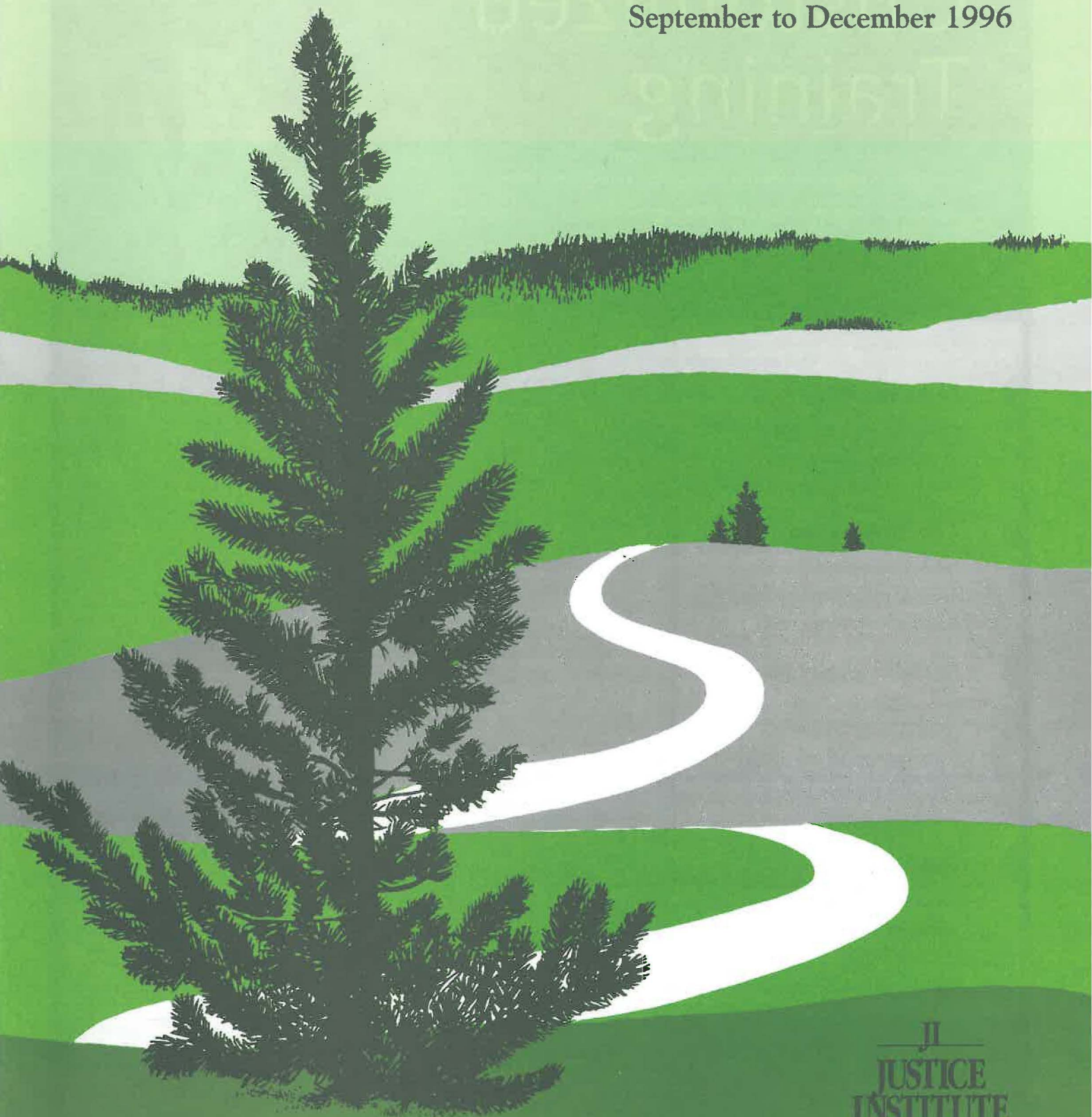


# Career and Community Studies

September to December 1996



JJ  
JUSTICE  
INSTITUTE  
OF B.C.

# Customized Training

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



## **Focus on Skills**

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

## **Custom Designed**

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

## **Multidisciplinary Team**

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

## **Flexibility**

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

## Areas of Expertise

### **Centre for Conflict Resolution**

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

### **Interdisciplinary Studies**

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

## We can help with your training needs.

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



# Contents

## Career and Community Studies Courses

Administrative/Support Staff .....	12
Child and Youth Care .....	13
Child Sexual Abuse .....	16
Community Safety and Crime Prevention .....	19
Conferences/Special Events .....	9
Conflict Resolution .....	21
Counselling .....	30
Family Issues .....	33
Expressive Therapies .....	32
Enforcement and Investigation .....	37
Management .....	38
Residential Care .....	42
Management Skills .....	42
Front Line/Supervisory Skills .....	44
TaxiHost .....	46
Trainer Development .....	48
Traumatic Stress .....	51
Trauma and Post-Traumatic Stress .....	52
Critical Incident Stress .....	53

## 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 begins on page 61.
3. For more information, call the contact person(s) identified at the beginning of each category.

## Other Justice Institute Courses

Computer (Corrections Academy) .....	56
Fire Safety (Fire Academy) .....	59
Private Security Training Program (Police Academy) .....	58
Professional Health Programs (Paramedic Academy) .....	60

## Information

Career and Community Studies Staff .....	6
Course Listings Begin .....	9
Course Listings by Title .....	61
General Information .....	7
How to Register for a Course .....	4
Map .....	inside back cover
What is the Justice Institute? .....	8

---

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. Please contact Graham Brown at 604/528-5634.

■

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

■

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

■

The next Career and Community Studies calendar, with courses beginning in January 1997, will be available in November 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  
TDD/TTY, 528-5655



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 *one week (7 days) prior* to the course date. *Refunds are subject to an administrative charge.*

### Transfers

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

### Substitutions

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

### NSF cheques

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

### Course cancellations

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

### Confirmation of registration

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

### Additional registrants

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

### Students with disabilities



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

### First Nations students

Our First Nations Advisor is available to provide information and offer support to First Nations students. You can get in touch with Renée Nyberg by contacting her at 604/528-5621 or by indicating on the Registration Form that you are of First Nations heritage.

## REGISTRATION FORM

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

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

If YES, Student Identity Number (if known):

--	--	--	--	--	--	--	--	--	--

The following is my: ☐ Work address ☐ Home address

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

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

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

ENCLOSED IS MY COURSE FEE PAYMENT BY:

☐ Cheque or money order

Name of Cardholder \_\_\_\_\_

☐ MasterCard

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Exp. 

--	--	--

☐ VISA

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

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  
Graham Brown,  
Supervisor of 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 Savidan, Program Assistant ..... 528-5611  
Cheryl Redding, Program Assistant ..... 528-5611

### Interdisciplinary Studies

Shelley Rivkin, 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  
Kate Grindlay, Program Assistant ..... 528-5573

### Workplace Skills, Enforcement, and Trainer Development

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  
Nenita Capili, Program Assistant ..... 528-5631

## Other Phone Numbers

Registration Office ..... 528-5590

General Inquiries ..... 525-5422

Renée Nyberg-Smith, First Nations Advisor ..... 528-5621  
Kate Grindlay, Program Assistant ..... 528-5573

Library ..... 528-5599

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

## 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 a video catalogue can be purchased for \$5. Photocopy charges are 20 cents a page. Faxes will be sent and received for a fee. 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 Education, Skills and Training, and is managed by a Board of Governors.

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

- **Career and Community Studies** provides courses in conflict resolution and interdisciplinary studies for experienced professionals and the public. Skills-based courses are designed to help practitioners keep pace with current developments in their profession. CCS also plays a leadership role in the identification and development of content on emerging issues in justice, public safety, and human services.
- **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.

## The Justice Institute of B.C. Foundation

The JI Foundation has been created to help support the work of the Justice Institute through:

- scholarships and bursaries
- endowments
- support for applied research projects
- additional JI library resources
- specialized equipment to enhance education and training

As a registered charity, the Foundation will provide a tax receipt for all gifts. A variety of forms of recognition for gifts from individuals and organizations are available.

*For more information, call 525-5422.*



# 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.*

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

For a course description, see page 17 in the Child Sexual Abuse category.

Length: One day  
Date(s): September 30  
Fee: \$25  
Instructor(s): Gail Dickson, LL.B.,  
LL.M., Phyllis Kenney,  
LL.B., and Maureen  
McEvoy, M.A.

NEW

## **Boundary Issues in Professional Relationships (#EP250)**

*Co-sponsored with the B.C. Association of Clinical Counsellors, the B.C. Association of Social Workers, and the Board of Registration for Social Workers*

The relationship between client and counselling professional is critical to providing effective treatment. However, it can present the counsellor with ethical dilemmas and potential conflicts of interest. If left unaddressed, these dilemmas can lead to boundary violations that may include inappropriate intimacy with clients. This course is for counsellors, social workers, Stopping the Violence counsellors, transition house workers, therapists, psychologists, and other mental health practitioners who are working therapeutically with clients. The course will focus on the challenges and hazards related to understanding, creating, and maintaining proper boundaries in professional counselling or helping relationships.

Participants will discuss ethical issues common to counselling, consider the elements of obtaining informed consent and revoking consent, and identify the limits of confidentiality in cases of possible suicide. Situations where the practitioner may have a duty to protect others ("duty to warn") will be explored. Key areas of contrast between personal and professional relationships will be identified, with emphasis on "dual" and overlapping relationships with clients. Guidelines for appropriate self-disclosure will be reviewed, and characteristics of unwise self-disclosure will be presented. Five common boundary violation precursors, which can lead to inappropriate intimacy with clients, will be presented.

Length: One day  
Date(s): October 24 (registration  
deadline: October 1)  
Time: 8:30 am – 4:30 pm  
Fee: \$75 for RSWs and members  
of BCACC or BCASW;  
\$110 general registration  
Instructor(s): Dr. Gary Schoener

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

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

Many non-Aboriginal practitioners providing counselling and support services in agency and private settings are working with First Nations survivors of generational trauma. Increasingly, these practitioners are recognizing that they require an understanding of the history of First Nations people and the impact that this history has had on present-day life on reserve and in urban settings. Without this awareness and cultural sensitivity, practitioners are not able to respond effectively to First



Nations survivors within their counselling and support mandates.

The job responsibilities of many First Nations service providers require them to respond to the needs of Aboriginal trauma survivors. However, the isolation of working in a rural community and the lack of access and opportunity to attend training have left some of these workers ill-equipped to respond effectively to their clients' needs. Increasingly, they are recognizing that they require specific training in traumatic stress theory and recovery to augment their existing skills.

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

A detailed conference brochure will be available in October 1996.

Length: Three days

Date(s): February 20-22, 1997

Fee: Early registration (before January 1): \$250; after January 1: \$300

### **Supporting Sexually Abused Children with Disabilities**

This one-day workshop for front line workers and sexual abuse counsellors will provide participants with an understanding of issues related to children and young people with disabilities and sexual abuse. The workshop will enable participants to understand disability issues, and the extent and nature of sexual abuse involving this population. Participants will have an opportunity to examine assumptions and biases regarding sexuality, explore risk factors and indicators, and consider communication approaches and case management strategies.

### **Assessing and Treating Sexually Abused Children with Disabilities**

This two-day workshop for experienced sexual abuse counsellors will enable participants to gain understanding and develop new skills in the areas of assessment and treatment of sexually abused children with disabilities. Content will cover assessment issues and strategies. Throughout the two days, participants will have an opportunity to develop and apply selected strategies through the use of case studies and skill practice sessions.

The development of these two workshops – *Supporting Sexually Abused Children with Disabilities* and *Assessing and Treating Sexually Abused Children with Disabilities* – was funded by the Sexual Abuse Interventions Program of the Ministry of Health for the Sunny Hill Health Centre for Children Sexual Health Resource Network. If you are interested in bringing these workshops to your agency or community, please contact the Sexual Health Resource Network at 604/436-6535.

### **Instructors**

Dr. Gary Schoener is a Licensed Psychologist and executive director of the Walk-In Counselling Center in Minneapolis. He is a member of the American Psychological Association's Task Force on Sexual Impropriety and its Advisory Committee on Impaired Psychologists. He is internationally known for his work on professional boundary issues, and has presented courses for the American Association of State Social Work Certification Boards, the Psychologists Association of Alberta and B.C., Continuing Medical Education at the University of Calgary, and the College of Chiropractors of Alberta.



