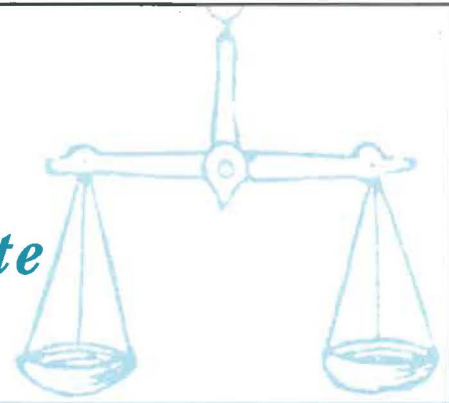




The Justice Institute



Career and Community Studies

January to August 1996

enhances the quality of justice



and public safety by developing



and delivering training programs

and educational services to

practitioners and the public.



What Is Career and Community Studies?

Career and Community Studies (CCS) provides quality instructional programs and support materials for experienced professionals and the public.

We play a leadership role in identifying and developing new areas and emerging issues in justice, public safety, and human services, and have gained a reputation for innovation in specialized programming. Our skills-based courses are designed to help practitioners keep pace with current developments in their profession.

CCS offers certificate programs in conflict resolution, child sexual abuse intervention, working with youth in community settings, management development for residential settings, and front line training for residential settings. To receive a certificate, participants must demonstrate competency in the specific program area.

Participants in our programs include government personnel; staff working in social service, justice and public safety-related organizations; and persons working in the non-profit and voluntary sectors.

We also provide custom-designed training for individual organizations, and manage curriculum development and assessment projects for clients on an individual basis.

Many courses are held at the Justice Institute's New Westminster campus; however, we have a provincial mandate and work cooperatively with other organizations and educational institutions to develop and deliver courses throughout British Columbia.

CCS produces two course calendars each year. If you would like to receive a calendar, call 604/528-5608 and ask to be placed on the general mailing list.

Let Us Focus on *YOUR* Needs Contract Services

Career and Community Studies can provide courses tailored to the specific needs and issues of your organization. Our staff will work with your agency or organization to design a customized skill development session, or to adapt an existing course incorporating role plays, case studies, and examples relevant to your operations.

CCS can also provide many of the courses listed in this calendar on a contract basis to individual organizations. If you wish to have one of our advertised courses offered to your staff at the time and place of your choice, we can do this for you.

Other contract services we can provide include:

- Training needs assessment
- Curriculum design
- Competency assessments
- Development of educational and instructional materials
- Conference planning and management

Recent clients and partners include:

- Aboriginal Health Council
- BCIT
- B.C. Systems Corporation
- Cariboo Tribal Council
- Child and Youth Care Association of B.C.
- City of Prince George
- City of Vancouver
- Government of B.C.
 - Ministry of Attorney General
 - Ministry of Health
 - Ministry of Social Services
 - Ministry of Women's Equality
- Labour Relations Board
- MacMillan Bloedel
- Okanagan College
- Prince George School District
- RCMP
- Shuswap Family Resources
- Simon Fraser University
- Sunnyhill Health Centre
- Union of B.C. Municipalities
- University of Victoria
- Vancouver Foundation
- Victoria Sexual Assault Centre
- Workers' Compensation Board
- Yukon Government

For more information, call Pat Ross, Dean, Career and Community Studies, at 528-5635.

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How to Use the Calendar

1. Check the Contents list for course categories. Categories indicate the subject or target group of the courses listed within them.
2. In each category, courses are arranged in chronological order or according to suggested sequence. Conflict Resolution elective courses are listed alphabetically by title. An alphabetical list of all the courses in this calendar is found on page 60.
3. For more information, call the contact person(s) identified at the beginning of each category.

We regularly update our mailing lists. Please let us know if you would like your name added to or deleted from the calendar list, or if your address has changed.

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

An on-line version of this calendar will be available on the Internet early in 1996.

The next Career and Community Studies calendar, with courses beginning in September 1996, will be available in July 1996.

Registration

It's Easy to Register!



By mail:

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



In person, 8:30 am – 4:30 pm,
Monday to Friday



By phone, at 528-5590



By fax, at 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 income tax if the total amount exceeds \$100 for the year. Income tax receipts will be issued in February 1997 for all 1996 courses.

Refunds

Registration fees are refundable provided we receive notification of cancellation *seven working days* before the course date. *Refunds are subject to an administrative charge.*

Transfers

We must receive notification regarding transfer from one course to another *seven working days* before the course date. *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 because of low enrolment. The Institute reserves the right to cancel courses if enrolments are insufficient. We truly regret any inconvenience this may cause.

Confirmation of registration

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

Additional registrants

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

Students with disabilities

Help the Registration Office help you. If you have special requirements, please complete the appropriate section under the Optional Information category on the Registration Form.

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 by contacting her at 604/528-5621 or by indicating on the Registration Form that you are of First Nations heritage.

REGISTRATION FORM

[illegible]

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 ()
OPTIONAL INFORMATION 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
Note: Courses are GST-exempt.			TOTAL FEE

ENCLOSED IS MY COURSE FEE PAYMENT BY:

☐ Cheque or money order

Name of Cardholder

☐ MasterCard[illegible]

Exp.

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☐ VISA

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Exp.

--	--

☐ 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

Career and Community Studies Staff

For Career and Community Studies numbers
not listed below 528-5608

Dean's Office

Pat Ross, Dean 528-5635
Supervisor, Administrative Services 528-5634
Meenpal Basi, Receptionist 528-5608
Steven Schick, Office Support Staff

Centre for Conflict Resolution Training

Marg Huber, Program Director 528-5613
Carolyn Eyres, Administrative Assistant .. 528-5612
Lee Turnbull, Program Coordinator 528-5614
Maureen Carroll, Program Planner 528-5617
Karen Falk, Program Planner 528-5615
Kerry Gruber, Program Planner 528-5618
Kendra McEown, Program Planner 528-5616
Laura Glover, Program Assistant 528-5610
Lorraine Filewood, Program Assistant 528-5611
Cheryl Redding, Program Assistant 528-5611

Interdisciplinary Studies

Shelley Rivlin, Program Director 528-5628
Dennette Retel, Administrative Assistant .. 528-5632

Justice, Family, and Agency Training

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

Crime Prevention and Community Safety

Mark LaLonde, Program Planner 528-5624
Andrea Scott, Program Assistant 528-5629

Workplace Skills, Enforcement, and Training for Trainers

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

Management Development for Residential Settings, and Child and Youth Care

Sandra Rice, Program Coordinator 528-5633
Martha Joy, Program Planner 528-5639
Nenita Capili, Program Assistant 528-5631

OTHER PHONE NUMBERS

Registration Office 528-5590
Renée Nyberg, First Nations Advisor 528-5621
Andrea Scott, Program Assistant 528-5629
Library 528-5599
Media Centre 528-5600
Justice Institute Foundation 525-5422

General Information

Time of classes

Unless otherwise indicated, classes will be in session from 9:00 am to 5:00 pm. Please check the first page of each category and individual course listings. Class times are also noted on the registration receipt.

Parking

Parking is available, free of charge, in student parking areas located to the north of the buildings.

Location of classrooms

Unless otherwise indicated, classes will take place at the Justice Institute in the classroom block. Notice boards inside the main doors list courses and classrooms for the day. It is a good idea to check the notice board when you enter, as rooms may change on short notice.

Students with disabilities



The New Westminster campus is wheelchair-accessible. Designated parking stalls are located in the student parking area (please see the map on the inside back cover of this calendar). If you have special requirements, please complete the Optional Information section on the Registration Form, indicating what you need. Career and Community Studies staff will do their best to accommodate you.

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 audiovisual items, and an

audiovisual 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 Career and Community Studies certificate programs and to Corrections Branch and Court Services Branch staff, fire fighters, paramedics, police officers, and Provincial Emergency Program personnel. Others may borrow through interlibrary loan. Contact the librarian at your ministry, office, community college, university, or public library.

Food on campus

The Justice Institute has an excellent on-site cafeteria that serves full entree and short-order lunches Monday to

Friday from 11:00 am to 1:30 pm. Hot breakfast is available from 6:30 to 10:00. Nutritious snacks and beverages are available all day from 6:30 am to closing at 4:00 pm. Fresh ingredients, with no additives or preservatives, and variety are the watchwords of cafeteria operator Corporate Classics caterers. Special dietary requirements can be fulfilled upon request.

Courses around B.C.

Courses offered around B.C. are listed at the end of each category.

What is the Justice Institute?

The Justice Institute of B.C. was established as a post-secondary educational institute in 1978. The Institute is funded through a core budget provided by the Ministry of Skills, Training and Labour, and is managed by a Board of Governors.

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

- **Corrections Academy** provides employment readiness courses for members of the public who wish to prepare for careers in corrections. The Academy also develops courses and trains Corrections Branch employees who work in institutional and community settings (security and probation officers).
- **Courts Academy** provides courses for managers and supervisors, deputy sheriffs, and other court services staff. An employment readiness course is offered for prospective deputy sheriffs. The Academy also undertakes special projects on behalf of the Court Services Branch.
- **Fire Academy** trains volunteer, full-time, and industrial fire fighters to assume leadership roles in fire prevention, training, and command. The Academy uses distance education, hands-on training, and train-the-trainer programs, both in the field and on site.
- **Paramedic Academy** provides basic and advanced training for B.C. Ambulance Service paramedics. The Academy trains personnel in other agencies, such as police and fire, as first responders, and offers programs for health care professionals.
- **Police Academy** trains the recruits and career officers of B.C.'s 12 municipal police departments. Employees of other enforcement agencies also participate in Academy training when appropriate.
- **Provincial Emergency Program (PEP) Academy** trains volunteers, municipal authorities, and government emergency personnel to respond to disasters such as earthquakes, floods, and oil spills. The Academy also helps train over 3500 volunteers involved in search and rescue operations to locate lost persons.
- **Educational Services Division** provides library, media, registration, First Nations advisory, and faculty development services to the Institute.
- **Finance and Administration** attends to the business operations of the Institute. It is responsible for financial operations; purchasing, receiving, and stores; accounting; legal and personnel matters; and the operations of the physical facilities.

Administrative/Support Staff

*Unless otherwise indicated, Administrative/Support Staff courses will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm.
For more information, call the Program Coordinator, Patricia McNeill, at 604/528-5623.
For detailed brochures, call the Program Assistant, Lynda Getz, at 604/528-5619.*

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

No matter where they work – a government, private, or voluntary agency, or in the justice system – front office staff and line workers may find themselves having to handle distraught or angry clients. Through small group discussions and role plays, participants in this course will learn practical techniques to help them cool down these difficult encounters. Topics include resolving conflict, managing anger, and the concept of perceived power versus real power.

Length: Two days
Date(s): February 8-9
April 29-30
Fee: \$175
Instructor(s): A consultant with Ryane Consulting Inc.

Front Line/Firing Line II: Handling Unique Challenges (#SUP109A)

This two-day course is designed for individuals who have completed Front Line/Firing Line I. It is intended for front line workers who, in the course of their duties, deal with clients who may exhibit unpredictable, potentially violent behaviour. The course will give participants an opportunity to: increase their understanding of common mental health problems and the effects of chronic substance abuse; develop verbal skills for communicating with hostile clients; recognize and respond to "anger plus" situations; and plan for incident prevention on both an organizational and an individual level. **Recommended:** Front Line/Firing Line I.

Length: Two days
Date(s): May 1-2
Fee: \$175
Instructor(s): Colleen Nelson, R.N., and Terry Waterhouse, B.Ed.

NEW

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

This two-day course is for the 90% of Canadian parents who say they experience tension in balancing work and family responsibilities. Role conflict associated with increased work and family expectations can take its toll. This course will provide practical skills, techniques, and workable solutions to increase productivity and fulfilment on the job and at home.

Length: Two days
Date(s): March 7-8
Fee: \$175
Instructor(s): Joyanne Landers

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

This planning course is designed for administrative/support staff who have too much to do and too little time. Participants will learn how to identify and eliminate time wasters, manage their work better, and increase their productivity.

Length: One day
Date(s): March 28
June 14
Fee: \$95
Instructor(s): Sheila MacCallum

INSTRUCTORS

Joyanne Landers, M.Ed., has 14 years of experience as a consultant and trainer with government, not-for-profit organizations, business, and industry. She is recognized for her ability to inspire participants to develop new insights and make significant shifts leading to increased job satisfaction and productivity. As a parent of two young children, Joyanne knows the challenges of balancing work and family.

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

Colleen Nelson, R.N., has extensive experience in the medical and mental health fields. She has trained and facilitated courses for front line workers throughout the province.

Ryane Consulting Inc. has designed and delivered courses on topics related to leadership and management, communications and conflict, and business writing for more than 20 years. Consultants are highly skilled in

creating trust and a participative atmosphere as well as balancing theory and practical applications.

Terry Waterhouse, B.Ed., has several years of experience in both teaching and law enforcement. He provides training in prevention of workplace violence, and has worked with professionals in a variety of settings to develop staff training designed to enhance employee safety.

Child and Youth Care

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 Planner, Martha Joy, at 604/528-5639.

For detailed brochures, call the Program Assistant, Nenita Capili, at 604/528-5631.

Working with Youth in Community Settings

The Justice Institute is pleased to offer a new certificate program for individuals working with youth. The program builds on many of the theoretical concepts and skills presented in the former Working with Troubled Adolescents program. Its purpose is to provide participants with the opportunity to develop an integrated understanding of adolescence as a developmental process.

Program Description

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

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

Participants will learn the importance of self-awareness when working with youth, strategies for

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

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

Qualifications

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

Applications

Applications must be submitted to the Program Planner and describe relevant work experience, past training in the field, and academic background. *For an application form and a detailed brochure, call the Program Planner, Martha Joy, at 604/528-5639.*

Fees

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

■ Core Courses

Note: Parts 3 and 4 dates are for participants who have completed Parts 1 and 2 in the fall term.

Part 3: Working with Youth in Community Settings (#CY171)

Length: Four days
Date(s): February 5-8

Part 4: Working with Youth in Community Settings (#CY171)

Length: Four days
Date(s): March 12-15

Part 1: Working with Youth in Community Settings (#CY170)

Length: Four days
Date(s): May 6-9

Part 2: Working with Youth in Community Settings (#CY170)

Length: Four days
Date(s): June 24-27

■ Electives

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

NEW

Improving Family Involvement (#CY181)

This course is designed for individuals working with youth. It will explore the involvement of family members in programs for young people. Family involvement reduces the sense of isolation and increases the probability of a successful outcome. Participants will learn ways to develop and enhance family involvement in their programs; explore the meanings of family involvement that exist within families, organizations, and themselves; define obstacles and practise strategies for overcoming them; and respond to issues of safety and violence within a family context.

Length: Two days
Date(s): April 1-2
Fee: \$185
Instructor(s): Thom Garfat, Ph.D. (Child and Youth Care)

NEW

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): April 3-4
Fee: \$185
Instructor(s): Thom Garfat, Ph.D. (Child and Youth Care)

NEW

Using Story and Myth in Working with Youth (#CY184)

This course explores the use of story and myth in working with youth. Participants will see how myths have enriched and influenced both cultural and personal development. Stories that increase awareness of negative, destructive, and debilitating beliefs allow youth to understand the limitations and restrictions of their present frame of reference. This self-knowledge can help them choose a more rewarding and satisfying manner of experiencing and perceiving life. Using story and myth adds new dimensions, enhances spontaneity, and increases creativity. The journey into personal and cultural mythology can offer participants a more empowering and problem-solving perspective on everyday situations in working with youth.

Length: Two days
Date(s): February 27-28
Fee: \$185
Instructor(s): Ronald D. Conboy, M.S.

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): June 3-4

Fee: \$165

Instructor(s): Debbie Verkerk and Lenox Neher

NEW

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

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

For more information about dates and locations, please contact Martha Joy at 604/528-5629.

The Justice Institute recognizes the responsibility to provide knowledge and understanding of justice, public safety, and human service issues to our clients and the public through interdisciplinary training and educational opportunities.

INSTRUCTORS

Ronald D. Conboy, M.S., R.C.C. (Counselling), is an Alcohol and Drug Counsellor/Consultant for South Cariboo Family Services. He has worked as a correctional service worker and a counsellor/consultant in San Francisco, Chicago, Phoenix, Vancouver, and Kamloops. He has had 15 years of experience as a consultant therapist with youth and their families.

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.

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

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

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



Child Sexual Abuse

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

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.

Children and Youth Option (#CSA105A)

Length: 12 days
Date(s): February 16 – April 27 (Fridays and Saturdays on alternate weeks)
Fee: \$735

Adult Survivor Option (#CSA105B)

Length: 12 days
Date(s): February 9-10 & 23-24; March 8-9 & 22-23; April 19-20; May 3-4
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 as they relate to treatment, and opportunities for skill practice will be provided. Participants are encouraged to bring cases from their own practice for group examination and feedback. A certificate of achievement will be given to registrants who successfully complete the program requirements. Registration priority will be given to participants who have completed the basic level certificate program. Upon acceptance, applicants must pay a deposit of \$100 to hold their seat.

