

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

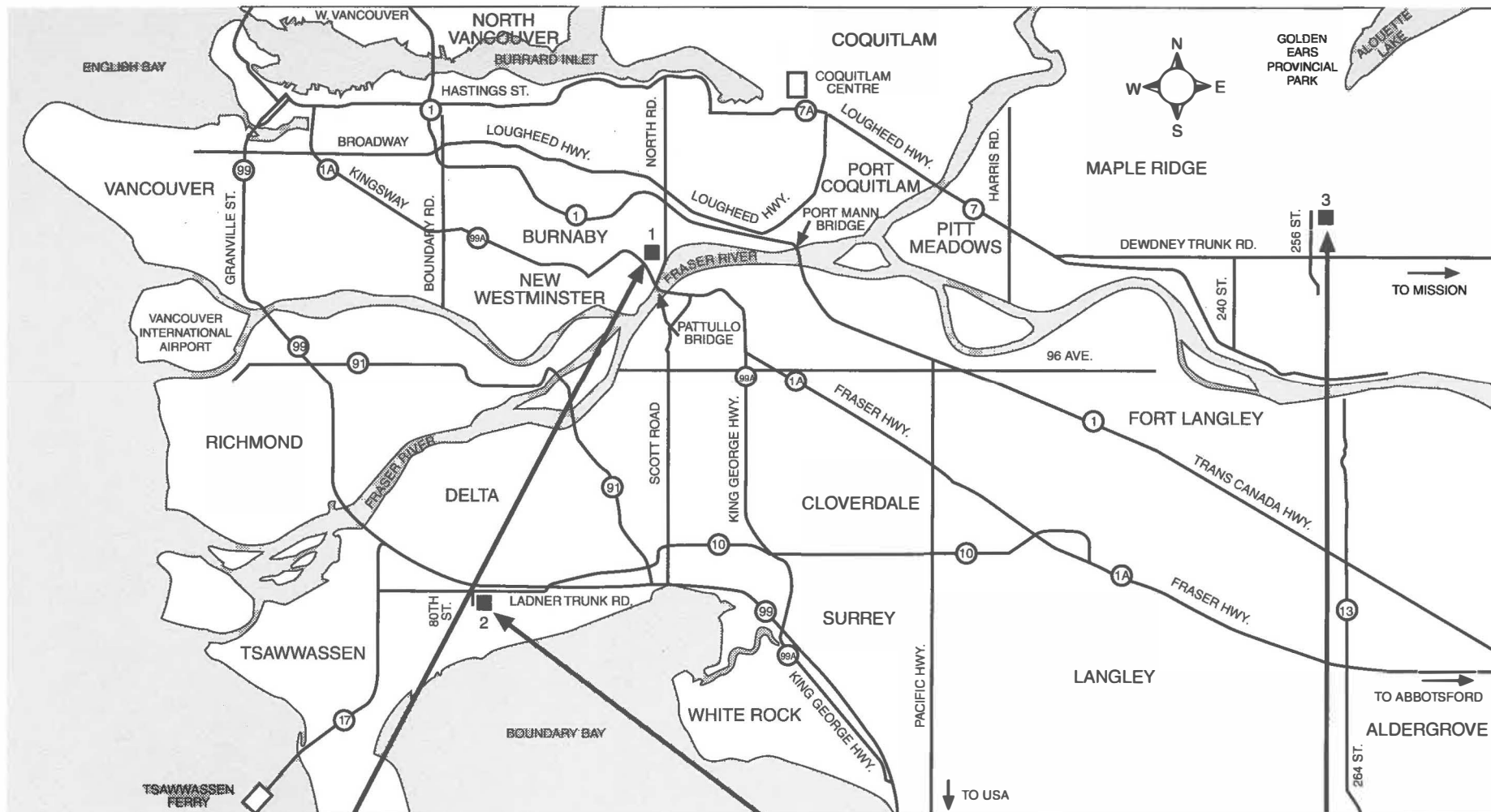
# CAREER AND COMMUNITY STUDIES CALENDAR

SEPTEMBER TO DECEMBER

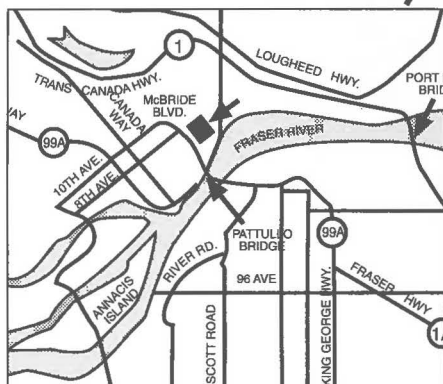
1997

**Interdisciplinary Studies  
Centre for Conflict Resolution Training**





1. JUSTICE INSTITUTE Main Campus



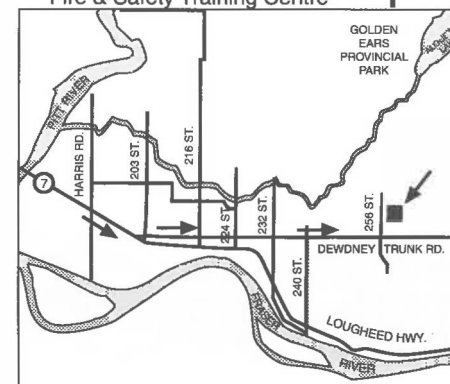
715 McBride Blvd.  
New Westminster  
BC V3L 5T4  
Telephone:  
(604) 525-5422  
Facsimile:  
(604) 528-5653

2. JUSTICE INSTITUTE  
Pacific Training Education Centre



Boundary Bay  
Airport  
Telephone:  
(604) 528-5805  
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(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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An on-line version of this calendar is available on the Internet at <http://www.jibc.bc.ca>.

The next Career and Community Studies calendar, with courses beginning in January 1998, will be available in December 1997.

## Career and Community Studies Staff

### Vice President's Office

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

### Interdisciplinary Studies

Shelley Rivkin, Program Director .....

(604)528-5628

Dennette Retel, Administrative Assistant..... (604)528-5632

(For a complete staff list, see page 6.)

### 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 41.)

### 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



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



In person: 8:00 am – 5:00 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 1998 for all 1997 courses.

### Refunds

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

### Transfers

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

### Substitutions

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

### NSF cheques

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

### Course cancellations

A full refund of tuition fees will be issued for courses cancelled by the Justice Institute. The Institute is not responsible for participants' expenses (e.g., airline or hotel reservations) if a course must be cancelled. The Institute reserves the right to cancel courses. We truly regret any inconvenience this may cause.

### Confirmation of registration

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

### 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.

### First Nations students

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



## 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):                 

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 (    )
<b>OPTIONAL INFORMATION</b> DISABILITIES/SPECIAL REQUIREMENTS (PLEASE DESCRIBE): _____  MEMBER OF A FIRST NATION? <input type="checkbox"/> YES <input type="checkbox"/> NO		

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

COURSE NAME	COURSE NO.	START DATE	COURSE FEE
<b>Note:</b> Courses are GST-exempt. Fee payment should be submitted with this form.			<b>TOTAL FEE</b>

**ENCLOSED IS MY COURSE FEE PAYMENT BY:**

☐ Cheque or money order. Cheque issued by: \_\_\_\_\_

☐ MasterCard                        Exp.         \_\_\_\_\_

☐ VISA                        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.

# Interdisciplinary Studies

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

IDS offers certificate programs in Working with Youth in Community Settings, Child Sexual Abuse Intervention, Couple and Family Counselling, Basic Supervisory Program, Management Development for Residential Settings, 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 the various Program Coordinators or the Program Director, Shelley Rivkin.

**You can reach any of our staff by e-mail. To form an e-mail address, type, in lower case letters, the person's first initial and surname followed by "@jibc.bc.ca". For example, Shelley Rivkin's e-mail address is srivkin@jibc.bc.ca.**

## Interdisciplinary Studies Staff

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

Child Abuse, Counselling, and Traumatic Stress  
Cindy Bettcher, Program Coordinator..... (604)528-5627  
Amber Hall, Program Assistant..... (604)528-5620

Community Safety and Crime Prevention  
Mark LaLonde, Program Planner..... (604)528-5624  
Heather Olson, Program Assistant ..... (604)528-5573

Workplace Skills, Enforcement, and Trainer Development  
Patricia McNeill, Program Coordinator..... (604)528-5623  
Lynda Getz, Program Assistant..... (604)528-5619

Management Development for Residential Settings  
and Child and Youth Care  
Sandra Rice, Program Coordinator..... (604)528-5633  
Nenita Capili, Program Assistant ..... (604)528-5631

Couple and Family Issues and Violence Against Women;  
Non-Traditional Therapies  
Cheryl Bell-Gadsby, Program Coordinator ..... (604)528-5626  
Program Assistant ..... (604)528-5620

## 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): October 20  
Fee: \$110  
Instructor(s): Maureen Hannah, M.B.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): November 13-14  
Fee: \$180  
Instructor(s): A consultant with Ryane Consulting Inc.

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

For a course description, see page 36 in the Traumatic Stress category.

Length: Two days  
 Date(s): November 17-18  
 Time: 9:00 am – 4:30 pm  
 Fee: \$185  
 Instructor(s): Mark Brunke, M.A.

**NEW****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): December 8-9  
 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 14 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.

## 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 each session is to be completed with the same group of participants for each of the four parts.*

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

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Length: Sixteen days  
Fee: \$950  
Date(s): Part 1 – September 15-18  
Part 2 – October 20-23  
Part 3 – November 24-27  
Part 4 – January 12-15  
Instructor(s): Martha Joy and Debbie Verkerk

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

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Length: Sixteen days  
Fee: \$950  
Date(s): Part 1 – December 8-11  
Part 2 – January 19-22  
Part 3 – March 2-5  
Part 4 – April 6-9  
Instructor(s): Martha Joy and Debbie Verkerk

## Electives

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

### NEW

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

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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 Session One before registering for Session Two or Three.)*

Length: Two days of six-day series  
Date(s): October 2-3  
Fee: \$175  
Instructor(s): Mario Govorchin

### NEW

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

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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. **(Prerequisite:** You must complete Session One before registering for Session Two.)

Length: Two days of six-day series  
Date(s): December 1-2  
Fee: \$175  
Instructor(s): Mario Govorchin  
Coach: Pamela Theriault

### NEW

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

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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.

**(Prerequisite:** You must complete Session One before registering for Session Three.)

Length: Two days of six-day series  
Date(s): TBA in January–August 1998 calendar  
Fee: \$175  
Instructor(s): Mario Govorchin  
Coach: Pamela Theriault

### Developing Effective Interventions (#CY183)

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

Length: Two days  
Date(s): October 29-30  
Fee: \$185  
Instructor(s): Thom Garfat, Ph.D. (Child and Youth Care)

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

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

Length: Two days  
Date(s): November 3-4  
Fee: \$185  
Instructor(s): Thom Garfat, Ph.D. (Child and Youth Care)

### 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): December 15-16  
Fee: \$165  
Instructor(s): Debbie Verkerk and Lenox Neher

### NEW

### 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): November 19-20  
Fee: \$165  
Instructor(s): Scott Robertson, M.S.W.

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

For a course description, see page 16 in the Counselling category.

Length: Two days  
Date(s): November 17-18  
Fee: \$175  
Instructor(s): Natalie Clark, M.S.W., and Lynn Redenbach, R.P.N.

