, M.A.; Joe Solanto, Ph.D.;
Maggie Ziegler, M.A.

Specific Intervention and Treatment Methods (#TS230)

This course will provide a forum for participants to evaluate their current practice with traumatized clients, considering what has and hasn't worked. Opportunities for participants to develop and practice intervention skills relating to a diversity of trauma experiences and traumatized populations will be provided. Participants will learn and apply clinical skills to a range of in-session dynamics and situations, including: skills to manage the emotional intensity and pacing of sessions; identifying and responding to in-session dissociations and survivor's internal conflicts; and clinically managing the conflicts and ambivalence of the therapist. Demonstrations and opportunities for skill practice will be used to explore symptom management (including reducing physiological over-reactivity, thought-stopping techniques, creating internal safety, reducing affective overload around traumatic images, and rehearsing new behaviours).

Length: Five days
Date(s): **April 2-4 & 24-25**
Fee: \$325
Instructor(s): Elizabeth Fortes, M.A.; Joe Solanto, Ph.D.;
Maggie Ziegler, M.A.

Trauma Counselling Practice Supervision (#TS240)

This course provides an opportunity for participants to present cases from their clinical practice with trauma survivors for exploration and feedback in a small-group setting. *For non-certificate participants, the prerequisite for this supervision is completion of #TS230.*

Length: Five days
Date(s): **May 2, 9, 23, 30 & June 6**
May 23, 30 & June 6, 13, 20
Fee: \$450
Supervisors: Instructors from the certificate courses (TBA)

NEW

Safe Practice: Best Practice (#EP509)

For a course description, see page 39 in the Counselling category.

Length: One day
Date(s): **March 16**
Fee: \$95
Instructor(s): Janet Douglas, M.S.W. (cand.), and Terry Waterhouse, B.Ed.

Critical Incident Stress

Courses in the Community Responses Streams of the Traumatic Stress Certificate Programs are open for general registration. Participants do not have to be registered in a certificate program to enrol.

For a brochure containing information on the Traumatic Stress Certificate Programs – Community Responses streams, please call Lynda Getz at (604)528-5619.

Community Responses – Critical Incident Stress Debriefing for Peers (#TS300)

This program is designed for co-workers who may be called upon to provide peer defusings (emotional first aid) after an incident in their workplace. It will be of interest to peer personnel from high-risk professions (emergency health and human services; police and corrections; industries such as construction, mining, manufacturing, and logging) and other personnel who will be acting in the role of peer defuser.

CORE COURSES

Courses numbered TS310, TS320, and TS330 must be taken in the order listed. Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251), which is a required course for all certificate program candidates, may be taken at any time.

Trauma Debriefing and Defusing (#TS310)

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

The focus of this course is on the 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. Topics covered include: the relationship between stress, cumulative stress, traumatic stress, and critical incident stress; causes and consequences of traumatic and critical incident stress; underlying psychological issues associated with a traumatic event; individual differences associated with traumatic stress; the theory of crisis intervention and its relationship to acute trauma intervention; the rationale for a structure of trauma interventions including in- and post-service defusing (individual and group), demobilization, and psychological debriefings (individual and group); practice principles for trauma interventions; a review of the efficacy studies on defusings; ethical and moral issues relating to trauma interventions; and triaging personnel following a traumatic incident.

Length: Two days
Date(s): **March 16-17**
April 27-28
Time: 8:30 am – 4:00 pm
Fee: \$185
Instructor(s): Toby Snelgrove, Ph.D.

Peer Defusing, Level I (#TS320)

(Formerly part of the three-day Peer Defusing, Level 1 course)

This course focuses on the skills required for front line trauma defusing. Topics covered include: a review of the causes and symptoms resulting from a traumatic event; the purpose and process of individual peer defusing and the role of the peer defuser; methods for dealing with problems such as alcohol and drug abuse; ways to close an individual defusing when the person being defused is in various states of distress; and an introduction to practice boundaries and ethical issues relating to peer defusing, including limits to confidentiality. Participants will have an opportunity to practise the peer defusing process.

