

"Training for Safer Communities"

CENTRE FOR CONFLICT RESOLUTION

www.jibc.bc.ca

1999

CALENDAR
SEPTEMBER TO DECEMBER



A Message from the Director



This Fall calendar presents the opportunity to update you as participants and supporters of our Centre on new developments in our programming and services. We continue to change in response to the ever changing landscapes of the dispute resolution field and post secondary education, technological advances and your requests and suggestions for improvement. Please continue to let us know how we might better meet your individual and organizational needs! Although the program has become well established and regarded, it is imperative we stay connected with you who support it.

Under the valued guidance of our Business Advisory Committee, we have diversified our services to business, created tailored courses, offered corporate coaching/mentoring in conflict resolution, and developed training effectiveness evaluation tools. Call us if you would like information on these services or others which would enable you to gain as much benefit from training as possible.

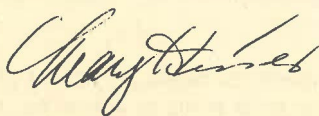
We are very pleased to let you know about a joint "bridging" project with the New Westminster School District. This pilot project enables students in New Westminster Secondary School who take conflict resolution, anger, negotiation and mediation as grade 11 and 12 courses to receive credit for these courses towards the JI Certificate in Conflict Resolution. We will also be modularizing JI courses for credit against a number of career programs in provincial colleges and we will be including a course and practicum in Parent Teen Mediation for both students from the secondary school and adult learners at the JI. We hope this pilot will serve as a model for other districts, to encourage youth to take conflict resolution training and have it recognized as integral to their further studies.

For the many potential students who have asked us to evaluate their previous learning in related work experiences as well as training with a view to receiving credit for prior learning, we have established a procedure which is outlined in this calendar which should streamline the process and minimize redundancies. PLAR enables the JI to move in the direction of the ministerial goal of "seamless curriculum".

In response to your many requests, we have introduced a new "Mediation Reality Check" course. Because we no longer offer mediation assessments but run many generic and specialized mediation courses, you have asked us for detailed feedback on your skills in a more structured way. This course will prepare those who wish to proceed to mediation certification with a practitioner membership organization or who wish to identify learning gaps in their mediation skills.

Ask us also about our new video-conferenced courses coming in the new millennium and our library borrowing privileges for program graduates! And watch for new family mediation training and practicum opportunities which we are developing for the new year, as well as on-line opportunities for learning.

The talented and dedicated team of people who work in so many capacities to make this program strong join me in wishing you rewarding conflict resolution learning experiences this Fall.



Marg Huber, Director

OUR MISSION

We are dedicated to the provision of quality instructional services in interest-based dispute resolution to assist individuals, organizations and communities to resolve differences and build harmonious relationships.

WHY TAKE YOUR TRAINING AT THE CENTRE FOR CONFLICT RESOLUTION?

Our students and graduates say that the key components of our success are:

- High-calibre instructors
- A supportive environment
- Skills and concepts which are practical in work and personal life
- High program standards
- Opportunities to practise skills with feedback
- Availability of programs in various communities
- Outstanding reputation in the dispute resolution field

WHO TO CONTACT

(Note: All telephone numbers are area code 604)

JUSTICE INSTITUTE OF B.C.

| | |
|---|----------|
| Justice Institute of B.C. General Inquiries | 525-5422 |
| Registration Office | 528-5590 |
| Library | 528-5599 |
| Instructional Media Development Centre | 528-5600 |
| Student Services Advisor | 528-5663 |