# Charting New Waters Violence Against Women with Disabilities

## Video and Facilitator's Guide

Interdisciplinary Studies and the Instructional Media Development Centre have produced this new 35-minute video and facilitator's guide to raise awareness of the barriers women with disabilities face when they try to end the violence in their lives. Through the voices of disability advocates, this video offers ways for police, Crown counsel, victim services, and other front line workers to support women with disabilities and overcome the barriers.

The package consists of:

- a 35-minute open-captioned video that combines interviews with disability activists and criminal justice personnel with three dramatic vignettes portraying women with disabilities who have experienced or are currently experiencing violence in their lives
- a facilitator's guide to a six-hour interdisciplinary workshop, which includes a sample lesson plan, content notes, participant handouts, and suggested readings

This project was funded through the Family Violence Prevention Division of Health Canada.

The cost of the complete package for non-profit and community organizations is \$65. The cost is \$75 for libraries and educational institutions in B.C.

*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 Charting New Waters Video and Facilitator's Guide

Date \_\_\_\_\_

Name \_\_\_\_\_

Company/Agency \_\_\_\_\_

Mailing Address \_\_\_\_\_  
\_\_\_\_\_

Phone/Fax \_\_\_\_\_

Price for non-profit and community organizations: **\$65**

Price for libraries and educational institutions: **\$75**

Prices include GST, shipping, and handling. You get a video and a facilitator's guide.

Please send orders to:

Justice Institute of B.C.  
715 McBride Boulevard  
New Westminster, B.C. V3L 5T4

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

### WARNING

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



# 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 a booklet containing further details, 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): October 1-2  
November 25-26  
Fee: \$175  
Instructor(s): A consultant with Ryane Consulting Inc.

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

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

Length: One day  
Date(s): October 23  
December 9  
Fee: \$100  
Instructor(s): Sheila MacCallum

### NEW

## Success Skills for Support Staff (#SUP145)

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

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

### NEW

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

This new one-day course is for the 90% of Canadian parents who say they experience tension in balancing work and family responsibilities. Participants will examine practical strategies to manage more effectively at work and at home, and will leave with a personal action plan to help satisfy the demands of their work and family life.

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

## Instructors

Karen Harrison is a human-resource consultant specializing in training and professional development. Over the past 16 years, she has presented courses for support staff in small and large businesses, government, and non-profit organizations.

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

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

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

# Child and Youth Care Programs

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

## Working with Youth in Community Settings

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 within the context of systems, and practical methods for self-care.

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

## Qualifications

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

## Applications

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

## Fees

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

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

Length: Four days  
Date(s): September 10-13

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

Length: Four days  
Date(s): October 15-18

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

Length: Four days  
Date(s): October 7-10

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

Length: Four days  
Date(s): November 26-29

Parts 3 and 4 (#CY171) will be offered in the January term.

## Electives

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

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):

October 30-31

Fee:

\$185

Instructor(s): Thom Garfat, Ph.D. (Child and Youth Care)

NEW

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

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

Length:

Two days

Date(s):

November 4-5

Fee:

\$185

Instructor(s): Thom Garfat, Ph.D. (Child and Youth Care)

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

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

Length:

Two days

Date(s):

December 2-3

Fee:

\$165

Instructor(s): Debbie Verkerk and Lenox Neher

### 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.

Length:

Six days (2 sessions of 3 days each)

Date(s):

November 13-15 (first session); December 11-13 (second session)

Fee:

\$495

Instructor(s): Mario Govorchin

Coach(es): Pamela Theriault



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

For a course description, see page 31 in the Counselling category.

Length: Two days  
Date(s): November 22-23  
Fee: \$175

Instructor(s): Natalie Clark, M.S.W., and Lynn Redenbach, R.P.N.

## Instructors

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

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

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

Lenox Neher is a special care contractor with the Ministry of Social Services.

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

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

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

## 26th Annual Child and Youth Care Association of B.C. Child and Youth Care Conference

### Working Together

This year's conference will be held jointly with Alcohol and Drug Programs at Silverstar Mountain in Vernon, B.C.

For further information and a brochure, contact Mandy Rollins. Phone:

205/763-2977 or Fax: 205/736-6060

(Vernon, B.C.). Note: The area code will change from 604 to 250 starting October 1996.



# 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): TBA  
Fee: \$735

### Adult Survivor Option (#CSA105B)

Length: 12 days  
Date(s): February 24-28; March 3-7 & 10-11, 1997  
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.

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

Length: 10 days  
Date(s): June 9-13 & 16-20, 1997  
(10 consecutive weekdays)  
Fee: \$750

### Advanced Adult Survivor Option (#CSA130A)

Length: 10 days  
Date(s): TBA  
Fee: \$750

Instructors include: Cheryl Bell-Gadsby, M.A.; 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.; Brenda Rudko, M.A., ABS; Lisa Shatzky, M.S.W.; Pam Sleeth, M.A.; Heather Whiteford, M.S.W.; Maggie Ziegler, M.A.

## Child Sexual Abuse Support Worker Training Programs

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

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

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

Length: Six days  
Date(s): TBA  
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 practice 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): November 7-9 & 14-16  
Fee: \$325

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

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

Length: One day  
Date(s): September 30  
Fee: \$25  
Instructor(s): Gail Dickson, LL.B., LL.M., Phyllis Kenney, LL.B., and Maureen McEvoy, M.A.

#### **NEW**

### **Adult Survivors of Sexual Abuse Who Disclose Sexually Offending: Therapeutic Issues in the Victim- Victimizer Context (#CSA180)**

The relationship between the survivor and the practitioner is critical to providing effective treatment. Practitioners providing sexual abuse counselling in agency and private practice settings find themselves and their relationship with their clients challenged when clients disclose that they have sexually offended. This disclosure invariably elicits strong feelings on both sides. Transference and counter-transference responses often include feelings of fear, rage, and distrust. This one-day workshop is for counsellors, therapists, social workers, and other practitioners working in a therapeutic context. Participants will examine the impact of the beliefs, attitudes, and values of the practitioner and society about sexual abuse and sexual offending, and consider how these attitudes and values may impede or enhance the therapeutic relationship. Through lecturette, small-group work, and structured exercises, participants will define intervention strategies and develop skills to address the therapeutic themes while ensuring legal safety for the victims. The legal issues inherent in a disclosure of sexual offending will be discussed, and the practitioner's responsibility for reporting and liability in such situations will be noted. The necessity of practitioner self-care, in the context of vicarious traumatization, will be highlighted.

Length: One day  
Date(s): October 25  
Fee: \$95  
Instructor(s): Mimi Dent, M.S.W., R.S.W., and Eileen McWade, M.A. (Counselling)

#### **NEW**

### **Working with the Physiology of Trauma (#EP240)**

For a course description, see page 52 in the Trauma and Post-Traumatic Stress section.

Length: One day  
Date(s): October 26  
Fee: \$95  
Instructor(s): Beth Trotter, M.A.

#### **NEW**

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

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

Recurring exposure to the brutality and the consequences of interpersonal violence forces practitioners' eyes open and challenges their perceptions of the world. This increased awareness of the reality of this brutality is often accompanied by a contraction of the heart. As front line workers and practitioners become overwhelmed by what they see and by the stories their clients tell, they may begin to bury their own pain and despair. The belief that they can survive only within a closed and protected heart keeps practitioners distant from the power of open-heartedness and limits their effectiveness as helpers.

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

own pain and despair to a place of connectedness and an open heart.

Length: One day  
Date(s): October 29  
Location: VanDusen Botanical Gardens, 5251 Oak Street, Vancouver, B.C.  
Fee: \$95  
Instructor(s): Maggie Ziegler, M.A.

**NEW**

**Integrating Energetic Bodywork into a Trauma Counselling Process (#EP232)**

For a course description, see page 52 in the Trauma and Post-Traumatic Stress section.

Length: Two days  
Date(s): November 6-7  
Location: St. Paul's Hospital, 1081 Burrard Street, Providence Wing - Level 1, Conference Room 6  
Fee: \$225  
Instructor(s): Cheryl Bell-Gadsby, M.A., R.C.C., and Karen Petty, R.N., M.A.

**NEW**

**Working with Shocking Client Material in the Therapeutic or Supportive Context (#EP238)**

For a course description, see page 52 in the Trauma and Post-Traumatic Stress section.

Length: One day  
Date(s): December 5  
Fee: \$95  
Instructor(s): Monica Franz, DVATI

## Instructors

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.

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

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

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

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.

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.



# Community Safety and Crime Prevention

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

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

## Enhancing School Safety (#CP100)

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

Length: One day  
Date(s): October 18  
November 28  
Fee: \$125  
Instructor(s): Mark LaLonde

## Enhancing Elementary School Safety (#CP200)

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

Length: One day  
Date(s): October 18  
Fee: \$125  
Instructor(s): Lisa Pedrini

NEW

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

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

Length: One day  
Date(s): November 8  
Fee: \$125  
Instructor(s): Lisa Pedrini



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

Increasingly, both employers and employees are searching for ways to make the workplace safe from violence and the threat of violence. Recent regulations enacted by the Workers' Compensation Board relating to workplace violence have brought this issue to the fore. Using a violence-free workplace model, participants will learn skills and tools for assessing the current threat of workplace violence, developing strategies for complying with the WCB regulations, and reducing or removing threats. Participants will work through a process that includes designing and completing a risk assessment survey that can be adapted to their own workplace; developing appropriate plans for responding to, reporting, and documenting incidents; and using data collected from staff to develop relevant staff training. Participants will also look at ways to arrange their 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): October 1-2  
November 14-15  
Fee: \$250  
Instructor(s): TBA

### NEW

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

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

anyone responsible for workplace human rights.

Length: Two days  
Date(s): October 21-22  
Fee: \$220  
Instructor(s): Susan O'Donnell

### NEW

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

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

Length: Two days  
Date(s): November 4-5  
Fee: \$220  
Instructor(s): Allan Parker

## Instructors

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

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

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

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





# 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.

## The Centre for Conflict Resolution Training at the Justice Institute

At the Centre for Conflict Resolution Training, we are dedicated to providing quality instructional services in interest-based conflict resolution to assist individuals, organizations, and communities to resolve differences and build harmonious relationships. 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. High-calibre instructors, a supportive environment, skills and concepts that are practical in work and personal life, a solid theoretical framework, high program standards, opportunities to practice skills with feedback, and availability of programs in various communities are key components in the Centre's success.

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 field of dispute resolution.

Our instructors are dispute resolution specialists trained in the principles of adult education who bring experience and skills from the fields of business, education, law, counselling, and human

relations. Our instructional team also includes skill coaches with extensive training in conflict resolution who provide guidance and feedback in practice sessions. Many of our instructors and coaches are also mediation practitioners. Together they are committed to providing the best possible learning experience for participants.

The Centre offers a wide variety of courses that can be taken individually, provided that course prerequisite(s) are met, or applied to a **Certificate in Conflict Resolution**. While the Certificate in Conflict Resolution does not qualify an individual to practice mediation, it does provide an excellent base of skills for specialized areas of practice.

Periodically throughout the term, we will be offering **career orientation sessions** to help students plan their course work and to provide additional information about the dispute resolution field.

Courses are offered at the Justice Institute campus and are also 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.

## The Conflict Resolution Certificate Program

The Conflict Resolution Certificate Program comprises a total of 210 hours of training made up of five required core courses totalling 119 hours and 91 hours of electives. (The 210 hours are based on full attendance at all courses.) The core courses focus on interpersonal conflict resolution, dealing with anger and resistance, negotiation (Levels I and II), 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 a competency-based assessment in conflict resolution/negotiation. A mediation assessment is optional.

## Admission to the Program

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

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

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

## Information for Participants

**Dress code:** Informal.

**Core course format:** All core courses provide a theoretical framework and emphasize skill development. Course learning objectives are achieved through instructor presentations and demonstrations, large- and small-group exercises, discussions, and structured practice



sessions. The last day of each core course consists of small-group videotaped roleplay sessions facilitated by trained coaches. Students are encouraged to bring a VHS videotape to record their simulations.