Prerequisite(s): Trauma Debriefing and Defusing (#TS310), or a written application outlining previous training in critical incident stress, including the name of the instructor and the length of the training.

Length: One day
Date(s): **May 19**
Time: 8:30 am – 4:00 pm
Fee: \$100
Instructor(s): Toby Snelgrove, Ph.D.

Peer Defusing, Level II (#TS330)

(Formerly part of the three-day Peer Defusing, Level 1 course)

The purpose of this course is to provide peers with an opportunity to further develop their helping-relationship skills. Topics covered include: a review of steps in the peer-support relationship; crisis intervention and how it relates to peer defusing; the four active-listening skills (including practice sessions); the affirm-and-reframe trauma intervention; and an in-depth discussion of methods for dealing with boundary and ethical issues in peer support. **Prerequisite(s):** Peer Defusing, Level I (#TS320).

Length: Two days
Date(s): **May 20-21**
Time: 8:30 am – 4:00 pm
Fee: \$175
Instructor(s): Toby Snelgrove, Ph.D.

Preventing and Managing Stress (#TS350)

This course will begin with a brief but simple theory of stress that will bring the concept into focus. Participants will then be able to apply direct, relevant, and easy techniques to the prevention and management of stress – techniques that not only work but make sense too! The sources and symptoms of stress will be described with sensitivity to the enormous variability in people's stress loads. Other topics will include ways to increase hardiness and avoid unnecessary stressors, and ways to respond to others who appear overstressed.

Length: Two days
Date(s): **February 16-17**
May 4-5
Time: 9:00 am – 4:30 pm
Fee: \$185
Instructor(s): Mark Brunke, M.A.

Community Responses – Critical Incident Stress Debriefing for Mental Health Practitioners (#TS400)

This program is designed for mental health professionals (counsellors, clinical social workers, and psychiatric nurses), victim service workers, and peer personnel from high-risk professions (emergency health and human service, police and corrections, and various industries) who may be called upon to conduct group debriefings in a variety of situations.

CORE COURSES

Courses numbered TS310, TS410, and TS420 should be taken in the order listed; the remaining core courses can be taken in any order. Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251), which is a required course for all certificate program candidates, may be taken at any time.

Trauma Debriefing and Defusing (#TS310)

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

For a course description, please see page 59.

Length: Two days
Date(s): **March 16-17**
April 27-28
Time: 8:30 am – 4:00 pm
Fee: \$185
Instructor(s): Toby Snelgrove, Ph.D.

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

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

The purpose of this course is to help participants develop knowledge and skills related 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. **Prerequisite(s):** Trauma Debriefing and Defusing (#TS310), or a written application outlining previous training in critical incident stress, including the name of the instructor and the length of the training.

Length: Two days
Date(s): **June 1-2**
Time: 8:30 am – 4:00 pm
Fee: \$185
Instructor(s): Toby Snelgrove, Ph.D.

The Group Debriefing: Practice (#TS420)

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

This course provides an opportunity for participants to develop their group debriefing skills through practice role plays. Each person attending the course will have the opportunity to debrief and be debriefed twice. Debriefing groups will be videotaped and supervised by a trained debriefer. **Prerequisite(s):** The Group Debriefing: Basic Knowledge and Skills Development (#TS410) (formerly Critical Incident Stress: Responding to Trauma in the Workplace, Level II [#EP117A]).

Length: Two days
Date(s): **November 12-13, 1998**
Time: 8:30 am – 4:30 pm
Fee: \$250
Instructor(s): Toby Snelgrove, Ph.D.

NEW

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

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 will focus on the ways in which evaluators of the impact of critical incident stress can effectively assess a client and report findings and recommendations in oral and written form. Emphasis will be placed on objectivity and accuracy in the assessment process, as well as on the production of written reports that meet the requirements of agencies such as ICBC and WCB. **Prerequisite(s):** Trauma Debriefing and Defusing (#TS310), or a written application outlining previous training in critical incident stress, including the name of the instructor and the length of the training.