CENTRE FOR CONFLICT RESOLUTION

Director

Marg Huber, Director mhuber@jibc.bc.ca 528-5613

Assistant

Jacqueline Friend, Administrative Assistant jfriend@jibc.bc.ca..... 528-5612

Course Calendar and Satellite Location Course Listings

Sue Crosato, Receptionist 528-5608

General Information – Conflict Resolution Certificate Program

Jacqueline Friend, Administrative Assistant jfriend@jibc.bc.ca..... 528-5612

Cindy Teather, Program Assistant cteather@jibc.bc.ca 528-5610

Carolyn Eyres, Program Assistant ceyres@jibc.bc.ca 528-5611

Lorraine Savidan, Program Assistant..... lsavidan@jibc.bc.ca 528-5683

Program Guidance

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

Karen Falk, Program Planner kfalk@jibc.bc.ca 528-5615

Kerry Gruber, Program Planner kgruber@jibc.bc.ca..... 528-5618

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

Leslie Murray, Program Coordinator lmurray@jibc.bc.ca 528-5614

Satellite Locations

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

Contract Courses

Karen Falk, Program Planner kfalk@jibc.bc.ca 528-5615

Equivalencies and Prior Learning Assessment & Recognition

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

Leslie Murray, Program Coordinator lmurray@jibc.bc.ca 528-5614

Assessments

Lorraine Savidan, Program Assistant..... lsavidan@jibc.bc.ca 528-5683

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

Career Orientation

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

First Nations Negotiation Skills Certificate Program

Marg Huber, Director mhuber@jibc.bc.ca 528-5613

Renée Nyberg-Smith, First Nations Advisor...rnyberg-smith@jibc.bc.ca..... 528-5621

Karen Falk, Program Planner (Contracts) kfalk@jibc.bc.ca 528-5615

JUSTICE INSTITUTE OF B.C. OUR VALUES

Student-Centred

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

Accessible

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

Innovative

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

Positive and Supportive

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

Quality-Driven

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

Relevant

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

Responsive

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

Teamwork

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

Partnerships

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

CONTENTS

| | <u>Page</u> | | <u>Page</u> |
|--|-------------|--|-------------|
| Message from the Director | 1 | Other JI Courses of Interest to Family Mediators..... | 21 |
| Who to Contact | 2 | Assessments | 24 |
| Conflict Resolution Training..... | 4 | Satellite Locations and Course Listings | 25 |
| The Dispute Resolution Field | 5 | First Nations Negotiation Skills Certificate Program.... | 29 |
| Certificate in Conflict Resolution | 7 | Instructional Team | 30 |
| Course Progression – Designing Your Program..... | 8 | Chronological Course Listing..... | 32 |
| Course Planning Worksheet | 9 | Alphabetical Course Listing | 35 |
| Admission to the Program | 10 | Numerical Course Listing | 35 |
| Certificate Program Registration Form | 11 | Student Information | 36 |
| Required Courses | 12 | How to Register for a Course | 37 |
| Electives | 14 | Registration Form..... | 38 |
| Mediation Electives | 19 | | |



CONFLICT RESOLUTION TRAINING

The Centre for Conflict Resolution provides interest-based dispute resolution training through open registration courses, both on campus and at satellite locations across B.C. (see page 25). We also offer training on a contract basis and can design or tailor training to meet specific needs (see below).

Established in 1986, the Centre is well known in North America for providing comprehensive, high-quality training.

Courses can be taken individually (provided prerequisites are met) or applied towards a Certificate in Conflict Resolution. A First Nations Negotiation Skills Certificate is offered on a contract basis to First Nations Tribal Councils or Bands (see page 28). In order to receive a certificate, all required course work must be completed and a skills assessment passed.

The Certificate in Conflict Resolution provides participants with skills in collaborative conflict resolution that enhance communication and problem-solving abilities as co-workers, partners, parents, family and community members, and citizens. It is a 210-hour (30-day) program that is intended to be taken over a period of one to three years to allow for the integration of skills. The program is made up of five required courses totalling 119 hours (17 days) and 91 hours (13 days) of electives.

Program graduates have:

- A broad base of collaborative conflict resolution/negotiation skills and theory
- An appreciation of the values underlying collaboration: cooperation, empathy, respect for differences, curiosity and clarity
- Strategies for analyzing conflict situations and choosing an appropriate response
- Skills in non-defensive listening and clear, direct speaking
- Practice in resolving interpersonal conflict, negotiating mutually satisfactory outcomes in both informal and formal settings and mediating disputes
- In-depth training in an area of specialization such as mediation, negotiation or facilitation

Training Format

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

Instructional Team

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

Participants

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

Satellite Locations

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

For information regarding courses being offered at our downtown Vancouver location, please refer to the course descriptions for our Lower Mainland sites (starting on page 11). For information regarding courses being offered at our out-of-town sites, please refer to the Satellite Locations and Course Listings section found after the course descriptions (page 25).