The Child and Youth Care Association of B.C. and the Alcohol and Drug Services Youth Committee are pleased to announce their joint sponsorship of

**Working Together:  
Creating Partnerships for the Future**

**October 30 – November 1, 1997  
Surrey Guildford Inn**

For a conference brochure, please contact Collette Sieben at (604) 945-3665 or Danny Hightley at (250) 490-6562.

## Instructors

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

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

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

Lenox Neher is a special care contractor with the Ministry of Social Services. She has worked in the child and youth care field for 15 years, is 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 Assistant, Amber Hall, at (604)528-5620.

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

The Child Sexual Abuse Support Worker Program – Supporting Child and Youth Survivors has been redeveloped in response to the introduction of the Child, Family and Community Services Act and increasing concern about the prevalence of child abuse and neglect. This new certificate program recognizes the need for front line support workers to respond to all types of child abuse and neglect. The program will consider child maltreatment in a more comprehensive way, rather than considering the different forms of child abuse as distinct from each other, and 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 successfully complete the following four courses in the order listed, and the other program requirements.

#### Understanding Child Abuse and Neglect (#EP260)

Length: Two days

Date(s): February 20-21 or March 27-28, 1998

Fee: \$165

#### The Impact of Child Abuse and Neglect: Child Development and Resiliency (#EP261)

Length: Three days

Date(s): April 23-25, 1998

Fee: \$190

#### Supporting Children Who Have Been Abused and Neglected (#EP262)

Length: Three days

Date(s): May 21-23, 1998

Fee: \$190

#### Safety and Risk: Support Worker Self-Care (#EP263)

Length: Two days

Date(s): June 12-13, 1998

Fee: \$165

Watch for a more detailed program brochure in Fall 1997.



## Child Sexual Abuse

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

These certificate programs are designed for practitioners currently providing treatment for sexually abused children and adolescents and adult survivors of child sexual abuse. The training will examine principles of practice, demonstrate intervention skills, model treatment approaches, and develop interdisciplinary networking. Interested applicants must submit a resume describing their relevant work experience, past training in the field, and academic background. A certificate of achievement will be given to registrants who successfully complete the program requirements. Upon acceptance, applicants must pay a deposit of \$100 to hold their seat. Each certificate program is offered only once per calendar year.

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

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

#### Adult Survivor Option (#CSA105B)

Length: 12 days  
Date(s): January 29-31; February 12-14, 26-28; March 12-14, 1998  
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.

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

Length: 10 days  
Date(s): Spring/Summer 1998 (dates TBA)  
Fee: \$750

#### Advanced Adult Survivor Option (#CSA130A)

Length: 10 days  
Date(s): October 23-25; November 6-8 & 19-22, 1997  
Fee: \$750

Instructors include: Cheryl Bell-Gadsby, M.A.; Liz Choquette, R.N., B.S.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.

### Child Sexual Abuse Support Worker Training Program

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.

#### Supporting Adult Survivors (#CSA134A)

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 for 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, 1998  
Fee: \$325  
Instructor(s): Heather Whiteford, M.S.W., and  
Tamara Adilman, M.Ed., M.A.

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

For a course description, see page 17 in the Counselling category.

Length: Two days  
Date(s): October 29-30  
Fee: \$175  
Instructor(s): Liz Gildner, M.A.

## Instructors

Tamara Adilman, M.Ed., M.A., has been a community family counsellor for Family Services of the North Shore for the past seven years. She also teaches in the Counselling Diploma Program at Vancouver Community College.

Cheryl Bell-Gadsby, M.A., R.C.C., former coordinator of the Sexual Assault Resolution Program, Family Services of the North Shore, is a therapist in private practice, specializing in childhood trauma and hypnotherapy.

Liz Choquette, 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 22 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.

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

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

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.

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.

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 15 years of clinical experience with survivors of violence, she has developed programs to train service providers in trauma work.

## Community Safety and Crime Prevention

*Unless otherwise indicated, Community Safety and Crime Prevention courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For course details or information on how these programs can be offered in your community, call the Program Planner, Mark LaLonde, at (604)528-5624. For detailed brochures, call the Program Assistant, Heather Olson, at (604)528-5573.*

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

### Enhancing School Safety (#CP100)

Schools in B.C. are generally safe, but at times violence in the community can spill over into the school setting. This course will provide teachers, counsellors, administrators, and school support staff with specific knowledge, strategies, and skills to intervene and prevent further violence. The content covers:

conducting school-based safety audits, crisis management, contact and management of intruders, verbal skills to defuse potentially violent situations, and intervention strategies following a critical incident. This course is well suited to team registrations made up of teachers, support staff, administrators, and police school liaison officers. It is available for on-site delivery to schools and district audiences.

Length: One day  
Date(s): November 14  
Fee: \$125  
Instructor(s): Mark LaLonde

### NEW

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

No matter how hard you prepare and incorporate creative teaching techniques into your 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): **November 21**  
Fee: \$125  
Instructor(s): Gordon Collings

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

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

Length: One day  
Date(s): **November 7**  
Fee: \$125  
Instructor(s): Lisa Pedrini

**NEW**

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

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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 and 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): **December 5**  
Fee: \$125  
Instructor(s): Cheryl Bell-Gadsby, M.A., R.C.C.

**NEW**

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### **Personal Safety for High-Risk Front Line Workers (#CP350)**

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In many workplaces, front line workers are exposed to confrontational interpersonal contact, and are often placed at risk of violence from the public or clients. This workshop enables workers to manage occupational risk by evaluating foreseeable situations, paying particular attention to behavioural cues that are commonly demonstrated prior to

physical assault. Participants will also learn a generic method of reporting violent incidents that conforms to Section 8.96(1) of the Workers' Compensation Board *Industrial Health and Safety Regulations*. Strategies for working tactically with co-workers, and how to escape from common forms of assault, complete the program.

Length: One day  
Date(s): **November 21**  
Fee: \$125  
Instructor(s): Gil Puder

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

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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): **November 3 & 4**  
Fee: \$220  
Instructor(s): Susan O'Donnell

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

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

Length: Two days  
Date(s): **November 17 & 18**  
Fee: \$220  
Instructor(s): Allan Parker

**NEW**

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### **Risk Management Planning: Strategies for Preventing Negligence in the Workplace (#CP600)**

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The past few years have seen a dramatic increase in negligence litigation. In any business operation where the public physically enter your premises, you are responsible under the Occupiers' Liability Act to ensure that your site is reasonably safe by taking reasonable precautions to prevent injury. This experiential two-day workshop explores, in depth, negligence liability and the



risk management planning process. Participants will learn the critical concept of "reasonable standard of care" and how this affects and guides all risk management planning efforts. Participants will acquire valuable risk management planning tools and will develop a results-oriented action plan customized to their specific situation. Emergency response planning will form a key component of the workshop.

Length: Two days  
Date(s): November 17 & 18  
Fee: \$220  
Instructor(s): Ian McGregor, Ph.D.

### **Sexual Harassment and Human Rights in the Workplace (#CP700)**

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

Length: One day  
Date(s): October 20  
Fee: \$175  
Instructor(s): Stacey Orr and Tom Foster

#### **NEW**

### **Resolving Harassment Complaints: The Role of the Investigator (#CP750)**

This three-day, hands-on workshop is designed to enhance skills and knowledge in planning and conducting a formal investigation, on behalf of the employer, of a complaint of discrimination or harassment. In this practical workshop, participants learn by doing, based on the principles of adult education. The purpose of this experiential workshop is to enhance participants' knowledge of discrimination and harassment policies and procedures, human rights law, and the role of investigation in the process; and to enhance their skills in planning and conducting a formal investigation of a complaint of discrimination or harassment.

Length: Three days  
Date(s): December 1-3  
Fee: \$275  
Instructor(s): Barbara LeBlanc

#### **NEW**

### **Crime-Free Multi-Housing (#CP800)**

This two-day seminar is designed to help multi-unit rental housing owners/managers work in partnership with local police to keep illegal behaviour off the property and enhance the quality of living for all tenants. Property managers/owners attend the first day of training, while police officers are

required to attend both days. The seminar focuses on: basic crime prevention concepts; security analysis of the multi-unit housing property; new resident applicant screening; working with the police; and landlord/tenancy legislation. This seminar is the first of three steps that owners/managers will take towards certification as part of the local Crime-Free Multi-Housing Program. Specific seminar details and registration information can be obtained from the B.C. Crime Prevention Association at (604)594-1552.

Length: Two days  
Date(s): October 15-16  
October 17-18  
Fee: \$10  
Instructor(s): TBA

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, please contact Mark LaLonde at (604)528-5624.

#### **• 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, contact Mark LaLonde at (604)528-5624.

#### **• 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, contact Mark LaLonde at (604)528-5624.

### **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.

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

Barbara LeBlanc is an independent investigator, coach, and trainer in the human rights and personal harassment fields. She has over 25 years of experience and a private practice in Victoria. Barbara has a wide client base in the private, public, and extended public sectors throughout B.C. and the Yukon.

Ian McGregor, Ph.D., is the former Director of Athletics and Recreation at the University of Toronto and Saint Mary's University, and now consults and delivers training in risk management. His unique risk management planning process has been successfully implemented in a variety of environments where customers and the public may be exposed to negligent behaviour. Dr. McGregor's resource manual *Legal Liability and Risk Management* is now in its second printing.

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

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

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

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

Gil Puder is a 15-year police veteran who also teaches at Vancouver's Langara College. An active black belt in Shotokan karate, Gil has published numerous journal articles dealing with personal safety and the uses of force.

## 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 Assistant, Amber Hall, at (604)528-5620.*

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

### 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): **October 20-21**  
Fee: \$175  
Instructor(s): Gladys Adilman, B.A., and Suri Vangolen, B.A., R.C.C.

### 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): **November 12-13**  
Fee: \$165  
Instructor(s): Elaine Stoll, B.A., R.C.C.

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

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Adolescence is usually considered a crisis point in development. This workshop is for counsellors, youth workers, and support practitioners who are working with young women. Participants will review current theories of female adolescent development, consider cultural and societal constructs of femininity, and apply these theories to their day-to-day interactions with adolescent girls. The process of establishing an effective supportive relationship with adolescent females will be examined. The course will explore relational tools to facilitate a young woman's exploration of self, and will highlight creative interventions for addressing the developmental issues and crises. This course may be taken as an elective in the Working with Youth in Community Settings Certificate Program.

Length: Two days  
Date(s): **November 17-18**  
Fee: \$175  
Instructor(s): Natalie Clark, M.S.W., and Lynn Redenbach, R.P.N.

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

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

Length: Two days  
Date(s): **November 3-4**  
Fee: \$175  
Instructor(s): Joe Solanto, Ph.D.

**NEW**

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

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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.

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### **Grief and Bereavement (#EP155)**

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

Length: Two days  
Date(s): **November 17-18**  
Fee: \$175  
Instructor(s): Linda Rosenfeld, B.S.W., and Elizabeth Fortes, M.A.

**NEW**

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### **Grief and Bereavement: Level II (#EP155A)**

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This two-day course is for counsellors, therapists, and other practitioners working with clients around grief and bereavement issues. Participants will 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 #EP255 or obtain the approval of the Program Coordinator. Registration is limited to 16 participants.

Length: Two days  
Date(s): **February 9-10, 1998**  
Fee: \$195  
Instructor(s): Linda Rosenfeld, B.S.W., and Elizabeth Fortes, M.A.