NEW

Advanced Child and Youth Option (#CSA130B)

Length: 10 days
Date(s): May 9-11 & 23-25; June 7-8 & 21-22
Fee: \$750

Advanced Adult Survivor Option (#CSA130A)

Length: 10 days
Date(s): July 8-12 & 15-19 (10 consecutive weekdays)
Fee: \$750

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

Child Sexual Abuse Support Worker Training Programs (Series #CSA134)

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

Supporting Child and Youth Survivors (#CSA134)

This six-day program explores the needs of sexually abused children and non-offending family members. The stages that sexually abused children and their families go through after disclosure, and the corresponding support needs at each stage, will be examined, and the systems that children and families encounter, including treatment resources and the court system, will be highlighted. Opportunities for skill development and practice in supportive interventions, and effective advocacy on behalf of children and youth who have been sexually abused as well as

non-offending family members, will be provided through experiential exercises and role plays.

Length: Six days
Date(s): February 1-3 & 8-10
Fee: \$325

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 of the support worker in working with the survivor in the context of the larger treatment system, and will have opportunities to develop and practise skills in supportive interventions and effective advocacy within an empowerment framework. Current issues and practice challenges for the support worker will be highlighted and addressed.

Length: Six days
Date(s): February 29 - March 2, March 7-9
Fee: \$325

Supporting Children with Sexual Behaviour Problems (#CSA156)

This course is for child and youth care workers, family support workers, social workers, foster parents, and other front line staff providing support to children with sexual behaviour problems and their families. Participants will review a framework of psychosexual development of children; explore the impact of personal values, beliefs, and attitudes about child sexuality and reactivity in their responses to the needs of this population; and examine current research on factors contributing to the development of sexual behaviour problems in children. Emphasis will be placed on recognizing, documenting, and reporting sexually intrusive or sexually inappropriate behaviours; developing appropriate safety plans in a variety of settings (including schools, day cares, and group homes); and practising supportive behaviour management strategies. The role of the support worker in working with this population will be examined, and the importance of coordinating all service providers will be highlighted.

Length: Two days
Date(s): March 13-14
Fee: \$175
Instructor(s): Brenda Rudko, M.A., ABS, and John Taylor, M.Ed., Ph.D. (cand.)

Family-Based Treatment of Child Sexual Abuse (#CSA160)

Co-sponsored with ACT II Child and Family Services. For a course description, see the Conferences/Special Events category (page 16).

Length: Two days
Date(s): March 14-15
Fee: \$195
Instructor(s): Denise Gelinias, Ph.D.

Individual Treatment of the Adult Survivor of Child Sexual Abuse (#CSA161)

Co-Sponsored with ACT II Child and Family Services. For a course description, see the Conferences/Special Events category (page 17).

Length: One day
Date(s): March 16
Fee: \$95
Instructor(s): Denise Gelinias, Ph.D.

Sexual Abuse Trauma, Dissociation, and Memory (#CSA147)

This course is for counsellors, therapists, and mental health practitioners. It explores some of the most challenging and controversial issues in recovery from sexual abuse trauma. Participants will explore the nature of traumatic memory, including how trauma affects memory and how traumatic memory is recovered; define a "flashback cycle"; and develop strategies for creating safety and containment. A continuum of dissociation, including Dissociative Identity Disorder (formerly MPD), will be presented, highlighting corresponding assessment and intervention strategies with highly dissociative clients and survivors of severe and sadistic abuse. Participants are encouraged to prepare and bring case studies from their practice to discuss during the workshop.

Length: Three days
Date(s): **April 24-26**
Fee: \$225
Instructor(s): Maureen McEvoy, M.A.

Spirituality Issues in Trauma Recovery (#EP162)

For a course description, see the Trauma and Post-Traumatic Stress section (page 34).

Length: Two days
Date(s): **May 13-14**
Fee: \$175
Instructor(s): Mimi Dent, M.S.W., R.S.W., and Eileen McWade, M.A. (Counselling)

Assessing and Treating Children with Sexual Behaviour Problems (#CSA156A)

This course is for counsellors, therapists, psychologists, family therapists, and other mental health practitioners working in a therapeutic context with children with sexual behaviour problems and their families. Participants will review a framework of psychosexual development of children; consider the impact of the practitioner's and society's beliefs, attitudes, and values about childhood sexuality and reactivity in working with this population; and examine a continuum of sexual behaviours in children and the origin of sexual behaviour problems. An assessment framework using the Child Sexual Behaviour Checklist will be developed, and approaches to treatment, including cognitive behavioural techniques and family-based interventions, will be examined. Participants will consider the similarities and differences between working with sexually intrusive children and children with other behaviour problems; discuss goals and corresponding treatment strategies for individual, family, and group interventions; and define the role of the practitioner in case management and working within a team

treatment approach. Issues in safety planning will be highlighted.

Length: Two days
Date(s): **May 16-17**
Fee: \$175
Instructor(s): Brenda Rudko, M.A., ABS, and John Taylor, M.Ed., Ph.D. (cand.)

The Impact of Child Sexual Abuse on Intimate Relationships (#CSA169)

Many survivors of childhood sexual abuse experience difficulties in establishing and maintaining intimate adult relationships. This course is for counsellors, therapists, and other mental health practitioners working with survivors of sexual abuse. It explores counselling strategies to help survivors and their partners mitigate the negative impact of early sexual trauma. Participants will review the stages in a relationship; consider how intimate relationships are affected by sexual abuse trauma; examine common sexuality issues for survivors and partners; and define key concepts of working with couples where one or both of the partners is a survivor. Participants will discuss ways to involve the partner in relationship work and develop strategies for recovery, including the PLISSIT model of sex therapy.

Length: Two days
Date(s): **May 21-22**
Fee: \$175
Instructor(s): Maureen McEvoy, M.A.

Transference, Counter-Transference, and Vicarious Traumatization in Work with Adult Survivors of Child Sexual Abuse (#CSA114)

The relationship between survivor and practitioner is critical to providing effective treatment. However, the development of a healthy relationship is complex. Practitioners must face overwhelming transference, often becoming the direct focus of survivors' rage, fear, distrust, and ambivalence. They must also understand their responses to these intense feelings and their own counter-transference issues. This highly experiential course is for counsellors, therapists, and other mental health practitioners working therapeutically with survivors of sexual abuse. It will provide an opportunity for an in-depth look at transference, counter-transference, and vicarious traumatization. Participants will explore these issues through case studies, role plays, and experiential exercises, and will deepen their skill in negotiating successful therapeutic relationships. Participants are encouraged to bring case examples from their own practice.

Length: Two days
Date(s): **May 30-31**
Fee: \$175
Instructor(s): Maggie Ziegler, M.A.

Healing Relationships: A Family Systems Approach to Offender Treatment (#CSA158)

Until recently, sexual abuse intervention practitioners have focused on prevention and intervention with survivors and non-offending family members. Increasingly, counsellors and therapists are being asked to consider working with the larger family system, including the offender. This model requires practitioners to use a high degree of professional judgement, sensitivity, and clinical skill. This course is for experienced child sexual abuse treatment practitioners who want to explore a framework for involving the offender in the therapeutic process. Participants will gain a historical perspective of offender treatment that highlights the values and principles behind these various approaches. They will also consider the impact on their clinical work of their personal values, beliefs, and biases related to perpetrators of child sexual abuse. A framework for assessing suitability for family intervention will be presented, emphasizing critical issues related to ensuring safety, defining conditions for the offender's involvement, and identifying prerequisite tasks for the offender, survivor, and non-offending family members prior to family treatment. The practitioner's role in coordinating intervention services to the family, as well as case management functions, will be examined. An interdisciplinary approach will be outlined.

Length: One day

Date(s): June 3

Fee: \$95

Instructor(s): Tom Foster, M.S.W.

INSTRUCTORS

Tom Foster, M.S.W., is a registered social worker in private practice and a Certified Sex Therapist. His special areas of interest include human sexuality, recovery from sexual abuse, and treatment of sexual offenders.

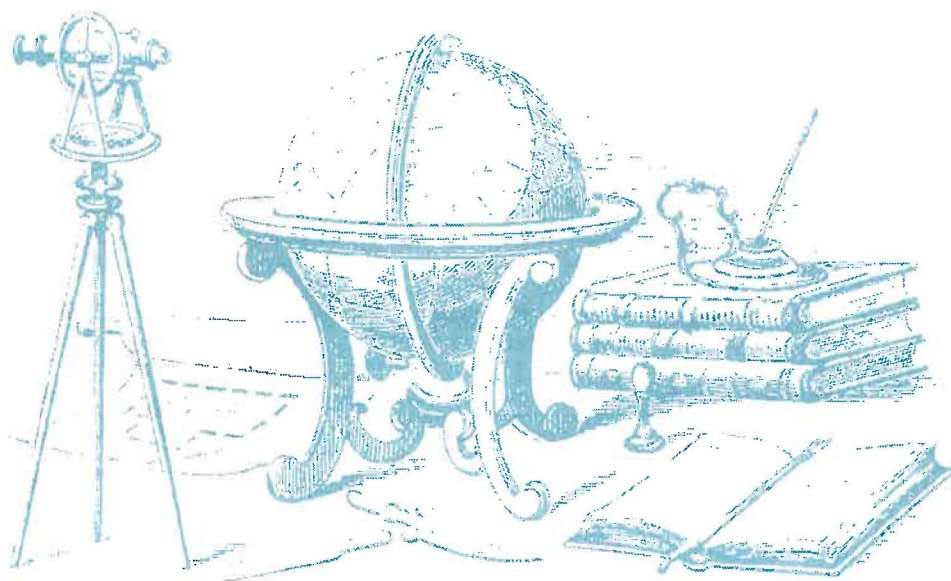
Maureen McEvoy, M.A., is a therapist in private practice with extensive clinical experience in working with adult survivors of childhood sexual abuse.

Brenda Rudko, M.A., ABS, has extensive experience working with children and families in a variety of settings. She is a family therapist at Act II Child and Family Services in the SHIFT Program (Sexual Health in Family Treatment).

John Taylor, M.Ed., Ph.D. (cand.), has many years of experience in residential treatment of children. For the past three years, he has operated the Greater Vancouver Mental Health Services Program for Abuse Reactive Children (PARC), which mainly services children in care.

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

The JI recognizes the ethnic, physical, and geographic diversity of those we serve and train.



Conferences/Special Events

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

Building Bridges: Providing Intervention within a Multicultural Community Context (#EP202)

Co-sponsored with the Vancouver and Lower Mainland Multicultural Family Support Services Society and the Weaver Institute. Increasingly, helping practitioners working in a variety of community settings are called upon to provide services to populations from diverse cultures. Without specific training, these practitioners may try to provide services from their own cultural perspective, often failing to address the needs of a client from a different cultural group. As well, the practitioner's attitudes, beliefs, and biases undoubtedly affect the helping relationship, often without the helper being aware of it.

This special seminar series, commencing in January 1996, is for helping practitioners who are working in trauma-related intervention settings, and who are interested in developing frameworks to understand and work more effectively within a multicultural context. The series will begin with a two-day, highly experiential unlearning racism workshop, where participants will examine their own beliefs, attitudes, and biases related to specific populations and cultures, and explore how these prejudices affect both their work with clients and their personal lives. It continues with a series of 10 one-day seminars highlighting the work of practitioners in various cultural communities related to family violence, child sexual abuse, and trauma interventions. Participants can attend the seminars individually or as an entire 12-day series.

Watch for a detailed program brochure (Fall/Winter 1996) that will provide more specific information on seminar content, presenters, dates, and registration fees.

Family-Based Treatment of Child Sexual Abuse (#CSA160)

Co-sponsored with ACT II Child and Family Services. In clinical situations, it is important to know "what to treat and how to treat it." This implies careful assessment, then treatment. While this approach is essential to effective intervention in child sexual abuse, actual clinical practice does not delineate a clear sequence of "assessment first, then treatment." Disclosure or discovery of sexual abuse may prompt intervention, or usually occurs very early in the treatment process, often before a formal assessment. However, simply drawing attention to the abuse begins to change elements of the family structure and the abuse itself, affecting both the assessment and treatment process. As well, decisions made very early in the disclosure/discovery process substantially influence the probability of the treatment's success or failure.

This two-day course is for experienced treatment practitioners working with children who have been sexually abused and their families. Participants will consider sexual abuse within the context of other types of traumatic events that occur or are generated within families, highlighting similarities and differences in sequelae. They will also examine a four-phase model of treatment that includes critical early structuring, changing the structure of the family, marital work, and confrontation of the abuse, the abuser, and the family aspects that support the abuse. A framework for assessment will be presented. It will outline key aspects of evaluation such as traumatic memory and pseudomemory of children, interviewing technique and assessment format, and trauma occurring within the child's developmental context. The framework will also determine the advantages, circumstances, and goals when family-based intervention is indicated. Intervention strategies for characteristic family structures and functioning will be presented, and specific treatment approaches related to marital work, working with the child and larger family system, and follow-up monitoring will be emphasized. Issues faced by the therapist treating child sexual abuse and providing family-based treatment, including counter-transference reactions, will be outlined, and specific recommendations for dealing with these issues will be provided.

Length: Two days
Date(s): **March 14-15**
Fee: \$195
Instructor(s): Denise Gelinis, Ph.D.

Individual Treatment of the Adult Survivor of Child Sexual Abuse (#CSA161)

Co-sponsored with ACT II Child and Family Services. This one-day course is for experienced treatment practitioners working with adult survivors of child sexual abuse and incest. In keeping with the clinical focus of "what to treat and how to treat it," Dr. Gelinaz will review foundational material on the psychophysiological effects of trauma, including dissociation, the BASK model, the dissociative continuum, and information processing and memory-related trauma. A brief overview of current memory controversies will be provided, outlining empirical and clinical data on traumatic versus narrative memory, and guidelines for facilitating memory return and processing will be discussed. A four-phase treatment approach – based on strategies to maintain client stability and the highest level of functioning possible while at the same time helping to gradually metabolize the traumatic material – will be presented, including:

- Phase I – evaluating, stabilizing, and treating immediate concerns
- Phase II – treating the presenting problem and identifying impasses or signals to shift to trauma material
- Phase III – metabolizing the trauma, "linking" techniques, association, and regression
- Phase IV – confronting the abuser(s): preparing to confront, dynamics of change, and therapeutic tasks before and after confrontation

Personal, process, and technical counter-transference issues will be explored. Strategies for practitioner self-care will be highlighted throughout the workshop.

Length: One day
Date(s): **March 16**
Fee: \$95

Instructor(s): Denise Gelinaz, Ph.D.

Towards World Change: Setting the Stage for Community Safety

The B.C. Coalition for Safer Communities and the International Centre for the Prevention of Crime, in cooperation with the Justice Institute of British Columbia and individuals and organizations worldwide, are hosting this conference in Vancouver from April 1 to 4 to set the stage for making community action, progressive social policy, and legislative reform the keys to turning the tide on crime and violence by the year 2000.

The conference will focus on topics such as: promising violence and crime prevention programs; promoting learning within a context that acknowledges geopolitical and developmental differences in regions and countries worldwide; exploring the relationships between crime and violence and issues such as poverty, employment, education, health, and racism – all within a social justice

context; examining the effect of the extensive prisonization of certain groups; and focusing on the needs of vulnerable groups, emphasizing strategies to protect women, children, and ethnic minorities. The conference will build on international efforts, including those of the United Nations, and will present concrete proposals at the World City Summit of 1996.

The conference is for anyone interested in creating safer communities, including managers and practitioners from cities and communities, and those working in the areas of housing, schools, social services, women's organizations, youth, public health, legal education, police, and justice.

The registration fee will be \$250 until January 14, and \$300 after January 14. For more information, contact:

B.C. Coalition for Safer Communities
150 – 900 Howe Street
Vancouver, B.C. V6Z 2M4
604/669-2986 (phone); 668-2566 (fax)

■ Special Courses for Child and Youth Care Workers

The Justice Institute is pleased to introduce two new courses taught by nationally and internationally known presenter and author Thom Garfat.

Thom has been involved in working with troubled children and their families for over 20 years as a practitioner, supervisor, director, teacher, trainer, consultant, and writer. Since he began his career as a child and youth care worker, he has been the director of a community-based family counselling and intervention program, and the director of treatment for one of Canada's largest child and youth care agencies; has taught child and youth care and family work for child care workers at the University of Victoria; and has authored numerous professional articles.

Thom has developed residential and non-residential programs; created training programs for professionals working with children and families; and helped organizations to conceptualize, develop, and implement programs and services. He brings to consultation and training an expertise developed through involvement in all areas of the field.

NEW

Improving Family Involvement (#CY181)

This course is designed for individuals working with youth. It will explore the involvement of family members in programs for young people. Family involvement reduces the sense of isolation and increases the probability of a successful outcome. Participants will learn ways

to develop and enhance family involvement in their programs; explore the meanings of family involvement that exist within families, organizations, and themselves; define obstacles and practise strategies for overcoming them; and respond to issues of safety and violence within a family context.

Length: Two days
Date(s): April 1-2
Fee: \$185
Instructor(s): Thom Garfat, Ph.D. (Child and Youth Care)

NEW

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): April 3-4
Fee: \$185
Instructor(s): Thom Garfat, Ph.D. (Child and Youth Care)

INSTRUCTORS

Denise Gelinas, Ph.D., is a lecturer in the Department of Psychiatry of Harvard Medical School, and a member of the Affiliated Professional Staff of the Bay State Medical Center in Springfield, Massachusetts. She was a founding member of the Sexual Abuse Intervention Network, a multi-disciplinary evaluation team that coordinates criminal justice, medical, psychological, and protective responses to children who have been sexually abused.