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

Contract Training

- Available to organizations and groups at their work-sites
- Designed to meet the specific needs of the group; issues that participants face in their day-to-day work can be incorporated into the training and used during role-play practice
- Delivered in one to five day modules
- Credited towards the Certificate in Conflict Resolution; the type of credit given will depend on the content of the course
- Cost effective: varying according to content, length, the amount of design work required and the location of the course

For more information on contract courses, including course descriptions, formats and estimated costs, contact Karen Falk by telephone/voice mail: (604)528-5615, fax: (604)528-5640, e-mail: kfalk@jibc.bc.ca.

THE DISPUTE RESOLUTION FIELD

Working in The Dispute Resolution Field

Most people who take courses in the Certificate Program in Conflict Resolution are employed and are acquiring new skills and concepts in order to enhance their effectiveness in their current work area. For people seeking employment, the Certificate in Conflict Resolution is a significant asset on a resume and in many fields it is highly regarded in combination with other education and experience.

Some people consider the training provided through the Centre for Conflict Resolution as the first step in becoming a dispute resolution professional. Most people who work in the dispute resolution field are in private practice as trainers, mediators and facilitators. While the field of mediation is expanding, it is still unusual for a person to make their living exclusively through private practice mediation.

B.C. Mediation Roster

The Mediator Roster is an independent list of qualified mediators which is managed by the BC Mediator Roster Society. The Roster's purpose is to organize and distribute information to the public about mediators who meet a minimum set of criteria. Qualifications for admission to the Roster include training requirements, experience requirements, references, insurance and adherence to a code of Conduct. The training requirements are as follows:

- a) 80 hours of core education in conflict resolution and mediation theory and skills, provided that 40 of those hours be specifically on mediation and include 10 hours of simulated or role play mediation under direct supervision.
- b) 100 additional hours of related training in dispute resolution or in a "related field". A related field would be interpreted to include substantive professional disciplines such as law, social work, and psychology, or any other discipline involving a significant element of negotiation, communication skills, conflict management, management consulting, etc.
- c) for non-lawyers, a minimum 2 day (14 hours) of instruction in civil procedure.
- d) 20 hours per year of ongoing professional development or continuing education related to the field of dispute resolution.

Required courses in conflict resolution, anger, mediation and negotiation skills, and many of the elective courses offered through the Centre for Conflict Resolution have been approved by the mediator Roster Society as meeting the training requirements for the Roster under (a) or (b) above. Our course in Civil Procedure has also been approved for the Roster.

Note: If you need clarification as to whether a particular elective course qualifies, please contact Marg Huber at (604) 528-5613.

For a more detailed list of qualifications for admission to the Roster please check with us or contact the BC Mediator Roster Society at:

British Columbia Mediator Roster Society

P.O. Box 9280 Stn. Prov. Gov't

Victoria BC V8W 9J7

Telephone: (250) 356-8147

Fax: (250) 387-1189

E-mail: mediators@mediator-roster.bc.ca

or visit their Website at: www.mediator-roster.bc.ca

B.C. Dispute Resolution Practicum Society

Traditionally, it has been very difficult for prospective mediators to find supervised practicum opportunities in the field. The Provincial Court Mediation Practicum Program offers trained but inexperienced mediators the opportunity to perform 10 small claims mediations under the supervision of an experienced mediator. Besides providing invaluable hands-on experience and feedback, the Court Mediation Practicum Program also meets the minimum practice requirements for inclusion on the B.C. Mediator Roster.

For information about the Court Mediation Practicum Program, call (604)684-1300 or e-mail: sharon@ican.net.