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

This course is for executive directors, managers, supervisors, clinical supervisors, and other program coordinators who work in community service settings. Course content will be useful for individuals who fulfill the dual role of clinical/administrative supervisor, and for program managers who are expected to balance staff preferences and agency goals and objectives. Participants will define the key challenges they experience in managing individual and group dynamics within their agency, 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): **October 29-30**  
Fee: \$175  
Instructor(s): Liz Gildner, M.A.

## 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): **September 26-27**  
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): **October 24-25**  
Fee: \$185  
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

## NEW

### Transforming Depression and Anxiety Through the Art Therapy Process (#EP265)

This course is for counsellors, social workers, psychologists, and other mental health practitioners working therapeutically with adults. It will offer participants an in-depth perspective of the inner world of traumatized and depressed individuals as seen through the images in the art that they use to express these emotions. Participants will explore depression and its relationship to trauma in the context of current research; examine a range of treatment responses, including the role of medical interventions; and consider parameters for using art-making in counselling with people who are experiencing depression and anxiety. Participants will have a first-hand experience with the interactive art-making process and the significance of the “picture” in mobilizing internal resources towards problem solving and recovery. The course will differentiate between using imagery and symbolism in counselling and the art psychotherapy process, consider the role of the practitioner in guiding the process safely and effectively, and highlight ethical issues that emerge for the practitioner.

Length: Two days  
Date(s): **October 27-28**  
Fee: \$175  
Instructor(s): Margarete Hanna, M.A., ATR

### 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): **November 28-29**  
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.

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

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

Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S, is an adult and child 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 22 years of experience as a therapist and over 12 years as a supervisor and international workshop leader in the field of expressive therapies, abuse, and loss.

Margarete Hanna, M.A., ATR, is an art therapist in private practice. Her experience includes training and clinical supervision of graduate art therapists and extensive verbal and expressive psychotherapy with children, adolescents, and adults. She was one of the pioneering coordinators of the M.A. in Art Therapy program at the University of Western Sydney, Australia.

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.

## 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 Canadian and American Association of Marriage and Family Therapy, and adult education specialists. They are designed to build on the content of currently available family therapy training programs, and to meet the needs of two distinct populations: family support

workers and experienced therapists interested in couple and family work.

#### Program Description

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

#### FAMILY SUPPORT WORKER OPTION

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

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

To enter the program, applicants must be currently working with families in a supportive capacity and have a minimum of one year of experience in this area. To receive a certificate of achievement, candidates must complete each of the five courses outlined below, and successfully complete the evaluation activity for each course.

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

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Length: Two days  
Date(s): **September 26-27**, at the Justice Institute  
Fee: \$175

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#### **Foundations of Family Support Work (#G550B-19973)**

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Length: Two days  
Date (s): **November 14-15**, at Douglas College  
Fee: \$175

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

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Length: Three days  
Date(s): **January 22-24, 1998**, at Douglas College  
Fee: \$225

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

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Length: Three days  
Date(s): **February 26-28, 1998**, at the Justice Institute  
Fee: \$225

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

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Length: Two days  
Date(s): **April 3-4, 1998**, at Douglas College  
Fee: \$175

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

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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 practicing family therapists or as a series leading to a certificate of achievement. Each course is six days, or 39 hours, in length, except Couple and Family Therapy Practice Supervision, which totals 36 hours.

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.

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

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Length: Six days  
Date(s): **September 18-20 & October 2-4**, at Douglas College, or  
**October 23-25 & November 6-8**, at the Justice Institute  
Fee: \$415

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

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Length: Six days  
Date(s): **January 29-31 & February 12-14, 1998**, at Douglas College  
Fee: \$415

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

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

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

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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)

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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)

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Length: 12 half-day sessions  
Date(s): **September 11, 18, 25 & November 6, 13, 20**, at Douglas College, **and October 2, 9, 16 & November 27, December 4, 11**, at the Justice Institute  
Fee: \$450

**NEW**

## Living Apart but Parenting Together (#CY173)

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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): **November 3**  
Fee: \$95  
Instructor(s): Molly Jeschke

## Violence Against Women in Relationships

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

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This highly experiential course is for experienced counsellors and other practitioners who want to increase their skills in responding to assaultive men. The course will give participants the opportunity to integrate the frameworks of Alan Jenkins and the *Themes of Defense* video (written by Dale Trimble) into approaches to intervention. Participants will be asked to bring case examples or practice dilemmas they are encountering in their work with assaultive men. Opportunities for skill practice

will include role play, focused consultation discussions, and feedback. Registration is limited to 18 participants. **Pre-requisite(s):** #EP140 or a written application outlining previous training in working with assaultive men, including the name of the instructor, the length of training, and a brief synopsis of content.

Length: Two days  
Date(s): **December 1-2**  
Fee: \$195  
Instructor(s): Dale Trimble, M.A.

**NEW**

## Effective Work with Assaultive Men (#EP264)

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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: Three days  
Date(s): **November 24-26**  
Fee: \$225  
Instructor(s): Dale Trimble, M.A.

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

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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): **October 16-17**  
Fee: \$75  
Instructor(s): Helen Dempster, B.G.S.

## Children Who Witness Abuse (#CY111)

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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): **October 3-4**  
 Fee: \$175  
 Instructor(s): Helen Dempster, B.G.S.

## 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 (#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: Two days  
 Date(s): **October 21-22**  
 Fee: \$175  
 Instructor(s): Joe Solanto, Ph.D.

### Integrating Energetic Bodywork into a Solution-Focused Counselling Process (#EP232)

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 1 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, 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 1 Healing Touch certificate will be earned upon completion of this course. A Level 1 Healing Touch manual will be provided.

Length: Three days  
 Date(s): **October 31 & November 1-2**  
 Fee: \$295  
 Location: TBA  
 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;

key legal and ethical issues and record-keeping practices vital to the responsible use of hypnotic techniques.

Length: One day  
Date(s): November 26  
Fee: \$95  
Instructor(s): Cheryl Bell-Gadsby, M.A., R.C.C.

## Instructors

Cheryl Bell-Gadsby M.A., R.C.C., has 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.

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): October 22-23  
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): TBA  
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 over 14 years of experience, has been involved in police training since 1988. He has a Diploma in Social Sciences and a Certificate in Adult Education, and is completing a B.A. in Adult Education.

James W. Williams, LL.B., has practiced law in Vancouver since 1985. Although he is active primarily as a criminal defense lawyer, he has also appeared before such tribunals as the Law Society of B.C. and the B.C. Securities Commission. Before taking his law degree, he was a member of the RCMP for 11 years.

## Management

*Unless otherwise indicated, Management courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. Please see the Administrative (page 6), Trainer Development (page 30), and Traumatic Stress (page 33) categories for more 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 in the past, and 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): September 25-26, October 16-17, November 6-7, November 27-28 at the Justice Institute, or September 18-19, October 9-10, October 30-31, November 20-21 at UCFV (phone 604-854-4576 for registration information)

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.

(continued on next page)

Length: Five days  
Date(s): **October 6-10**  
**November 17-21**  
Time: 9:00 am – 4:30 pm on day 1; 8:30 am – 4:30 pm  
on subsequent days  
Fee: \$475  
Instructor(s): A consultant with Ryane Consulting Inc.

### **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): **TBA, Spring 1998** (*See below for courses scheduled during this calendar term.*)  
Time: 9:00 am – 4:30 pm on day 1; 8:30 am – 4:30 pm  
on subsequent days  
Fee: \$475  
Instructor(s): A consultant with Ryane Consulting Inc.

*In response to requests from participants, we have scheduled Basic Supervisory Program, Week 2, in shorter time segments during this term.*

### **Basic Supervisory Program, Week 2, Part A (#BSCP310)**

This course covers the first two days of the Week 2 program described above. The specific topic to be addressed is performance planning and review. **Prerequisite(s):** Basic Supervisory Program, Week 1 (#BSCP200 or #BSCP210 and #BSCP220).

Length: Two days  
Date(s): **November 24-25**  
Time: 8:30 am – 4:30 pm  
Fee: \$190  
Instructor(s): A consultant with Ryane Consulting Inc.

### **Basic Supervisory Program, Week 2, Part B (#BSCP320)**

This course covers the last three days of the Week 2 program described above. Specific topics to be addressed are problem employees; time management and effective meetings; and team building. **Prerequisite(s):** Basic Supervisory Program, Week 1 (#BSCP200 or #BSCP210 and #BSCP220); and Basic Supervisory Program, Week 2, Part A (#BSCP310).

Length: Three days  
Date(s): **December 10-12**  
Time: 8:30 am – 4:30 pm  
Fee: \$285  
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.*

### **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 decreases. 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): **October 16-17**  
**December 1-2**  
Fee: \$185  
Instructor(s): A consultant with Ryane Consulting Inc.

### **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): **October 22-23**  
Time: 9:00 am - 5:00 pm  
Fee: \$185  
Instructor(s): Michael Fogel, LL.B., J.D., M.Ed. (Counselling Psychology)

**NEW****Ethical Decision-Making (#MGMT103)**

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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): **October 24**  
 Fee: \$110  
 Instructor(s): Rob Goodall, M.A.

**Communications Planning (#MGMT314)**

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Organizations today recognize that effective communication – both within and outside the organization – is a key element of success. This is especially true in a time of cutbacks and other changes. How an organization communicates with its staff, clients, key stakeholders, and the public has an impact on how well the organization is perceived and whether its services are known and understood. This course is designed to give managers, supervisors, and individuals in an organization dealing with communication functions a better understanding of the internal and external communication needs of their organization. The course will introduce the skills required to develop and implement communication plans to meet those needs in the most economical and innovative manner.

Length: Two days  
 Date(s): **November 3-4**  
 Fee: \$185  
 Instructor(s): Zena Simces Katz

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

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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): **November 17-18**  
 Fee: \$185  
 Instructor(s): Sandra Heath, B.A.

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

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For a course description, see page 36 in the Traumatic Stress category.

Length: Two days  
 Date(s): **November 17-18**  
 Fee: \$185  
 Instructor(s): Mark Brunke, M.A.

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

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Teamwork has long been seen as a basic organizational need. Today, an increased focus on team formation and team development has created a need for managers to develop further competence in team building. This course explores the concept of team – what differentiates a group from a team, what a team really is, why teams exist in the first place, and how teams are developed – and looks at ways to measure and improve team effectiveness. The role of the leader in work teams 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): **December 8-9**  
 Fee: \$185  
 Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

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

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The Myers-Briggs Type Indicator (MBTI) is one of the most widely used psychological assessment tools for individuals and groups. For individuals, the MBTI has been used for self-growth and career planning. With groups and teams, it can be used to analyze the team by assessing its strengths and blind spots in a non-judgmental way; to clarify problems; to design interventions; to heighten team awareness; to help reduce unproductive interpersonal and intra-organizational conflict; and to help the team deal with issues such as communication, change, or leadership. MBTI is a resource for both understanding current issues and anticipating, or even predicting, problems. This course uses the MBTI as a foundation for exploring individual preferences and the impact that each individual has on a team and its development. **Please note: completion of this course does not qualify participants to administer the MBTI.**

Length: Two days  
 Date(s): **December 10-11**  
 Fee: \$200 (includes cost of the assessment tool)  
 Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.