New Instructors Wanted

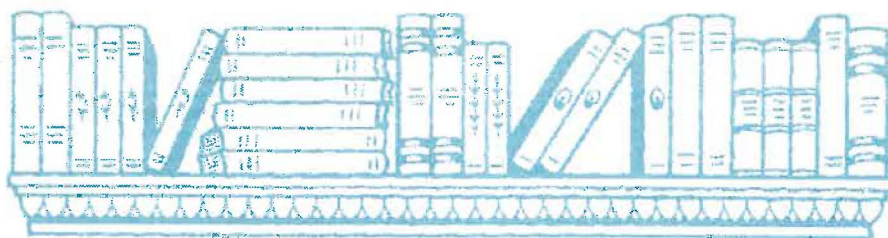
To ensure that our training and program delivery continue to be relevant to the needs and concerns of the many communities that we serve, Career and Community Studies is seeking new instructors for the following program areas:

- Administrative/support staff skills
- Violence against women
- Community safety

If you are interested in instructing in one of these program areas, please submit a brief resume highlighting your qualifications and previous instructional experience. Include any specific program ideas that you would be interested in offering. We look forward to receiving resumes from all qualified individuals, especially people from First Nations communities, people with disabilities, and people from diverse cultural communities.

Please send or fax your resume to Program Director, Interdisciplinary Studies.

The JI is committed to providing the highest standard in service delivery, professional ethics, and confidentiality.



Conflict Resolution

Unless otherwise indicated under individual course listings, Conflict Resolution courses will be held at the Justice Institute and will be in session from 9:00 am to 5:00 pm.

For general information about the program, a copy of the current calendar, and out-of-town course listings, please call a Program Assistant at 604/528-5610 or 528-5611.

To register for a course, call the Registration Office at 528-5590.

CONFLICT RESOLUTION TRAINING AT THE JUSTICE INSTITUTE

The Centre for Conflict Resolution Training provides courses in interest-based conflict resolution, negotiation, and mediation. We have been providing training in dispute resolution since 1982, and are well known in North America for our high-quality training and experiential approach to skill-based learning. Our participants represent a diverse mix of personal and professional backgrounds. They come from local, provincial, national, and international communities, to enhance their professional skills, improve their relationships, or pursue a new career in the rapidly expanding field of dispute resolution.

Our **instructors** are professionals trained in the principles of adult education who bring experience and skills from the fields of business, education, law, counselling, and human relations. Many are also mediation practi-

tioners. Our instructional team also includes **skill coaches** with extensive training in conflict resolution, who provide guidance and feedback in practice sessions. Together we are committed to providing the best possible learning experience for our students.

The Centre offers a wide **variety of courses**. These can be taken individually, provided that course prerequisite(s) are met, or applied to a **Certificate in Conflict Resolution**. In addition to other course requirements, competency-based **assessments** in negotiation and mediation must be completed in order to receive the certificate. While this program does not qualify an individual to practise mediation, it provides an excellent base of skills for specialized areas of practice.

Periodically throughout the term, the Centre will be offering Program and Career Orientations to help students plan their course work and to provide additional information about the Conflict Resolution field.

The Conflict Resolution Certificate Program

The Conflict Resolution Certificate Program comprises a total of 210 hours of training made up of six required core courses totalling 154 hours and 56 hours of electives. The core courses focus on interpersonal conflict resolution, dealing with anger and resistance, and negotiation and mediation skills. The electives allow for advanced skill building and specializations in the areas of family, business, and group work. We recommend that you schedule these courses over a period of 18 months to two years to allow for sufficient integration of the skills. To receive the Conflict Resolution Certificate, students must successfully complete competency-based assessments in negotiation and mediation. (The 210 hours are based on full attendance at all courses.)

Courses in the program are highly experiential, and all core courses emphasize skill development through structured practice and roleplay simulations. Skill practice sessions are facilitated by trained coaches. To receive credit for the program, participants must

attend each course in its entirety. Please enrol early, as many courses fill well in advance of their start date. Students are invited to bring a VHS videotape to the core courses to record their simulations. Dress code is comfortable and informal.

It may sometimes be necessary to substitute a different instructor for the courses listed on the following pages. The Centre for Conflict Resolution Training also reserves the right to change the location of any course due to space restrictions at the Justice Institute. Participants will be notified of changes in course location at least one week in advance.

To request candidacy in the Conflict Resolution Certificate Program, please submit your completed application form with a \$75 program application fee to Marg Huber, Program Director, Centre for Conflict Resolution Training. To obtain an application form, call 604/528-5610 or 528-5611. Any exemptions from prerequisite course requirements are granted by the Program Coordinator.

Courses are offered at the Justice Institute campus and are **co-sponsored** with several community colleges and community organizations throughout B.C. and the Yukon. Courses are also offered on a **contract** basis to businesses and organizations. A **First Nations Negotiation Skills Certificate** is offered to First Nations groups on a contract basis.

COURSE PROGRESSION

There is some flexibility in planning the order of your courses. We recommend that you use the general progression outlined below.

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

This course is an elective, and provides an opportunity to learn and practise the micro-communication skills used throughout the program. Individuals with extensive training and/or experience in communication skills may wish to begin with the next course.

2. Dealing with Interpersonal Conflict (#CR100) or Resolving Conflict in the Workplace (#CR763)

Take one or the other, not both. These courses teach essentially the same skills; however, the latter course focuses specifically on the dynamics and issues of the work environment. These courses are the prerequisite to all other core courses in the program.

3. Dealing with Anger (#CR200), Negotiation Skills Level I (#CR500), Mediation Skills Level I (#CR300), and a basic elective such as Asserting Yourself Under Pressure (#CR702)

These courses can be taken in any order. The first three are core courses, and all three must be taken for the Certificate Program.

4. Advanced Electives

Consult the current calendar for listings. Advanced electives require several prerequisite courses.

5. Negotiation Skills Level II (#CR600), Mediation Skills Level II (#CR400)

These courses can be taken in any order. It is recommended that they be taken at the end of your program so that you will have had maximum skills-building opportunities from the previous courses. At this point you will be thinking about preparing for your assessments, and can use these Level II courses to get a sense of the skill level you are at.

6. Assessment Preparation: Negotiation (#CR803), Mediation (#CR801)

These courses are strongly recommended to students who want the opportunity to build their skills. They are designed to help you prepare for the assessments,

and provide a more in-depth look at your skill level and areas to work on prior to assessments. Seven hours of credit for each two-day course will count towards the Certificate Program.

7. Negotiation Skills Assessment (#CR499), Mediation Skills Assessment (#CR699)

Completion of your course work is recommended before taking your assessments. If you do not pass your assessment, you can schedule a reassessment at a later date after you have worked on the skill areas recommended by the assessment team.

■ Core Courses

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

Dealing with Interpersonal Conflict (#CR100)*

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

Length: Three days (21 hours)

Date(s): **January 24-26**, Gary Harper; co-sponsored with Surrey/White Rock Mediation Services Society, at Surrey Conference Centre, 9260 - 140 Street, Surrey
February 1-3, Randy Boychuck; at New Westminster Community Education, 1001 West Columbia Street, New Westminster
February 15-17, Joan Balmer
February 28 - March 1, Kelly Henderson
March 2, 9, 16, Gary Harper
March 18-20, Randy Boychuck
April 2-4, Gary Harper
April 17-19, Mike Raynolds
May 1-3, Elizabeth Azmier-Stewart
May 22-24, Wendy Hilliard
June 11-13, Joan Balmer
June 24-26, Kelly Henderson

Fee: \$295

Resolving Conflict in the Workplace (#CR763)*

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

Length: Three days (21 hours)
Date(s): **January 22-24**, Ron Monk
February 5-7, Deborah White
February 10, 17, 24, Nym Hughes
March 6-8, Mike Raynolds
March 11-13, Nym Hughes; co-sponsored with Surrey/White Rock Mediation Services Society, at Surrey Conference Centre, 9260 - 140 Street, Surrey
March 20, 27, April 3, Nym Hughes
March 28-30, Randy Boychuck
(please see next page for more dates)

Contract Courses

Training is available on a contract basis to businesses and organizations that wish to have the training brought to their location. This service is available in both local and out-of-town/out-of-province locations. Courses offered on a contract basis can be those already developed as part of the Conflict Resolution Certificate Program, or they can be tailored to the specific needs and issues of your organization. Examples of situations and issues that participants face in their day-to-day work can be incorporated into the training and used during roleplay practice. Costs for contract courses vary according to content, the amount of design work required, and the location of the course. For more information on contract courses, including course descriptions, formats, and costs, contact Karen Falk at 604/528-5615.

Co-sponsored Out-of-Town Courses

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

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

Following are the organizations co-sponsoring courses at the time this calendar was printed. For information specific to a particular location, call the appropriate co-sponsor listed here. **For information about other locations or more information on the co-sponsorship program, contact Maureen Carroll at 528-5617.**

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

We are offering on a contract basis a six-week program for First Nations People leading to a Certificate in Negotiation Skills. The program provides the 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 on this program, you can contact Marg Huber, Program Director, at 604/528-5613, or Clifford White, First Nations Negotiations Training Consultant, at 604/929-3455.

Vancouver Island

Camosun College, VICTORIA
Information: 370-3160 Registration: 592-1556

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

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

Campbell River School District #72, CAMPBELL RIVER
Information and Registration: 286-0651

Okanagan/Kootenays

Selkirk College, CASTLEGAR
Information: 365-1208, Loc 261
Registration: 365-1208

Cariboo/Northern B.C.

University College of the Cariboo, WILLIAMS LAKE
Information: 392-8044 Registration: 392-8010

College of New Caledonia, PRINCE GEORGE
Information: 562-2131, Loc 202
Registration: 561-5846

April 23-25, Nancy McPhee
May 21-23, Ron Monk
June 5, 12, 19, Nym Hughes
June 20-22, Deborah White; at New Westminster Community Education, 1001 West Columbia Street, New Westminster

Fee: \$295

Dealing with Anger (#CR200)*

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

Length: Three days (21 hours)

Date(s): February 7-9, Mario Govorchin
February 13-15, Nym Hughes; co-sponsored with Surrey/White Rock Mediation Services Society, at Surrey Conference Centre, 9260 - 140 Street, Surrey
March 12-14, Elizabeth Azmier-Stewart
March 28-30, Elizabeth Azmier-Stewart; at New Westminster Community Education, 1001 West Columbia Street, New Westminster
April 10-12, Ron Monk
April 29 - May 1, Michael Fogel
May 8-10, Joan Balmer
May 30 - June 1, Stacey Holloway
June 18-20, Nancy McPhee

Fee: \$295

Mediation Skills, Level I (#CR300)*

Mediation is a practical method for helping other people resolve their conflicts and attain mutually satisfying outcomes. This course introduces the concepts, skills, and techniques needed to mediate disputes, such as determining whether mediation is appropriate, the role of the mediator, guiding the process, managing emotions, and using communication skills as a mediator. Participants will have opportunities to mediate simulated disputes involving co-workers, customers, committee members, neighbours, parents/teens, and co-parents. Emphasis is on skill development through simulated mediations. Assistance is provided by trained coaches and video feedback. **Prerequisite(s):** #CR100 or #CR763.

Length: Three days (21 hours)
Date(s): January 24-26, Stacey Holloway
February 13-15, Kelly Henderson
February 26-28, Elizabeth Azmier-Stewart
March 13-15, Karen Haddigan
March 25-27, Ron Monk
April 16-18, Randy Boychuck
May 9-11, Wendy Hilliard; co-sponsored with Surrey/White Rock Mediation Services Society, at Surrey Conference Centre, 9260 - 140 Street, Surrey
May 15-17, Randy Boychuck
June 4-6, Deborah White

Fee: \$295

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. Videotape will be used on the final day. **Prerequisite(s):** #CR100 or #CR763, #CR200, #CR300, #CR500.

Length: Five days (35 hours)

Date(s): February 21-23, 26-27, Randy Boychuck
April 22-26, Deborah White
May 15-17, 21-22, Stacey Holloway
June 5-7, 10-11, Michael Fogel

Fee: \$495

Negotiation Skills, Level I (#CR500)

Negotiation skills are essential in daily interactions with others to help individuals get what they need and want. Traditional approaches to negotiation promote competitive tactics, often resulting in unsatisfactory outcomes for one or both negotiators. Collaborative or "interest-based" negotiation aims for agreements that respond to the interests of both parties. This course introduces the skills, theory, and process for applying interest-based negotiation in a variety of work and day-to-day situations. Participants will learn to prepare for negotiations, assess their alternatives, build a climate of collaboration, get beyond stubborn positioning, and develop agreements that work for both sides. Recommended reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd ed., 1992. **Prerequisite(s):** #CR100 or #CR763.

Length: Three days (21 hours)

Date(s): January 30 - February 1, Wendy Hilliard
February 19-21, Karen Haddigan

March 11-13, Kelly Henderson
March 21-23, Mario Govorchin
April 9-11, Wendy Hilliard
May 6-8, Mario Govorchin
May 9-11, Nym Hughes; at New Westminster Community Education, 1001 West Columbia Street, New Westminster
June 12-14, Stacey Holloway
June 25-27, Nancy McPhee; co-sponsored with Surrey/White Rock Mediation Services Society, at Surrey Conference Centre, 9260 - 140 Street, Surrey
Fee: \$295

Negotiation Skills, Level II (#CR600)

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

Length: Five days (35 hours)
Date(s): **March 11-15, Sally Campbell**
April 17-19, 22-23, Karen Haddigan
May 27-31, Dale Zaiser
June 19-21, 24-25, Mario Govorchin
Fee: \$495

■ Electives

The following courses are listed alphabetically by title.

Asserting Yourself Under Pressure (#CR702)*

This course is for people who are usually assertive but who sometimes over-react or sell themselves out in difficult conflict encounters, such as when dealing with powerful, aggressive individuals, or in high-risk, high-stakes situations. The result is often a diminished relationship or unmet goals. Assertively expressing your needs, thoughts, feelings, and beliefs is essential to improving self-esteem and enhancing relationships. It is also a key element in ensuring mutual understanding and respect, especially when strong feelings are involved. **Recommended:** that #CR100 be taken prior to this course.

Length: Two days (14 hours)
Date(s): **January 30-31, Nancy McPhee**
February 19-20, Mike Raynolds

March 21-22, Deborah White
April 15-16, Mike Raynolds
May 4 & 11, Jill Schroder
May 23-24, Nancy McPhee
June 27-28, Mike Raynolds
Fee: \$220

Critical Skills for Communicating in Conflict (#CR735)*

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

Length: Two days (14 hours)
Date(s): **January 18-19, Mario Govorchin**
January 27 & February 3, Nym Hughes
February 9-10, Nancy McPhee; at New Westminster Community Education, 1001 West Columbia Street, New Westminster
February 22-23, Nym Hughes
March 18-19, Nancy McPhee
April 2-3, Wendy Hilliard
April 16-17, Wendy Hilliard; co-sponsored with Surrey/White Rock Mediation Services Society, at Surrey Conference Centre, 9260 - 140 Street, Surrey
May 13-14, Deborah White
June 3-4, Wendy Hilliard
June 25-26, Mike Raynolds
Fee: \$220

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

Critiquing the work or behaviour of others can be one of the most difficult tasks that we perform. As individuals, colleagues, supervisors, and managers, we are often called upon to give criticism. If done well, it can be an opportunity for growth and increased understanding. If done poorly, it can damage relationships, limit opportunities, and increase stress. In this course, participants will explore and practise the essential elements of giving and receiving constructive criticism. **Prerequisite(s):** #CR100 or #CR763.

Length: Two days (14 hours)
Date(s): **February 12-13**
June 27-28
Fee: \$220
Instructor(s): Deborah White

Dynamics of Power in Dispute Resolution (#CR816)

This course provides participants with the opportunity to examine critical questions regarding their personal relationship with power. What is power? How do we relate to it on a daily basis? How do we use personal power and influence in conflict or negotiation situations? What is the basis of our power as either mediators or negotiators, and what are the implications of using that power? Through video simulations, self-reflective exercises, and small group discussions, participants will become more comfortable with power dynamics and identify how power can be used positively to enhance the dispute resolution process. **Prerequisites(s):** #CR100.

Length: Two days (14 hours)
Date(s): March 7-8
Fee: \$220
Instructor(s): Joan Balmer

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

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

Length: Two days (14 hours)
Date(s): March 13-14
May 9-10
Fee: \$220
Instructor(s): Arthur Ridgeway

Managing the Hostile Individual (#CR753)

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

and practise a model for defusing hostility, and increase skills in constructively confronting problem behaviour.

Length: Two days (14 hours)
Date(s): April 25-26
June 10-11
Fee: \$220
Instructor(s): Mario Govorchin

Shifting from Positions to Interests (#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:** #CR735.

Length: Two days (14 hours)
Date(s): February 5-6
March 11-12
May 7-8
Fee: \$220
Instructor(s): Arthur Ridgeway

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

Mixed or misunderstood messages confuse, irritate, and mislead. In conflict, people often give one message verbally and quite another non-verbally. In cross-cultural situations, differences in non-verbal messages can generate or intensify misunderstanding and conflict. Sharpened awareness of non-verbal messages makes us better mediators, negotiators, and communicators. Noticing and clarifying silent messages illuminates and enhances conflict management. This course expands participants' ability to tune into full messages – verbal and non-verbal – in conflict situations. It also improves their skills in sending clear, congruent messages.