Length: One day
Date(s): **May 27**
Time: 9:00 am – 4:30 pm
Fee: \$110
Instructor(s): Joe Solanto, Ph.D.

NEW

Traumatic Loss (#TS440)

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

Length: One day
Date(s): **June 22**
Time: 9:00 am – 4:30 pm
Fee: \$110
Instructor(s): Jessica Easton, M.A.

NEW

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 provide participants with an understanding of the phases of and responses to a disaster and how to apply various intervention models. Topics covered include: characteristics of a disaster; impacts of disaster on individuals and the community; community and individual needs at various stages of a disaster; the role of community, provincial, and federal agencies before, during, and after a disaster; needs of responders and survivors; traumatic stress and the symptomatology associated with various reactions and syndromes associated with a disaster; role conflicts; models for community intervention; and needs of disaster responders and stress management strategies that can address those needs.

Length: Two days
Date(s): **March 23-24**
Time: 9:00 am – 4:30 pm
Fee: \$185
Instructor(s): Laurie Pearce, M.A.

OTHER CRITICAL INCIDENT STRESS COURSES

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

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 different situations with children of various ages, determining when a referral for follow-up therapy is required, and developing strategies for worker self-care. **Prerequisite(s):** Trauma Debriefing and Defusing (#TS310), or a written application outlining previous training in critical incident stress, including the name of the instructor and the length of the training.

Length: Two days
Date(s): **April 1-2**
Fee: \$185
Instructor(s): Ruth Armstrong, M.Ed.

Establishing and Operating CIS Teams (#TS100)

This course will provide participants with an understanding of the steps, issues, and structures to develop Critical Incident Stress Management (CISM) teams. Topics covered include: team development, membership, funding, administration, procedures and guidelines, relationships, and training. Participants will leave with a step-by-step guide to help determine the need for a team, design the appropriate team, and recruit and initiate team members. **Prerequisite(s):** Trauma Debriefing and Defusing (#TS310), or a written application outlining previous training in critical incident stress, including the name of the instructor and the length of the training.

Length: Two days
 Date(s): May 25-26
 Time: 9:00 am – 4:30 pm
 Fee: \$185
 Instructor(s): Patricia McDowell, M.Ed., and Robert McDowell, M.Div.

Courses Around B.C.

PRINCE GEORGE

Trauma Debriefing and Defusing (#TS310PG)

For a course description, see page 59.

Length: Two days
 Date(s): June 16-17
 Time: 8:30 am – 4:00 pm
 Location: TBA
 Fee: \$265

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.

Mark Brunke, M.A., is an employee assistance counsellor with Brown Crawshaw Inc. He has counselled individuals, couples, and families for over 15 years, and has offered stress workshops at a wide variety of work sites. Mark has also been active in providing Critical Incident Stress Debriefings for individuals and groups, and has helped set up peer support teams for emergency workers.

Jessica Easton, M.A., is a principal and clinical director of EASTON•SNELGROVE Inc., a private counselling centre specializing in trauma and loss. For the past 18 years she has worked as a psychotherapist with individuals, couples, families, schools, and community organizations with a focus on traumatic loss. She also conducts workshops, trauma debriefings, and lectures for schools, hospitals, government agencies, and private organizations.

Elizabeth Fortes, M.A., is a therapist and trainer working with SAFER of Greater Vancouver Mental Health Services. She has been a clinician in the field of suicide prevention and traumatic bereavement recovery since 1982. Elizabeth has had a long-term interest in exploring how the experiences of immigration and cultural change affect the predicament of those touched by trauma.