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

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

## 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.**

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

We are offering on a contract basis a six-week program (held one week a month over six months) 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 and is adapted to fit the needs of the community. First Nations trainers and coaches are used whenever possible to assist in the delivery of the training. **If you or your Band or Tribal Council are interested in receiving more information on this program, you can contact Marg Huber, Program Director, at 604/528-5613, or Clifford White, First Nations Negotiations Training Consultant, at 604/929-3455.**

## Co-sponsored Out-of-Town Courses

Some courses in the Conflict Resolution Certificate Program are run together with 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 co-sponsoring organizations 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.**

### Vancouver Island

Camosun College, VICTORIA  
Information: 370-3854  
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: 830-2300

### Okanagan/Kootenays

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

### Cariboo/Northern B.C.

Northwest Community College,  
TERRACE  
Information: 638-5452

College of New Caledonia,  
PRINCE GEORGE  
Information: 563-9588  
Registration: 561-5846



# 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 practice 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 workplace conflict situations. 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 must be taken for the Certificate Program.

## 4. Advanced Electives

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

## 5. Mediation Skills Level II (#CR400)

This course is optional for those wishing to complete their Certificate in Conflict Resolution. It will, however, be considered a prerequisite to advanced training in mediation.

## 6. Negotiation Skills Level II (#CR600)

It is recommended that this course 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 assessment, and can use this

Level II course to get a sense of your present skill level.

## 7. 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.

## 8. Mediation Skills Assessment (#CR499)

This assessment is for those who would like additional experience as well as feedback on their mediation work. It is not a requirement for advanced courses in mediation.

## 9. Negotiation 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, conflict theory, defensiveness, and the role of assumptions and emotions. It will include specific concepts and skills useful in resolving interpersonal conflicts. Emphasis is on increasing self-awareness and skill development through structured

exercises and simulations. Videotape will be used on the final day. This course is a prerequisite for all other core courses.

Length: Three days (21 hours)

Date(s): September 23-25, Nym Hughes  
October 2-4, Gary Harper; co-sponsored with Surrey/White Rock Mediation Services Society, at Surrey Conference Centre, 9260 - 140 Street, Surrey  
October 15-17, Wendy Hilliard  
October 19 & 26, November 2, Gary Harper  
October 29-31, Nancy McPhee  
November 12-14, Kelly Henderson  
December 10-12, Joan Balmer

Fee: \$295

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

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

Length: Three days (21 hours)

Date(s): September 18-20, Kelly Henderson  
October 8-10, Michael Raynolds  
October 17-19, Nym Hughes  
November 6-8, Deborah White  
November 16, 23, 30, Nym Hughes  
November 20-22, Ron Monk  
November 27-29, Michael Raynolds  
December 5-7, Deborah White

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):** October 2-4, Joan Balmer  
October 21-23, Elizabeth Azmier-Stewart  
November 5-7, Joan Balmer  
November 19-21, Michael Fogel  
December 4-6, Stacey Holloway  
**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):** October 1-3, Stacey Holloway  
October 23-25, Deborah White; co-sponsored with Surrey/White Rock Mediation Services Society, at Surrey Conference Centre, 9260 - 140 Street, Surrey  
October 28-30, Kelly Henderson  
November 14-16, Elizabeth Azmier-Stewart  
November 25-27, Karen Haddigan  
**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. This course is a prerequisite for further training in mediation. Videotape will be used on the final day. **Prerequisite(s):** #CR100 or #CR763, #CR200, #CR300, #CR500.

**Length:** Five days (35 hours)  
**Date(s):** October 7-11, Ron Monk  
November 4-8, Stacey Holloway  
December 5-6, 9-11, 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):** September 23-25, Karen Haddigan  
October 24-26, Mario Govorchin  
November 4-6, Michael Raynolds  
November 18-20, Deborah White  
November 27-29, 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):** September 30 - October 4, Dale Zaiser  
October 28 - November 1, Karen Haddigan  
November 27-29, December 2-3, 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): September 21 & 28, Gary Harper  
October 10-11, Elizabeth Azmier-Stewart  
October 24-25, Jill Schroder  
November 12-13, Nancy McPhee  
December 12-13, Jill Schroder  
Fee: \$220



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

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

Length: Two days (14 hours)  
Date(s): September 16-17, Deborah White  
September 27-28, Nancy McPhee  
October 7-8, Mario Govorchin  
November 7-8, Kelly Henderson  
November 18-19, Wendy Hilliard  
December 2-3, Wendy Hilliard  
Fee: \$220

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

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

Length: Two days (14 hours)  
Date(s): September 19-20  
Fee: \$220  
Instructor(s): Deborah White

NEW

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

This course examines cultural differences in communication and their impact in conflict situations. The goal is to learn ways to prevent intercultural conflict from occurring through miscommunication. We will explore attitudes, behaviours, triggers, frameworks, and verbal and non-verbal messages as they relate to culture. Through structured exercises, discussion, and role plays, participants will have opportunities to increase flexibility in the use of communication skills and develop a greater awareness of the role of culture in conflict. This course will help participants increase their intercultural communication skills and build respectful relationships with people of other cultures. **Prerequisite(s):** #CR100 or #CR763.

Length: Two days (14 hours)  
Date(s): October 3-4  
Fee: \$220  
Instructor(s): Ed Eduljee, director of Multiculturalism B.C., and Marilou Carrillo, facilitator, educator, and mediator in private practice

### 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): November 14-15  
Fee: \$220  
Instructor(s): Arthur Ridgeway



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

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

Length: Two days (14 hours)  
Date(s): November 21-22  
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): October 15-16  
November 12-13  
Fee: \$220  
Instructor(s): Arthur Ridgeway

## **NEW**

## **Voices and Spaces: Intercultural Conflict Resolution (#CR831)**

We all have stories of how conflict has affected our lives and the varied ways we have chosen to deal or not to deal with it. These ways are shaped by the cultures to which we belong. This course is based on the principle that understanding the total context of a person in a conflict situation is as important as understanding "the issues." The goal of the course is to create a space where voices that tell of conflict can be heard in a spirit of shared learning. We will examine concepts of power and empathy, and together develop strategies and skills to increase our resourcefulness in conflict situations. Our focus will be on ethnicity and colour.

Length: Two days (14 hours)  
Date(s): October 30-31  
Location: Italian Cultural Centre,  
3075 Slocan Street,  
Vancouver, B.C.  
Fee: \$100  
Instructor(s): Marilou Carrillo, Ed  
Edujee, Marg Huber,  
Sondra Marshall, Jeannette  
Matson

## **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): November 25-26  
Fee: \$220  
Instructor(s): Jeanette Matson, Charles  
Boehm-Hill

## **Electives for Working with Groups and Organizations**

### **Building Consensus (#CR733)**

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

Length: Two days (14 hours)  
Date(s): October 17-18  
Fee: \$220  
Instructor(s): Arthur Ridgeway

### **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): December 3-4  
Fee: \$220  
Instructor(s): Karen Haddigan

### **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): October 8-9  
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 column 3 on this page.

## **Mediation Electives**

### **Comprehensive Family and Divorce Mediation (#CR824)**

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

Length: Three days (21 hours)  
Date(s): November 25-27  
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.

### **Mediating and Consulting with Work Teams (#CR825)**

For a course description, see column 1 on this page.

### **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): December 9-10  
Fee: \$220  
Instructor(s): Ed Jackson, CGA, family mediator and trainer in private practice.

#### **NEW**

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

For a course description and dates, see page 20.

#### **NEW**

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

For a course description and dates, see page 20.

### **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): November 14-15  
Fee: \$220  
Instructor(s): Deborah White, Duncan Stewart



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

What factors do you need to consider in helping couples develop a parenting plan for their children? This introductory course is for mediators, counsellors, social workers, community mental health workers, child care workers, probation officers, police, and the general public. It will provide information about family law issues related to separation and divorce. Participants will learn how the courts define legal terms such as *custody*, *access*, *guardianship*, and *maintenance*. They will become familiar with the various components of the family justice system and the options open to family justice clients. Family law legislation affecting separating couples will be discussed, and resources that are helpful to these couples and their children will be reviewed. The course does not include a discussion of matters relating to division of property.

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

Length: Three days (21 hours)  
Date(s): October 28-30  
Fee: \$275  
Instructor(s): Carole McKnight, Family Trainer, Family Justice Counsellor Training Program, Corrections Academy

## Mediation Practice Drop-in

The purpose of this series of evening sessions is to provide an inexpensive and effective way for those who have taken basic training in mediation to practice their skills in a lightly structured session. (You need to have taken only Mediation Skills Level I (#CR300) to participate in these sessions.) The evening will be facilitated by two experienced mediators/coaches, and a variety of scenarios will be available for practice.

This pilot project is sponsored by the Mediation Development Association of B.C., the Justice Institute of B.C., Continuing Legal Education, UBC Faculty of Law, UBC School of Social Work, Vancouver Family Law Section (Canadian Bar Association), and Vancouver ADR Section (Canadian Bar Association).

Date(s): September 30  
October 28  
November 25  
Location: Law Society of B.C., 845 Cambie Street, Vancouver, B.C.  
Time: 5:00 – 7:00 pm  
Fee: \$10 per evening (to cover costs)

Registration at the door. For more information, please contact Mary Kingston at 604/893-2116. We would like to express our appreciation to the Law Society of B.C. for allowing us to use their premises.

## 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 count 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 as well as review from videotape. Script analysis reveals ineffective response patterns and micro-skill competency gaps, and gives insight into other possible intervention strategies. Through extended role play, participants will have the opportunity to simulate the assessment experience and reach closure on at least one issue. There are approximately two hours of scripting homework to be done outside of class. Students will require access to a VCR or audio tape deck for this homework. Students for whom scripting is not possible will analyze their work directly from the videotape and roleplayer feedback. Please bring your own audio/videotape on day 1 of the course. 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. **Prerequisite(s):** Completion of the relevant Level II course.

Length: Two days (7 hours)  
Date(s): Mediation Assessment Preparation (#CR801)  
October 23-24, Jim Toogood  
Negotiation Assessment Preparation (#CR803)  
October 17-18, Jim Toogood  
November 18-19, Jim Toogood  
Fee: \$175





# Conflict Resolution Assessments

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

The Conflict Resolution Certificate Program includes two skills assessments, one in mediation (optional) and one in conflict resolution/negotiation. Assessments consist of a one-hour videotaped roleplay simulation, with a coach(es) acting as the roleplayer(s) and the student as the skilled negotiator or mediator. The coach(es) plus a designated assessor make up the assessment team. It is strongly recommended that you take 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):      October 28 – November 8  
                     November 25 – December 11

Fee:            \$165 per assessment

Instructor(s): Centre for Conflict Resolution Training instructors

Note: Assessment registration deadlines are as follows:

- For the October/November assessments: October 11
- For the November/December assessments: November 8

We cannot make exceptions for requests after these dates.

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

## Instructors

Elizabeth Azmier-Stewart, mediator and trainer in private practice  
Joan Balmer, M.A., consultant, Ryane Consulting Inc.  
Charles Boehm-Hill, M.Ed., M.A., trainer and consultant, Leader of NCBI Victoria Interim Chapter  
Sally Campbell, J.D., lawyer, mediator, and trainer in private practice  
Michael Fogel, LL.B., J.D., M.Ed. (Counselling Psychology), mediator, facilitator, and adult educator/trainer in private practice, specializing in commercial and family disputes, organizational conflict, and change  
Mario Govorchin, trainer, organizational development consultant, and mediator in private practice  
Karen Haddigan, B.Sc. (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, R.N., B.Sc.N., M.Ed., mediator in private practice with extensive experience in the health care industry  
Wendy Hilliard, B.Ed., LL.B., teacher, mediator, and trainer in private practice  
Stacey Holloway, consultant, mediator, and trainer in private practice, specializing in education, health, and organizational disputes  
Nym Hughes, facilitator and mediator in private practice, and trainer in adult special education  
Jeannette Matson, M.S.W., trainer and consultant, Director of NCBI B.C. Chapter  
Nancy McPhee, consultant and trainer in private practice  
Ron Monk, trainer and mediator in private practice  
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

Duncan Stewart, M.Ed., Ph.D., mediator, trainer, and consultant in organizational workplace settings  
Jim Toogood, mediator, arbitrator, and trainer in private practice  
Deborah White, M.A., ABS, organizational development consultant and trainer in private practice  
Dale Zaiser, M.A., ABS, mediator, trainer, and organizational development consultant  
Other resource people with complementary expertise and specializations are also involved.