Length: Two days (14 hours)
Date(s): March 4-5
Fee: \$220
Instructor(s): Michael Raynolds

Unfinished Business (#CR768)

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

Length: Two days (14 hours)
Date(s): April 11-12
Fee: \$220
Instructor(s): Arthur Ridgeway

Welcoming Diversity: A Prejudice Reduction Workshop (#CR821)

As our communities and workplaces become increasingly diverse, differences often lead to misunderstanding and conflict. This course, based on the National Coalition Building Institute (NCBI) model, helps participants identify and work through the often hurtful stereotypes that have historically divided people. Through a unique combination of personal experience, emotional healing, and skill training, participants will learn to unfreeze prejudicial attitudes, build bridges with other groups, and effectively intervene when confronted with prejudicial comments and behaviours. Diversity within the group and feelings related to past mistreatment will be explored. Participants are free to become involved at their own comfort level.

Length: Two days (14 hours)
Date(s): May 2-3
Fee: \$220
Instructor(s): Jeanette Matson, M.S.W., trainer and consultant, Director of NCBI BC Chapter; Charles Boehm-Hill, M.Ed., M.A., trainer and consultant, Leader of NCBI Victoria Interim Chapter; Randy Boychuck, M.A., counsellor and trainer in private practice.

■ Electives for Working with Groups and Organizations

Building Consensus (#CR733)

In recent years, there has been an increasing trend in both business and the public sector to develop collaborative approaches to dispute resolution, including consensus building, team building, stakeholder participation, and public consultation. This shift towards group involvement in solving problems, setting policies, making decisions, and planning events has not always been successful. The process of consensus building has tremendous appeal but is difficult to implement. Its benefits include long-term effectiveness and a deeper and more pervasive commitment to the decisions reached and the actions required. Although elements that lead to consensus are relatively simple to understand, the challenge is to learn to apply them 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, process and guidelines to follow while trying to reach a decision, and facilitation skills necessary for reaching consensus. **Prerequisite(s):** At least two core courses.

Length: Two days (14 hours)
Date(s): February 7-8
April 9-10
Fee: \$220
Instructor(s): Arthur Ridgeway

Facilitating Multi-Party Disputes (#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, facilitating where you are an interested party/stakeholder – the “double bind”; examining how cultural considerations affect shared decision making, managing the emotional climate in more complex settings, coming to closure, and achieving settlement. **Prerequisite(s):** At least two core courses.

Length: Two days (14 hours)
Date(s): June 13-14
Fee: \$220
Instructor(s): Sally Campbell

Group Dynamics (#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 behaviours, 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): May 27-28
Fee: \$220
Instructor(s): Karen Haddigan

NEW

Mediating and Consulting with Work Teams (#CR825)

Many mediators are being asked to help with conflict in work teams as employers move towards less hierarchical workplace structures. This work goes beyond mediation, and often includes team building, coaching, training, assessment, and group facilitation in patterns that approach process consultation and organizational development. This course will look at the process of entering organizations, negotiating the work with the team, and carrying out the work. Participants will learn consulting skills such as how to form, maintain, and assess teams; when to mediate; and how to help teams develop their own processes. Union versus non-union environments will be discussed. This course is for those with mediation or facilitation skills, and/or experience in organizations.

Length: Two days (14 hours)
Date(s): January 22-23
Fee: \$232 (includes cost of Performax Profile Instrument)
Instructor(s): Zena D. Zumeta is an attorney, mediator, facilitator, consultant, and trainer, and is past President of the Academy of Family Mediators.

Mediating Workplace Conflicts and Harassment Complaints (#CR822)

For a course description and dates, see page 27.

Understanding Conflict in Organizations (#CR819)

Conflict in organizations takes many forms. It ranges from gossip and bickering to strikes, lockouts, and even violence. This course identifies the sources of conflict in organizations and explores a variety of approaches to their resolution. Questions to be addressed include: Why is conflict so endemic in some organizations? What impact does an organization's culture have on conflict? What are strategies for addressing conflict in organizations? This course is for those who are relatively new to the field of organizational behaviour. A background in interest-based conflict resolution is helpful.

Length: Two days (14 hours)
Date(s): March 25-26
June 17-18
Fee: \$220
Instructor(s): Mike Talbot

■ Mediation Electives

NEW

"The Best Interests of the Child": Children and the Mediation Process (#CR823)

The mediator who practises in the family area must assess the impact of separation on the family. This course will explore topics such as the effect of separation and divorce at the various developmental stages of children, the impact of trauma when children witness or become victims of abuse within the family, screening tools to determine whether mediation is an appropriate process, and when and how the views of children should be considered during mediation. The course will provide skills practice to enable the mediator to design appropriate processes and interventions to help parents address the needs of their children within the context of their own family. For additional training in working with children who witness violence, see #CY111 on page 31.
Prerequisite(s): #CR400 or equivalent advanced mediation skills training.

Length: Two days (14 hours)
Date(s): April 29-30
Fee: \$220
Instructor(s): Kelly Kennedy, M.A. (Cand.), is a mediator and counsellor in private practice; she has experience counselling, mediating, and training in a variety of human services settings. Sharon White, B.S.W., ECE Cert., is the Provincial Project Coordinator for the Society of Transition Houses for Services to Children Who Witness Abuse.

Caucusing in Mediation (#CR764)

Caucusing can be one of the most effective interventions a mediator can use in moving parties towards agreement. If not properly implemented, however, caucusing can prove hazardous. Knowing when, why, and how to use this tool is crucial to dealing effectively with some of the most difficult and perplexing situations in mediation. This course presents a structured caucusing process that is applicable in a variety of dispute contexts, including family and commercial. The process will help mediators maximize the value of meeting separately with the parties while minimizing the potential for negative outcomes. **Prerequisite(s):** #CR300.

Length: One day (7 hours)
Date(s): **June 26**
Fee: \$110
Instructor(s): Michael Fogel

NEW

Comprehensive Family and Divorce Mediation (#CR824)

This overview course is for mediators who expect to practise in the family area. It addresses psychological, legal, and financial issues relating to separation, divorce, and family organization. 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, distinguishing between interim and long-range issues, and reaching agreement. Although the instructor will touch on relevant areas such as the impact of separation and divorce, screening tools, spousal and child support, and matrimonial property, it is recommended that this course be taken in conjunction with other advanced electives such as #CR817 and #CR823. **Prerequisite(s):** #CR400 or equivalent advanced mediation skills training.

Length: Three days (21 hours)
Date(s): **March 27-29**
Fee: \$295
Instructor(s): Daniel Hamoline, M.S.W., LL.B., is a family and divorce mediator, therapist, and family lawyer. He specializes in teaching and training in mediation, and is a founding member of Fifth Avenue Counselling and Mediation in Saskatoon.

Conciliation: Mediating in Separate Meetings (#CR820)

There are mediation situations in which the parties cannot, will not, or should not meet together as they endeavour to negotiate an agreeable outcome. A mediator needs to address very different and distinct dynamics when working with parties who may never meet face-to-face.

In this course, participants will learn to identify and deal with mediator/client relationship issues and a variety of communication issues unique to the conciliation format. The course will also explore the use of premediation meetings to assess whether a dispute should be mediated. **Prerequisite(s):** #CR300.

Length: One day (7 hours)
Date(s): **April 26**
Fee: \$110
Instructor(s): Michael Fogel

Mediating and Consulting with Work Teams (#CR825)

For a course description, see page 26.

Mediating the Financial Divorce (#CR817)

Financial decisions made at the time of divorce will greatly influence the life of each family member. Mediators must be able to guide the parties through the financial maze and know when and where to refer them for additional financial consultation. This course will provide participants with information and strategies for mediating financial aspects of separation and divorce, including spousal and child support, family home, pensions, family business, wills, insurance, other assets, and debts. Tax implications, ethical issues, and legal risks for mediators will be addressed. Participants will prepare a memorandum of understanding based on a roleplay case study. **Prerequisite(s):** #CR300.

Length: Two days (14 hours)
Date(s): **May 13-14**
Fee: \$220
Instructor(s): Ed Jackson, CGA, family mediator and trainer in private practice.

Mediating Workplace Conflicts and Harassment Complaints (#CR822)

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

Length: Two days (14 hours)
Date(s): **March 11-12**
Fee: \$220
Instructor(s): Marje Burdine, M.Ed., consultant, mediator, and counsellor in private practice specializing in family, organizational conflicts, and harassment.

■ Assessment Preparation Courses

The following courses are strongly recommended to students who want the opportunity to build their skills. Seven hours of credit for each two-day assessment preparation course will be applied towards the required 210 hours of the Conflict Resolution Certificate Program.

Assessment Preparation: Mediation (#CR801) and Negotiation (#CR803)

These courses provide participants with a comprehensive analysis of their mediation/negotiation work through a review of scripted segments of videotaped role play, and responds to questions regarding assessments. Script analysis reveals ineffective response patterns and micro-skill competency gaps, and gives insight into other possible intervention strategies. These courses are recommended for those who have taken Mediation/Negotiation Level II and wish to proceed to the assessments with a clearer focus on where their work needs to be strengthened. There is no instructional component to this course, to allow participants to simulate the assessment experience and reach closure on at least one issue. There are approximately four hours of scripting homework to be done outside of class. Students will require access to a VCR or audio tape deck for this homework. Please bring your own audio/videotape on day 1 of the course. **Prerequisite(s):** Completion of the relevant Level II course.

Length: Two days (7 hours)
Date(s): **Mediation Assessment Preparation (#CR801)**

February 5 & 8, Jill Schroder

April 15 & 18, Jill Schroder

June 4 & 7, Jim Toogood

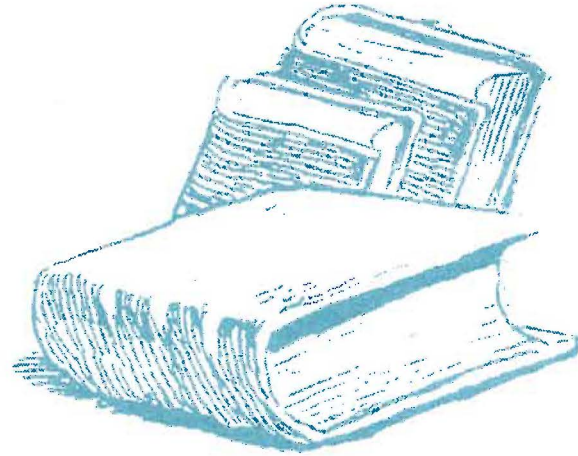
Negotiation Assessment Preparation (#CR803)

January 29 & February 2, Jill Schroder

April 9 & 12, Jim Toogood

May 28 & 31, Jim Toogood

Fee: \$175



Conflict Resolution Assessments

Mediation Skills Assessments (#CR499) and Negotiation Skills Assessments (#CR699)

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

Date(s): **February 19 – March 8**
April 22 – May 3
June 17-28

Fee: \$165 per assessment

Instructor(s): Centre for Conflict Resolution Training instructors

Note: Assessment registration deadlines are as follows:

- For the February/March assessments: **February 2**
- For the April/May assessments: **April 4**
- For the June assessments: **May 31**

We cannot make exceptions for requests after these dates.

INSTRUCTORS

Elizabeth Azmier-Stewart, mediator and trainer in private practice
Joan Balmer, M.A., consultant, Ryane Consulting Inc.
Randy Boychuck, M.A., counsellor and trainer in private practice
Sally Campbell, J.D., lawyer, mediator, and trainer in private practice
Michael Fogel, LL.B., J.D., M.Ed. (Counselling Psychology), mediator, facilitator, and adult educator/trainer in private practice, specializing in commercial and family disputes, organizational conflict, and change
Mario Govorchin, trainer, organizational development consultant, and mediator in private practice
Karen Haddigan, B.Sc. (Human Services), mediator, trainer, and facilitator specializing in work with organizations and groups
Gary Harper, LL.B., consultant, trainer, and facilitator in private practice, focusing on organizations and management development
Kelly Henderson, M.Ed., mediator in private practice with extensive experience in the health care industry
Wendy Hilliard, B.Ed., LL.B., teacher, mediator, and trainer in private practice
Stacey Holloway, consultant, mediator, and trainer in private practice, specializing in education, health, and organizational disputes
Nym Hughes, facilitator and mediator in private practice, and trainer in adult special education
Nancy McPhee, consultant and trainer in private practice
Ron Monk, trainer and mediator in private practice
Michael Reynolds, trainer and mediator in private practice
Arthur Ridgeway, Ph.D., registered psychologist, consultant, and trainer in private practice
Jill Schroder, M.Sc., trainer and mediator in private practice, specializing in communication and relationship building

*As leaders in the field of justice,
public safety, and human service
education, we explore new technologies
and innovations in teaching.*

Mike Talbot, M.A., M.Tech., organizational consultant in private practice, with a particular interest in organizational evolution
Jim Toogood, mediator, arbitrator, and trainer in private practice
Deborah White, M.A., ABS, organizational development consultant and trainer in private practice
Dale Zaiser, M.A., ABS, mediator, trainer, and organizational development consultant

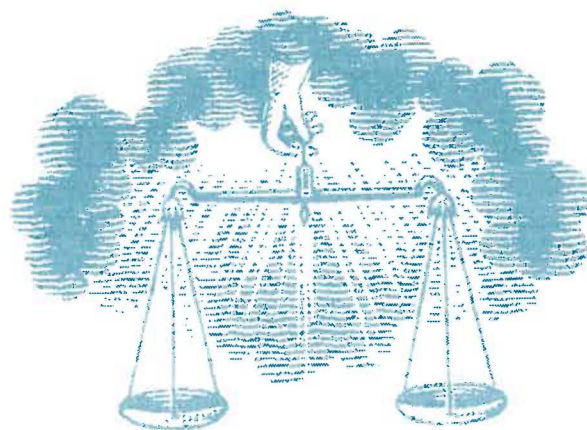
Other resource people with complementary expertise and specializations are also involved.

Coaches (in the Lower Mainland)

Keith Barker, Janice Bateman, Gerry de la Garza, Sandy Dunlop, Donna Dussault, Marion Dyck, Maureen Hannah, Gary Harper, Nancy Hinds, Ed Jackson, Kelly Kennedy, Tim Langdon, Brian Luckcock, Laurie McGillivray, Christine Newton, Phyllis Nordquist, Marie O'Neill, Ingrid Pipke, Jill Schroder, Rick Singer, George Siudut, Pamela Theriault, Jim Toogood, Leanne Turnbull, Jacquie Waechter, Susan Yerxa.

Information about the summer program for Conflict Resolution courses (July and August) will be available at the end of March 1996. Students in the Conflict Resolution Certificate Program should receive their advance mailing by March 15, 1996.

**Conflict Resolution Certificate Program
Graduation Ceremony
September 26, 1996 7:00 pm**



Counselling

Unless otherwise indicated, Counselling courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

For more information, call the Program Coordinator, Cindy Bettcher, at 604/528-5627.

For more information on Critical Incident Stress courses, 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.

Suicide Assessment and Intervention (#EP126)

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

Length: Two days

Date(s): March 21-22

Fee: \$175

Instructor(s): Gladys Adilman, B.A., and Suri Vangolen, B.A., R.C.C.

Grief and Bereavement (#EP155)

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): April 22-23

Fee: \$175

Instructor(s): Linda Rosenfeld, B.S.W., and Elizabeth Fortes, M.A.

Empowering Gay, Lesbian and Bisexual Clients (#EP194)

Many practitioners work with gay, lesbian, and bisexual clients despite feeling inadequately trained and lacking in knowledge about gay, lesbian, and bisexual lifestyles. This course is for counsellors, therapists, alcohol and drug counsellors, health care professionals, social workers, and other front line workers who are interested in working more effectively with this client population. Participants will explore gay and lesbian developmental processes; develop an empathic understanding of the "coming out" process; and examine the dynamics of homophobia and heterosexism, and how these biases can undermine and deter a client's journey. The Pride Model, which systematically explores the challenges facing sexual-minority people in various aspects of their lives, will be presented as a way of providing affirmative therapy for gay, lesbian, and bisexual clients. Specific issues, including age- and generation-specific concerns, HIV/AIDS, and how being lesbian or gay might affect therapeutic issues such as work with survivors of sexual abuse, recovery from substance abuse problems, depression, etc., will also be addressed.

Length: Two days

Date(s): March 27-28

Fee: \$175

Instructor(s): Kathryn Templeton, M.Sc., M.Ed., R.C.C., and Jamie Powers, M.Ed., M.A., R.C.C.

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

Counsellors and non-medical mental health professionals are often called upon to review diagnostic information for clients to help them understand the meanings and implications of a psychiatric diagnosis and treatment recommendations, and to communicate with physicians, psychiatrists, and clinical psychologists in order to coordinate client treatment. While it is not within their mandate to render diagnoses, counsellors and allied mental health practitioners would benefit from a thorough understanding of diagnostic terminology, procedures, criteria, and treatment implications of some of the major mental disorders.

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): April 10-11
Fee: \$175
Instructor(s): Joe Solanto, Ph.D.