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

Patricia McDowell, M.Ed., and Robert McDowell, M.Div., share a private practice providing family, individual, and couple counselling in Rossland, B.C., where Bob also serves as a United Church minister. They provide workshops and seminars on workplace wellness, communications, and CIS. Bob was a firefighter for nine years in a busy suburb of Ottawa. They have been involved in the area of Critical Incident Stress Management since 1984 and have taught CIS awareness for emergency responders and their families for many years.

Laurie Pearce, M.S.W., M.A., is a trainer and presenter who specializes in disaster management and traumatic stress. She is a visiting faculty member of the Canadian Emergency Preparedness College and a research associate with the Disaster Preparedness Resources Centre at UBC. Laurie is currently a District Supervisor with the Ministry for Children and Families and the Ministry of Human Resources.

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, ambulance, police, and correctional services; First Nations communities; industry; and others.

Joe Solanto, Ph.D., is a therapist, 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 more than 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

For more information, call the Program Coordinator responsible.

SPECIAL EVENT

Program Coordinator: Cindy Bettcher, (604)528-5627

Race and Culture: Ethical Challenges for Counsellors and Social Service Providers (#EP266)

Co-sponsored with the Multi-Cultural Concerns Committee, B.C. Association of Social Workers (BCASW)

This course will provide information about the intersection of race/culture and ethics in the provision of counselling and social services. Participants will consider the resistance to talking about race and culture, discuss the impact of race and culture on the delivery of social services and the counselling process, and examine race/culture and ethics in a societal context. The stages in the development of racial identity for people of colour and persons of European descent who reside in North America will be highlighted; the impact of media images on the service provider and client will be reviewed; and the ways in which media images inform practice, responses, and ethics will be emphasized. The relationship between ethics and power will be identified, practice considerations explored, and intervention strategies demonstrated.

Length: Two days
Date(s): **March 13-14**
Fee: \$125 for BCASW members; \$150 for non-members; group rate: \$135 per registrant (3 or more registrants from same agency or organization)
Instructor(s): Jessica Henderson Daniel, Ph.D., is Assistant Professor in Psychology in the Department of Psychiatry at Harvard Medical School, Co-Director of Training in psychology at Children's Hospital and Judge Baker Children's Center, and Associate Director of the Adolescent Health Training Program at Children's Hospital, Boston. She has also been in private practice for the past 20 years, primarily working with adults, couples, and families. In addition to her clinical work, she has worked extensively with social service organizations and school districts providing multi-cultural teaching and diversity training. Her biography has been listed in four editions of *Outstanding Young Women in America* and several editions of *Who's Who Among Black Americans*.

SPECIAL EVENT

Program Coordinators: Cheryl Bell Gadsby, (604)528-5626, and Sandra Rice, (604)528-5633

Co-sponsored with Surrey Community Services

Nancy Samalin, author of the bestselling books *Loving Your Child Is Not Enough*, *Love and Anger: The Parental Dilemma*, and *Loving Each One Best: A Caring and Practical Approach to Raising Siblings*, will present a one-day seminar for professionals who work with children, youth, and families. An evening event will also be held for parents and other interested community professionals. Both events will focus on practical solutions to a variety of challenging situations with youth and families. Nancy Samalin is known for her engaging presentations, which are filled with wisdom, humour, and practical strategies for parents and other professionals who work with children and youth.

Date(s): **June 11** (evening, 7:00 to 9:30) (#CY200)
June 12 (one-day presentation, 9:00 to 4:30) (#CY201)
Fee: \$65 for one-day presentation
\$20 for evening presentation

A detailed brochure will be available in January 1998.

Conferences/Special Events
Interdisciplinary Residential Care Conference
Early 1999
Watch for details in the next calendar

International Conference

Program Coordinators: Cheryl Bell-Gadsby, (604)528-5626, or Cindy Bettcher, (604)528-5627

Integrating Sexuality and Intimacy into Couple and Family Work (#CFT400)

Co-sponsored with the Milton H. Erickson Foundation and Douglas College

Perpetual "honeymoon" bliss is rarely the outcome for most couples. What does it really take to create and sustain relationships that are both intimate and sexual? This unique conference focuses on two prominent aspects of couples' lives: intimacy and sexuality. Participants will have an opportunity to work with leading-edge sex and intimacy practitioners, consider current research, and explore differing approaches to promote closeness, manage difference, and facilitate differentiation in relationships.