## Coaches

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

**Watch for our First Nations Negotiation Skills Certificate Program commencing January 1997. Open registration for the program on an individual basis will be available to First Nations participants. For information, please call us at 528-5610.**



# 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.

## **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): October 24-25  
Fee: \$175  
Instructor(s): Kathryn Templeton, M.Sc., M.Ed., R.C.C., and Jamie Powers, M.Ed., M.A., R.C.C.

## **Suicide Assessment and Intervention (#EP126)**

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

Length: Two days  
Date(s): October 30-31  
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): November 18-19  
Fee: \$175  
Instructor(s): Linda Rosenfeld, B.S.W., and Elizabeth Fortes, M.A.

**NEW**

## **Working with Complicated Grief (#EP244)**

Grief is a natural, healthy response to a significant loss. Although it is painful, most people are able to move through the bereavement process to a resolution of the loss. Some people have more difficulty integrating the loss into their lives, particularly the death of a significant person or a traumatic death. Their grieving, and consequently their mourning process, becomes complicated, resulting in severe emotional distress and significant disruption in functioning. This workshop is for counsellors, therapists, and other mental health practitioners who are working therapeutically with clients. Participants will consider the precipitating factors that complicate grieving, and examine descriptive guidelines for its various manifestations, including chronic, delayed, exaggerated, and masked presentations. The difference between complicated grief, pathological grief, and high grief response will be highlighted, and assessment criteria for each manifestation will be identified. Treatment options and interventions will be explored, and counter-transference issues will be addressed. Participants are asked to bring examples and clinical concerns from their own practice.

Length: One day  
Date(s): November 21  
Fee: \$95  
Instructor(s): Virginia Walford, Ph.D.



## NEW

**Exploring Alternative Therapies (#EP234)**

This introductory course is for practitioners interested in obtaining a better understanding of the array of alternative therapeutic approaches that are available within the holistic professional community. A model of holistic therapy will be presented, with emphasis on the integration of mind, body, emotions, and spirit. Recent findings in the field of psychoneuroimmunology will be presented as a basis for supporting more integrated approaches to counselling and psychotherapy. Participants will get an overview of some of the more widely accepted approaches in the fields of alternative health care systems, body-centred psychotherapies, and psycho-spiritual practice. Guidelines for determining the efficacy of various approaches and their usefulness for addressing specific client populations and client needs will be discussed. A framework for incorporating these approaches into a client's treatment plan, with consideration of appropriateness, timing, evaluation, and coordination with other aspects of client care, will be offered.

Length: Two days  
 Date(s): November 1-2  
 Location: Jericho Hill Centre,  
 4196 West 4th Avenue,  
 Vancouver, B.C.  
 Fee: \$175  
 Instructor(s): Joe Solanto, Ph.D.

## NEW

**Using Art and Creativity to Work with Eating-Disordered Clients (#EP236)**

For a course description, see page 32 in the Expressive Therapies section.

Length: Two days  
 Date(s): November 8-9  
 Fee: \$175  
 Instructor(s): Monica Franz, DVATI

## NEW

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

Adolescence is usually considered a crisis point in development. As many researchers have noted, adolescent girls frequently experience decreased self-esteem, poor body image, depression, and increased suicidal thoughts and gestures. Counsellors and support workers are in a unique position to support these young women through the developmental challenges by engaging them in a relationship that validates and accepts their stories and experiences. Each supportive relationship has the potential to encourage the expression of a young woman's sense of self and to connect her with her unique strengths and values. This workshop is for counsellors, youth workers, and support practitioners who are working supportively or therapeutically with young women. Participants will review current theories of female adolescent development, including the impact of cultural and societal constructs of femininity, and apply these theories to their day-to-day interactions with adolescent girls. The multiple issues that face adolescent females will be considered, and the process of establishing an effective supportive relationship with adolescent females will be examined. The course will provide an opportunity to explore relational tools to facilitate a young woman's exploration of self, and will highlight creative interventions for addressing the developmental issues and crises.

This course may be taken as an elective in the Working with Youth in Community Settings Certificate Program.

Length: Two days  
 Date(s): November 22-23  
 Fee: \$175  
 Instructor(s): Natalie Clark, M.S.W., and  
 Lynn Redenbach, R.P.N.

**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): November 26-27  
 Location: Jericho Hill Centre,  
 4196 West 4th Avenue,  
 Vancouver, B.C.  
 Fee: \$165  
 Instructor(s): Elaine Stoll, B.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): December 3-4  
Location: Jericho Hill Centre,  
4196 West 4th Avenue,  
Vancouver, B.C.  
Fee: \$175  
Instructor(s): Joe Solanto, Ph.D.

## Expressive Therapies

NEW

### Using Art and Creativity to Work with Eating-Disordered Clients (#EP236)

One of the most purposive values of using art and creativity in working therapeutically with eating-disordered clients is that by providing an opportunity to engage with the art materials as a central feature of the therapeutic process, the client's experience of therapy shifts from that of passive consumer to that of active participant in her/his own recovery and healing. Because a prevalent theme among people with eating disorders is a perception of profound powerlessness, simply engaging in art making and creative expression provides significant potential for self-empowerment.

This workshop is for counsellors, therapists, psychiatric nurses, and other mental health practitioners who are working therapeutically with eating-disordered clients. Participants will explore the purpose and metaphoric nature of the process of art making and creativity in therapy, and examine the concept of anorexia and bulimia as extended metaphors of the client's eating behaviours and internal life experiences. The workshop will provide an opportunity for participants to explore their personal and professional responses, biases, projections, and counter-transference issues in order to better understand some of the underlying personal meanings evoked by working with eating-disordered clients. The nature of socialization with respect to body image, heterosexualization, and the cultural constructs of physical beauty will be discussed, and the impact of these internalizations on the practitioner's creation of a therapeutic alliance with eating-disordered clients will be considered. A slide presentation will illustrate the therapeutic art processes, metaphoric themes, and treatment issues specific to clients with anorexia and bulimia. There will be an opportunity for participants to experience the art materials and art-making process.

Length: Two days  
Date(s): November 8-9  
Fee: \$175  
Instructor(s): Monica Franz, DVATI

### 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): October 4-5  
Location: Italian Cultural Centre,  
3075 Slocan Street,  
Vancouver, B.C.  
Fee: \$185  
Instructor(s): Marie Jose-Dhaese, Ph.D.,  
ATR, CET, RPT-S

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

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

Length: Two days  
Date(s): November 15-16  
Location: Italian Cultural Centre,  
3075 Slocan Street,  
Vancouver, B.C.  
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): December 6-7  
Location: Italian Cultural Centre,  
3075 Slocan Street,  
Vancouver, B.C.  
Fee: \$185  
Instructor(s): Marie Jose-Dhaese, Ph.D.,  
ATR, CET, RPT-S

### **NEW**

## **Working with Shocking Client Material in the Therapeutic or Supportive Context (#EP238)**

For a course description, see page 52 in the Trauma and Post-Traumatic Stress section.

Length: One day  
Date(s): December 5  
Fee: \$95  
Instructor(s): Monica Franz, DVATI

## **Family Issues**

### **NEW**

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

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

### **Background/Purpose**

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

### **Program Description**

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

## **Family Support Worker Option**

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

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

### **1. Foundations of Family Support Work (#G550A or #G550B)**

Length: Two days  
Date(s): September 27-28 (at the Justice Institute) or  
October 18-19 (at Douglas College, New Westminster)  
Fee: \$175

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

Length: Three days  
Date(s): November 28-30  
Location: Douglas College  
Fee: \$225

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

Length: Three days  
Date(s): January 23-25, 1997  
Location: Douglas College  
Fee: \$225



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

Length: Two days  
Date(s): March 7-8, 1997  
Location: Justice Institute  
Fee: \$175

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

Length: Two days  
Date(s): April 18 & May 2, 1997  
Location: Douglas College  
Fee: \$150

### **Couple and Family Therapy Option**

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

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

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

Length: Six days  
Date(s): November 14-16 & 21-23 (at Douglas College) or January 30 - February 1 & February 6-8, 1997 (at the Justice Institute)  
Fee: \$415

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

Length: Six days  
Date(s): April 3-5 & 10-12, 1997  
Location: Douglas College  
Fee: \$415

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

Length: Six days  
Date(s): May 22-24 & 29-31, 1997  
Location: Justice Institute  
Fee: \$415

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

Length: Six days  
Date(s): June 6-7, 20-21 & July 4-5, 1997  
Location: Douglas College  
Fee: \$415

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

Length: Six days  
Date(s): September 19-20, October 3-4 & 17-18, 1997  
Location: Justice Institute  
Fee: \$415

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

Length: 12 half-day sessions  
Date(s): November 7, 14, 21, 28 & December 5, 12, 1997 (at the Justice Institute) and January 16, 23, 30 & February 6, 13, 20, 1998 (at Douglas College)  
Fee: \$450

## **Children Who Witness Abuse (#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 practice 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): October 4-5  
Fee: \$175  
Instructor(s): Sharon White, B.S.W.,  
ECE Cert.

### **NEW**

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

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

clients promote healthy child development; use effective, non-violent disciplinary strategies; nurture their children; and reparent themselves.

Length: One day  
Date(s): October 24  
Fee: \$95  
Instructor(s): Angela MacDougall

### **NEW**

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

For a program description, see page 28 in the Conflict Resolution category.

Length: Three days  
Date(s): October 28-30  
Fee: \$275  
Instructor(s): Carole McKnight, Family  
Trainer, Family Justice  
Counsellor Training Program,  
Corrections Academy

## **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): October 30-31  
Location: Jericho Hill Centre,  
4196 West 4th Avenue,  
Vancouver, B.C.  
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" used by men who assault their partners; consider and discuss their reactions, as workers, to these themes; and practice 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): October 31 &  
November 1-2  
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. It 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. **Pre-requisite(s):** #EP140 or a written application outlining previous training in working with assaultive men, including the name of the instructor, the length of training, and a brief synopsis of content.

Length: Two days  
Date(s): February 3-4, 1997  
Fee: \$195  
Instructor(s): Dale Trimble, M.A.

## Instructors

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

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

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

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.

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

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 grief and loss, communication skills between partners/spouses, and the effects of family and religion of origin on the lives of gays and lesbians.

Lynn Redenbach, R.P.N., currently works for the Cameray Counselling Centre and facilitates an eating-disorders group at Tri-Cities Mental Health Services.

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.

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.

Virginia Walford, Ph.D., is a clinical psychologist in private practice, specializing in loss, grief, and bereavement.

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.



# 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 a booklet containing further details, 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 practice methods of gathering statements, keeping notes, and conducting interviews.

Length: Two days  
Date(s): October 28-29  
Fee: \$175  
Instructor(s): Jeff Sim

## Courtproofing for Enforcement Personnel (#EP177)

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

that evidence. The number of participants is limited to 16.

Length: Two days  
Date(s): January 29-30, 1997  
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.

## Instructors

Jeff Sim, a police officer with over 14 years of experience, has been involved in police training since 1988. He has a Diploma in Social Sciences and a Certificate in Adult Education, and is completing a B.A. in Adult Education.

James W. Williams, LL.B., has practiced law in Vancouver since 1985.

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





# Management

Unless otherwise indicated, Management courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. Please see the Administrative/Support Staff (page 12) and Trainer Development (page 48) categories for additional listings. For more information, call the Program Coordinator, Patricia McNeill, at 604/528-5623. For a booklet containing further details, 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 Certificate Program

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

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

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

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

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

Length: Five days  
Date(s): October 7-11  
November 18-22  
October 21-22 &  
November 4-6 (see below)  
Time: 9:00 am – 4:30 pm on day 1; 8:30 am – 4:30 pm on subsequent days  
Fee: \$465  
Instructor(s): A consultant with Ryane Consulting Inc.

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

This second-level course uses short lectures, discussion groups, case studies, and practice sessions to build on the skills gained in the Basic Supervisory Program, Week 1. The course addresses three key challenges of supervisors: completing performance appraisals, dealing with problem employees, and building an effective team. It includes practical exercises to improve the team's cooperation and commitment, and the supervisor's



own time management and meeting skills. Participants are encouraged to share ideas and concerns encountered in their role as a supervisor. **Prerequisite(s):** Basic Supervisory Program, Week 1. Enrolment is limited to 16 participants.