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

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

Length: Three days  
Date(s): January 28-30, 1998  
Fee: \$250  
Instructor(s): A consultant with Ryane Consulting Inc.

## Courses Around B.C.

### VICTORIA

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

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For a course description, see above.

Length: Two days  
Date(s): October 21-22  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$225  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

## Instructors

Mark Brunke, M.A., is an employee assistance counsellor with Brown Crawshaw Inc. He has counselled individuals, couples, and families for over 14 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.

Zena Simces Katz 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.

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.

## 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 note that the course fees for the Management Development for Residential Settings Certificate Program will be increased to \$185 beginning in the January 1998 term. There has been no fee increase during the past three years.

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): September 17-18  
Fee: \$175  
Instructor(s): Mario Govorchin

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

This two-day course is designed to help supervisors who work in residential settings develop performance goals and objectives with their staff, 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): October 6-7  
Fee: \$175  
Instructor(s): Helen Dempster

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

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

Length: Two days  
Date(s): October 27-28  
Fee: \$175  
Instructor(s): Martha Joy

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

This two-day course is designed to help supervisors develop a methodology for effective labour/management relations. Participants will have the opportunity to clarify existing policies and legalities, such as collective agreements and employment standards, that govern labour/management relations; identify discrepancies between policies (contracts) and practice; identify

and 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): **November 13-14**  
Fee: \$175  
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): **December 1-2**  
Fee: \$175  
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): **December 15-16**  
Fee: \$175  
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): **January 13-14, 1998**  
Fee: \$175  
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): **February 3-4, 1998**  
Fee: \$175  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

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

Graduation Ceremony

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

#### **ELECTIVES**

Four days of Justice Institute electives are required in the Management Development for Residential Settings Certificate Program. Electives currently being offered are listed below. See course descriptions in this calendar under the Community Safety and Crime Prevention, Computer, 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)  
Instructional Skills, Level I (#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)  
Resolving Conflict in the Workplace (CR110B)  
Safe at Work: Strategies for Preventing Workplace Violence (#CP300)  
Together We Stand: Effective Team Building (#MGMT120)  
Trauma Debriefing and Defusing (#TS310)  
Using Everyday Life Events to Facilitate Change with Youth (#CY172)  
Using the Myers-Briggs Type Indicator (MBTI) as a Team-Building Tool (#MGMT325)  
Working with Groups in Instructional Settings (#TD320)



## Front Line/Supervisory Skills

### Coaching Job Readiness Skills (#SUP122)

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

Length: Two days  
Date(s): November 24-25  
Fee: \$165  
Instructor(s): Denise Grams

## 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.

Levels 1-3 will be offered again in the January to August 1998 term.

### Core Courses

#### VICTORIA

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

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Length: Two days  
Date(s): September 18-19  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$185

##### Management Development for Residential Settings, Level 5 (#MGMT250V)

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Length: Two days  
Date(s): November 4-5  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$185

##### Management Development for Residential Settings, Level 6 (#MGMT260V)

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

##### Management Development for Residential Settings, Level 7 (#MGMT270V)

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Length: Two days  
Date(s): January 27-28, 1998  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$185

##### Management Development for Residential Settings, Level 8 (#MGMT280V)

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Length: Two days  
Date(s): February 17-18, 1998  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$185

## Electives

Please see page 43 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 45. Electives must be Justice Institute courses.

#### VICTORIA

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

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For a course description, see page 25 in the Management category.

Length: Two days  
Date(s): October 21-22  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$225  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

## Instructors

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

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

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

Denise Grams is a life skills counsellor, instructor, and trainer. She has 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 Invergarra 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 containing additional information about the certificate program, call the Program Assistant, Lynda Getz, at (604)528-5619.*

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

### Trainer Development Certificate Program

The Trainer Development Certificate Program is 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): **October 8-9**, Margaret Owens, M.Ed.

**November 13-14**, Colleen Vaughan, B.Com.

**December 4-5**, Reva Kalef, M.Ed.; Vancouver

Maritime Museum, 1905 Ogden Avenue, Vancouver

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 Spring 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): **October 23-24**  
**December 8-9**; Vancouver Maritime Museum,  
1905 Ogden Avenue, Vancouver  
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): **October 27-28**; Vancouver Maritime Museum,  
1905 Ogden Avenue, Vancouver  
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, 1998**  
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, 1998**  
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 a program evaluation in mind 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, 1998**  
Fee: \$225  
Instructor(s): Margaret Owens, M.Ed.



## Electives

### One-to-One Training (#TD150)

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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): November 5  
Fee: \$110  
Instructor(s): Colleen Vaughan, B.Com.

### Training that Works for Everyone (#TD140)

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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): November 19  
Fee: \$110  
Instructor(s): Rhonda L. Margolis, M.A., and Marg Penney, M.A.

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

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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): November 24-25; Vancouver Maritime Museum, 1905 Ogden Avenue, Vancouver  
Fee: \$225  
Instructor(s): Reva Kalef, M.Ed.

### Creating Instructional Materials (#TD120)

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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): December 1-2  
Fee: \$225  
Instructor(s): Cheryl Cahill, B.B.A., and Tanyce Westgard, B.B.A.

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

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This course is designed for instructors who want to involve others in their training courses. It will demonstrate tools and techniques that trainers can use to explore the power of "sharing the spotlight" with guest speakers, co-workers, or team teachers. The course will provide an opportunity for participants to analyze the technical, theoretical, and personal abilities of other people involved in the training session. Topics include: sharing the role to enhance learning; identifying common teaching styles, developing strategies to successfully team-teach, and practicing the co-facilitation process. Enrolment is limited to 16.

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

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

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

Fee: \$150

## Instructors

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

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

Rhonda Margolis, M.A., has worked as a cross-cultural training facilitator for over 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 five years. She has developed and delivered workshops for both the Provincial Emergency Program Academy and the Corrections Academy. Colleen is currently completing her master's degree in education at UBC, with a specialization in Adult Education.

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

## Traumatic Stress

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

### SPECIAL EVENT

#### Trauma and Community National Conference (#TS500)

For a description of the conference and pre-conference sessions, see page 40 in the Conferences/Special Events Category.

Length: Five days (pre-conference workshops, 2 days; conference, 3 days)  
Date(s): **December 2-3**, Pre-Conference Skill Development Workshops  
**December 4-6**, Conference  
Location: Hyatt Regency Hotel and Conference Centre, Vancouver  
Conference Fee: \$345, or early registration fee (until August 29) \$300; pre-conference workshops individually priced (see page 40)  
Confirmed Plenary Speakers: Charles Figley, Ph.D.; Mary Harvey, Ph.D.

## 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 community-based trauma interventions (including Critical Incident Stress Debriefing), and clinically-based trauma interventions. 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. Opportunities for specialization are provided through a series of electives.

**All certificate program candidates are required to take the three-day prerequisite course (#EP250), after which they can select from the following program options:**

- **Clinical Intervention – Trauma Counselling Stream**, consisting of 12 days (84 hours) of core courses, 12 half-days (36 hours) of practice supervision, and 4 days (28 hours) of electives (related trauma intervention courses). For more information about these courses, please call (604)528-5620 for a program brochure. Core courses include:

- Assessment and Treatment Planning (#TS210) (4 days; fee \$295): **October 29-31 & November 1**
- Issues for the Therapist (#TS220) (3 days; fee \$225): **January 22-24, 1998**
- Specific Intervention and Treatment Methods (#TS230) (5 days; fee \$325): **March 19-21 & April 3-4, 1998**
- Trauma Counselling Practice Supervision (#TS240) (12 half-days; certificate candidates select either the Thursday evening or Saturday morning sessions; fee \$450): **Thursday evenings (6 pm – 9 pm) – April 16, 23, 30; May 7, 14, 21, 28; June 4, 11, 18, 25; & July 2, 1998 or Saturday mornings (9 am - noon) – April 4, 18, 25; May 2, 9, 16, 23, 30; June 6, 13, 20, 27, 1998**

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

- **Community Responses – Critical Incident Stress Debriefing for Peers**, consisting of 10 days (70 hours) of core courses (including the prerequisite course) and 4 days (28 hours) of related trauma intervention courses. See pages 35 to 36 for course descriptions. Core courses include:
  - Trauma Debriefing and Defusing (#TS310) (2 days): **September 15-16 or November 4-5**
  - Peer Defusing, Level I (#TS320) (1 day): **October 8**
  - Peer Defusing, Level II (#TS330) (2 days): **October 9-10**
  - Preventing and Managing Stress (#TS350) (2 days): **November 17-18**
- **Community Responses – Critical Incident Stress Debriefing for Mental Health Practitioners**, consisting of 13 days (91 hours) of core courses (including the prerequisite course) and 4 days (28 hours) of related trauma intervention courses. See pages 36 to 38) for course descriptions. Core courses include:
  - Trauma Debriefing and Defusing (#TS310) (2 days): **September 15-16 or November 4-5**
  - Clinical Assessing and Reporting Trauma in the Workplace (#TS430) (1 day): **October 14**
  - Traumatic Loss (#TS440) (1 day): **October 20**
  - The Group Debriefing: Basic Knowledge and Skills Development (#TS410) (2 days): **November 6-7**
  - Community-Based Trauma Interventions (#TS340) (2 days): **November 20-21**
  - The Group Debriefing: Practice (#TS420) (2 days): **December 8-9**

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

**To complete the certificate:** In addition to the prerequisite course and the required core and elective courses in the applicable stream, candidates must successfully complete an evaluative component consisting of a defusing or debriefing exercise (can be a simulation) and a case analysis, as well as obtain recommendations from three colleagues.

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

For a detailed brochure describing these programs, please contact Lynda Getz at (604)528-5619 or Cindy Bettcher at (604)528-5627.

## Trauma and Post-Traumatic Stress

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

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

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

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

Length: Three days  
 Date(s): **October 6-8**  
 Fee: \$225  
 Instructor(s): Joe Solanto, Ph.D.

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

For a course description, see page 17 in the Counselling category.

Length: Two days  
 Date(s): **October 29-30**  
 Fee: \$175  
 Instructor(s): Liz Gildner, M.A.



## Electives for the Traumatic Stress Certificate Program: Clinical Intervention – Trauma Counselling Stream

Electives in the Traumatic Stress Certificate Program are open for general registration. Participants do not have to be registered in a certificate program to enrol. For more information, contact the Program Assistant, Amber Hall, at (604)528-5620.

### NEW

#### Transforming Depression and Anxiety through the Art Therapy Process (#EP265)

For a course description, see page 17 in the Counselling – Expressive Therapies category.

Length: Two days  
Date(s): October 27-28  
Fee: \$175  
Instructor(s): Margarete Hanna, M.A., ATR

### SPECIAL EVENT

#### Vicarious Traumatization: Transforming the Helper's Pain (#TS502)

This workshop is for counsellors, therapists, psychologists, front line workers, and other practitioners working in face-to-face helping relationships with survivors of trauma. Participants will explore the negative consequences that trauma work can have on helpers; develop a theoretical understanding of the causes and consequences; and recognize factors contributing to their own vicarious traumatization. Emphasis will be placed on assisting participants to develop skills to prevent and respond to vicarious trauma reactions.

Length: One day  
Date(s): December 2  
Location: Hyatt Regency Hotel and Conference Centre, Vancouver  
Fee: \$110  
Instructor(s): Laurie Ann Pearlman, Ph.D., and Maggie Ziegler, M.A.