Building on Client Strengths (#EP196)

Clients bring their pain, specific problems, and, in some cases, destructive behaviours to their relationship with helping professionals. It is often difficult for the client and, at times, the worker to consider the strengths underneath these destructive and dysfunctional behaviours. This course is for counsellors, victim service workers, social workers, support workers, and other front line staff who provide support to children, youth, and adults and are interested in developing skills in building on existing client strengths. Participants will review the essential elements of self-control theory; identify and develop skills in enhancing existing strengths in their clients, such as creativity, humour, resilience, and insight; and explore the psychological need motivating these behaviours and survival strategies. Emphasis will be placed on avoiding common pitfalls for support workers, including rescuing, labelling, and focusing solely on client weaknesses, and on supporting clients in a process of self-evaluation and strengthening of internal responsibility for their behavioural choices.

Length: Two days
Date(s): April 17-18
Fee: \$165
Instructor(s): Elaine Stoll, B.A., R.C.C.

■ Family Issues

Relationship and Family Therapy Certificate Program

In response to requests for education and training in relationship and family therapy, Douglas College Continuing Education and the Justice Institute of B.C.'s Career and Community Studies are pleased to announce their collaboration on a *Certificate Program in Relationship and Family Therapy*. Commencing in February 1996, the program will focus on key theories and central concepts guiding family therapy, and provide opportunities for practical application and skill practice. Elective courses highlighting specialized areas of practice will complement the core program and address issues such as treating multi-problem families, dealing with family violence, and abuse. The program is designed to meet the requirements for certification through the American Association of Marriage and Family Therapy (AAMFT).

Watch for a detailed program brochure (available in December).

Children Who Witness Violence (#CY111)

This introductory course is for school counsellors, social workers, child care workers, and other front line staff who are involved with children who witness abuse. Participants will review the dynamics of violence against women in relationships; explore the impact and long-term consequences, within a developmental context, for children witnessing violence; and practise skills to support and address the needs of these children. Participants will discuss the impact of violence against women on parenting, and consider strategies to empower battered women as parents. The importance of interdisciplinary networking and the role of the support worker in advocating on behalf of the child and/or the assaulted woman will be highlighted.

Length: Two days
Date(s): February 16-17
June 14-15
Fee: \$175
Instructor(s): Sharon White, B.S.W., ECE Cert.

Working with Families in Crisis (#CY121)

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

Length: Two days
Date(s): May 9-10
Fee: \$165
Instructor(s): Joe Rosen, M.S.W.

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

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

Length: Three days
Date(s): May 6-8
Fee: \$225
Instructor(s): Dale Trimble, M.A.

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

This highly experiential course is for experienced counsellors and other practitioners who want to increase their clinical skills and confidence in responding to the needs of assaultive men. The course will give participants the opportunity to integrate the frameworks of Alan Jenkins (*Invitation to Responsibility*) and the *Themes of Defense* video (written by Dale Trimble) into strategies and approaches to intervention. Participants will be asked to bring written case examples of problems 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, and an exploration of the appropriate use of self as a practitioner with this population. Registration is

limited to 18 participants. **Prerequisite(s):** #EP140 or a written application outlining previous training in working with assaultive men, including the name of the instructor, the length of training, and a brief synopsis of content.

Length: Two days
Date(s): June 5-6
Fee: \$195
Instructor(s): Dale Trimble, M.A.

Building on Family Strengths to Address Chronic Crisis (#EP205)

This course is for counsellors, social workers, and other family practitioners who provide therapeutic support to families in chronic crisis, where substance abuse, emotional abuse and neglect of children, and violence may be present. Participants will consider a model for understanding the function of a family's crisis, identify and prioritize the underlying issues or problems that must be addressed, and highlight the internal strengths and resources available to the family to go beyond the content of the crisis to deal with the process behind the crisis. Through scripted case studies, structured exercises, and opportunities for case consultation, participants will examine and integrate intervention strategies that build on the family's existing strengths and foster new coping skills. This workshop builds on the content of Working with Families in Crisis (#CY121).

Length: Two days
Date(s): June 10-11
Fee: \$175
Instructor(s): Kathryn Priest-Peries, M.S.W., R.C.C.

■ Expressive Therapies

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

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

Length: Two days
Date(s): January 26-27
July 2-3
Fee: \$185
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

Child-Centred Play Therapy (#CY104A)

This course is for practitioners who use play and various expressive therapies in their work with children. This course 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): July 4-5
Fee: \$185
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

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

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

Length: Two days
Date(s): February 23-24
July 8-9
Fee: \$185
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

■ Trauma and Post-Traumatic Stress

Trauma and Post-Traumatic Stress Reactions (#EP178)*

This introductory course is for front line workers, support workers, victim service workers, and other service providers working with trauma survivors in an individual, group, or community context. Participants will acquire a basic understanding of trauma and a working knowledge of reactions to trauma, including responses at the moment of victimization, short- and long-term consequences of traumatization, and post-traumatic stress disorder. Options for treatment and recovery will be addressed, and participants will be able to adapt recovery models to their own work situations. The impact of trauma work on service providers will also be explored. This course is relevant to people involved with diverse trauma populations, such as refugees or survivors of accidents, natural disasters, family violence, sexual assault, or other crimes.

Length: Two days
Date(s): February 27-28
Fee: \$165
Instructor(s): Joe Solanto, Ph.D.

Trauma and Post-Traumatic Stress Reactions, Level II (#EP178A)*

This course is for front line workers and other service providers working with trauma survivors, and will define effective support strategies, building on the content presented in Level I. Participants will develop a framework for assessing the effects of trauma on the individual client and identifying the stage of recovery that the client is in. Practical, supportive interventions that correspond to early and mid-stage recovery will be presented, including the role of providing information to the trauma survivor, re-establishing a sense of safety in the environment, and coping with anxiety states and flashbacks. Specific strategies to enable the trauma survivor to deal with anger and to avoid self-medication with alcohol and drugs will be examined. The importance of mobilizing appropriate community resources will be highlighted, and a model of self-care for the support worker will be presented.

Length: Two days
Date(s): May 1-2
Fee: \$165
Instructor(s): Joe Solanto, Ph.D.

Spirituality Issues in Trauma Recovery (#EP162)

Trauma can affect various aspects of a survivor's life, including conflict related to previously held religious beliefs, world view, and spiritual values. This course is for counsellors, therapists, and other practitioners working with survivors of trauma (such as sudden loss, child sexual abuse, family violence, sexual assault, and other crimes). It explores the challenge of integrating spiritual issues in trauma recovery work. Participants will examine the impact of personal religious attitudes, beliefs, and spiritual values on their relationships with clients; identify common religious and spiritual themes that emerge in response to trauma; develop a framework to assess a client's spiritual resources; and define strategies to address these themes in recovery. The therapeutic, spiritual challenges encountered in the various stages of trauma recovery will be outlined, including grief and loss related to previously held spiritual beliefs, forgiveness, abandonment, anger, guilt, and counter-transference issues. Through the use of imagery, symbol, rituals, and stories, participants will develop and practise skills in empowering trauma survivors to access strength from their spiritual resources and beliefs.

Length: Two days
Date(s): May 13-14
Fee: \$175
Instructor(s): Mimi Dent, M.S.W., R.S.W., and Eileen McWade, M.A. (Counselling)

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

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

Length: Three days
Date(s): June 17-19
Fee: \$225
Instructor(s): Margaret Jones-Callahan, M.A.

■ Critical Incident Stress

Critical Incident Stress: Responding to Trauma in the Workplace, Levels I and II

In the regular course of their work, many professionals are exposed to a variety of situations that can have a profound impact on their personal and work life. Critical incidents – events that are life-threatening, gruesome, or significantly emotionally disturbing – can produce a variety of intrusive and disruptive symptoms that can affect the worker's ability to function during the event or later.

The symptoms of critical incident stress (CIS) can affect people cognitively (inability to concentrate, self-blame), emotionally (shock, vulnerability, loss of emotional control), biologically (fatigue, nightmares, startle response), and behaviourally (avoidance, alienation, substance abuse). Two effective tools for managing this work-related trauma are critical incident stress defusings and debriefings. Originating in the military, modified for the emergency services by Dr. Jeffrey Mitchell, and adapted to a variety of other situations by Dr. Toby Snelgrove and others, these individual and group psycho/educational interventions have effectively promoted healing and healthy post-trauma self-care.

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

The purpose of this introductory course is to train mental health professionals (counsellors, clinical social workers, psychiatric nurses), victim service workers, and peer personnel from high-risk professions (emergency health and human services, police and corrections, various industries) in the effective management of CIS. Over the two days of the course, participants will review the nature of stress, cumulative stress, and critical incident stress and their impact on human functioning; explore specific causes of CIS; examine factors that affect an individual's vulnerability to CIS; review the various CIS interventions with a focus on defusings and debriefings; practise an individual defusing; participate in one roleplayed group debriefing; discuss specific techniques to handle problems associated with debriefings; and discuss protocols for the establishment of CIS debriefings and defusings in their own workplace.

Length: Two days
Date(s): February 13-14
May 7-8
Time: 8:30 am – 4:00 pm
Fee: \$175
Instructor(s): Toby Snelgrove, Ph.D.

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

This advanced course builds on the material presented in Level I. It provides participants with an opportunity to develop some of the key skills of defusing and debriefing, practise the debriefing process in small groups, and learn ways to alter the debriefing process to meet a variety of situations. Participants will practise specific aspects of the Critical Incident Stress Debriefing (CISD) process through role plays; apply the CISD process to specific debriefing simulations; identify and problem-solve difficulties and issues that may arise in a debriefing process; and examine a framework for translating or generalizing CISD skills and processes to other settings. **Prerequisite(s):** #EP117, 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): February 15-16
May 9-10
Time: 8:30 am – 4:00 pm
Fee: \$175
Instructor(s): Toby Snelgrove, Ph.D.

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

Acts of violence in and out of the family, tragic events, and sudden accidents expose children to significant stress. The Critical Incident Stress Debriefing (CISD) process has proved 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.

Length: Two days
Date(s): March 11-12
Fee: \$175
Instructor(s): Ruth Armstrong, M.Ed.

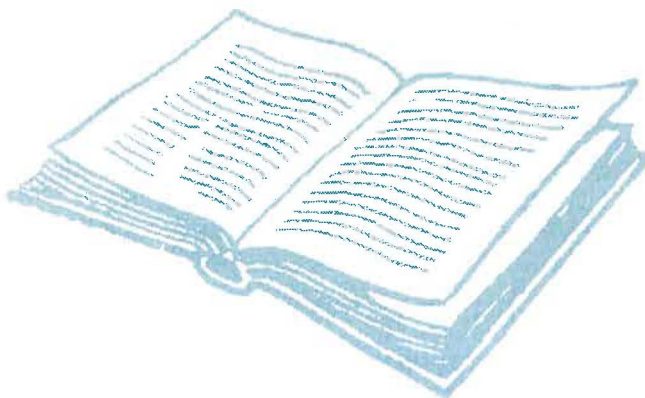
NEW

Peer Defusing: Providing "Emotional First Aid" for Co-Workers (#EP207)

Most effective critical incident stress (CIS) programs rely on trained co-workers to provide peer defusings (emotional first aid) after an incident. This three-day course is designed to enhance the crisis intervention skills of non-mental health professionals – including emergency responders and construction, mining, manufacturing, air traffic control, logging, and other personnel – who will be acting in the role of peer defuser. Course content will include: a review of the causes of critical incident stress, acute and delayed symptoms, post-traumatic stress reactions, principles of crisis intervention, keys to an effective helping relationship, steps in the defusing process, the role of the peer defuser, assessment and referral, impact on the family, and ethical issues. **Prerequisite(s):** #EP117 or a minimum of a one-day awareness workshop on critical incident stress. If you have not taken #EP117, send a written application outlining previous training in critical incident stress, including a description of the course content, the name of the instructor, and the length of the course.

Length: Three days
Date(s): June 10-12
Time: 8:30 am – 4:00 pm
Fee: \$225
Instructor(s): Toby Snelgrove, Ph.D.

We emphasize practical, innovative, accessible, and portable ideas, programs, and products to meet the needs of our clientele.



Critical Incident Stress Debriefing

Video and Support Materials



Winner of 5 Video Awards



Police Video Awards of Canada

Award of Excellence – GOLD

Award of Excellence – Craftsmanship: JUDGE'S CHOICE

The Association for Media and Technology in Education in Canada

Award of Excellence

Law Enforcement Video Association International

Award of Distinction

International Television Association

Golden Maple and Judge's Choice Award for best video produced in Canada

Educational Services and Career and Community Studies have produced a video and support materials designed to assist people in a variety of occupations and organizations to identify the stages and procedures of critical incident stress support. In addition to those working in emergency response and high-risk occupations, the package will be of interest to people working in:

- helping professions (social workers, mental health professionals, public health and long-term care staff, victim service workers)
- volunteer organizations (Red Cross, ski patrols, searchers, etc.)
- transportation companies
- parking enforcement divisions
- banks

... and many others.

The package consists of:

- **An award-winning video** that follows a fictional critical incident and illustrates the stages of critical incident stress support that precede and follow it. (Please note: This video contains language which may be offensive to some viewers.)
- **A workshop facilitator's guide** that will assist the facilitator to conduct a half-day workshop which explains the concepts and rules of critical incident support. The guide includes group exercises based on the written material and the video.
- **A self-directed study guide** that explains the concepts and rules of critical incident stress support in detail. It includes a short self-test at each stage.

The cost of the complete package is \$75 (within B.C.); \$100 (out-of-province).

To order, please complete the form below and mail it, together with a cheque or purchase order for the correct amount, to the address on the order form.

ORDER FORM

Critical Incident Stress Debriefing Video and Support Materials

Date _____

Name _____

Company/Agency _____

Mailing Address _____

Price in B.C.: **\$75**

Price out-of-province: **\$100**

Prices include GST, shipping, and handling. You get a video, a facilitator's guide, and a self-directed study guide enclosed in a binder.

Please send orders to:

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

A cheque or purchase order for the correct amount must be enclosed with your order. **Make cheque payable to the Justice Institute of B.C.**

WARNING

This video contains language that may be offensive to some viewers.

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.

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.

Mimi Dent, M.S.W., R.S.W., is a therapist in private practice, with extensive experience in individual, marital, and family counselling. She specializes in the areas of sexual abuse and violence. She is a Field Instructor for the UBC School of Social Work and is interested in integrating feminist therapy practice with spiritual issues.

Elizabeth Fortes, M.A., has been a counsellor with SAFER for the past 12 years. She is on the board of the Canadian Association for Suicide Prevention and chairs the Bereavement Committee.

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

Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S, is an adult and child psychotherapist, a clinical supervisor, and an educator in private practice. She is a registered art therapist, a certified expressive therapist, and a registered play therapist supervisor with 22 years of experience as a therapist and 12 years as a supervisor and international workshop leader in the field of expressive therapies, abuse, and loss.

Eileen McWade, M.A. (Counselling), is a therapist in private practice, working primarily with survivors of trauma in individual, relationship, and family therapy contexts. She holds a Certificate in Theology and is deeply committed to the use of spiritual resources in the healing process.

Jamie Powers, M.Ed., M.A., R.C.C., a therapist in private practice, has been involved in the counselling community in private practice and agency work since 1986. His particular areas of expertise include communication skills between partners/spouses, the effect of family and religion of origin on the lives of gays and lesbians, and loss and grief.

Kathryn Priest-Peries, M.S.W., R.C.C., is a registered clinical counsellor in private practice, with several years of experience working with the social services system as foster parent, social worker, and, most recently, manager of the Family and Child Services Social Work Training.

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

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

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

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

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.

Kathryn Templeton, M.Sc., M.Ed., R.C.C., is a therapist in private practice and has been working in the lesbian and gay community since 1986. She works with individuals, couples, and groups, and has particular expertise in the areas of illness and chronic symptoms, adult survivors of sexual abuse, relationship skills, dream work, body work, and movement.

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

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

Sharon White, B.S.W., ECE Cert., is the Provincial Project Coordinator for the Society of Transition Houses for Services to Children Who Witness Abuse.

Crime Prevention and Community Safety

Unless otherwise indicated, Crime Prevention and Community Safety 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, Andrea Scott, at 604/528-5629.

Enhancing School Safety (#CP100) (#CP100N in Nanaimo; formerly #CY160)

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 strategies and skills to intervene and prevent further violence. The content covers: conducting school-based safety audits; crisis management; planning and implementing staff training; 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: Two days
Date(s): February 7-8, at the Justice Institute
February 29 – March 1, at Best Western Northgate Hotel, 6450 Metral Drive, Nanaimo
April 9-10, at the Justice Institute
July 2-3, at the Justice Institute
Fee: \$200
Instructor(s): Terry Waterhouse and Mark LaLonde

Enhancing Elementary School Safety (#CP200) (formerly #CY165)

Typically, issues of school safety have addressed strategies involving or directed towards adolescents. Yet elementary school children are also affected. Creating a safe, caring school community for young children can profoundly affect their lives and the lives of their families. Young children are able to learn easily the skills and strategies necessary for developing healthy relationships, managing their anger, and reducing the risk of violence in their lives. This course will focus on the incidence of violence in the lives of schoolchildren, primary intervention strategies, and skills teachers can use to create caring classrooms. Using an interactive approach, participants will explore current research on resiliency and its significance for young children, effective strategies to address bullying behaviour, methods for intervening with

children who are aggressive, and ways to mobilize the school community towards creating a safer school setting.