**Length:** Five days  
**Date(s):** November 14-15 & December 2-4 (see below)  
**Time:** 9:00 am – 4:30 pm on day 1; 8:30 am – 4:30 pm on subsequent days  
**Fee:** \$475  
**Instructor(s):** A consultant with Ryane Consulting Inc.

*In response to requests from participants, we have scheduled the Basic Supervisory Certificate Program core courses in shorter time segments.*

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

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

**Length:** Two days  
**Date(s):** October 21-22  
**Time:** 8:30 am – 4:30 pm  
**Fee:** \$185  
**Instructor(s):** A consultant with Ryane Consulting Inc.

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

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

**Length:** Three days  
**Date(s):** November 4-6  
**Time:** 8:30 am – 4:30 pm  
**Fee:** \$280  
**Instructor(s):** A consultant with Ryane Consulting Inc.

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

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

**Length:** Two days  
**Date(s):** November 14-15  
**Time:** 8:30 am – 4:30 pm  
**Fee:** \$190  
**Instructor(s):** A consultant with Ryane Consulting Inc.

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

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

**Length:** Three days  
**Date(s):** December 2-4  
**Time:** 8:30 am – 4:30 pm  
**Fee:** \$285  
**Instructor(s):** A consultant with Ryane Consulting Inc.

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

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

**Fee:** \$150

### **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):** September 23-24  
November 25-26  
**Fee:** \$175  
**Instructor(s):** A consultant with Ryane Consulting Inc.

### **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 practice strategies for building and enhancing teams while developing an understanding of how teams function.

**Length:** Two days  
**Date(s):** October 7-8  
December 2-3, Victoria (for details, see out-of-town listings and separate fee on page 41)  
December 9-10  
**Fee:** \$175  
**Instructor(s):** Elizabeth Robinson, M.S.W., R.S.W.

### **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 practice 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 practice 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): October 17-18  
Fee: \$175  
Instructor(s): Sandra Heath, B.A.

### **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): October 30-31  
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): October 30 – November 1  
Fee: \$235  
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 practiced 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 practice methods to build on what works and transform what does not.

Length: Two days  
Date(s): November 6-7  
Time: 9:00 am – 5:00 pm  
Fee: \$175  
Instructor(s): Michael Fogel, LL.B., J.D., M.Ed. (Counselling Psychology)

NEW

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

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

Length: One day  
Date(s): November 15  
Fee: \$110  
Instructor(s): Carol Boothroyd

NEW

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

The Myers-Briggs Type Indicator (MBTI), first published in 1975, has become one of the most widely used psychological assessment tools for individuals and groups. For individuals, the MBTI has been used for self-growth and career planning. With groups and teams, MBTI can be applied in a variety of ways: to analyze the team by assessing its strengths and blind spots in a non-judgmental way; to clarify problems; to design interventions; to heighten team awareness; to help reduce unproductive interpersonal and intra-organizational conflict; and to help the team deal with issues such as communication, change, or leadership. What makes the MBTI so powerful is that it is a resource not only for understanding current issues but also for anticipating, or even predicting, problems. This course uses the MBTI as a foundation for exploring individual preferences and the impact that each individual has on a team and its development.



Length: Two days  
 Date(s): November 18-19  
 Fee: \$200 (includes cost of the assessment tool)  
 Instructor(s): Elizabeth Robinson, M.S.W., R.S.W., and Rob Goodall, M.A.

### **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)

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

### **Victoria**

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

For a course description, see page 39.

Length: Two days  
 Date(s): December 2-3  
 Location: Harbour Towers Hotel  
 Fee: \$225  
 Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

### **Instructors**

Carol Boothroyd is a trainer and presenter who specializes in communication issues. Her background includes experience in education, public relations, and television broadcast journalism. She has also owned and operated her own business, where she learned first-hand the challenge of recruiting, training, and motivating staff. Her clients include federal, provincial, and municipal government agencies, private sector businesses, school boards, and non-profit agencies. Carol works with individuals ranging from top-level management to front line personnel.

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

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

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

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

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

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

# Residential Care

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

## Management Skills

### Management Development for Residential Settings Certificate Program

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

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

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

## Core Courses

Please register for each level directly with the Registration Office.

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

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

Length: Two days  
Date(s): September 25-26  
Fee: \$175  
Instructor(s): Mario Govorchin

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

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

Length: Two days  
Date(s): October 8-9  
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 to develop a set of ethical and professional standards for their workplace. Students will also explore current information on professionalism and review legal constraints on these standards; and examine the supervisor's role in relation to ethical standards, values, and professionalism in residential settings. Participants will also examine the supervisor's role in promoting effective time and stress management within the team, identify sources of employee stress and strategies for coping, and examine the organizational hierarchy and communication flow to assess levels of stress.

Length: Two days  
Date(s): October 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 practice the communication skills required for effective disciplinary action; explore the principles of clarity, consistency, and fairness that constitute due process; and examine the legal and ethical responsibilities of the employer/manager regarding labour relations and some areas of contention.



Length: Two days  
Date(s): November 14-15  
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 practice specific management problem-solving and decision-making techniques and their effectiveness; define existing management structures and roles; set agendas and practice basic facilitation skills for effective team meetings; and examine potential meeting challenges such as conflict, hidden agendas, content over process, and process over content.

Length: Two days  
Date(s): November 28-29  
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, practice writing job descriptions, identify effective recruitment procedures for full-time and relief staff, practice methods for conducting an effective job interview that also complies with ethical standards, and identify the elements of a successful orientation.

Length: Two days  
Date(s): December 11-12  
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): Offered in January term  
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): Offered in January term  
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  
6:00 pm**

## **Electives**

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

Asserting Yourself Under Pressure (#CR702)  
Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)  
Communications Planning (#MGMT314)  
Creating Instructional Materials (#TD120)  
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)  
Facilitating for Results: Helping Groups to Succeed (#MGMT306)  
Fundamentals of Instructional Planning (#TD300)  
Ideas for Active Learning (#TD100)  
Influencing Decision Making and Change (#MGMT210)  
Instructional Skills, Level I (#TD200)  
Making It Hard to Say No - Negotiating with Difficult People (#CR767)  
Mediation Skills, Level I (#CR300)  
People Problems: How to Supervise Challenging Employees (#MGMT315)  
Resolving Conflict in the Workplace (#CR763)  
Safe at Work: Strategies for Preventing Workplace Violence (#CP300)  
Together We Stand: Effective Team Building (#MGMT120)  
Using the Myers-Briggs Type Indicator (MBTI) as a Team-Building Tool (#MGMT325)  
Working Together: Bridging the Gender Gap (#MGMT202)  
Working with Groups in Instructional Settings (#TD320)



## 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): November 26-27  
Fee: \$165  
Instructor(s): Denise Grams

**NEW**

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

For a course description, see page 14 in the Child and Youth Care category.

Length: Two days  
Date(s): November 4-5  
Fee: \$185  
Instructor(s): Thom Garfat, Ph.D. (Child and Youth Care)



## Courses Around B.C.

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

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

### Core Courses

#### Victoria

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

Length: Two days  
Date(s): September 24-25  
Location: Harbour Towers Hotel  
Fee: \$185

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

Length: Two days  
Date(s): October 29-30  
Location: Harbour Towers Hotel  
Fee: \$185

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

Length: Two days  
Date(s): November 13-14  
Location: Harbour Towers Hotel  
Fee: \$185

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

Length: Two days  
Date(s): December 4-5  
Location: Harbour Towers Hotel  
Fee: \$185

## Electives

Please see page 22 for community colleges co-sponsoring Justice Institute Conflict Resolution courses that can be used as electives for this program. For course descriptions, please see the Conflict Resolution category, beginning on page 23. Electives must be Justice Institute courses.

#### Victoria

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

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

Length: Two days  
Date(s): December 2-3  
Location: Harbour Towers Hotel  
Fee: \$225  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

## Instructors

Carol Cohen, M.A., is a counselor/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, B.S.W., is a consultant with extensive experience working with children, youth at risk, and persons with disabilities. She has worked in residential settings with youth and is experienced in both direct service and management.

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

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

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.

# TaxiHost

The Greater Vancouver Taxi Partnership Committee developed TaxiHost in 1994 to help create a consistently high standard of taxicab service in the Greater Vancouver Regional District. The program includes applicant screening, training, and testing. It is open to current taxicab drivers who wish to update their professional skills or to receive a certificate to document their proficiency, and to new drivers who wish to develop the basic attitudes, knowledge, and skills required to be a successful taxicab driver.

The sponsoring committee includes representatives from most taxicab companies in the GVRD, B.C. Taxi Association, B.C. Motor Carrier Commission, Insurance Corporation of British Columbia (ICBC), Tourism Vancouver, Tourism B.C., Pacific Rim Institute of Tourism, United Steelworkers of America, Vancouver International Airport Authority, Vancouver City Council, Vancouver Hotel and Restaurant Association, Vancouver Police Department, Pacific Traffic Education Centre, and the Justice Institute of B.C. The Committee's goals are to raise the level of taxicab service in the Greater Vancouver region so that it is among the best in the world, and to make the program available to other communities.

## TaxiHost Levels

The Justice Institute began offering TaxiHost Level 1 courses in July 1995. By 1996, the JI had accepted over 1600 applications and issued 780 Level 1 Certificates. Three additional levels of TaxiHost are now being planned. A certificate for each level requires the completion of previous levels.

**Level 1: Driver** is an entry-level program involving applicant screening and 27 hours of classroom training: SuperHost for Taxicab Drivers, Road Sense Driving, and Taxi Industry and Local Knowledge.

Current taxicab drivers from the GVRD can challenge this level by presenting acceptable credentials and passing a challenge exam.

**Level 2: Professional** will require completion of Level 1 and selected courses and exams, such as Collision Prevention – Driving with Finesse (in-car training), Advanced Regional Geography, and Taxicab Driver Safety – Assault Avoidance.

**Level 3: Certified** will include a performance appraisal by a supervisor and an evaluation by an anonymous passenger. Level 3 will be implemented through the Pacific Rim Institute of Tourism.

**Level 4: Tour Guide** will include an examination meeting National Tour Guide Standards. It will also be implemented through the Pacific Rim Institute of Tourism.

## Level 1 Courses

Before registering in a Level 1 course, applicants must attend an assessment session at the Justice Institute and meet a number of entrance requirements for the program. Assessment sessions are held twice monthly and involve approximately 1.5 hours, including tests. There is a \$25 fee for each applicant. For information, phone TaxiHost Centre at 604/528-5808.

### Taxi Industry and Local Knowledge (#TAXI 110)

This course provides a review of taxi operations (pre- and post-trip inspections, money transactions, trip sheets, taxi stands, etc.), rules and regulations, disability awareness, dangerous goods awareness, driver safety, map book skills, and major routes and destinations within the GVRD. New drivers who develop an excellent knowledge of GVRD geography *before* entering this course will be in a

better position to meet the high knowledge standards required for employment by some of the leading taxicab companies.

**Length:** 12 hours plus exam  
**Date(s):** Monthly, varying schedules  
**Fee:** \$65, which includes manual, map book, and booklet on transporting people with disabilities  
**Instructor(s):** John Alexander, Peter Bryant, Jasbir Sandhu

### Road Sense Driving (#TAXI 100)

This course helps drivers develop the key attitudes and road skills required to be a safe professional driver. Topics include right-of-way; speed; intersection skills; parking lot skills; backing up; changing lanes; and assessing road, weather, passenger, and driver conditions. The course includes videotapes of traffic situations; the tapes were developed by the Pacific Traffic Education Centre, a joint venture of ICBC and the Justice Institute.

**Length:** 6 hours  
**Date(s):** Monthly, varying schedules  
**Fee:** \$35, which includes workbooks  
**Instructor(s):** Al Lund, Spencer MacDonald, and Fred Pachal

### SuperHost for Taxicab Drivers (#TAXI 120)

This course was developed by Tourism British Columbia and is an expansion of the SuperHost program originally developed for Expo 86. Topics include the importance of customer service skills, the importance of tourism in the provincial economy, making a positive first impression, tips for improving communication, serving customers with disabilities, handling customer concerns, effective listening, and managing change.



Length: 9 hours  
Date(s): Monthly, varying schedules  
Fee: \$50, which includes a workbook  
Instructor(s): Susan Bell, Dean Christy, Paul Jonson, Jenni Pollitt, Tanis Sawkins, Kent Waugh

## Advanced Courses and Exams

Several advanced courses and exams are currently under development and are expected to be available in 1997.