(continued on next page)

The conference program will include keynote presentations, panel discussions, interactive consultations with presenters, special interest workshops, and clinical demonstrations. By the end of three days, participants will have advanced and refined their own thinking about how to approach the challenge of facilitating intimacy and sexuality in the couples and families they treat.

Conference faculty include: Ellyn Bader, Ph.D.; John Gottman, Ph.D.; Sandra Leiblum, Ph.D.; Joseph LoPiccolo, Ph.D.; Peggy Papp, ACSW; and Jeffrey Zeig, Ph.D.

Topics to be addressed at this conference include: symbiosis or intimacy?; sex after 50; factors that inhibit and enhance female sexuality; post-modern sex therapy; disrupting couples' conflictual communications; treating an unusual sexual fetish; treating chronic vaginismus; treating erectile problems; and the impact of stereotypical gender beliefs on intimacy in relationships.

Length: Three days
Date(s): **April 16-18**
Location: Waterfront Centre Hotel, Vancouver
Fees: Student rate (until January 30), \$350
Early registration fee (until January 30), \$400
Full registration fee (after January 31), \$450

For a more detailed conference brochure, call (604)528-5620.

CONFERENCE FACULTY

Ellyn Bader, Ph.D., is a licensed psychologist in private practice and is co-director of the Couples Institute in Menlo Park, California. Dr. Bader was the president of the International Transactional Analysis Association from 1984 to 1986, and also served as a consultant to various family therapy agencies. She has been conducting professional training programs in couple and family therapy for the past 20 years.

John Gottman, Ph.D., is a leading research scientist on marriage and family, and is a Mifflin Professor of Psychology at the University of Washington in Seattle. Dr. Gottman has authored over 100 research articles in professional psychology journals, and has authored, co-authored, or edited nearly 20 books. He was recently awarded the Presidential Citation Award from the American Psychological Association for Outstanding Lifetime Research Contribution.

Sandra Leiblum, Ph.D. is Professor of Clinical Psychiatry, Professor of Clinical Obstetrics and Gynecology, and

Co-Director of the Center for Sexual and Marital Health at the Robert Wood Johnson Medical School in New Jersey. An authority in the field of sex therapy, Dr. Leiblum has authored or co-edited over 70 chapters and articles and several books, among them *Infertility*, *Psychological Issues*, *Counselling Strategies*, *Case Studies in Sex Therapy*, *Erectile Disorders: Assessment and Treatment*, and *Principles and Practice of Sex Therapy*.

Joseph LoPiccolo, Ph.D., earned his doctorate in Clinical Psychology from Yale University. He is Professor of Psychology at the University of Missouri, and Director of Psychological Services at the Sexual Medicine Center of Missouri. In 1997, he was given the Masters and Johnson Award by the Society for Sex Therapy and Research, for career contributions to the field.

Peggy Papp, ACSW, is a senior training supervisor and director of the Depression Project at the Ackerman Family Institute in New York City. She is the author of *The Process of Change* and *The Invisible Web: Gender Patterns in Family Relationships*. Her honours include the 1986 American Family Therapy Distinguished Contribution to Family Therapy Award; the 1991 American Family Therapy Achievement Award; and the 1991 American Association of Marriage and Family Therapy award for Outstanding Contribution to Family Therapy.

Jeffrey Zeig, Ph.D., is director of the Milton H. Erickson Foundation. He has edited, co-edited, authored, or seen his work become the subject of 13 books and five monographs covering Ericksonian psychotherapy, hypnosis, brief therapy, and eclectic psychotherapy. He is the architect of the Brief Therapy and the Evolution of Psychotherapy Conferences. Dr. Zeig is on the editorial boards of a number of journals and is Fellow of the American Psychological Association and Approved Supervisor of the American Association of Marriage and Family Therapy.