Length: Two days
Date(s): February 19-20
April 11-12
Fee: \$200
Instructor(s): Lisa Pedrini

Safe at Work: Strategies for Preventing Workplace Violence (#CP300)* (formerly #CY166)

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

Length: Two days
Date(s): January 30-31
March 18-19
May 16-17
June 24-25
Fee: \$250
Instructor(s): Terry Waterhouse

INSTRUCTORS

Mark LaLonde is a former police school liaison officer and is now the Instructor/Planner responsible for Crime Prevention and Community Safety programs at

the Justice Institute. He has extensive experience in school safety issues and has worked with a number of communities to prevent peer youth violence.

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.

Terry Waterhouse, B.Ed., has several years of experience in both teaching and law enforcement. Terry provides training in the area of workplace violence prevention. He has worked with professionals in many settings to develop staff training designed to enhance employee safety. In addition, Terry is an experienced investigator who has developed and delivered training to investigators from a variety of backgrounds.

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.
For detailed brochures, call the Program Assistant, Lynda Getz, at 604/528-5619.*

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): February 5-6
May 9-10
July 9-10
Fee: \$175
Instructor(s): Terry Waterhouse

Courtproofing for Enforcement Personnel (#EP177)

Enforcement personnel from a variety of agencies may be called upon to present evidence in court. This course is designed to help them prepare for their court appearance. It provides an overview of the criminal justice system and the court system, and takes participants through the steps leading to, and through, the court process. On

day 2, participants will have the opportunity to participate in a mock trial, in which they will present evidence and be cross-examined on that evidence. The number of participants is limited to 16.

Length: Two days
Date(s): TBA
Fee: \$225
Instructor(s): James W. Williams, LL.B.

Enforcement and Investigative Skills

In spite of efforts to ensure voluntary compliance, officials at various levels of government frequently find that laws they are charged with upholding must be enforced through the courts. Career and Community 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.

Executing a Court Order (#EP159)

Court Services Branch now contracts with private companies to perform a variety of court bailiff functions. Employees of such companies are required to demonstrate their familiarity with execution procedures and legal requirements by successfully completing a written examination. The purpose of this course is to ensure that participants are familiar with the documents and procedures involved in the provision of execution services in B.C., and to prepare them for the exam.

Length: Five and one-half days
Date(s): This course is offered on an "as-needed" basis. For more information, or to add your name to a waiting list for the course, contact Lynda Getz at 604/528-5619.

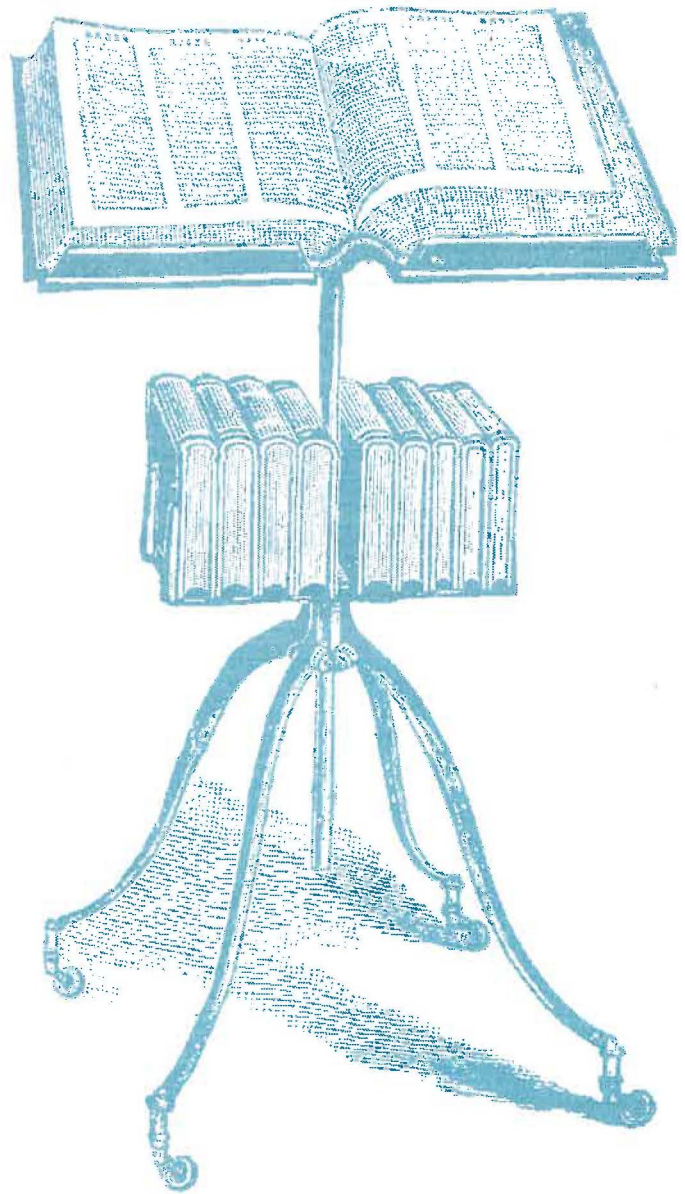
Instructor(s): Bill Bradshaw

INSTRUCTORS

Bill Bradshaw is a retired sheriff with extensive experience in executing court orders. He instructed the Basic Deputy Sheriff course on execution procedures for approximately 10 years at BCIT and the Justice Institute.

Terry Waterhouse, B.Ed., has several years of experience in both teaching and law enforcement. He has developed and delivered training to investigators from a variety of backgrounds.

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



The JI encourages cooperative efforts among the academies and divisions and the coordination and integration of training and services offered.

Management

Unless otherwise indicated, Management courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. Please see the Administrative/Support Staff (page 8) and Training for Trainers (page 50) categories for additional listings.

For more information, call the Program Coordinator, Patricia McNeill, at 604/528-5623.

For detailed brochures, 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.

Basic Supervisory Program Certificate

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 fulfil that request. To receive a Basic Supervisory Program certificate, you must fulfil the following requirements:

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

For further details, including an outline of the report requirements and the cost of the evaluation, please contact the Program Assistant, Lynda Getz, at 604/528-5619.

Basic Supervisory Program, Week 1 (#MGMT213)

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 govern-

ment and private agencies. B.C. Corrections Branch employees who successfully complete the course will be granted certification for the Basic Supervisor Competency, Week 1. Co-sponsored with the Corrections Academy. Enrolment is limited to 16 participants.

Length: Five days
Date(s): March 18-22
April 22-26
May 27-31
Time: 9:00 am - 4:30 pm on day 1;
8:30 am - 4:30 pm on subsequent days
Fee: \$450
Instructor(s): A consultant with Ryane Consulting Inc.

Basic Supervisory Program, Week 2 (#MGMT213A)

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 supervisor. **Prerequisite(s):** Basic Supervisory Program, Week 1. Enrolment is limited to 16 participants.

Length: Five days
Date(s): June 3-7
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.

NEW

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 two-day course will focus on specific guidelines and techniques to help meet the challenge of problem behaviour confidently and effectively.

Length: Two days
Date(s): January 18-19
March 25-26
June 17-18

Fee: \$175

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 interest in, the presentation of their ideas – both upward and downward in their organization. The skills and strategies presented and practised in this two-day 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. (An elective in the Conflict Resolution Certificate Program)

Length: Two days
Date(s): February 7-8
May 14-15

Time: 9:00 am – 5:00 pm

Fee: \$175

Instructor(s): Michael Fogel, LL.B., J.D., M.Ed.
(Counselling Psychology)

Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307)*

This course is designed to help participants become more aware of their rights and the rights of others under the B.C. Freedom of Information and Protection of Privacy Act. Greater demands are now placed on organizations to ensure that they comply with the spirit and provisions of this legislation. Staff at all levels of the organization need to understand their roles and responsibilities vis-à-vis protection of privacy and disclosure of information. Participants will explore the purpose of the Act; examine provisions of the Act dealing with access to information, exceptions to release information, and protection of personal privacy of third parties; examine the requirement for responding to requests for information; examine case studies that illustrate how the provisions of the Act

apply; and identify what is required to implement the Act within their organization.

Length: One day
Date(s): February 16
Fee: \$110
Instructor(s): Zena Simces Katz

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

Facilitation skills are in demand daily as organizations change internally and change the way they do business. In this course, participants will identify and practise key skills that will help them become more skilful facilitators in a variety of settings, ranging from work and quality teams to community groups and others trying to get things done through collaborative processes. Participants will learn methods for dealing with difficult individuals and practise techniques to ensure that a desired outcome or result is achieved within a realistic time frame. Through group work, presentations, class discussions, and feedback from others, participants will develop a personal, flexible process for facilitating in a variety of situations.

Length: Two days
Date(s): February 19-20
June 24-25

Fee: \$175

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

The Hiring Process (#MGMT301)*

The most important decisions made by managers and supervisors relate to whom they hire to work in their organization. A wrong hiring decision is extremely costly, both in direct costs (actual money spent on salaries, etc.) and in indirect costs (the subtleties that impact on productivity). This course will guide participants through a sequence of steps to be followed in recruiting and selecting staff: understanding the duties of the job to be filled, writing an advertisement to attract the right applicants, shortlisting, incorporating a variety of assessment methods, developing interview questions, structuring the evaluation of candidates, and interviewing references. In groups, participants will apply each step to a generic position and practise the skills required for each step. Human rights issues and employment equity considerations will be discussed. This is an energetic, hands-on learning experience; be prepared for a whole new outlook towards the hiring process at the end of the two days.

Length: Two days
Date(s): February 26-27
June 3-4

Fee: \$175

Instructor(s): Diane Fru

Happy Ever After: The Post-Hiring Process (#MGMT301A)*

How do some "good" applicants become "problems"? Sometimes it is the wrong fit, but more often the cause is the employer's lack of investment in the new employment relationship. This one-day course picks up from the first day a new employee appears on the job. It covers the following topics: orientation and what information to include; the probationary period; establishing performance standards and providing regular, specific feedback; and the importance of documentation. The course stands alone for those who have training or experience in hiring staff; it can provide an important follow-up for those who have completed The Hiring Process (#MGMT301).

Length: One day
Date(s): **June 5**
Fee: \$125
Instructor(s): Diane Fru

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

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

Length: Two days
Date(s): **February 29 – March 1
June 25-26**
Fee: \$175
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

Strategic Planning (#MGMT312)*

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

Length: Two days
Date(s): **March 28-29**
Fee: \$175
Instructor(s): Zena Simces Katz

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

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

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

Communications Planning (#MGMT314)*

Organizations today recognize that effective communication – both within and outside of the organization – is a key element for 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 two-day 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): **April 29-30**
Fee: \$175
Instructor(s): Zena Simces Katz

Program Evaluation/Project Evaluation (#MGMT304)*

Evaluation of projects and programs is an aid to decision making and management. It is a source of information for resource allocation, program improvement, and accountability. While many program or project evaluations are carried out by external specialists, more and more organizations are conducting their own internal

evaluations. Staff and managers must therefore acquire the knowledge and skills to manage and carry out evaluations. This two-day course is designed to give managers, supervisors, and individuals involved in program or project evaluation an understanding of what program evaluation is and how it can be used in an organization, and the knowledge and skills required to carry out successful program evaluations. Case studies, practical exercises, and real-life examples will be used throughout the two days. Each participant will leave the course with a guide for carrying out an evaluation. *Participants are requested to bring a sample program from their work setting to be used in class exercises.*

Length: Two days
 Date(s): June 11-12
 Fee: \$175
 Instructor(s): Zena Simces Katz

Working Together: Bridging the Gender Gap (#MGMT202)*

Research and personal experiences confirm that cross-gender communication is often less precise, complete, accurate, and effective than is generally assumed. As a result of gender-specific ways of communicating, addressing conflict, and problem solving, men and women working together will experience misunderstandings, misperceptions, and invalid or faulty assumptions. Gender gap glitches may occur. For example, one person's desire to work on a project as a team may be misinterpreted by someone who wants to work independently, or the inability to work out a problem because of different approaches may alienate one person from the other. Gender-related differences can offer opportunities for an enhanced working relationship, but a failure to understand and effectively employ these differences is likely to prove problematic. Participants in this workshop will enhance their ability to value and understand gender-related communication styles, conceptual frameworks, and problem-solving processes, and will explore ways to move from misunderstanding to fuller comprehension, and from missed opportunities to effective options.

Length: Two days
 Date(s): Available as a contract course only. Contact the Program Coordinator for details.
 Instructor(s): Michael Fogel, LL.B., J.D., M.Ed.
 (Counselling Psychology)

INSTRUCTORS

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.

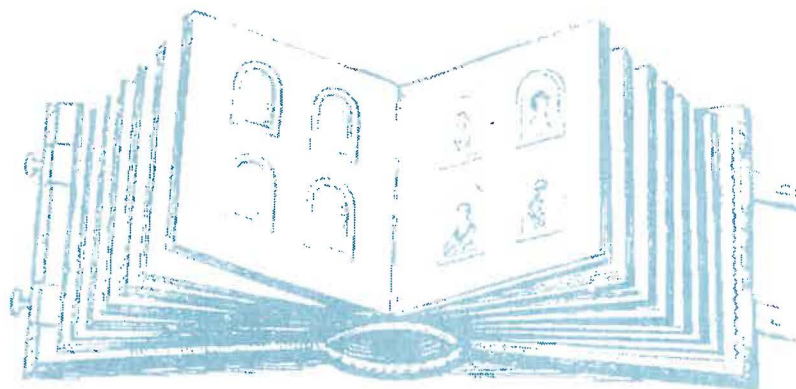
Diane Fru is a management consultant whose background and specialty are in training and human resources. She also has experience as a line manager and has developed and delivered a variety of human resources courses for the public sector and private organizations.

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.

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

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



Residential Care

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

■ Management Skills

Management Development for Residential Settings Certificate Program

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

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

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

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): February 1-2
May 13-14
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): February 27-28
June 18-19
Fee: \$175
Instructor(s): Sandra Rice

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 regarding the legal constraints affecting ethical standards; discuss a plan to develop a set of ethical standards for their workplace; explore current information on professionalism and discuss a plan to develop professional standards for their workplace; and examine the supervisor's role in relation to ethical standards, values, and professionalism in residential settings. A panel of professionals will be available for a question-and-answer session on these topics. Partici-

Core Courses

Please register for each level directly with the Registration Office.

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

This two-day course is designed to help supervisors examine and apply basic supervisory skills. It covers the role and responsibilities of the supervisor, ways to assess the supervisor's personal communication style and

pants 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): **March 28-29**
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): **May 2-3**
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): **May 27-28**
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): **May 29-30**
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 17-18**
June 10-11
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 15-16**
July 3-4
Fee: \$175
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

**Management Development for
Residential Settings Certificate Program
Graduation Ceremony
Thursday, September 12, 1996, at 6:00 p.m.**

Electives

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

Advanced Training for Trainers: Working with Groups (#MGMT223B)

Asserting Yourself Under Pressure (#CR702)

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

Communications Planning (#MGMT314)

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

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

Critical Skills for Communicating in Conflict (#CR735)

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

Dealing with Anger (#CR200)

Dealing with Interpersonal Conflict (#CR100)

Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307)

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

Happy Ever After: The Post-Hiring Process (#MGMT301A)

Influencing Decision Making and Change (#MGMT210)

Introduction to DOS (#CORR402)

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

Mediation Skills, Level I (#CR300)

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

Program Evaluation/Project Evaluation (#MGMT304)

Resolving Conflict in the Workplace (#CR763)

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

Strategic Planning (#MGMT312)

The Hiring Process (#MGMT301)

Together We Stand: Effective Team Building (#MGMT120)

Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E)

Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)

Training for Trainers: Ideas for Active Learning (#MGMT223D)

Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)

Trauma and Post-Traumatic Stress Reactions (#EP178)

Trauma and Post-Traumatic Stress Reactions, Level II (#EP178A)

Working Together: Bridging the Gender Gap (#MGMT202)

■ Front Line/Supervisory Skills

Coaching Job Readiness Skills (#SUP122)

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): March 18-19
June 27-28
Fee: \$165
Instructor(s): Denise Grams

Front Line Training for Residential Settings (#SUP119)

This five-day course is designed to provide front line workers with the basic skills required to work effectively within a residential setting. Participants will identify and practise communication skills for effective relations with peers, and methods for managing conflict on the job; examine personal and work values, ethical standards, and practices; practise writing skills and writing Personal

Service Plans (PSPs); identify and practise strategies for managing stress in the workplace; and develop a personal action plan for strengthening skills. A certificate of achievement will be granted to successful participants who complete all five days and an examination covering course content.

Length: Five days
Date(s): **May 15-17 (Part 1); May 30-31 (Part 2)**
Fee: \$265
Instructor(s): Mario Govorchin, Kelly Kennedy, Ryane Consulting, and Elaine Stoll

Life Skills Training for Residential Settings (#SUP121)

This two-day course is designed for residential and vocational workers who want to be a life skills resource person for their workplace. It will help participants explore the role of empowering residents through life skills training, identify and assess personal levels of self-esteem and methods for raising self-esteem, practise self-assertion and problem-solving techniques, and practise methods for coaching others through a problem to its resolution. Lesson plans for coaching specific life skills will be provided. This course is experiential and participants will practise each of these four skills.

Length: Two days
Date(s): **February 20-21**
June 5-6
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. A new location for the program this term will be in the Penticton area. For information about the program and future locations, contact the Program Coordinator, Sandra Rice, at 604/528-5633.