## Courses in Other Communities

Road Sense Driving (#TAXI 100) and SuperHost for Taxicab Drivers (#TAXI 120) can be offered in other communities at cost. Taxi Industry and Local Knowledge (#TAXI 110) can also be offered following development of an appropriate local geography component. For a Level 1 Certificate to be issued outside the GVRD, acceptable language screening procedures and standards would have to be developed. Interested communities or companies should telephone TaxiHost Centre at 604/528-5808, or fax 604/528-5806.

## Instructors

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

## TaxiHost Centre

The TaxiHost Centre provides a single location for coordinating taxicab driver assessment and training. The Centre is located at the Justice Institute under the sponsorship of the Pacific Traffic Education Centre. For further information about TaxiHost Centre or the TaxiHost program, phone the TaxiHost Centre Manager, Jasbir Sandhu, at 604/528-5808.

## Pacific Traffic Education Centre (PTEC)

The Pacific Traffic Education Centre (PTEC) is a joint venture of the Justice Institute of B.C. and the Insurance Corporation of B.C. Launched in 1988, PTEC was established to help reduce the number and severity of traffic accidents in British Columbia by offering courses in advanced driver training and traffic accident investigation, and by conducting traffic research and participating in other forms of traffic safety training.

PTEC offers the following courses:

- Driving with Finesse
- Total Control Driving
- Traffic Accident Investigation Levels I – IV
- Industrial Accident Investigation

*For information on any of the courses offered by PTEC, please call 604/528-5805 or fax 528-5806.*



# Trainer Development

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

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

## Trainer Development Certificate Program

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

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

## Core Courses

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

### Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics)\*

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

Length: Two days  
Date(s): September 26-27, Reva Kalef  
October 10-11, Margaret Owens  
October 24-25, Margaret Owens  
November 12-13, Colleen Vaughan  
December 12-13, Colleen Vaughan  
Fee: \$225

NEW

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

This course is for trainers who wish to both increase their knowledge of the instructional process and have an opportunity to practice specific skills and receive feedback. Content includes: critical thinking; motivation; perceptual learning modes; communicating clearly, use of questions; overviews, cuing,

debriefing, integration, and summaries; assessment strategies; feedback; ethical issues; and instructor self-care. The number of participants will be limited to 12. **Prerequisite(s):** Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a written application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days  
Date(s): September 30 – October 1  
November 28-29, at Jericho Hill Centre, 4196 West 4th Avenue, Vancouver, B.C. (old JI Cafeteria Building; please note that there are no lunch facilities on site)  
Fee: \$225  
Instructor(s): Reva Kalef

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

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



and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days  
Date(s): October 28-29, at Jericho Hill Centre, 4196 West 4th Avenue, Vancouver, B.C. (old JI Cafeteria Building; please note that there are no lunch facilities on site)  
Fee: \$225  
Instructor(s): Reva Kalef

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

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

Length: Two days  
Date(s): December 5-6, at Jericho Hill Centre, 4196 West 4th Avenue, Vancouver, B.C. (old JI Cafeteria Building; please note that there are no lunch facilities on site)  
Fee: \$225  
Instructor(s): Reva Kalef

**NEW**

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

A cornerstone in the work of instructors, planners, and coordinators is determining what clients or the public want or need to learn. Most people working in planning functions would agree that good planning involves conducting a "needs assessment." But the term *needs assessment* is often used to describe a variety of strategies to help determine the content of courses, programs, workshops, or other educational offerings. This two-day course is designed to clarify the concept of needs assessment and to provide skills to assist in choosing and implementing appropriate strategies for determining the educational or training needs of client groups. The number of participants will be limited to 16 to allow opportunities for interaction. **Recommended:** Fundamentals of Instructional Planning (#TD300) (formerly #MGMT223A).

Length: Two days  
Date(s): November 21-22  
Fee: \$225  
Instructor(s): Thomas Sork

**NEW**

### **Evaluating Training Programs (#TD360)**

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

Length: Two days  
Date(s): November 14-15  
Fee: \$225  
Instructor(s): Margaret Owens

## **Electives**

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

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

Length: Two days  
Date(s): December 9-10, at Jericho Hill Centre, 4196 West 4th Avenue, Vancouver, B.C. (old JI Cafeteria Building; please note that there are no lunch facilities on site)  
Fee: \$225  
Instructor(s): Reva Kalef

### **Creating Instructional Materials (#TD120)\***

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. The number of participants will be limited to 16. **Recommended:** Fundamentals of Instructional Planning (#TD300) (formerly #MGMT223A).

Length: Two days  
Date(s): TBA  
Fee: \$225  
Instructor(s): Dianne Bodnar

## NEW

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

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

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

## NEW

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

To receive the Trainer Development Certificate, participants must complete 12 days of core training (six courses/78 hours), four days of electives (usually two courses/26 hours), and a two-part assignment. In the first part of the assignment, participants will analyze instructional delivery in a group setting and examine the ways in which instructional planning and delivery can influence the learning process. The second part focuses on instructional planning: it provides an

opportunity for participants to reflect on the choices they have made or are making in planning an educational program, and the factors that influence these choices. After completing the assignment, candidates for the certificate will prepare a written report of their analysis. For further information or to request a certificate program application package, please contact the Program Assistant, Lynda Getz, at 604/528-5619.

Fee: \$150

## Instructors

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.

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

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

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

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

Colleen Vaughan has been an instructor at the Justice Institute of B.C. for over five years. She has developed and delivered workshops for both the Provincial Emergency Program Academy and the Corrections Academy. Colleen is currently completing her master's degree in education at UBC, with a specialization in Adult Education.

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



# Traumatic Stress

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

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

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

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

- **Clinical Intervention – Trauma Counselling Stream**, consisting of 12 days (84 hours) of core courses and 4 days (28 hours) of related trauma intervention courses
- **Community Responses – Critical Incident Stress Debriefing for Peers**, consisting of 11 days (77 hours) of

core courses and 4 days (28 hours) of related trauma intervention courses

- **Community Responses – Critical Incident Stress Debriefing for Mental Health Practitioners**, consisting of 11 days (77 hours) of core courses and 4 days (28 hours) of related trauma intervention courses

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

The certificate programs are still under development; however, we are offering the three-day prerequisite course, Introduction to Trauma and Post-Traumatic Stress Reactions, this fall. Other new courses in the certificate programs will be introduced over the next calendar year.

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

### Introduction to Trauma and Post-Traumatic Stress Reactions – Certificate Programs Prerequisite Course (#EP251)

(Formerly Trauma and Post-Traumatic Stress Reactions, Level I and II) This course is for front line workers, support workers, victim service workers, peer personnel from high-risk professions (emergency health and human services, police and corrections, various industries), and other service providers working with trauma survivors in an individual, group, or community context. Participants will acquire a basic understanding of trauma, post-traumatic stress, and critical incident stress, and a working knowledge of the impact of trauma on individuals, the community, and trauma responders, including responses at the moment of

traumatization, short-term and long-term consequences of traumatization, and post-traumatic stress disorder. Participants will examine the spectrum of trauma responders and consider their relationship to each other. An overview of intervention and treatment approaches will be presented, and the ethical issues and other challenges inherent in trauma intervention and treatment will be highlighted.

This course is the prerequisite for admission to the Traumatic Stress Certificate Programs. Participants who have previously completed Trauma and Post-Traumatic Stress Reactions, Level I (#EP178) and II (#EP178A), will receive credit for this prerequisite. Participants enrolling in the Community Responses – Critical Incident Stress streams of the certificate program may take the prerequisite anytime before enrolling in Critical Incident Stress Debriefing, Level III.

Length: Three days  
Date(s): October 17-19  
November 21-23

Fee: \$225  
Instructor(s): Joe Solanto, Ph.D., and Maggie Ziegler, M.A.

# Trauma and Post-Traumatic Stress

NEW

## Working with the Physiology of Trauma (#EP240)

Survivors of trauma experience post-traumatic responses and reactions on an emotional, intellectual, spiritual, and physiological level. This course will provide an opportunity for participants to develop an understanding of survivors' physiological responses to trauma. The course is for transition house workers, counsellors, victim assistance workers, and other front line staff working in a support capacity with adults who have experienced sexual abuse and/or other forms of violence. Participants will examine the sympathetic and parasympathetic responses of the autonomic nervous system when people are exposed to overwhelming events. The "fight or flight" response, its inhibition, and the resulting channelling of energy into post-traumatic symptoms will be explored. The corresponding support needs of the survivor will be highlighted, and strategies that workers can use to respond will be discussed, such as how to work with the oscillating intrusive/repetitive and numbing/denial responses of survivors to traumatic material.

Length: One day  
Date(s): October 26  
Fee: \$95  
Instructor(s): Beth Trotter, M.A.

NEW

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

For a course description, see page 17 in the Child Sexual Abuse category.

Length: One day  
Date(s): October 29  
Location: VanDusen Botanical Gardens, 5251 Oak Street, Vancouver, B.C.  
Fee: \$95  
Instructor(s): Maggie Ziegler, M.A.

NEW

## Integrating Energetic Bodywork into a Trauma Counselling Process (#EP232)

Somatization resulting from trauma, anxiety, and depression is often inadequately addressed in cognitive therapy alone. Combining energetic bodywork in the form of Healing/Therapeutic Touch and solution-focused, metaphorical, and narrative approaches can assist the client in opening up communication between the mind and body, allowing trauma and other issues to be worked through in a more respectful, complete, non-abreactive way. This course is for experienced therapists and other mental health practitioners working therapeutically with survivors of trauma, including child sexual abuse. The course will provide participants with the opportunity to develop hands-on skills to help clients reconnect with internal resources and shift their frame of internal reference and experience to a healthier, more proactive stance. Participants will gain an overview of the guiding principles of Healing/Therapeutic Touch and explore a framework that integrates Healing/Therapeutic Touch, hypnosis, and solution-focused modalities to facilitate the completion and externalization of unresolved trauma in the body. Ethical and legal issues related to utilizing touch therapy will be highlighted and addressed.

This course is open to professionals in mental health-related fields with a graduate (master's) degree, students enrolled in a full-time graduate program in relevant disciplines, and/or other practitioners with a combination of relevant training and clinical experience.

Length: Two days  
Date(s): November 6-7  
Location: St. Paul's Hospital, 1081 Burrard Street, Providence Wing - Level 1, Conference Room 6  
Fee: \$225  
Instructor(s): Cheryl Bell-Gadsby, M.A., R.C.C., and Karen Petty, R.N., M.A.

NEW

## Working with Shocking Client Material in the Therapeutic or Supportive Context (#EP238)

Working with clients who have survived experiences of violence or other trauma may cause practitioners to experience shock within the therapeutic or supportive relationship. Shock reactions are generally automatic and habituated; they can suspend the practitioner's therapeutic or supportive skills and self-confidence, and may adversely affect the quality of their empathic connection to their client. The way in which practitioners respond, not only to the client's reported experience but also to their own experience of shock, may have profound consequences for the subsequent therapeutic or supportive alliance and therapeutic outcomes. This course is for counsellors, therapists, front line workers, and other caregiving professionals working supportively or therapeutically with survivors of violence and other forms of trauma. Participants will explore specific forms and functions of shocking material (verbal, in the form of client narratives, and visual, in the form of art and other creative expressions) as well as other theoretical issues, such as ethical dilemmas that may be inherent to the practitioner's experience of shock. Participants will have ample opportunity to explore the quality of their individual experience of shock as well as cultivate skilled interventions for working with these kinds of experiences in the supportive or therapeutic context, so that they can move from habituated reaction to open-hearted responsiveness.

Length: One day  
Date(s): December 5  
Fee: \$95  
Instructor(s): Monica Franz, DVATI





## Critical Incident Stress

*The Critical Incident Stress courses listed below will form part of the Community Responses streams in the new Traumatic Stress Certificate Programs currently being developed by Interdisciplinary Studies. For a description of the proposed certificate programs, see page 51.*

### 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; practice 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): **September 24-25**  
**December 9-10**  
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, practice the debriefing process in small groups, and learn ways to alter the debriefing process to meet a variety of situations. Participants will practice 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): **December 11-12**  
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 III (#EP117B)**

This new two-day course provides participants with an opportunity to develop their group debriefing skills through practice role plays. Over the course of the two days, each participant will debrief and be debriefed twice. Each group will be videotaped and supervised by a trained debriefer. **Prerequisite(s):** Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117A) and Introduction to Trauma and Post-Traumatic Stress Reactions – Certificate Programs Prerequisite Course (#EP251).