Upcoming Special Event – October 1998

Sexuality Across the Lifespan Conference (#CFT300)

This two-day conference will provide skill-based workshops examining sexuality through the developmental stages of childhood, adolescence, adulthood, and later life. An interdisciplinary model of practice will be emphasized, highlighting local presenters and resources.

TaxiHost

TaxiHost Centre

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 (e-mail: jsandhu@jibc.bc.ca). 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 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, 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 1997 the City of Vancouver began requiring drivers applying for Taxi Chauffeur Permits to complete TaxiHost Level 1. The Vancouver International Airport Authority will require drivers to have completed TaxiHost Level 1 by April 1998, and Level 2 by January 1999, before airport permits will be issued or renewed. Dates for completing Levels 3 and 4 have not been finalized.

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. The hotel and tourist industries remain strong supporters of the program.

TaxiHost Levels

The Justice Institute began offering TaxiHost Level 1 courses in July 1995. By May 1997, the JI had accepted over 4,000 applications and issued over 2,600 Level 1 Certificates. Level 2 courses were implemented in fall 1997, and two 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, including English language screening, and 27 hours of classroom training: SuperHost for 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 requires completion of Level 1, demonstrated English language proficiency at a specified level, completion of 120 or more driving shifts in the past 12 months, and 17 to 20 hours of training and testing, including: Driving with Finesse – Collision Prevention (in-car training), Advanced Geography Exam for Greater Vancouver, Transporting Passengers with Disabilities, and Taxicab Driver Safety – Assault Avoidance Awareness.

Level 3: Certified requires a performance appraisal by a supervisor, an evaluation by an anonymous passenger, and successful completion of an exam that meets the National Standards for Taxicab Drivers. Level 3 will be implemented through the Pacific Rim Institute of Tourism.

Level 4: Tour Guide includes completion of a written examination of regional tourism knowledge, evaluation by tourism industry professionals of an oral commentary, and a performance appraisal by a supervisor. Level 4 will be implemented through the Pacific Rim Institute of Tourism.

Course Listing

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 (e-mail: jsandhu@jibc.bc.ca). Hours are Monday, Tuesday, and Wednesday from 8:00 am to 4:00 pm.

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: \$50, including workbooks
Instructor(s): Al Lund, Fred Pachal, Dave Reichert, Andy Prendergast

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.

Length: 12 hours plus exam
Date(s): Monthly, varying schedules
Fee: \$90, including manual and map book
Instructor(s): Satvir Athwal, Peter Bryant, Dennis Donoghue, Jasbir Sandhu

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: \$70, including workbook
Instructor(s): Susan Bell, Peter Bryant, Dean Christy, Dennis Donoghue, Trevor Jones, Paul Jonson, Sylvia Mills, Jenni Pollitt, Tanis Sawkins, Kent Waugh

TaxiHost Block Program (#TAXI 150)

Designed especially for new drivers, this block-booking for all three Level 1 TaxiHost courses allows us to offer a lower fee, but provides less flexibility in choice of dates and times. No transfers are permitted when participants are registered in the Block Program.

Length: 27 hours plus exam
Date(s): Monthly, varying schedules
Fee: \$185, including workbooks, manual, and map book

Level 2 Courses

Before registering in a Level 2 course, applicants must attend an assessment session at the Justice Institute and meet a variety of entrance requirements. Any person who holds a valid driver's licence and taxi chauffeur permit can enrol in #TAXI 210, Taxicab Driver Safety – Assault Avoidance Awareness. To enrol in any of the other Level 2 courses, applicants must have completed TaxiHost Level 1.