### SPECIAL EVENT

#### Treating Psychological Trauma: An Ecological Framework (#TS505)

This workshop is for counsellors, therapists, psychologists, mental health practitioners, and others working therapeutically with survivors of trauma. Participants will explore an ecological view of psychological trauma that attends to the environmental context of victimization; consider the impact of that context on variations in post-traumatic response and recovery; and examine a multi-dimensional view of recovery and resiliency that includes a set of criteria against which individual recovery from trauma can be assessed. Participants will review two instruments for clinical assessment of recovery and resiliency in trauma survivors: the Multi-Dimensional Trauma Recovery and Resiliency Interview (MTRRI) and Qsort (MTRRQ) companion instruments

being developed by the Cambridge Hospital Victims of Violence Program. Participants will receive instruction on how to use these instruments, and will have an opportunity to assess one or more of their clients. The workshop will use individual client profiles to provide an in-depth clinical discussion of trauma treatment that is informed by the ecological framework.

Length: One day  
Date(s): December 3  
Location: Hyatt Regency Hotel and Conference Centre, Vancouver  
Fee: \$110  
Instructor(s): Mary Harvey, Ph.D.

## Critical Incident Stress

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

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)

### 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.

*(continued on next page)*

Length: Two days  
Date(s): September 15-16  
November 4-5  
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): October 8  
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): October 9-10  
Time: 8:30 am – 4:00 pm  
Fee: \$175  
Instructor(s): Toby Snelgrove, Ph.D.

NEW

### 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): November 17-18  
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

### 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 35.

Length: Two days  
Date(s): September 15-16  
November 4-5  
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): November 6-7  
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): **December 8-9**  
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): **October 14**  
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): **October 20**  
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 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.

*An abbreviated, one-day session of this course will be offered on **December 2** in conjunction with the Trauma and Community National Conference. For a course description, see page 38 under "Electives."*

Length: Two days  
Date(s): **November 20-21**  
Time: 9:00 am – 4:30 pm  
Fee: \$185  
Instructor(s): Laurie Pearce, M.A.

## ELECTIVES FOR THE COMMUNITY RESPONSES STREAMS

*In addition to the electives listed below, certificate candidates can select electives from core courses in streams other than the one they are enrolled in. For example, persons enrolled in the Peer Defusing stream may take Community-Based Trauma Interventions (#TS340) as an elective; persons enrolled in the Mental Health Practitioners stream may take Preventing and Managing Stress (#TS350).*

**NEW**

## 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): **September 29-30**  
Time: 9:00 am – 4:30 pm  
Fee: \$185  
Instructor(s): Patricia McDowell, M.Ed., and Robert McDowell, M.Div.



#### SPECIAL EVENT

### Community-Based Trauma Interventions (#TS504)

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Trauma interventions following a major tragedy such as an airplane crash or earthquake require a coordinated intervention that goes well beyond the provision of group debriefings. The purpose of this workshop is to review the phases and impact of a disaster and how local, provincial, and federal governments respond to these situations; and to provide participants with an understanding of various trauma intervention models for survivors and responders.

Length: One day  
Date(s): December 2  
Location: Hyatt Regency Hotel and Conference Centre, Vancouver  
Time: 9:00 am – 4:30 pm  
Fee: \$50  
Instructor(s): Laurie Pearce, M.A.

#### SPECIAL EVENT

### Peer Counselling and Debriefing (#TS501)

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This session will focus on the basic helping and communication skills that peers need to work effectively as members of a Critical Incident Stress Management (CISM) team or within an Employee Assistance Program (EAP) that provides traumatic stress interventions. The content will cover the basic signs and symptoms of traumatic stress reactions, and how to distinguish between normal stress reactions and those that should be referred to a mental health specialist. Basic crisis theory and emotional first aid will be discussed.

Length: Two days  
Date(s): December 2-3  
Location: Hyatt Regency Hotel and Conference Centre, Vancouver  
Time: 9:00 am – 4:30 pm  
Fee: \$225  
Instructor(s): Wayne Corneil, Ph.D.

#### SPECIAL EVENT

### Managing Trauma in the Workplace: A Guide for Managers, Human Resource Personnel, EAP Coordinators (#TS506)

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Increasingly, organizations (work-based communities) are being requested to respond to traumas that occur in the workplace. Sudden deaths, gruesome accidents, and threatening incidents (e.g., robbery, gas leak) can have a significant impact on workers' personal and professional lives. The provision of acute trauma interventions and post-incident trauma counselling services can greatly reduce the negative impact of these events, whereas failure to provide them can result in reduced morale and work productivity, and personal distress. This session will review the causes and symptoms of traumatic stress, the purpose and process of work-based interventions, and strategies for organizations to deal with trauma in the workplace.

Length: One day  
Date(s): December 3  
Location: Hyatt Regency Hotel and Conference Centre, Vancouver  
Time: 9:00 am – 4:30 pm  
Fee: \$95  
Instructor(s): Toby Snelgrove, Ph.D.

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

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Acts of violence in and out of the family, tragic events, and sudden accidents expose children to significant stress. The Critical Incident Stress Debriefing (CISD) process has proven to be an effective tool in helping children and their families cope with what they have seen or experienced. This introductory course is for mental health practitioners, school personnel, child and youth counsellors, and others working with children in a support capacity. It will provide training in the effective intervention and management of critical incident stress (CIS). Participants will review the nature of stress, acute and delayed reactions to stress, and Post-Traumatic Stress Disorder; explore the causes of CIS in children within a developmental context; and define the various ways by which children can be traumatized. The formal debriefing process, defusing techniques, and intervention strategies to empower children to cope with the event will be presented and demonstrated through role play. Emphasis will be placed on adapting the CISD model to 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): TBA, Spring 1998  
Fee: \$185  
Instructor(s): Ruth Armstrong, M.Ed.

### Instructors

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

Mark Brunke, M.A., is an employee assistance counsellor with Brown Crawshaw Inc. He has counselled individuals, couples, and families for over 14 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.

Wayne Corneil, Ph.D., is a Teaching and Research Fellow in Epidemiology and Community Medicine at the School of Medicine, University of Ottawa. His doctorate in Occupational Health Psychology is from the Johns Hopkins University in Baltimore. In addition, he has received professional training and qualifications in pastoral counselling, social work, criminology, and adult education. Dr. Corneil has conducted research and training on traumatic stress with emergency services organizations in North America, Europe, New Zealand, and Australia. He is a founding member and the co-chair of the Canadian Traumatic Stress Network.

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 17 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, B.Sc., 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.

Margarete Hanna, M.A., ATR, is an art therapist in private practice. Her experience includes training and clinical supervision of graduate art therapists and extensive verbal and expressive psychotherapy with children, adolescents, and adults. She was one of the pioneering coordinators of the M.A. in Art Therapy program at the University of Western Sydney, Australia.

Mary Harvey, Ph.D., is a clinical and community psychologist and an Assistant Clinical Professor of Psychology in the Department of Psychiatry at Harvard Medical School. She is the director and co-founder (with Dr. Judith Herman) of the Cambridge Hospital Victims of Violence Program, which is affiliated with Harvard Medical School.

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.

Laurie Ann Pearlman, Ph.D., is a clinical psychologist, consultant, researcher, and trainer with the Center for Adult and Adolescent Psychotherapy. She is the co-author of *Trauma and the Therapist: Countertransference and Vicarious Traumatization in Psychotherapy with Incest Survivors*.

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 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.

### National Conference

**Program Coordinators:** Cindy Bettcher, (604)528-5627;  
Patricia McNeill, (604)528-5623

#### Trauma and Community National Conference (#TS500)

Interdisciplinary Studies is hosting a national conference that will address the effects of trauma on survivors, service providers, and the community as a whole. The conference will be of interest to a broad range of trauma responders, from front line workers, support workers, victim service workers, and peer personnel from high-risk professions (emergency health and human services, police and corrections, firefighters, and various industries) to counsellors, therapists, mental health practitioners, community activists, advocates, and others. Participants will have an opportunity to work together to develop new, integrated interventions.

Confirmed plenary speakers include:

- Charles Figley, Ph.D., Director, Psychosocial Stress Research Program and Clinic, Florida State University
- Mary Harvey, Ph.D., Director, Cambridge Hospital Victims of Violence Program (affiliated with Harvard Medical School)

Workshop sessions will deal with such issues as: responding to trauma in a climate of downsizing, waiting lists for service, and backlash; multicultural responses to trauma; trauma and children; crime and trauma; peers helping peers; coping with traumatic grief and loss; workplace issues; the impact of trauma on families of survivors; self-care; and creating a community response.

#### Pre-Conference Skill Development Workshops

The conference will be preceded by seven skill development sessions that will examine current practice issues in specialized areas of trauma intervention and Critical Incident Stress Management. The sessions and presenters include:

- **Peer Counselling and Debriefing** (#TS501) December 2 & 3; fee \$225; Wayne Corneil, Ph.D.
- **Vicarious Traumatization: Transforming the Helper's Pain** (#TS502) December 2; fee \$110; Laurie Ann Pearlman, Ph.D., and Maggie Ziegler, M.A.
- **Grieving Traumatic Loss** (#TS503) December 2; fee \$65; Joe Solanto, Ph.D.
- **Community-Based Trauma Interventions** (#TS504) December 2; fee \$50; Laurie Pearce, M.S.W., M.A.
- **Treating Psychological Trauma: An Ecological Framework** (#TS505) December 3; fee \$110; Mary Harvey, Ph.D.

- **Managing Trauma in the Workplace: A Guide for Managers, Human Resource Personnel, EAP Coordinators** (#TS506) December 3; fee \$95; Toby Snelgrove, Ph.D.
- **Supporting Children Traumatized by Child Abuse and Neglect** (#TS507) December 3; fee \$50; Faye Luxemburg-Hyam

**Length:** Five days (pre-conference workshops, 2 days; conference, 3 days)  
**Date(s):** **December 2-3**, Pre-Conference Skill Development Workshops  
**December 4-6**, Conference  
**Location:** Hyatt Regency Hotel and Conference Centre, Vancouver  
**Conference Fee:** \$345, or early registration fee (until August 29) \$300; pre-conference workshops priced individually (see above)

### International Conference

**Program Coordinators:** Cheryl Bell-Gadsby, (604)528-5626;  
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.

Confirmed presenters include Ellyn Bader, Ph.D.; Peggy Papp, AC.S.W.; Sandra Leiblum, Ph.D.; Joseph LoPiccolo, Ph.D.; Jeffrey Zeig, Ph.D.

**Length:** Five days (pre-conference workshops, 2 days; conference, 3 days)  
**Date(s):** **April 14-15, 1998** (pre-conference workshops)  
**April 16-18, 1998** (conference)  
**Location:** Waterfront Centre Hotel, Vancouver  
**Fees:** Pre-conference workshops: TBA  
Conference: Student rate (until January 30, 1998) \$350  
Early registration fee (until January 30, 1998) \$400  
Full registration fee (after February 1, 1998) \$475

A conference brochure will be available in November 1997.