Length: Two days  
Date(s): January 14-15, 1997  
Time: 8:30 am – 4:30 pm  
Fee: \$250  
Instructor(s): Toby Snelgrove, Ph.D.

### **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): November 5-7  
Time: 8:30 am – 4:00 pm  
Fee: \$225  
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): November 21-22  
Fee: \$175  
Instructor(s): Ruth Armstrong, M.Ed.

## **Instructors**

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

Cheryl Bell-Gadsby, M.A., R.C.C., is the coordinator of the Sexual Assault Resolution Program at Family Services of the North Shore. She is also the co-author of *Reclaiming Herstory – Ericksonian Solution-Focused Therapy for Sexual Abuse*.

Monica Franz, DVATI, is an art therapist in private practice. She provides individual and group therapy for survivors of childhood trauma and abuse, and for professional caregivers.

Karen Petty, R.N., M.A., works with integrated techniques for resolution of physical, emotional, and sexual trauma.

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.

Beth Trotter, M.A., is a therapist in private practice. Her work has a somatic orientation, and she has extensive experience in working with adult survivors of childhood sexual abuse.

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.



# 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



The Justice Institute of British Columbia has produced a package of material designed to assist people in a variety of occupations and organizations to recognize and manage critical incident stress (CIS).

Although the package will be particularly useful to people working in emergency response situations – police officers, firefighters, and paramedics – it will also be of interest to people working in other occupations and organizations:

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

The package consists of the following materials:

- An **award-winning video** that shows a fictional critical incident and illustrates the stages of critical incident stress support that precede and follow it. (*Note: When used with any group that may include victims of assault, workshop facilitators should either edit out sections of the video or warn participants about the explicit contents of the video.*)
- A **workshop facilitator's guide** that includes instructions for conducting an introductory workshop that explains the causes and symptoms of CIS, the role of defusing after an incident, and the rules and steps of the CIS group debriefing process.
- A **self-directed study guide** that provides an overview of CIS and CIS management (CISM).

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 \_\_\_\_\_

Phone/Fax \_\_\_\_\_

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

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.

# 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. 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 Windows 3.11 (#CORR405)**

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

Length: One full day  
Date(s): September 16 (Monday)  
October 7 (Monday)  
November 4 (Monday)  
December 2 (Monday)  
Fee: \$140

**NEW**

## **Introduction to Windows 95 (#CORR427)**

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

Length: One full day  
Date(s): September 16 (Monday)  
October 7 (Monday)  
November 4 (Monday)  
December 2 (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 files, print and format text, use tab settings and the spell checker, as well as insert page numbers. **Prerequisite(s):** Introduction to Windows 3.11.

Length: Two full days  
Date(s): September 17-18 (Tuesday and Wednesday)  
October 8-9 (Tuesday and Wednesday)  
November 5-6 (Tuesday and Wednesday)  
December 3-4 (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): October 1-2 (Tuesday and Wednesday)  
October 28-29 (Monday and Tuesday)  
November 26-27 (Tuesday and Wednesday)  
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): October 22 (Tuesday)  
December 3 (Tuesday)  
Fee: \$140

**NEW**

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

This course is designed to introduce users to the WordPerfect for Windows program. The course covers basic functions such as creating documents, saving and retrieving, printing, enhancing text, using the spell check feature, and searching and replacing text. **Prerequisite(s):** Introduction to Windows 3.11.

Length: Two full days  
Date(s): September 24-25 (Tuesday and Wednesday)  
October 23-24 (Wednesday and Thursday)  
November 20-21 (Wednesday and Thursday)  
December 11-12 (Wednesday and Thursday)  
Fee: \$235



NEW

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

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

**Length:** Two full days  
**Date(s):** October 8-9 (Tuesday and Wednesday)  
 October 28-29 (Monday and Tuesday)  
 November 25-26 (Monday and Tuesday)  
**Fee:** \$235

NEW

**Internet Training (#CORR430)**

Participants will be introduced to the Internet using a fast digital connection. They will learn the history of the Internet, how to send e-mail messages via Eudora, how to surf the World Wide Web with Netscape Navigator, and how to read newsgroups using Free Agent. **Prerequisite(s):** Introduction to Windows 3.11 or Windows 95.

**Length:** One full day  
**Date(s):** September 19 (Thursday)  
 October 16 (Tuesday)  
 November 14 (Thursday)  
 December 10 (Tuesday)  
**Fee:** \$140

NEW

**Design Your Own Web Page! (#CORR432)**

Participants will use Netscape Navigator and Notepad to create their own Web page and to view Web files. They will learn character and paragraph formatting, how to apply graphics and horizontal rules, and how to anchor links. Design issues will be discussed, as well as Web page maintenance. **Prerequisite(s):** Introduction to Windows 3.11 or Windows 95.

**Length:** One full day  
**Date(s):** September 26 (Thursday)  
 October 30 (Wednesday)  
 December 5 (Thursday)  
**Fee:** \$140

NEW

**Advanced Web Design (#CORR433)**

Participants will use FrontPage to create Web files, then Netscape Navigator to view them. Participants will learn to create tables, change background colour, create background graphics, wrap text around graphics, and use multimedia on the World Wide Web. Other HTML editors such as HotDog and Internet Assistant will be discussed. **Prerequisite(s):** Design Your Own Web Page! (#CORR432).

**Length:** One full day  
**Date(s):** October 17 (Thursday)  
 November 22 (Friday)  
**Fee:** \$140

NEW

**Using the Internet as a Marketing Tool (#CORR434)**

Participants will learn how they can use the World Wide Web as a marketing tool. Strategies and limitations for advertising will be discussed. This course is an excellent opportunity for business people to explore the advantages of using the Internet. **Prerequisite(s):** Internet Training (#CORR430) or experience using the Internet.

**Length:** One full day  
**Date(s):** October 3 (Thursday)  
 November 27 (Wednesday)  
**Fee:** \$140

NEW

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

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

**Length:** One full day  
**Date(s):** September 30 (Monday)  
 November 7 (Thursday)  
 December 4 (Wednesday)  
**Fee:** \$140

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

Participants will enjoy this user-friendly spreadsheet program. The basic functions, such as creating and editing worksheets; entering data and formulas; and saving, opening, and printing worksheets, will be covered. **Prerequisite(s):** Introduction to Windows 3.11.

**Length:** Two full days  
**Date(s):** September 30 – October 1 (Monday and Tuesday)  
 October 30-31 (Wednesday and Thursday)  
 November 28-29 (Thursday and Friday)  
**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):** October 10 (Thursday)  
 December 9 (Monday)  
**Fee:** \$140

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

This user-friendly presentation program allows participants to plan, create, and format slides for a presentation. **Prerequisite(s):** Introduction to Windows 3.11.

**Length:** One full day

**Date(s):** September 23 (Monday)

October 21 (Monday)

November 13 (Wednesday)

**Fee:** \$140

**NEW**

## **PowerPoint for Windows Level II (#CORR431)**

In this advanced session of PowerPoint, participants will spend more time on creating, enhancing, and manipulating graphs and flowcharts; creating slide masters; and linking files from other programs with PowerPoint. Participants will spend time creating professional-looking presentations. **Prerequisite(s):** PowerPoint Level I.

**Length:** One full day

**Date(s):** October 22 (Tuesday)

November 14 (Thursday)

**Fee:** \$140

## **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 3.11.

**Length:** One full day

**Date(s):** October 10 (Thursday)

November 28 (Thursday)

**Fee:** \$140

# Private Security Program

The *Private Security Program* of the Police Academy at the Justice Institute of B.C. is designed to provide instruction to the private security industry for application in most general security settings. It has been developed to meet the needs of both prospective security personnel and those presently working in the industry.

## **New Government Security Training Requirements**

Mandatory pre-licensing training is now required for B.C. Government-licensed security patrol (guard) and armoured car guard personnel. The new training requirements, **Basic Standards Training 1** and **Basic Standards Training 2**, are offered by the Justice Institute of B.C. in the **Basic Private Security Training** course. This course is 10 days in length and consists of instruction in the areas of security theory, operations, personal safety, and first aid. It is designed for individuals requiring entry-level training in the private security industry, and exceeds the new mandatory training requirements.

The **Basic Armoured Car Guard Course** is now mandatory as pre-entry training for this industry. The Justice Institute is the sole provider of this training in B.C.

Security courses for specific security environments, such as **Crime Prevention Through Environmental Design**, **Campus Security Training Program**, and supervisory training are available upon request. Specialized courses are available for organizations with specific security training needs. Basic security programs, including weekend programs, are ongoing.

*The Justice Institute of B.C. is the training administration agency for the Security Programs Division of the Ministry of Attorney General.*

For more course information, contact the Police Academy at 604/528-5753. To register, call the Registration Office at 604/528-5590.



# Fire Safety

## Introduction to the Fire Service (#FS002)

This course allows students to explore the possibility of a career in the fire service. Over a weekend, fire service professionals will present topics relevant to the fire service. Topics may include: Career Planning, Physical Testing for the Fire Service, Safety and Equipment, Fire Prevention Inspection, Dangerous Goods, Fire Department Perspective, Critical Incident Stress, and Fire Service Organization. Enrolment is limited to 60 participants.

**Length:** 2 days plus 2 evenings (Thursday and Friday evening, all day Saturday and Sunday)  
**Location:** Justice Institute of B.C.  
**Date(s):** Call the Registration office at 604/528-5589 for the dates of the next scheduled course.  
**Fee:** \$185  
**Instructor(s):** Instructors are leaders in their specific area of the fire service.

## Introduction to the Fire Service: Field Exercises (#FS003)

This course is the second phase of #FS002. Topics include: Fire Behaviour, Safety and Protective Clothing, Extinguishers (with live fire training), Self-Contained Breathing Apparatus, and Hose and Nozzle familiarization. Class size is limited to 12. **Prerequisite(s):** Completion of Introduction to the Fire Service (#FS002).

**Location:** Safety Training Centre, Maple Ridge, B.C.  
**Date(s):** A waiting list is maintained for this course. Call the Registration office at 604/528-5589.  
**Fee:** \$240  
**Instructor(s):** Fire Academy instructors

## Distance Education Courses

People registered in distance education courses will have access to a knowledgeable tutor by telephone and correspondence throughout the course. Courses are co-sponsored by the Career and Community Studies Division and the Fire Academy. (Note: Fire service personnel in B.C. should contact the Fire Academy directly to obtain these and other self-study courses.)

### Fire Safety at Work (#DE-02)

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

# Professional Health Programs



The Professional Health Programs division of the Paramedic Academy offers continuing medical education for physicians, nurses, and pre-hospital care providers. Training is available at the Justice Institute and, on a contract basis, to organizations and businesses that would like to run a course in their community.

Faculty are all qualified instructors: physicians, nurses, and paramedics who currently practice in the emergency or critical care field throughout British Columbia. Most courses have a pre-reading requirement and consist of a combination of theory and small-group practice sessions. The courses below marked with an asterisk have an instructor/student ratio of 1:6 to ensure individualized attention.

Professional Health Programs offers the following courses:

Advanced Cardiac Life Support (ACLS) Provider\*

Advanced Cardiac Life Support (ACLS) Update\*

Basic Trauma Life Support (BTLS) Basic\*

Basic Trauma Life Support (BTLS) Advanced\*

Cardiac Arrest Management (CAM): ACLS Prep\*

Confined Space and Crush Injury Medicine\*

CPR Instructor

CPR Instructor Update

Dysrhythmia Interpretation: Introductory ACLS

First Line Trauma Management for Physicians

Geriatric Mental Health Emergencies

Pediatric Advanced Life Support\*

In addition to the ongoing courses listed above, Professional Health Programs has the expertise to design customized courses to fit the specific requirements of clients, both locally and internationally.