To enrol in #TAXI 200 or #TAXI 230, applicants must also have driven a taxicab for at least 120 shifts in the past 12 months for one or more companies in the Greater Vancouver region. Completion of Level 2 also requires demonstration of satisfactory English language skills. Assessment sessions are held twice monthly. **There is a no fee for a Level 2 assessment.** For information, phone the TaxiHost Centre at (604)528-5808 (e-mail: jsandhu@jibc.bc.ca). Hours are Monday, Tuesday, and Wednesday from 8:00 am to 4:00 pm.

Driving with Finesse – Collision Prevention (#TAXI 200)

This in-car course enrolls five participants per class and gives each person ample time to practise driving and receive feedback from the instructor, other participants, and the in-car computer that registers the smoothness of braking, accelerating, and handling. Participants practise strategies to prevent collisions and receive feedback about their personal strengths and weaknesses as drivers. The course will lead to smoother, safer, and more economical driving, whatever the starting skill level.

Length: 7 hours
Date(s): Monthly, varying schedules
Fee: \$150
Instructor(s): Al Lund, Graham McCulloch, Spencer McDonald, Andy Prendergast

Taxicab Driver Safety – Assault Avoidance Awareness (#TAXI 210)

Taxicab drivers are victims of assault and homicide at a level that is currently the highest of any occupational group in North America. This course draws upon the joint knowledge of police officers and experienced taxicab drivers to identify ways for drivers to reduce the risk of assault, reduce conflict with customers, and take action to minimize risk when violence occurs. The course does *not* teach physical self-defense skills but emphasizes taxicab preparation, situation and customer assessment, conflict management, avoidance of dangerous situations, building of positive relationships with police, and identification of support services to help reduce stress resulting from violence. This course is a required part of TaxiHost Level 2, but it is open without prerequisite to any taxicab driver who holds a valid Taxi Chauffeur Permit.

Length: 4 to 6 hours (TBA)
Date(s): Monthly, varying schedules
Fee: \$50
Instructor(s): Satvir Athwal, Peter Bryant, Dennis Donoghue, Al Lund, Fred Pachal, Andy Prendergast, Dave Reichert, Jasbir Sandhu

Transporting People with Disabilities (#TAXI 220)

This course will use disability awareness simulations to give participants an opportunity to experience what it might be like to have different disabilities. The course will also review appropriate language for discussing the eight major disabilities (impairments of mobility, agility, vision or hearing, and blindness, deafness, mental disability, and mental illness). Principles for transporting people who experience specific disabilities will be discussed and practised.

Length: 4 hours
Date(s): Monthly, varying schedules
Fee: \$70
Instructor(s): Brad McCannell, Kathryn Thomson, Sharon Wagner, and other associates of Canadian Barrier Free Design, Inc.

Advanced Geography Exam for Greater Vancouver (#TAXI 230)

This 100-item exam tests knowledge of the geography of the Greater Vancouver region with an emphasis on the City of Vancouver, map book skills, and tourist destinations. The exam covers knowledge of routes, communities, major transportation destinations, acute care hospitals, docks, major hotels, entertainment, cultural and sports facilities, tourist attractions, shopping centres, selected restaurants, and business, educational, and industrial centres. At least 40% of the test items are about Vancouver and a large proportion draw upon map book skills. A study guide is available to help participants prepare for the test. The study guide contains 800 questions and items of information from which test items are randomly selected. Sample map book questions are included in the study guide, but not the actual map book questions used on the exam.

Length: 2 hours per exam
Date(s): Monthly, varying schedules
Fee: \$25 (exam)
\$10 (study guide)

Courses in Other Communities

Road Sense Driving (#TAXI 100), SuperHost for Taxicab Drivers (#TAXI 120), and Taxicab Driver Safety – Assault Avoidance Awareness (#TAXI 210) can be offered in communities outside the B.C. Lower Mainland at cost. Taxi Industry and Local Knowledge (#TAXI 110) can 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 also have to be developed. Interested communities or companies should telephone the TaxiHost Centre at (604)528-5808, or fax (604)528-5806 (e-mail: jsandhu@jibc.bc.ca).