# 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

### Calendar and Satellite Location Course Listings

Meenpal Basi, Career and Community Studies .....	(604)528-5608
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### Conflict Resolution Certificate Program General Information

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
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### 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
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### Assessments

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

### Program Direction

Marg Huber, Program Director.....	mhuber@jibc.bc.ca.....	(604)528-5613
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### Program Guidance

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

### Family Mediation

Lee Turnbull, Program Coordinator .....	lturnbull@jibc.bc.ca .....	(604)528-5614
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### First Nations Negotiation Skills Certificate Program

Marg Huber, Program Director.....	mhuber@jibc.bc.ca.....	(604)528-5613
Cliff White, First Nations Liaison.....		(604)929-3455
Karen Falk, Program Planner .....	kfalk@jibc.bc.ca .....	(604)528-5615

The Centre for Conflict Resolution Training is in the process of changing to a new database system. As part of the conversion, we are updating and changing 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 on your transcript. Please double-check to ensure that you do not accidentally take the same course twice!

# 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 43). We also offer training on a contract basis and can design or tailor training to meet specific needs (see page 43).

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. A special program leading to a First Nations Negotiation Skills Certificate is offered on a contract basis to First Nations groups (see page 43). In order to receive a certificate, all course work must be completed and a skills assessment passed.

## Training Format

The training is experiential and skills building in approach, 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 are dispute resolution specialists who bring experience and skills from business, education, law, counselling, and human relations backgrounds. The skills coaches also have extensive training in conflict resolution, most through the Centre. Many of the instructors and coaches 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.

## Working in the Dispute Resolution Field

If you are interested in working in the Dispute Resolution field, you may wish to consult the JI library or your local library for information on the dispute resolution field and related associations.

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 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" on page 44 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. A mediation assessment is optional.

### CORE COURSES (PAGE 45)

- 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 46)

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.

### 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 applied as credit towards the Certificate Program.

For an application package, 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.

## 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. A maximum of 21 hours may be granted. 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.

## 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.

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

We are offering on a contract basis a Certificate in Negotiation Skills for First Nations People. This a six-week program, taken one week per month, that provides our regular conflict resolution and negotiation training in a First Nations context. 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.

## 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. **Fees for these courses may vary** as a result of travel and administrative costs associated with each site.

For a supplement to the regular course calendar, "**JI Satellite Location Course Schedule**," contact our receptionist at (604)528-5608. For further information on satellite locations, contact **Maureen Carroll** at (604)528-5617 (e-mail: [mcarroll@jibc.bc.ca](mailto:mcarroll@jibc.bc.ca)).

We are currently offering courses at the following locations:

### LOWER MAINLAND

**VANCOUVER: BCIT Downtown Education Centre**  
Information: (604)528-5611 or (604)528-5617  
Registration: (604)528-5590

### VANCOUVER ISLAND

**CAMPBELL RIVER: North Island College**  
Information and registration: (250)286-8953

**NANAIMO: Malaspina University College**  
Information and registration: (250)755-8775

**VICTORIA: Camosun College**  
Information: (250)370-4560  
Registration: (250)592-1556

**VICTORIA: The Dispute Resolution Centre**  
Information and registration: (250)383-4412

### OKANAGAN

**KELOWNA: Okanagan University College**  
Information and registration: (250)545-7274

**PENTICTON: Okanagan University College**  
Information: (250)492-4305  
Registration: (250)490-3959

### CENTRAL/NORTHERN B.C.

**PRINCE GEORGE: College of New Caledonia**  
Information: (250)562-2131, ext. 476 or (250)561-5801  
Registration: (250)561-5846

**To be placed on an interest list for other locations**, please contact the numbers listed below, or contact **Maureen Carroll** at (604)528-5617 (e-mail: [mcarroll@jibc.bc.ca](mailto:mcarroll@jibc.bc.ca)) or **Carolyn Eyres** at (604)528-5611 (e-mail: [ceyres@jibc.bc.ca](mailto:ceyres@jibc.bc.ca)).

**TERRACE: Northwest Community College** (250)638-5452

**FORT ST. JOHN: Northern Lights College** (250)787-6205

**WILLIAMS LAKE: University College of the Cariboo**  
(250)392-8177

## 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, therefore *participants must 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.

## 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 practice groups, see the Conflict Resolution bulletin board on the second floor of the classroom block.

## CAREER ORIENTATION

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

## 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.

## 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 description:

- Dealing with Anger (CR200), Negotiation Skills Level I (CR260) (formerly CR500), Mediation Skills Level I (CR250) (formerly CR300), and 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 assessments:

- Conflict Resolution/Negotiation Skills Assessment (CR950) (formerly CR599)
- Mediation Skills Assessment (CR975) (formerly CR499) (optional)

## Core Courses

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

### Dealing with Interpersonal Conflict (CR110A)\*

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*(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): **September 23-25**, Stacey Holloway  
**October 14-16**, Mario Govorchin  
**October 30 – November 1**, Jill Schroder  
**November 3-5**, Gary Harper; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**November 12-14**, Deborah White  
**December 10-12**, Mario Govorchin

Fee: \$295

### Resolving Conflict in the Workplace (CR110B)

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*(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): **September 17-19**, Joan Balmer  
**September 29 – October 1**, Nancy McPhee; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**October 7-9**, Deborah White  
**October 16-18**, Ed Jackson  
**November 5-7**, Joan Balmer  
**November 15, 22 & 29**, Gary Harper  
**November 19-21**, Gary Harper  
**November 26-28**, Stacey Holloway  
**December 2-4**, Nancy McPhee

Fee: \$295

### Dealing with Anger (CR200)\*

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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): **September 30 – October 2**, Stacey Holloway  
**October 21-23**, Joan Balmer  
**November 4-6**, Nancy McPhee  
**November 18-20**, Elizabeth Azmier-Stewart  
**December 1-3**, Joan Balmer; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**December 9-11**, Ron Monk

Fee: \$295

### Mediation Skills, Level I (CR250)\*

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*(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): **October 1-3**, Elizabeth Azmier-Stewart  
**October 27-29**, Ron Monk  
**November 13-15**, Ed Jackson  
**November 17-19**, Ron Monk; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**November 24-26**, Deborah White

Fee: \$295

### Negotiation Skills, Level I (CR260)

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*(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. Recommended 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):** **September 22-24**, Karen Haddigan  
**October 20-22**, Mario Govorchin; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**October 23-25**, Wendy Hilliard  
**November 3-5**, Ron Monk  
**November 17-19**, Mario Govorchin

**Fee:** \$295

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

**Length:** Five days (35 hours)

**Date(s):** **September 29 – October 3**, Deborah White  
**October 27-31**, Mario Govorchin  
**November 12-14 & 17-18**, Dale Zaiser  
**December 4-5 & 8-10**, Stacey Holloway

**Fee:** \$495

## Electives

### 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):** **September 25-26**, Deborah White  
**October 9-10**, Nancy McPhee  
**October 20 - 21**, Gary Harper  
**November 12-13**, Jill Schroder  
**December 11-12**, Jill Schroder

**Fee:** \$220

### 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. **There are no prerequisites for this course.**

**Length:** Two days (14 hours)

**Date(s):** **September 15-16**, Wendy Hilliard  
**September 25-26**, Mario Govorchin  
**October 6-7**, Wendy Hilliard  
**November 6-7**, Wendy Hilliard  
**November 17-18**, Wendy Hilliard  
**December 1-2**, Ed Jackson

**Fee:** \$220

### 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):** **September 18-19**

**Fee:** \$220

**Instructor(s):** Deborah White

NEW

### 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 practicing 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, as well as to people who have taken other courses in conflict resolution and want to practise applying skills in a telephone context. **There are no prerequisites for this course.**

**Length:** One day (7 hours)

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

**Fee:** \$110

**Instructor(s):** Dale Trimble, M.A., is a counsellor in private practice. He is the co-founder of the Vancouver Assaultive Husbands Program and has 20 years of experience in working with hostility, anger, and conflict.



## **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): **November 6-7**  
Location: **BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver**  
Fee: \$220  
Instructor(s): Ed Eduljee and Valerie Dudoward

## **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): **November 26-27**  
Fee: \$220  
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. **There are no prerequisites for this course.**

Length: Two days (14 hours)  
Date(s): **November 20-21**  
Fee: \$220  
Instructor(s): Mario Govorchin

## **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): **October 27-28**  
**November 24-25**  
Fee: \$220  
Instructor(s): Arthur Ridgeway

## **Tools for Valuing and Managing Diversity (CR558)**

(Formerly CR821, *Welcoming Diversity*) As our communities and workplaces become increasingly diverse, acknowledging and including different cultures and opinions, establishing trust, and working effectively together can present challenges. Without opportunities and skills to make positive contact with one another, differences often lead to misunderstanding and conflict rather than mutual respect and rich growth opportunities. Building on basic conflict resolution skills, the focus of this course is on recognizing and appreciating differences and getting beyond the stereotypes and behaviours that have historically divided people. We will present and explore skills and approaches for building alliances with other groups and for intervening effectively when we are confronted with prejudicial comments, behaviours, and attacks. Participants will also learn a process for reducing tough intergroup tension, identifying underlying interests, and reframing controversial issues in a way that leads to bridge building and shared problem solving. Diversity within the group and participant experiences will be utilized to demonstrate and practise a variety of community-building skills and activities. **Prerequisite(s):** CR110A or CR110B.

Length: Two days (14 hours)  
Date(s): **October 6-7**  
Fee: \$220  
Instructor(s): Jeannette Matson and Charles Boehm-Hill

## Electives for Working with Groups and Organizations

NEW

### 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 practicing 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): **December 8-9**  
Fee: \$220  
Instructor(s): **Deborah White** and **Larry Gregg**, Senior Mediator and Director of Administration at the Labour Relations Board

NEW

### The Organizational Uses of Conflict (CR502)

Every modern workplace produces innumerable chronic conflicts, yet few work organizations have examined their “conflict culture” to see how it generates, supports, and reinforces conflict. Using conflict as an opportunity for personal and organizational growth and learning requires us to reconsider the way we work. This course works from principles of conflict resolution systems design to discover where organizational conflict is coming from through, for example, a “conflict audit,” and to design multi-layered systems to improve the organization’s capacity for conflict prevention, management, settlement, and resolution. **Prerequisite(s):** At least two core courses.

Length: Two days (14 hours)  
Date(s): **October 9-10**  
Fee: \$220  
Instructor(s): **Kenneth Cloke** is the director of the Center for Dispute Resolution in Santa Monica, California. He is a mediator, arbitrator, consultant, and trainer specializing in resolving complex multi-party conflict. He is a recognized leader in the field of conflict resolution and the author of *Mediation: Revenge, Magic of Forgiveness*, and, with Joan Goldsmith, *Thank God It’s Monday! 14 Values We Need to Humanize the Way We Work*.

### 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): **October 2-3**  
Location: **BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver**  
Fee: \$220  
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): **December 4-5**  
Location: **BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver**  
Fee: \$220  
Instructor(s): **Sally Campbell**

### 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):** CR504.

Length: Two days (14 hours)  
Date(s): **October 23-24**  
Location: **BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver**  
Fee: \$220  
Instructor(s): **Karen Haddigan**

## **Mediating Discrimination and Harassment Complaints (CR514)**

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

### **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): **October 29-30**  
Fee: \$220  
Instructor(s): Arthur Ridgeway

### **Influencing Decision-Making and Change (#MGMT210)\***

For a course description and date(s), see page 24.

For other courses of interest in the Management category, please see pages 24 to 26 in this calendar.