*For more information, please call Professional Health Programs at 604/528-5727, or fax 604/528-5715.*



# Course Listings by Title

Adult Survivor Option (#CSA105B) .....	16	Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117A) .....	53
Adult Survivors of Sexual Abuse Who Disclose Sexually Offending: Therapeutic Issues in the Victim-Victimizer Context (#CSA180) .....	17	Critical Incident Stress: Responding to Trauma in the Workplace, Level III (#EP117B) .....	54
Advanced Adult Survivor Option (#CSA130A) .....	16	Critical Skills for Communicating in Conflict (#CR735) ..	25
Advanced Child and Youth Option (#CSA130B) .....	16	Criticism: How to Give and Receive It (#CR706) .....	25
Advanced Training in Working with Men Who Assault Their Partners (#EP140A) .....	36	Dealing with Anger (#CR200) .....	24
Advanced Web Design (#CORR433) .....	57	Dealing with Interpersonal Conflict (#CR100) .....	23
Art and Play Therapy: Treatment Approaches for Working with Children (#CY104) .....	32	Design Your Own Web Page! (#CORR432) .....	57
Asserting Yourself Under Pressure (#CR702) .....	25	Developing Effective Interventions (#CY183) .....	14
Assessment Preparation: Mediation (#CR801) and Negotiation (#CR803) .....	28	Developing Intervention Skills in Family Support Work (#G552A) .....	33
Balancing Work and Family: Walking the Tightrope (#SUP126) .....	12	Developing Investigative Skills (#EP152) .....	37
Basic Fire Science (#DE00 or #NC-02) .....	59	Empowering Gay, Lesbian and Bisexual Clients (#EP194) ..	30
Basic Supervisory Certificate Program: The Report Project (#BSCP400) .....	39	Enforcement and Investigative Skills .....	37
Basic Supervisory Program, Week 1 (#BSCP200) .....	38	Enhancing Elementary School Safety (#CP200) .....	19
Basic Supervisory Program, Week 1, Part A (#BSCP210) ..	39	Enhancing School Safety (#CP100) .....	19
Basic Supervisory Program, Week 1, Part B (#BSCP220) ..	39	Ethical Decision-Making in Family Support Work (#G553A)	34
Basic Supervisory Program, Week 2 (#BSCP300) .....	38	Ethical, Legal, and Professional Issues in the Practice of Couple and Family Therapy (#CFT130) .....	34
Basic Supervisory Program, Week 2, Part A (#BSCP310) ..	39	Evaluating Training Programs (#TD360) .....	49
Basic Supervisory Program, Week 2, Part B (#BSCP320) ..	39	Everything You Ever Wanted to Know about the DSM-IV ... (#EP204) .....	32
Boundary Issues in Professional Relationships (#EP250) ....	9	Excel Level I (#CORR421) .....	57
Building Consensus (#CR733) .....	26	Excel Level II (#CORR424) .....	57
Building on Client Strengths (#EP196) .....	31	Exploring Alternative Therapies (#EP234) .....	31
Child-Centred Play Therapy (#CY104A) .....	32	Expressive Play Therapy Methods with Children Who Have Suffered a Loss (#CY104D) .....	33
Children and Youth Option (#CSA105A) .....	16	Facilitating for Results: Helping Groups to Succeed (#MGMT306) .....	40
Children Who Witness Abuse (#CY111) .....	35	Family Support Work Practice Supervision (#G554A) ....	34
Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212) .....	40	Fire Safety at Work (#DE-02) .....	59
Coaching Job Readiness Skills (#SUP122) .....	44	Foundations of Couple and Family Therapy (#CFT100) ...	34
Communication Skills for Women at Work (#MGMT320) .	40	Foundations of Family Support Work (#G550A or #G550B)	33
Communications Planning (#MGMT314) .....	40	Front Line/Firing Line I: Handling the Angry Client (#SUP109) .....	12
Comprehensive Family and Divorce Mediation (#CR824) .	27	Fundamentals of Instructional Planning (#TD300) .....	48
Conducting a Training Needs Assessment (#TD340) .....	49	Grief and Bereavement (#EP155) .....	30
CorelDraw (#CORR426) .....	58	Group Dynamics (#CR804) .....	26
Counsellors and Clinical Records: The Impact of the Supreme Court Decision on O'Connor (#CSA100) .	9, 17	Harassment, Discrimination, and Human Rights Policy and Legislation (#CP400) .....	20, 27
Couple and Family Assessment (#CFT120) .....	34	Ideas for Active Learning (#TD100) .....	49
Couple and Family Therapy Practice Supervision (#CFT160)	34	Influencing Decision Making and Change (#MGMT210) ..	40
Courtproofing for Enforcement Personnel (#EP177) .....	37	Instructional Skills, Level 1 (#TD200) .....	48
Creating Instructional Materials (#TD120) .....	49	Instructional Skills, Level 2 (#TD220) .....	48
Creating Positive Change Through Peer Groups (#CY182) .	14	Integrating Energetic Bodywork into a Trauma Counselling Process (#EP232) .....	18, 52
Critical Incident Stress Debriefing: Trauma in the Lives of Children (#EP117C) .....	54	Intercultural Communication: Bridging the Divide in Conflict Situations (#CR830) .....	25
Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117) .....	53	Internet Training (#CORR430) .....	57

Interviewing Parties Involved in Harassment		Safe at Work: Strategies for Preventing Workplace	
Complaints (#CP500) . . . . .	20, 27	Violence (#CP300) . . . . .	20
Introduction to Family Court Services in B.C., (#CORR606) . . . . .	28, 35	Shifting from Positions to Interests (#CR748) . . . . .	26
Introduction to the Fire Service (#FS002) . . . . .	59	Success Skills for Support Staff (#SUP145) . . . . .	12
Introduction to the Fire Service: Field Exercises (#FS003) . . . . .	59	Suicide Assessment and Intervention (#EP126) . . . . .	30
Introduction to Trauma and Post-Traumatic Stress Reactions - Certificate Programs Prerequisite Course (#EP251) . . . . .	51	SuperHost for Taxicab Drivers (#TAXI 120) . . . . .	46
Introduction to Windows 3.11 (#CORR405) . . . . .	56	Supporting Adult Survivors (#CSA134A) . . . . .	17
Introduction to Windows 95 (#CORR427) . . . . .	56	Supporting Child and Youth Survivors (#CSA134) . . . . .	16
Making Connections: Working Through Conflict with Youth (#CY185) . . . . .	14	Supporting Families within a Systems Framework (#G551A) . . . . .	33
Making It Hard to Say No - Negotiating with Difficult People (#CR767) . . . . .	25	Supporting Females Through the Crisis of Adolescence (#CY190) . . . . .	15, 31
Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110) . . . . .	12	Taking Back the Schoolyard - A Bully Prevention Workshop (#CP210) . . . . .	19
Management Development for Residential Settings, Level 1 (#MGMT214) . . . . .	42	Taxi Industry and Local Knowledge (#TAXI 110) . . . . .	46
Management Development for Residential Settings, Level 2 (#MGMT218) . . . . .	42	Team Teaching and Other Ways to "Share the Spotlight" (#TD130) . . . . .	50
Management Development for Residential Settings, Level 3 (#MGMT230) . . . . .	42	Technical Math (#DE05) . . . . .	59
Management Development for Residential Settings, Level 4 (#MGMT240) . . . . .	42	Together We Stand: Effective Team Building (#MGMT120) . . . . .	39, 41, 45
Management Development for Residential Settings, Level 5 (#MGMT250) . . . . .	43, 45	Trainer Development Certificate Program: Assignment (#TD500) . . . . .	50
Management Development for Residential Settings, Level 6 (#MGMT260) . . . . .	43, 45	Treatment Methods of Couple and Family Therapy, Level I (#CFT140) . . . . .	34
Management Development for Residential Settings, Level 7 (#MGMT270) . . . . .	43, 45	Treatment Methods of Couple and Family Therapy, Level II (#CFT150) . . . . .	34
Management Development for Residential Settings, Level 8 (#MGMT280) . . . . .	43, 45	Understanding and Responding to the Defensive Themes of Assaultive Men, Level I (#EP140) . . . . .	36
Managing the Hostile Individual (#CR753) . . . . .	26	Using Art and Creativity to Work with Eating-Disordered Clients (#EP236) . . . . .	31, 32
Mediating and Consulting with Work Teams (#CR825) . . . . .	27	Using Everyday Life Events to Facilitate Change with Youth (#CY172) . . . . .	14, 44
Mediating the Financial Divorce (#CR817) . . . . .	27	Using the Internet as a Marketing Tool (#CORR434) . . . . .	57
Mediating Workplace Conflicts and Harassment Complaints (#CR822) . . . . .	27	Using the Internet for Research (#CORR435) . . . . .	57
Mediation Skills Assessments (#CR499) . . . . .	29	Using the Myers-Briggs Type Indicator (MBTI) as a Team-Building Tool (#MGMT325) . . . . .	40
Mediation Skills, Level I (#CR300) . . . . .	24	Voices and Spaces: Intercultural Conflict Resolution (#CR831) . . . . .	26
Mediation Skills, Level II (#CR400) . . . . .	24	Voices from Each Generation: Healing the Effects of Generational Trauma . . . . .	9
Negotiation Skills Assessments (#CR699) . . . . .	29	Welcoming Diversity: A Prejudice Reduction Workshop (#CR821) . . . . .	26
Negotiation Skills, Level I (#CR500) . . . . .	24	Word for Windows Level I (#CORR419) . . . . .	56
Negotiation Skills, Level II (#CR600) . . . . .	24	Word for Windows Level II (#CORR422) . . . . .	56
Opening the Heart: A Day of Inner Exploration (#EP246) . . . . .	17, 52	Word for Windows Level III (#CORR423) . . . . .	56
Parenting Issues for Women Who Have Experienced Violence in Relationships (#EP242) . . . . .	35	WordPerfect 6.1 Level I for Windows (#CORR428) . . . . .	56
Peer Defusing: Providing "Emotional First Aid" for Co-Workers (#EP207) . . . . .	54	WordPerfect 6.1 Level II for Windows (#CORR429) . . . . .	57
People Problems: How to Supervise Challenging Employees (#MGMT315) . . . . .	39	Working Together: Bridging the Gender Gap (#MGMT202) . . . . .	41
PowerPoint for Windows Level I (#CORR425) . . . . .	58	Working with Complicated Grief (#EP244) . . . . .	30
PowerPoint for Windows Level II (#CORR431) . . . . .	58	Working with Families in Crisis (#CY121) . . . . .	35
Resolving Conflict in the Workplace (#CR763) . . . . .	23	Working with Groups in Instructional Settings (#TD320) . . . . .	49
Road Sense Driving (#TAXI 100) . . . . .	46	Working with Shocking Client Material in the Therapeutic or Supportive Context (#EP238) . . . . .	18, 33, 52
		Working with the Physiology of Trauma (#EP240) . . . . .	17, 52
		Working with Youth in Community Settings (#CY170) . . . . .	13
		Working with Youth in Community Settings (#CY171) . . . . .	13



8th Avenue

Bus Stop

**Justice Institute of British Columbia**  
**715 McBride Boulevard**  
**New Westminster, B.C. V3L 5T4**  
**Tel: 604/525-5422**

**Administration Block**

*Atrium:*

Reception

*Main Floor:*

Cafeteria

JIBC Foundation Office

Registration

*Second Floor:*

President's Office

Career & Community Studies

Corrections Academy

Courts Academy

Educational Services Division

Finance & Administration Division

Pacific Traffic Education Centre

*Third Floor*

Fire Academy

Paramedic Academy

Police Academy

Provincial Emergency Program Academy

**Classroom & Library Block**

*Basement:*

Media Centre

*Main Floor:*

Library

*Classrooms:*

Rms. 009-017 Basement

Rms. 108-135 Main Floor

Rms. 200-230 2nd Floor

Rms. 300-330 3rd Floor

Gymnasium

West Elevator

Cafeteria

**Administration Block**

Entrance

East Elevator

Stairs

Reception

Registration

Entrance

Library & Classrooms

**Classroom & Library Block**

Classrooms

Auditorium

**Student Parking**

**Faculty & Staff Parking**

McBride Boulevard

Out of consideration for the environment and to reduce costs, we continually update our mailing lists. If you receive duplicate copies of the calendar, please send us the bottom half of this page (original or photocopy) from each extra calendar. Mark the labels you want deleted, or indicate any corrections to your name or address you want made. Send labels to: CCS Mailing List, Attn: Graham Brown  
Justice Institute of B.C., 715 McBride Boulevard,  
New Westminster, B.C., V3L 5T4; or fax 604/528-5640.

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

Career and Community Studies  
Justice Institute of B.C.  
715 McBride Boulevard  
New Westminster, B.C. V3L 5T4

Address change requested.