Mediation Certification

Three practitioner organizations offer a certification process for mediators. Certification requires a certain number of hours of training and practical experience and the successful completion of a skills-based assessment. For further information about mediator certification, please contact these organizations directly:

- The Mediation Development Association of B.C. -- (604)524-4552
- B.C. Arbitration and Mediation Institute -- (604)736-6614
- Family Mediation Canada -- (519)836-7750, Web site: www.mediate.org/fmc

Two of the above organizations offer a generic certification and the third offers a national family mediation certification.

Certifications vary in regard to requirements for specified number of hours of training, the amount of practical experience and the skills-based assessment. Certification and/or being on the Roster is not a requirement to practice as a mediator.

It is important to stay in touch with mediation organizations to remain up-to-date with new developments and changes.

The Justice Institute, as a post-secondary educational institution, provides high-quality classroom training that meets the training hour requirements of the various certifications. We offer basic mediation training as well as a wide range of advanced courses in specialized areas of mediation practice.

THE DISPUTE RESOLUTION FIELD Cont'd

For more information on the Dispute Resolution Field, check out additional internet links listed at our website at www.jibc.bc.ca Click on the Centre for Conflict Resolution and then the ConRes Web Resources menu item. If you don't have access to the Internet, it is available in our library.

Program & Career Orientation

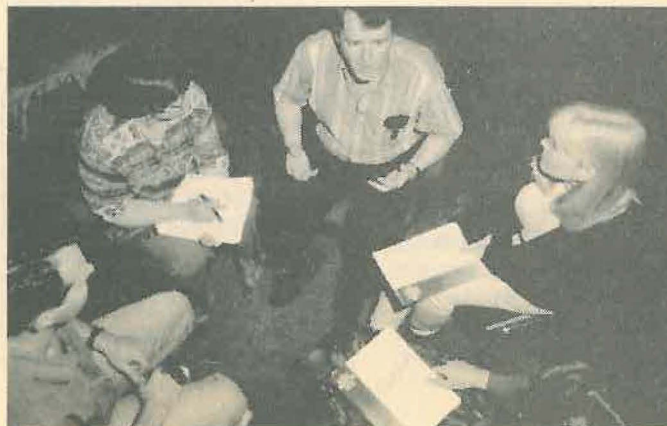
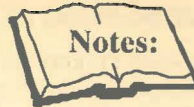
The Centre for Conflict Resolution offers career orientation sessions to help individuals plan their course choices and to provide information about the dispute resolution field.

Career orientation sessions are held at the **JUSTICE INSTITUTE IN NEW WESTMINSTER** (no appointment necessary) on the following days:

| <u>Date</u> | <u>Time</u> | <u>Location</u> |
|-------------|--------------------|-----------------|
| Sept 27 | 12:00 pm – 2:00 pm | Room C224 |
| Oct 25 | 7:00 pm – 9:00 pm | Room C200 |
| Nov 24 | 12:00 pm – 2:00 pm | Room C207 |

Career orientation sessions are held at **CAMOSUN COLLEGE, INTERURBAN CAMPUS IN VICTORIA** (no appointment necessary) on the following days:

| <u>Date</u> | <u>Time</u> | <u>Location</u> |
|-------------|-------------------|-----------------|
| Sept 29 | 7:00 pm – 9:00 pm | Room CC314 |



The Certificate in Conflict Resolution is a 210-hour (30-day) program that is intended to be taken over a period of one to three years to allow for the integration of skills. The program is made up of five required courses totalling 119 hours (17 days), 91 hours (13 days) of electives and a conflict resolution/negotiation assessment.



Required Courses (page 12)

Required 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 course consists of small group videotaped role-play sessions facilitated by trained coaches. Students are encouraged to bring a VHS videotape to record their simulations.

- Dealing with Interpersonal Conflict (CR110A) OR Resolving Conflict in the Workplace (CR110B)
- Mediation Skills Level I (CR250)
- Negotiation Skills Level I (CR260)
- Dealing with Anger (CR200)
- Negotiation Skills Level II (CR360)

Electives (page 14)

Electives provide specialized training in the dispute resolution functions of mediation, negotiation and facilitation. In addition, there are general electives that develop skills and provide theoretical frameworks that are applicable to negotiation, mediation and facilitation (see "Designing Your Program" on page 8 for more information on how to choose your electives).