## **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.

## **Generic Mediation Electives**

### **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, CR200, CR250, CR260.

Length: Five days (35 hours)  
Date(s): **October 15-17 & 20-21**, Dale Zaiser  
**November 3-7**, Karen Haddigan  
Fee: \$495

### **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): **November 20-21**  
Location: **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
Fee: \$220  
Instructor(s): Deborah White

## **Family Mediation Electives**

These specialized electives 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. 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.

The Centre for Conflict Resolution Training is designing courses intended to meet or exceed the minimum requirements for applicants seeking certification as a Family Relations Mediator as set out in Part 5.3 of the FMC guidelines. Mediators are advised to consult with FMC regarding applicable training requirements for certification.

### **Comprehensive Family and Divorce Mediation (CR456)**

(Formerly CR824) This overview course is for mediators who expect to practise in the family area. It reviews the mediation practice standards of Family Mediation Canada, and addresses psychological, legal, and financial issues relating to separation, divorce, and family reorganization. Three hours of training will focus on ethics. Participants will examine and practise appropriate family mediation techniques and interventions in the following areas: the intake process, parenting, financial objectives for adults and children of the marriage, distinguish-



ing between interim and long-range issues, balancing power, caucusing, and reaching agreement. Although the instructor will touch on relevant areas such as the impact of separation and divorce, screening tools, spousal and child support, matrimonial property, and formalizing the agreement, it is recommended that this course be taken in conjunction with other advanced electives such as CR453, CR454, CR455, CR450 and CORR606. **Prerequisite(s):** CR250 or equivalent mediation skills training.

Length: Four days (28 hours)

Date(s): **November 25-28**

Fee: \$395

Instructor(s): **Daniel Hamoline**, M.S.W., LL.B., is a family and divorce mediator, therapist, arbitrator, and family lawyer. He specializes in teaching and training in mediation, and is a founding member of Fifth Avenue Counselling, Mediation and Arbitration in Saskatoon. **Lee Turnbull**, LL.B., M.Ed., C.Med., will join Daniel for the half-day on ethics. Lee mediates, facilitates, and trains in the family, commercial, government, and organizational areas, and is a Program Coordinator at the Justice Institute Centre for Conflict Resolution Training. She is the past president of the Mediation Development Association of B.C. and is a Board member of FMC.

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

(Formerly CR840) Children are inevitably affected by the crisis of divorce and the decisions made when their family is restructured. This course will expand the knowledge and abilities of family mediators by focusing on the interests of children during mediation. Participants will learn about family dynamics involved in separation and divorce, developmental concerns of children who experience family breakup, assessing appropriate parenting plans, custody and access arrangements, and strategies to ensure the optimal adjustment of children. This course will emphasize skills for effective mediation in family situations, including ways to involve children in the process where appropriate. **Prerequisite(s):** CR250 or equivalent mediation skills training.

Length: Two days (14 hours)

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

Fee: \$220

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

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

(Formerly CR841) The mediator who practises in the family area must assess the impact of separation on the family. This course explores the impact of trauma when children witness, or become victims of, abuse within the family; it also explores screening tools to determine whether mediation is appropriate. The course will provide skills practice to enable the mediator to assess appropriate processes and interventions for helping parents address the needs of their children within the family context. **Prerequisite(s):** CR453 (or equivalent training) and CR250 (or equivalent mediation skills training).

Length: Two days (14 hours)

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

Fee: \$220

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

### **NEW**

### **Drafting the Memorandum (CR450)**

As a mediator you may be required to prepare a memorandum of understanding setting out points that have been resolved through mediation or facilitation. This course reviews the basics of good drafting, identifies common pitfalls, and helps you prepare a concise, thorough, and clear document for the benefit of your clients or for those who advise them. Participants will be given exercises to improve their drafting skills. **Prerequisite(s):** CR400 or CR456 (or equivalent mediation skills training).

Length: One day (7 hours)

Date(s): **December 5**

Fee: \$110

Instructor(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 supervisor in the Justice Institute Family Mediation Practicum, and is a board member of Family Mediation Canada.

### **Mediating the Financial Divorce (CR455)**

(Formerly CR817) Financial decisions made at the time of divorce will greatly influence the life of each family member. Mediators must be able to guide the parties through the financial maze and know when and where to refer them for additional financial consultation. This course will provide participants with information and strategies for mediating financial aspects of separation and divorce, including spousal and child support, family home, pensions, family business, wills, insurance, other assets, and debts. Tax implications, child

support guidelines, ethical issues, and legal risks for mediators will be addressed. Participants will prepare a memorandum of understanding based on a roleplay case study. **Prerequisite(s):** CR250.

**Length:** Two days (14 hours)  
**Date(s):** December 8-9  
**Fee:** \$220  
**Instructor(s):** Ed Jackson

## 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):** September 9-11  
**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 20 in the Counselling category.

## PREPARATION FOR FAMILY CERTIFICATION

### Family Practicum (CR904)

This program gives mediators who wish to qualify as a Certified Family Relations Mediator pursuant to FMC 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 completed the minimum training requirements set out in Part 5.3 of the FMC Guidelines.

**Length:** Minimum of 30 hours over a period of several weeks  
**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](mailto:kmceown@jibc.bc.ca)).

## Assessments

### 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 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:** 1 day (7 hours)  
**Date(s):** September 17  
October 20  
November 3  
November 21  
November 28  
**Fee:** \$90  
**Instructor(s):** Assessors in the Conflict Resolution Certificate Program

## **Conflict Resolution/Negotiation Skills Assessment (CR950) and Mediation Skills Assessment (CR975)**

*(Formerly CR599 and CR499, respectively)* The Conflict Resolution Certificate Program requires a skills assessment in conflict resolution/negotiation. A mediation skills assessment is optional. Assessments consist of a one-hour videotaped roleplay simulation, with a coach(es) acting as roleplayer(s) and the student as skilled negotiator or mediator. The coach(es) plus a designated assessor make up the assessment team. It is strongly recommended that you take the "Reality Check" (CR910) before doing your assessment. Instructors and coaches are also available on a private contract basis to help you prepare for the assessments. To schedule an assessment, call **Lorraine Savidan** at **(604)528-5683**.

Date(s):            September 24 – October 3  
                         October 29 – November 7  
                         November 26 – December 12  
Fee:                \$165 per assessment  
Assessor(s):      Centre for Conflict Resolution Training  
                         instructors

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

- For the September/October assessments: **September 10**
- For the October/November assessments: **October 15**
- For the November/December assessments: **November 12**

We cannot make exceptions for requests after these dates.

## **Instructors**

**Elizabeth Azmier-Stewart**, CRC, B.A. (Psych.). Trainer in conflict resolution, negotiation and mediation skills. Mediator in areas of workplace, organizational, landlord-tenant, co-operatives, 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. Mediator specializing in family, multi-party, environmental, commercial, workplace and community issues. Background includes First Nations treaty negotiations, training in dispute resolution for Continuing Legal Education of B.C., and participation in the CORE process.

**Valerie Dudoward**, Tsimshian Nation, trainer in aboriginal community for 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. (Human Services). Trainer in conflict resolution, mediation and negotiation, specializing in group dynamics. Mediator specializing in group and organizational settings, consensus decision making, workplace conflicts, land use planning processes. Background in psychology and community development, and participation in the CORE process.

**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, B.A. 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.

**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, B.A.** Trainer in conflict resolution, mediation, and negotiation. Mediator specializing in the areas of family, business, government agencies, housing co-ops, and environmental groups. Background includes facilitation of public meetings for the Environment and Forests ministries on land use issues and facilitation of planning and economic development in small communities.

**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.

**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.

**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 Listings

Sept. 15-16	Critical Skills for Communicating in Conflict (CR102)
Sept. 17	Conflict Resolution/Negotiation Assessment "Reality Check" (CR910)
Sept. 17-19	Resolving Conflict in the Workplace (CR110B)
Sept. 18-19	Criticism: How to Give and Receive It (CR206)
Sept. 22-24	Negotiation Skills, Level I (CR260)
Sept. 23-25	Dealing with Interpersonal Conflict (CR110A)

Sept. 24 – Oct. 3	Conflict Resolution/Negotiation Skills Assessment (CR950) and Mediation Skills Assessment (CR975)
Sept. 25-27	Dealing with Interpersonal Conflict (CR110A)
Sept. 25-26	Asserting Yourself Under Pressure (CR104)
Sept. 25-26	Critical Skills for Communicating in Conflict (CR102)
Sept. 29 – Oct. 1	Resolving Conflict in the Workplace (CR110B), BCIT

Sept. 29 – Oct. 3	Negotiation Skills, Level II (CR360)	Nov. 6-8	Dealing with Anger (CR200)
Sept. 30 – Oct. 2	Dealing with Anger (CR200)	Nov. 12-13	Asserting Yourself Under Pressure (CR104)
Oct. 1-3	Mediation Skills, Level I (CR250)	Nov. 12-14	Dealing with Interpersonal Conflict (CR110A)
Oct. 2-3	Group Dynamics (CR804), BCIT	Nov. 12-14 & 17-18	Negotiation Skills, Level II (CR360)
Oct. 2-4	Mediation Skills, Level I (CR250)	Nov. 13-15	Mediation Skills, Level I (CR250)
Oct. 6-7	Critical Skills for Communicating in Conflict (CR102)	Nov. 15, 22 & 29	Resolving Conflict in the Workplace (CR110B)
Oct. 6-7	Tools for Valuing and Managing Diversity (CR558)	Nov. 17-18	Critical Skills for Communicating in Conflict (CR102)
Oct. 7-9	Resolving Conflict in the Workplace (CR110B)	Nov. 17-19	Mediation Skills, Level I (CR250), BCIT
Oct. 8	Handling Conflict on the Telephone (CR101)	Nov. 17-19	Negotiation Skills, Level I (CR260)
Oct. 9-10	The Organizational Uses of Conflict (CR502)	Nov. 18-20	Dealing with Anger (CR200)
Oct. 9-10	Asserting Yourself Under Pressure (CR104)	Nov. 19-21	Resolving Conflict in the Workplace (CR110B)
Oct. 14-16	Dealing with Interpersonal Conflict (CR110A)	Nov. 20-21	Mediating Discrimination and Harassment Complaints (CR514), BCIT
Oct. 15-17 & 20-21	Mediation Skills, Level II (CR400)	Nov. 20-21	Managing the Hostile Individual (CR108)
Oct. 16-18	Resolving Conflict in the Workplace (CR110B)	Nov. 21	Conflict Resolution/Negotiation Assessment “Reality Check” (CR910)
Oct. 17-18	Facilitating Multi-Party Disputes (CR505)	Nov. 20-22	Resolving Conflict in the Workplace (CR110B)
Oct. 20	Conflict Resolution/Negotiation Assessment “Reality Check” (CR910)	Nov. 24-25	Shifting from Positions to Interests (CR302)
Oct. 20-21	Asserting Yourself Under Pressure (CR104)	Nov. 24-26	Mediation Skills, Level I (CR250)
Oct. 20-22	Negotiation Skills, Level I (CR260), BCIT	Nov. 25-28	Comprehensive Family and Divorce Mediation (CR456)
Oct. 21-23	Dealing with Anger (CR200)	Nov. 26-27	Making It Hard to Say No (CR362)
Oct. 23-24	Challenges of Facilitating (CR508), BCIT	Nov. 26-28	Resolving Conflict in the Workplace (CR110B)
Oct. 23-25	Negotiation Skills, Level I (CR260)	Nov. 26 – Dec. 12	Conflict Resolution/Negotiation Skills Assessment (CR950) and Mediation Skills Assessment (CR975)
Oct. 27-28	Shifting from Positions to Interests (CR302)	Nov. 28-29	Asserting Yourself Under Pressure (CR104)
Oct. 27-29	Mediation Skills, Level I (CR250)	Nov. 28	Conflict Resolution/Negotiation Assessment “Reality Check” (CR910)
Oct. 27-31	Negotiation Skills, Level II (CR360)	Dec. 1-2	Best Interests of the Child (Part I)(CR453)
Oct. 29-30	Building Consensus (CR516)	Dec. 1-2	Critical Skills for Communicating in Conflict (CR102)
Oct. 29 – Nov. 7	Conflict Resolution/Negotiation Skills Assessment (CR950) and Mediation Skills Assessment (CR975)	Dec. 1-3	Dealing with Anger (CR200), BCIT
Oct. 30 – Nov. 1	Negotiation Skills, Level I (CR260)	Dec. 2-4	Resolving Conflict in the Workplace (CR110B)
Oct. 30 – Nov. 1	Dealing with Interpersonal Conflict (CR110A)	Dec. 3-4	Best Interests of the Child (Part II)(CR454)
Nov. 3	Conflict Resolution/Negotiation Assessment “Reality Check” (CR910)	Dec. 4-5	Facilitating Multi-Party Disputes (CR805), BCIT
Nov. 3-5	Dealing with Interpersonal Conflict (CR110A), BCIT	Dec. 4-5 & 8-10	Negotiation Skills, Level II (CR360)
Nov. 3-5	Negotiation Skills, Level I (CR260)	Dec. 4-6	Negotiation Skills, Level I (CR260)
Nov. 3-7	Mediation Skills, Level II (CR400)	Dec. 5	Drafting the Memorandum (CR450)
Nov. 4-6	Dealing with Anger (CR200)	Dec. 8-9	Mediating the Financial Divorce (CR455)
Nov. 5-7	Dealing with Interpersonal Conflict (CR110A)	Dec. 8-9	Negotiating with a Labour Context (CR501)
Nov. 6-7	Intercultural Communication: Bridging the Divide in Conflict Situations (CR552), BCIT	Dec. 9-11	Dealing with Anger (CR200)
Nov. 6-7	Critical Skills for Communicating in Conflict (CR102)	Dec. 10-12	Dealing with Interpersonal Conflict (CR110A)
		Dec. 11-12	Asserting Yourself Under Pressure (CR104)