Instructors

TaxiHost instructors are selected from the taxi, tourism, police, professional driving, and disabled communities.

Other Justice Institute Courses

Emergency Management Division

The Emergency Management Division specializes in educating and training the public, private, and volunteer sectors in all aspects of emergency and crisis management. This includes training in:

- Hazard, Risk and Vulnerability Analysis
- Emergency Response and Protection
- Emergency Preparedness
- Recovery and Business Continuity Planning
- Prevention and Mitigation

The Emergency Management Division's Centre for Emergency Management will be offering the following programs and courses in 1998.

Incident Command System (ICS)

- Incident Command System for Executives
- Introduction to ICS
- Basic ICS
- Intermediate ICS
- Advanced ICS
- ICS and the Emergency Plan
- ICS and Emergency Operations Centres
- ICS Components Training

Business Continuity Planning

- Introduction to Business Continuity Planning
- Managing and Developing the Business Continuity Plan
- Business Communication for Continuity Planning
- Implementing and Testing the Business Continuity Plan
- Incident Command System for Corporations

Conferences, Seminars, and Workshops

- Seminar Series in Emergency Management
- Neighbourhood Emergency Program, Train the Trainer Workshops

Other

- Emergency Public Information Officer
- Emergency Operations Centres
- Diploma in Applied Emergency Management

Customized training in emergency management can be developed to meet government, business, industry, and agency needs.

For dates and detailed information, please contact the Emergency Management Division at:

Telephone: (604)528-5790

Fax: (604)528-5798

E-mail: lwest@jibc.bc.ca

Fire Safety

Introduction to the Fire Service (#FS002)

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 1 evening (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)

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)528-5590
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)

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 fully qualified instructors: physicians, nurses, respiratory therapists, and paramedics who currently practise 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 1998:

Advanced Cardiac Life Support (ACLS) Instructor
Advanced Cardiac Life Support (ACLS) Provider*
Advanced Cardiac Life Support (ACLS) Update*
Basic Trauma Life Support (BTLS) Advanced*
Basic Trauma Life Support (BTLS) Instructor
Cardiac Arrest Management (CAM): ACLS Prep*
CPR Instructor*

CPR Instructor Update*

Dysrhythmia Interpretation: Introductory ACLS

First Line Trauma Management

Geriatric Mental Health Emergencies

Pediatric Advanced Life Support (PedALS)*

Pediatric Advanced Life Support (PedALS) Instructor

IMPORTANT: ACLS and PedALS 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.bc.ca

Web site: www.paracademy.com

INTERDISCIPLINARY STUDIES RESOURCES

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.

Balancing Conflicting Interests: A Counsellor's Guide to the Legal Process

Manual

This manual explores the clinical and ethical dilemmas counsellors face in their increasing involvement with the legal system, and suggests ideas for resolving them. Topics include: current legal-clinical trends that require counsellors to "think legal"; issues a "thinking legal" counsellor must consider, such as informed consent, confidentiality, questions of privilege, obligations to report, clinical assessments, and guidelines for record-keeping; concerns counsellors have about going to court; and much more.

Price in B.C.: \$40

Price out-of-province: \$55

Together Against Violence: A Practical Plan for Community Action

Manual

This "how-to" guide is meant to assist individuals and communities interested in starting their own local violence prevention/awareness initiative. Designed as a practical "blueprint," this 87-page manual is based on the annual Together Against Violence initiatives held in the North Shore and the Tri-Cities and takes the reader through the stages of: getting started; next steps; from planning to action; wrapping up.

Price in B.C.: \$15.95

Price out-of-province: \$19.95

For more information about any of these packages, please contact Interdisciplinary Studies at (604)528-5632.

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.

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New Westminster, B.C. V3L 5T4

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For more information about any of these packages, please contact Interdisciplinary Studies at (604)528-5632.

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