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

Core Courses

Victoria

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

Length: Two days
Date(s): **February 12-13**
Location: University of Victoria
Fee: \$185

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

Length: Two days
Date(s): **April 17-18**
Location: University of Victoria
Fee: \$185

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

Length: Two days
Date(s): **May 15-16**
Location: University of Victoria
Fee: \$185

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

Length: Two days
Date(s): **June 20-21**
Location: University of Victoria
Fee: \$185

Penticton

Management Development for Residential Settings, Level 1 (#MGMT214PN)

Length: Two days
Date(s): **May 29-30**
Location: TBA
Fee: \$235

Management Development for Residential Settings, Level 2 (#MGMT218PN)

Length: Two days
Date(s): **June 26-27**
Location: TBA
Fee: \$235

Levels 3 to 8 will be offered in the Fall 1996 and Winter 1997 terms.

Electives

Please see pages 21 and 34 for community colleges co-sponsoring Justice Institute Conflict Resolution and Critical Incident Stress courses that can be used as electives for this program. For course descriptions, please see the Conflict Resolution category (beginning on page 20) and the Critical Incident Stress section (page 34). **Electives must be Justice Institute courses.**

INSTRUCTORS

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

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

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

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

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

Marion Malcolmson, M.S.W., R.S.W., works in cross-cultural settings as the Coordinator of Counselling Services at Invergary 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.

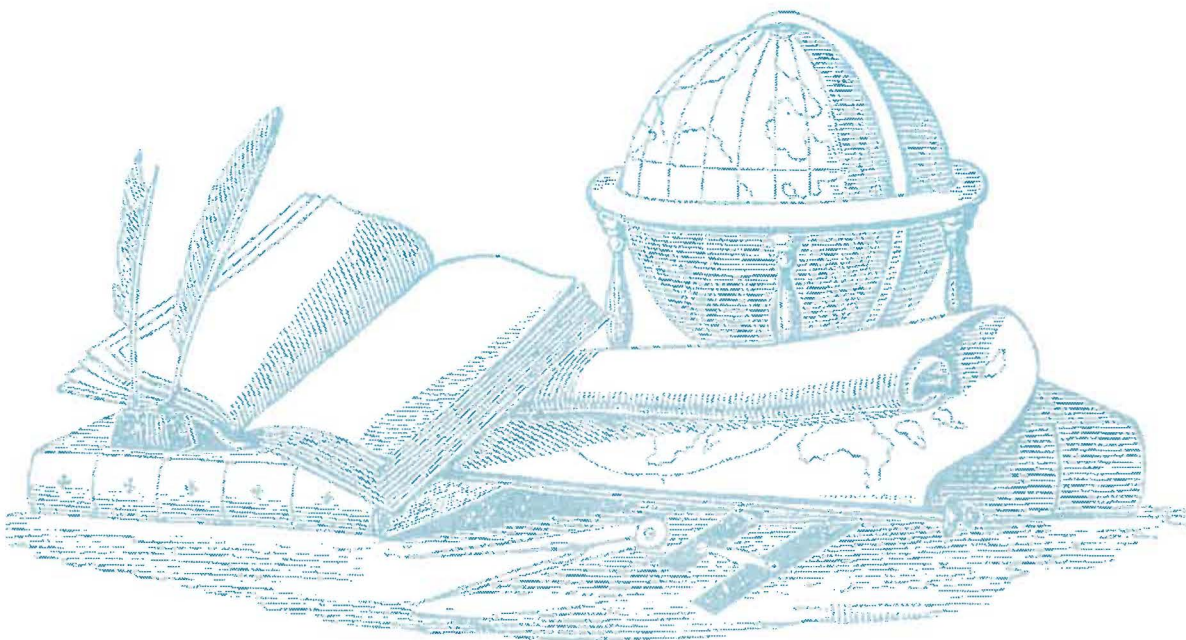
Pat Meyer is a consultant who has offered workshops in Canada, the U.S., and New Zealand. She conducts workshops and consultations on developing services for people with disabilities, including the transition of people with complex health needs from institution to community living.

Sandra Rice is the Coordinator of the Management Development for Residential Settings Certificate Program. She has extensive experience training and working in the management field and has worked in residential settings.

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

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

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



We strive to create and maintain a learning environment which encourages creative interaction among and between JI staff, clients, and students.

Training for Trainers

Unless otherwise indicated, Training for Trainers 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 detailed brochures, 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.

Training for Trainers Certificate Program

A recent study undertaken by Interdisciplinary Studies indicated a high level of interest in the development of a Training for Trainers Certificate Program at the Justice Institute. We are pleased to announce that this new certificate program will begin next fall.

This practical program is being designed with input from trainers from a variety of settings. It will include both core and elective courses, and an evaluative component. Persons who have previously taken Training for Trainers courses through Interdisciplinary Studies will receive credit for those courses.

Look for program details in the next Career and Community Studies calendar.

Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E)*

This interactive two-day 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 knowledge and skills that they learn to their own projects. Content focuses on creating overheads, flipcharts, handouts, workbooks, and materials used to plan and design instruction. Although the course discusses manuals and other "stand-alone" materials, it concentrates on materials used for classroom instruction. **Recommended:** Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A). The number of participants is limited to 16.

Length: Two days
Date(s): January 11-12
Fee: \$200
Instructor(s): Dianne Bodnar

Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)*

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

Length: Two days
Date(s): January 25-26, Reva Kalef
February 29 – March 1, Reva Kalef;
Ramada Vancouver Centre,
898 West Broadway, Vancouver
March 14-15, Margaret Owens
April 29-30, Margaret Owens
June 13-14, Reva Kalef;
Ramada Vancouver Centre,
898 West Broadway, Vancouver
Fee: \$225

Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)*

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

Length: Two days
Date(s): March 4-5; Ramada Vancouver Centre,
898 West Broadway, Vancouver
Fee: \$225
Instructor(s): Reva Kalef

Advanced Training for Trainers: Working with Groups (#MGMT223B)*

This practical, advanced course is for trainers who instruct in a group setting. Participants will have an opportunity to increase their understanding of group dynamics and will learn specific facilitation strategies that encourage adult learning. This highly interactive course will focus on climate setting, stages of group development, roles assumed by group members, common group issues and effective responses, and observation guidelines for analyzing group behaviour. The number of registrants will be limited to 16. **Prerequisite(s):** Training for Trainers: Tips, Techniques, and Tactics (#MGMT223). If you have not taken #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): May 9-10
Fee: \$225
Instructor(s): Reva Kalef

Training for Trainers: Ideas for Active Learning (#MGMT223D)*

Participants in this course will leave with a repertoire of ideas for introductions, warm-ups, goal setting, energizers, retention, transfer of learning, and closure. The course is for trainers who want to explore ways to increase interaction and add variety to the courses they instruct. It highlights the importance of using interactive strategies and the instructor qualities and skills that

complement the use of such strategies. The number of registrants will be limited to 16. **Prerequisite(s):** Training for Trainers: Tips, Techniques, and Tactics (#MGMT223). If you have not taken #MGMT223, please send a written application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days
Date(s): April 16-17
Fee: \$225
Instructor(s): Reva Kalef

INSTRUCTORS

Dianne Bodnar, M.A., is a program developer, trainer, and editor who specializes in instructional design and plain language services. Formerly the Education Director of the Plain Language Institute of B.C., she is also experienced in working with educational institutions, government agencies, community groups, and businesses to create training programs and materials.

Reva Kalef, M.Ed., has been involved in the field of adult education as a course leader, instructional designer, curriculum developer, and consultant for over 10 years. She has extensive experience working with educational institutions, government agencies, non-profit organizations, and business and industry.

Margaret Owens, M.Ed., has extensive experience as a consultant and trainer in the design, instruction, and evaluation of adult education programs and materials. She has a special interest in international and distance education, and recently completed a research project on distance education initiatives in Southeast Asia.



Computer

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

Course fee includes a manual and a diskette. For further information about these courses, contact Margot D'souza, Corrections Academy, 604/528-5546.

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

Introduction to DOS (#CORR402)*

Participants will be introduced to the basic DOS functions and will learn how to create directories, subdirectories, and batch files, and how to format disks and manage files. **Prerequisite(s):** Basic keyboarding skills.

Length: Two full days
Date(s): **February 6-7** (Tuesday and Wednesday)
Fee: \$235

WordPerfect 5.1 (for DOS) Level I (#CORR400)

This course covers the basic functions of WordPerfect 5.1. On completion of the course, participants will be able to create documents, save and retrieve, print, enhance text, use the spell check feature, search and replace text, and do a simple merge. **Prerequisite(s):** Basic keyboarding skills.

Length: Two full days
Date(s): **January 29-30** (Monday and Tuesday)
March 25-26 (Monday and Tuesday)
May 8-9 (Wednesday and Thursday)
Fee: \$235

WordPerfect 5.1 (for DOS) Level II (#CORR407)

WordPerfect advanced functions will be covered in this course. Participants will learn to do keyboard merging, tables, and columns; how to import data from other programs; and additional formatting techniques. The course will include an introduction to macros. **Prerequisite(s):** WordPerfect 5.1 (for DOS) Level I.

Length: Two full days
Date(s): **February 26-27** (Monday and Tuesday)
April 22-23 (Monday and Tuesday)
June 26-27 (Wednesday and Thursday)
Fee: \$235

WordPerfect 5.1 (for DOS) Level III (#CORR408)

Participants will explore the advanced functions of WordPerfect 5.1; will be able to use various merge features, macros, styles, and graphics; and will learn handy tips and tricks. **Prerequisite(s):** WordPerfect 5.1 (for DOS) Levels I and II.

Length: Two full days
Date(s): **April 9-10** (Tuesday and Wednesday)
Fee: \$235

Introduction to Windows (#CORR405)

This course introduces the graphics environment for file, disk, and program management. Participants will use the mouse to select icons to perform tasks instead of typing DOS commands. **Prerequisite(s):** Basic keyboarding skills.

Length: One full day
Date(s): **January 15** (Monday)
February 12 (Monday)
March 11 (Monday)
April 15 (Monday)
May 13 (Monday)
June 10 (Monday)
Fee: \$140

Word for Windows Level I (#CORR419)

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

Length: Two full days
Date(s): **January 16-17** (Tuesday and Wednesday)
February 13-14 (Tuesday and Wednesday)
March 12-13 (Tuesday and Wednesday)
April 16-17 (Tuesday and Wednesday)
May 14-15 (Tuesday and Wednesday)
June 11-12 (Tuesday and Wednesday)
Fee: \$235

Word for Windows Level II (#CORR422)

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

Length: Two full days
Date(s): **January 22-23** (Monday and Tuesday)
February 19-20 (Monday and Tuesday)
March 20-21 (Wednesday and Thursday)
April 24-25 (Wednesday and Thursday)
May 22-23 (Wednesday and Thursday)
June 17-18 (Monday and Tuesday)
Fee: \$235

Word for Windows Level III (#CORR423)

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

Length: One full day
Date(s): **January 18** (Thursday)
March 27 (Wednesday)
May 16 (Thursday)
June 24 (Monday)
Fee: \$140

WordPerfect 5.2 Level I for Windows (#CORR401)

This course is for new users and covers the basic functions of WordPerfect 5.2 for Windows. Participants will be able to create documents, save and retrieve, print, enhance text, use the spell check feature, search and replace text, and do a simple merge. **Prerequisite(s):** Introduction to Windows.

Length: Two full days
Date(s): **February 28-29** (Wednesday and Thursday)
April 29-30 (Monday and Tuesday)
June 3-4 (Monday and Tuesday)
Fee: \$235

WordPerfect 5.2 Level II for Windows (#CORR417)

The more advanced functions will be covered in this course. Participants will learn the merge process, graphics, tables, and columns. There will also be an introduction to macros. **Prerequisite(s):** WordPerfect 5.2 Level I for Windows.

Length: Two full days
Date(s): **April 2-3** (Tuesday and Wednesday)
May 27-28 (Monday and Tuesday)
June 26-27 (Wednesday and Thursday)
Fee: \$235

Introduction to Excel (#CORR421)

Participants will enjoy this user-friendly spreadsheet program. The basic functions, such as create and edit worksheets, enter data and formulas, save, open, and print worksheets, will be covered. **Prerequisite(s):** Introduction to Windows.

Length: Two full days
Date(s): **January 31 – February 1** (Wednesday and Thursday)
March 18-19 (Monday and Tuesday)
May 1-2 (Wednesday and Thursday)
June 5-6 (Wednesday and Thursday)
Fee: \$235

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): **February 21** (Wednesday)
April 1 (Monday)
June 25 (Tuesday)
Fee: \$140

PowerPoint for Windows (#CORR425)

This user-friendly presentation program allows participants to plan, create, and form slides for a presentation. **Prerequisite(s):** Introduction to Windows.

Length: One full day
Date(s): **February 5** (Monday)
March 14 (Thursday)
April 11 (Thursday)
May 29 (Thursday)
June 13 (Thursday)
Fee: \$140

NEW

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.

Length: Two full days
Date(s): **January 24-25** (Wednesday and Thursday)
March 6-7 (Wednesday and Thursday)
May 6-7 (Monday and Tuesday)
June 19-20 (Wednesday and Thursday)
Fee: \$235

Employment Readiness Programs

■ Corrections Academy

Family Justice Counsellor

Are you interested in pursuing a challenging career in the family justice field? If so, this intensive 12-week program may be of interest to you.

Graduates will be granted certificates of achievement that will be a recognized standard for entry into the position of Family Justice Counsellor.

Minimum qualifications for program entry are:

- University graduation, preferably in a related discipline (e.g., social work, law, counselling psychology, sociology, psychology), and related experience; **or**
- Completion of two years at a recognized college or university in a related field, plus five years of varied experience working with families; **plus**
- Canadian citizenship or permanent resident status

Members of designated groups (women, visible minorities, and Aboriginal people) are encouraged to apply.

The program cost is \$1200.

For an information package, please call 604/528-5551.

Probation Officer – Adult/Youth

Are you interested in pursuing a challenging career in the community corrections field? If so, this intensive 12-week program may be of interest to you.

Graduates will be granted certificates of achievement that will be a recognized standard for entry into community program worker positions, such as Probation Officer.

Minimum qualifications for program entry are:

- University graduation, preferably in a related discipline (e.g., social work, criminology, sociology, psychology), and related experience; **or**
- Completion of two years at a recognized college or university in a related field, plus five years of varied experience as a corrections worker or work in a related field; **plus**
- Canadian citizenship or permanent resident status

Members of designated groups (women, visible minorities, and Aboriginal people) are encouraged to apply.

The program cost is \$1200.

For an information package, please call 604/528-5551.

Corrections Worker

The Corrections Academy is offering a five-week Employment Readiness Program for corrections workers. This unique program is for individuals interested in pursuing a career in the corrections, security, or public safety fields. The program will be offered to 24 carefully screened, qualified, and motivated applicants.

Minimum qualifications for application to the program are:

- Grade 12 graduation or G.E.D.
- Age 19 years or older
- Canadian citizenship or permanent resident status
- Valid driver's licence

The program cost is \$500.

Members of designated groups (women, visible minorities, and Aboriginal people) are encouraged to apply.

For an information package, please call 604/528-5552.

■ Courts Academy

Deputy Sheriff

The Deputy Sheriff Employment Readiness Program is a six-week pre-employment training course offered by the Courts Academy.

Graduates of this certificate program will be fully trained and ready to apply for Deputy Sheriff positions in court locations throughout the province.

Qualified men and women, including members of minority groups and First Nations people, are encouraged to apply.

For a Deputy Sheriff Employment Readiness information package, call the Courts Academy at 604/528-5567.

Fire Safety

Introduction to the Fire Service (#NC-01)

This course allows students to explore the possibility of a career in the fire service. Over a weekend, fire service professionals will present a topic of interest 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: 2½ days
Location: Justice Institute of B.C.
Date(s): Call the Fire Academy at 604/528-5657 for the dates of the next scheduled course.
Fee: \$150
Instructor(s): Instructors are leaders in their specific area of the fire service.

Introduction to the Fire Service: Field Exercises (#NC-04)

This course is the second phase of #NC-01. 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 (#NC-01).

Location: Safety Training Centre, Maple Ridge, B.C.
Date(s): A waiting list is maintained for this course. Call the Fire Academy at 604/528-5657.
Fee: \$250
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. This program will be of interest to organizations using both contract and in-house security services.

Training opportunities consist of the following:

- **Basic Private Security Training.** This course is 10 days long and consists of instruction in the areas of security theory, operations, and personal safety. The course is designed for individuals requiring entry-level training in the private security industry.
- **Campus Security Training Program.** This program consists of general training and specific courses for the campus environment.
- **Additional Training Modules.** Supervisory Training; Security Training Officer.