# 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. 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 complete TaxiHost Level 1 by April 1998, Level 2 by January 1999, Level 3 by January 2000, and Level 4 by January 2001 before airport permits will be issued or renewed.

In 1996 the TaxiHost program was honoured with four international awards for program excellence and innovation. Two came from the Western Association of Convention and Visitor Bureaus, and two came from the Pacific Asia Travel Association for program design. The program has also been purchased by the Canadian Tourism Human Resources Council for adaptation across Canada.

## TaxiHost Levels

The Justice Institute began offering TaxiHost Level 1 courses in July 1995. By May 1997, the JI had accepted over 3,600 applications and issued over 2,300 Level 1 Certificates. Three additional levels of TaxiHost are now being planned. A certificate for each level requires the completion of previous levels.

**Level 1: Driver** is an entry-level program involving applicant screening, 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 16 to 18 hours of training and testing, including: Driving with Finesse – Collision Avoidance (in-car training), Advanced Regional Geography Test, 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 also be implemented through the Pacific Rim Institute of Tourism.

## Level 1 Courses

Before registering in a Level 1 course, applicants must attend an assessment session at the Justice Institute and meet a number of entrance requirements for the program. Assessment sessions are held twice monthly and take approximately 1.5 hours, including tests. There is a \$25 fee for each applicant. For information, phone the TaxiHost Centre at (604)528-5808. Hours are Monday, Tuesday, and Wednesday from 8:00 am to 4:00 pm.

### 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 video-tapes 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

### **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, Dean Christy, Paul Jonson, Sylvia Mills, Jenni Pollitt, Tanis Sawkins, Kent Waugh

### **NEW**

### **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.

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

## **Level 2 Courses**

### **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, beginning in October 1997  
Fee: \$160  
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, beginning in October 1997  
Fee: TBA  
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, beginning in October 1997  
Fee: TBA  
Instructor(s): TBA

### **Advanced Regional Geography Test (#TAXI 230)**

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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 test 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. A study guide is available to help participants prepare for the test. The study guide contains 700 questions 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, beginning in October 1997  
Fee: \$25 (exam)  
\$10 (study guide)

### **Courses in Other Communities**

Road Sense Driving (#TAXI 100), SuperHost for Taxicab Drivers (#TAXI 120), and Assault Avoidance Awareness (#TAXI 210) can be offered in communities outside of 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.

### **Instructors**

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

# Other Justice Institute Courses

## Computer

*The following computer courses are designed to give participants practical, hands-on training. They are open to anyone who wants to develop computer operating skills. Classes will be in session from 9:00 am to 4:00 pm. The class size will be limited to 12 to allow individualized instruction. Each participant will have an individual workstation equipped with a 486 computer with a colour monitor. The course fee includes a manual.*

For information about course content, contact Margot D'souza, Corrections Academy, at (604)528-5546.

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

### Introduction to Windows 95 (#CORR427)

This course introduces the Windows 95 operating system. Participants will learn to use the Explorer and My Computer to create folders and to move, copy, and delete files. Differences between Windows 3.11 and Windows 95 will also be covered. **Prerequisite(s):** Basic keyboarding skills.

Length: One full day  
Date(s): September 15  
October 6  
November 3  
December 1  
Fee: \$170

### Word for Windows Level I (#CORR419)

This course covers the basic functions of Word for Windows. On completion of the course, participants will be able to create and edit documents, save and open files, print and format text, use tab settings and the spell checker, as well as insert page numbers. **Prerequisite(s):** Introduction to Windows 95, or experience using the Windows environment.

Length: Two full days  
Date(s): September 16-17  
October 7-8  
November 4-5  
December 2-3  
Fee: \$290

### Word for Windows Level II (#CORR422)

The more advanced functions of Word will be covered in this course. Participants will learn to create headers and footers, merge documents, set up tables and columns, and create graphics. **Prerequisite(s):** Word for Windows Level I.

Length: Two full days  
Date(s): September 22-23  
October 20-21  
November 10-11  
December 8-9  
Fee: \$290

### Word for Windows Level III (#CORR423)

Participants will polish off their Word skills by working with frames, creating forms, customizing shortcut keys, and learning some desktop publishing tips. **Prerequisite(s):** Word for Windows Level II

Length: One full day  
Date(s): October 16  
November 19  
Fee: \$170

### Excel Level I (#CORR421)\*

Participants will enjoy this user-friendly spreadsheet program. The basic functions, such as creating and editing worksheets; entering data and formulas; and saving, opening, and printing worksheets will be covered. **Prerequisite(s):** Introduction to Windows 95, or experience using the Windows environment.

Length: Two full days  
Date(s): September 24-25  
October 22-23  
November 17-18  
Fee: \$290

### Excel Level II (#CORR424)\*

This level of Excel explores the use of various functions, how to deal with multiple worksheets, database functions, and macros. **Prerequisite(s):** Excel Level I.

Length: One full day  
Date(s): September 30  
October 27  
November 24  
Fee: \$170

### **Internet Training (#CORR430)**

Participants will be introduced to the Internet using a fast digital connection. They will learn the history of the Internet, how to send e-mail messages via Eudora, how to surf the World Wide Web with Netscape Navigator, and how to read newsgroups using Free Agent. **Prerequisite(s):** Introduction to Windows 95, or experience using the Windows environment.

Length: One full day  
Date(s): **September 18**  
**October 27**  
**November 20**  
Fee: \$170

### **Using the Internet for Research (#CORR435)**

Participants will learn how to use search engines such as OpenText, Alta Vista, and Lycos to locate useful information on the Internet. Government, legal, financial, library, news, and corporate resources will also be covered. The session will end with a 20-question "Internet Treasure Hunt." **Prerequisite(s):** Internet Training (#CORR430) or experience using the Internet.

Length: One full day  
Date(s): **September 29**  
**October 30**  
**November 27**  
Fee: \$170

### **PowerPoint for Windows (#CORR425)**

This user-friendly presentation program allows participants to plan, create, and format slides for a presentation. **Prerequisite(s):** Introduction to Windows 95, or experience using the Windows environment.

Length: One full day  
Date(s): **October 2**  
**November 6**  
**December 10**  
Fee: \$170

### **CorelDraw (#CORR426)**

Use this wonderful program to enhance your work with graphic images and display type. Participants will learn to create drawings; add and manipulate text; stretch, skew, rotate, and mirror objects; change outlines; fill objects with colours; import and export drawings; and print. **Prerequisite(s):** Introduction to Windows 95, or experience using the Windows environment.

Length: One full day  
Date(s): **October 1**  
**November 12**  
**December 11**  
Fee: \$170

### **WordPerfect 6.1 Level I for Windows (#CORR428)**

This course is designed to introduce users to the WordPerfect for Windows program. The course covers basic functions such as creating documents, saving and retrieving, printing, enhancing text, using the spell-check feature, and searching for and replacing text. **Prerequisite(s):** Introduction to Windows 95, or experience using the Windows environment.

Length: Two full days  
Date(s): **September 16-17**  
**October 28-29**  
**December 3-4**  
Fee: \$290

### **WordPerfect 6.1 Level II for Windows (#CORR429)**

The more advanced functions of WordPerfect will be covered in this course. Participants will learn the merge process, graphics, tables, columns, setting up headers and footers, and how to work with long documents. There will also be an introduction to macros. **Prerequisite(s):** WordPerfect 6.1 Level I for Windows.

Length: Two full days  
Date(s): **October 15-16**  
**November 25-26**  
Fee: \$290

## **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 2 evenings (Thursday and Friday evening, all day Saturday and Sunday)  
Location: Justice Institute of B.C.  
Date(s): Call the Registration office at (604)528-5590 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 organ-

izations 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 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 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 September and December 1997:

- Advanced Cardiac Life Support (ACLS) Provider\*
- Advanced Cardiac Life Support (ACLS) Update\*
- Advanced Cardiac Life Support (ACLS) Instructor\*
- Basic Trauma Life Support (BTLIS) Basic\*
- Basic Trauma Life Support (BTLIS) Advanced\*
- Basic Trauma Life Support (BTLIS) 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\*

**Note:** The following courses are recognized for continuing medical education credits:

- ACLS and PedALS by the British Columbia College of Family Physicians
- ACLS and PedALS by the Canadian Society of Respiratory Therapists
- BTLIS by the National Emergency Nurses' Affiliation

In addition to the ongoing courses listed, 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, please contact Professional Health Programs at:***

**Telephone:** (604)528-5727  
**Fax:** (604)528-5715  
**E-mail:** [php@jibc.bc.ca](mailto:php@jibc.bc.ca)  
**Web site:** [www.paracademy.com](http://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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# Customized Training

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



## Focus on Skills

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

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- Resolving Group Conflicts

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- Trauma and Post Traumatic Stress
- Residential Care
- Leadership
- Enforcement and Investigation

## We can help with your training needs.

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



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