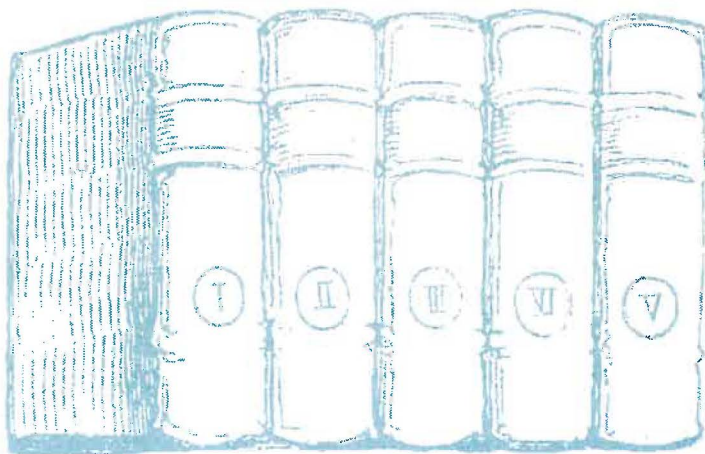
Security courses for specific security environments are available upon request. Specialized training courses include **Crime Prevention Through Environmental Design** and **Armoured Car Guard Training**.

In addition to developing and presenting general and specialized training, the Private Security Program can assist with training-related services, including Assessment Centres.

Specialized training programs are available for organizations with specific security training needs. Basic security programs, including weekend programs, are ongoing.

For more information, contact the Police Academy at 604/528-5753.

To register, call the Registration Office at 604/528-5590.



We seek continued partnerships with a wide range of organizations and agencies, and with other educators.

Professional Health Programs

The Paramedic Academy's Professional Health Programs offers courses for physicians, nurses, and pre-hospital care providers. The following courses are held at the Justice Institute or may be held in other communities on request. Instructors are physicians, nurses, and paramedics who currently practise in the emergency or critical care field throughout British Columbia. For more information, or to inquire about the possibility of courses in your area, contact Professional Health Programs at 604/528-5727, or fax 604/528-5715. Unless otherwise indicated, the courses listed below will be held at the Justice Institute and will be in session from 8:00 am to 5:00 pm.



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

This two-day course is intended for physicians, nurses, and pre-hospital care workers who are involved in the management of cardiac arrest. The two days are primarily small group practice sessions. Day 1 introduces the basic skill components to manage a cardiac arrest, and Day 2 is devoted to practice in cardiac arrest scenarios. Practice time is provided to enable participants to manage a cardiac arrest simulation and review cardiac dysrhythmias. Each participant will be given at least one opportunity to manage a cardiac arrest scenario. Pre-reading from the ACLS manual is required; allow at least eight hours to adequately prepare for this course. Successful completion is based on:

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

Length: Two days
Date(s): **January 20-21**
March 2-3
April 27-28
May 25-26
June 14-15
Fee: \$350

Advanced Cardiac Life Support Update (#PHP110)

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

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

Length: One day
Date(s): **February 13 & 15 (6:00 - 10:00 pm)**
May 14 & 16 (6:00 - 10:00 pm)
January 20
March 2
April 27
June 15
Fee: \$225

Pediatric Advanced Life Support (#PHP204)

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

1. Obtaining 84% correct on the written exam.
2. Demonstrating acceptable performance during simulated scenario stations for:
 - a. newborn resuscitation, cardiopulmonary arrest; and
 - b. respiratory failure and shock.
3. Attending all sessions.

Date(s): **March 8-9**
May 10-11
Fee: \$325

Cardiac Arrest Management (#PHP115)

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

Length: One day
Date(s): **January 12**
February 23
April 12
May 30
Fee: \$125
Instructor(s): S. Barabé, S. Stackhouse

Dysrhythmia Interpretation: Introductory/ACLS Prep (#PHP101)

An introductory program for health professionals who are not routinely responsible for interpreting cardiac rhythms. This one-day course develops participants' confidence in interpreting cardiac dysrhythmias and prepares them for dysrhythmia interpretation in an ACLS course. The day is a combination of lectures and small group work.

Length: One day
Date(s): **January 12**
February 22
April 11
May 29
Fee: \$125
Instructor(s): S. Barabé, S. Stackhouse

Basic Life Support (BLS or CPR) Instructor Update

A one-day program to update CPR/BLS instructors to the current Heart and Stroke Foundation guidelines. The program will review the latest scientific changes to BLS and provide opportunities for group discussion related to classroom management strategies. Prerequisite is registration as a current BLS instructor within Canada through the Heart and Stroke Foundation of Canada or through recognized training agencies, such as the Royal Life Support Society, Canadian Red Cross, St. John Ambulance, and Canadian Ski Patrol. Reference materials will be from the Heart and Stroke Foundation of Canada.

Length: One day
Date(s): **January 31**
April 16
Fee: \$125

Basic Life Support (BLS or CPR) Instructor

A two-day program for individuals with proficient BLS skills and knowledge related to cardiovascular disease and emergency cardiac care. The course is a series of lectures and practice sessions to develop your ability to present interactive and informative BLS classes. Heart and Stroke Foundation of Canada reference materials will be resources for the course. Upon satisfactory course completion, participants will be registered as Heart and Stroke Foundation BLS instructors.

Length: Two days
Date(s): **February 7-8**
April 23-24
Fee: \$225

Basic Trauma Life Support (BTLS) (#PHP202)

BTLS is a two-day program that focuses on the early recognition of critical trauma situations. This course is available in two different formats, basic and advanced. The basic program is appropriate for pre-hospital providers within the first aid and first responder area of practice. The advanced program is for physicians, nurses, and paramedics (EMA II and III), and incorporates practical sessions related to invasive procedures. Both courses incorporate short lectures and practice sessions that identify key concepts of early trauma recognition and management. A textbook is available for each course and is provided with tuition. (These courses do not license you to perform the skills taught in the course; that is the responsibility of your employer.)

Length: Two days
Date(s): **May 31 – June 1** (Basic)
February 16-17 (Advanced)
April 19-20 (Advanced)
Fee: \$200 (Basic)
\$325 (Advanced)

The courses listed above can be held outside the Lower Mainland. For more information, or to inquire about the possibility of courses in your area, contact Professional Health Programs at 604/528-5727.

First Line Trauma Management for Physicians

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

NEW**Demystifying the 12-Lead ECG in the Acute MI**

A one-day program for individuals with basic dysrhythmia interpretation skills, such as physicians, nurses, advanced paramedics, and cardiology technicians. In this workshop, you will rapidly develop the 12-lead ECG interpretation skills required for early diagnosis and treatment of acute myocardial infarction (AMI). A combination of theory and interactive practice will develop your ability to recognize the acute electrocardiographic changes in anterior, lateral, inferior, and posterior infarctions. You will both recognize and understand the significance of left bundle branch block in AMI. Working with case studies and ECG tracings, you will differentiate AMI from other causes of chest pain with abnormal ECG findings. In addition, your new skills will help you choose the optimal monitoring leads for detection of ischemic changes during thrombolytic therapy, and help you recognize reperfusion and reocclusion.

Length: One day
 Date(s): TBA
 Fee: TBA
 Instructor(s): Jocelyn Cooper, RN

Geriatric Mental Health Emergencies: An Update for Frontline Health Care Workers

This one-day workshop is for paramedics, police officers, emergency department nurses and physicians, community mental health workers, and public health nurses. The workshop will teach you:

- the myths surrounding aging
- the physiology of aging
- new and alternative ways of handling geriatric mental health patients (GMHEs)
- the latest views on treating these patients
- local resources to work with you to better manage these important members of our community
- clinical tips for recognizing elder abuse and suicide risk in the elderly

Length: One day
 Date(s): TBA
 Locations: TBA
 Fee: There is no fee if you are a serving paramedic or police officer, or if you currently work in an emergency department, mental health agency, or public health centre. (The fee is paid by the Continuing Care Division, Ministry of Health and Ministry Responsible for Seniors.)

To register and receive your pre-reading material, please contact the Paramedic Academy at 604/528-5726. To inquire regarding your eligibility to attend this workshop, please contact the project manager at 604/528-5718.

■ Courses Around B.C.**Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)**

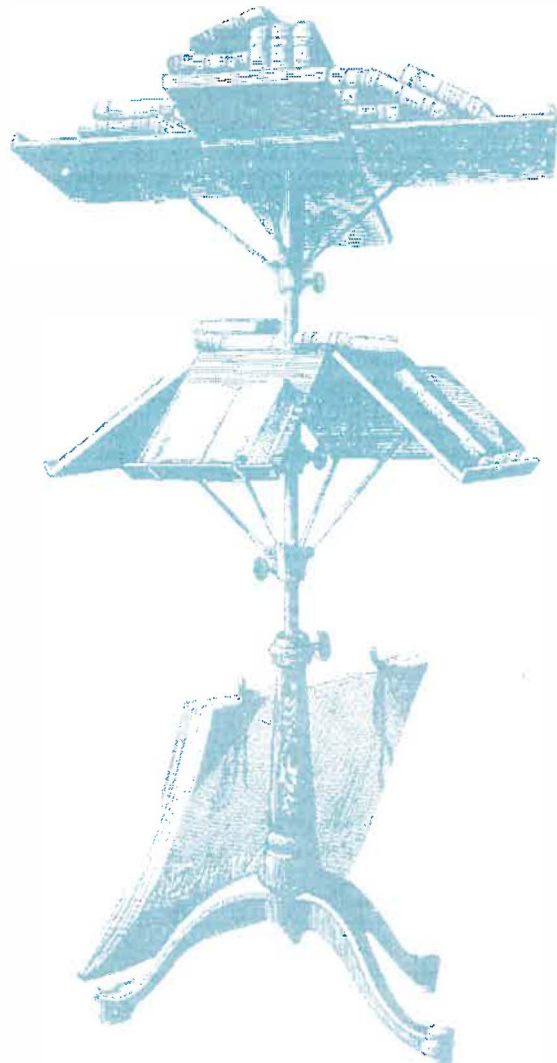
Revelstoke February 10-11

Advanced Cardiac Life Support Update (#PHP110)

White Rock March 31

Pediatric Advanced Life Support (#PHP204)

White Rock February 3-4



Course Listings by Title

Adult Survivor Option (#CSA105B)	12	Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117)	34
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Asserting Yourself Under Pressure (#CR702)	23	Developing Investigative Skills (#EP152)	39
Assessing and Treating Children with Sexual Behaviour Problems (#CSA156A)	14	Dynamics of Power in Dispute Resolution (#CR816)	24
Assessment Preparation: Mediation (#CR801) and Negotiation (#CR803)	28	Dysrhythmia Interpretation: Introductory/ACLS Prep (#PHP101)	58
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Basic Life Support (BLS or CPR) Instructor Update	58	Enhancing School Safety (#CP100)	38
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Basic Supervisory Program, Week 2 (#MGMT213A)	41	Excel Level II (#CORR424)	53
Basic Trauma Life Support (BTLS) (#PHP202)	58	Executing a Court Order (#EP159)	40
Building Bridges: Providing Intervention within a Multicultural Community Context (#EP202)	16	Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307)	42
Building Consensus (#CR733)	25	Expressive Play Therapy Methods with Children Who Have Suffered a Loss (#CY104D)	33
Building on Client Strengths (#EP196)	31	Facilitating for Results: Helping Groups to Succeed (#MGMT306)	42
Building on Family Strengths to Address Chronic Crisis (#EP205)	32	Facilitating Multi-Party Disputes (#CR805)	25
Cardiac Arrest Management (#PHP115)	58	Family-Based Treatment of Child Sexual Abuse (#CSA160)	13, 16
Caucusing in Mediation (#CR764)	27	Fire Safety at Work (#DE-02)	55
Child-Centred Play Therapy (#CY104A)	33	First Line Trauma Management for Physicians	58
Children and Youth Option (#CSA105A)	12	Front Line/Firing Line I: Handling the Angry Client (#SUP109)	8
Children Who Witness Violence (#CY111)	31	Front Line/Firing Line II: Handling Unique Challenges (#SUP109A)	8
Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)	43	Front Line Training for Residential Settings (#SUP119)	47
Coaching Job Readiness Skills (#SUP122)	47	Geriatric Mental Health Emergencies: An Update for Frontline Health Care Workers	59
Communications Planning (#MGMT314)	43	Grief and Bereavement (#EP155)	30
Comprehensive Family and Divorce Mediation (#CR824)	27	Group Dynamics (#CR804)	26
Conciliation: Mediating in Separate Meetings (#CR820)	27	Happy Ever After: The Post-Hiring Process (#MGMT301A)	43
CorelDraw (#CORR426)	53	Healing Relationships: A Family Systems Approach to Offender Treatment (#CSA158)	15
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Creating Positive Change Through Peer Groups (#CY182)	10	Individual Treatment of the Adult Survivor of Child Sexual Abuse (#CSA161)	13, 17
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Introduction to Windows (#CORR405)	52	Supporting Adult Survivors (#CSA134A)	13
Life Skills Training for Residential Settings (#SUP121)	48	Supporting Child and Youth Survivors (#CSA134)	13
Making Connections: Working Through Conflict with Youth (#CY185)	11	Supporting Children with Sexual Behaviour Problems (#CSA156)	13
Making It Hard to Say No – Negotiating with Difficult People (#CR767)	24	Technical Math (#DE05)	55
Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)	8	"The Best Interests of the Child": Children and the Mediation Process (#CR823)	26
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Management Development for Residential Settings, Level 2 (#MGMT218)	45, 48	The Impact of Child Sexual Abuse on Intimate Relationships (#CSA169)	14
Management Development for Residential Settings, Level 3 (#MGMT230)	45, 48	Together We Stand: Effective Team Building (#MGMT120)	43
Management Development for Residential Settings, Level 4 (#MGMT240)	46, 48	Towards World Change: Setting the Stage for Community Safety	17
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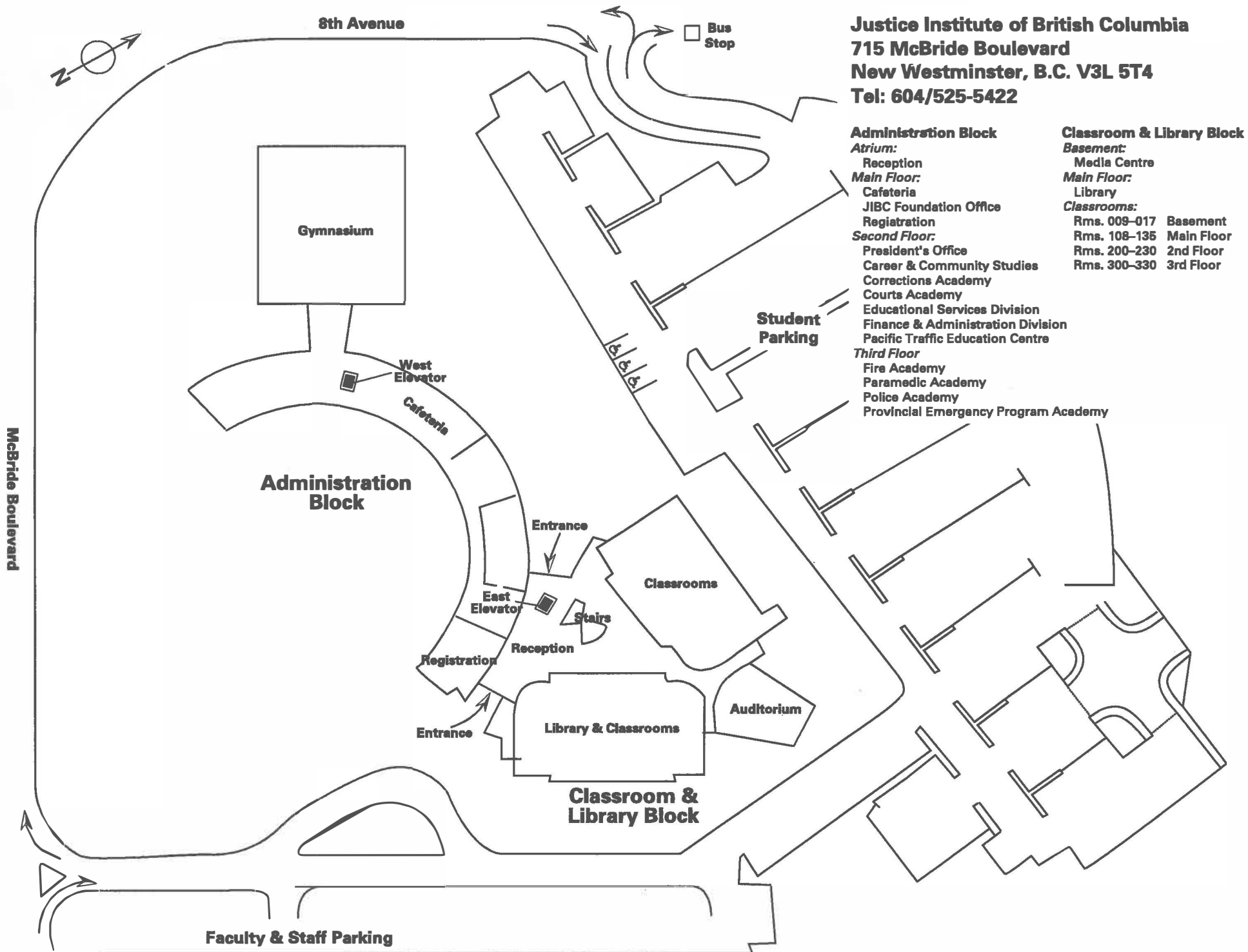
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The JI Foundation has been created to help support the work of the Justice Institute through:

- scholarships and bursaries
- endowments
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- additional JI library resources
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JIBC Foundation Office

Registration

Second Floor:

President's Office

Career & Community Studies

Corrections Academy

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Educational Services Division

Finance & Administration Division

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Fire Academy

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Main Floor:

Library

Classrooms:

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Rms. 108-135 Main Floor

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