PAGE

PAGE

| | |
|---|----|
| Skill Building Electives | |
| CR 105 Asserting Yourself in Conflict Situations..... | 14 |
| CR 847 Building Positive Relationships..... | 14 |
| CR 102 Critical Skills for Communicating in Conflict.... | 14 |
| CR 206 Criticism: How to Give and Receive It..... | 15 |
| CR 317 Defensiveness in Conflict..... | 15 |
| CR 101 Handling Conflict on the Telephone..... | 15 |
| CR 107 Integrating Conflict Resolution Skills into the BC Elementary School Curriculum..... | 16 |
| CR 108 Managing the Hostile Individual..... | 16 |
| CR 834 Reconciling Differences..... | 17 |
| CR 302 Shifting from Positions to Interests..... | 18 |
| CR 512 Organizational Culture and Conflict..... | 17 |

| | |
|---|----|
| Mediation Electives | |
| CR 846 Civil Procedure..... | 19 |
| CR 400 Mediation Skills Level II..... | 19 |
| CR 829 Mediation Skills Level III..... | 20 |
| CR 920 Reality Check: Mediation..... | 20 |
| CR 828 Strategic Mediation..... | 20 |
| Negotiation Electives | |
| CR 362 Negotiating with Difficult People: Making It Hard to Say No..... | 16 |
| CR 501 Negotiating Within a Labour Context..... | 17 |
| CR 910 Reality Check: Negotiation..... | 17 |
| Facilitation Electives | |
| CR 504 Group Dynamics..... | 15 |
| CR 508 Challenges of Facilitating..... | 14 |

Look for other electives in future calendars, such as . . .

| | |
|---|--|
| Adventures in Conflict (CR 106) | |
| Best Interests of the Child: (Part I) (CR453) | |
| Best Interests of the Child: (Part II) (CR454) | |
| Building Consensus (CR516) | |
| Caucusing in Mediation (CR404) | |
| Comprehensive Family and Divorce Mediation (CR456) | |
| Designing Conflict Management Systems (CR848) | |
| Dynamics of Power in Dispute Resolution (CR314) | |
| Facilitating and Mediating Multi-Party Disputes (CR520) | |

| | |
|--|--|
| Intercultural Communication: Bridging the Divide in Conflict Situations (CR 552) | |
| Managing the Emotional Climate (CR310) | |
| Mediating Discrimination and Harassment Complaints (CR514) | |
| Mediating the Financial Divorce (CR455) | |
| Thinking Smarter: The Negotiator's Edge! (CR365) | |
| Unfinished Business (CR316) | |
| Victim/Offender Mediation (CR827) | |

Assessment (page 23)

In order to receive your Certificate in Conflict Resolution, you must successfully complete an assessment in conflict resolution/negotiation.

COURSE PROGRESSION - DESIGNING YOUR PROGRAM

If you have not had previous training in interpersonal communication skills, you may wish to start with the elective CR102: Critical Skills for Communicating in Conflict before you take your first required course.

Otherwise, you would start with one of the required foundation courses, either CR110A: Dealing with Interpersonal Conflict, or CR110B: Resolving Conflict in the Workplace. These are equivalent courses, so take only one. You will receive credit for one or the other, not both. CR110A or CR110B is a prerequisite for the other required courses.

After you have taken CR110A or CR110B you could either take some other elective courses such as CR105: Assertiveness in Conflict Situations and any other elective with a CR110A/B pre-requisite, or you could take CR260: Negotiation Skills Level I.

After CR260 take other elective courses and the 2 required courses CR250: Mediation Skills Level I and CR200: Dealing with Anger. Then complete the rest of your elective courses.

The elective courses are your choice. When you are designing your program, choose electives that will strengthen your overall dispute resolution skills and that specialize in your area of interest. Take into consideration where and how you might use these skills. For example:

- Function (ie. mediation, negotiation, facilitation or a combination of these)
- Setting (ie. human resources, labour relations, court, workplace)
- Areas of specialization (ie. family mediation, restorative justice, harassment)

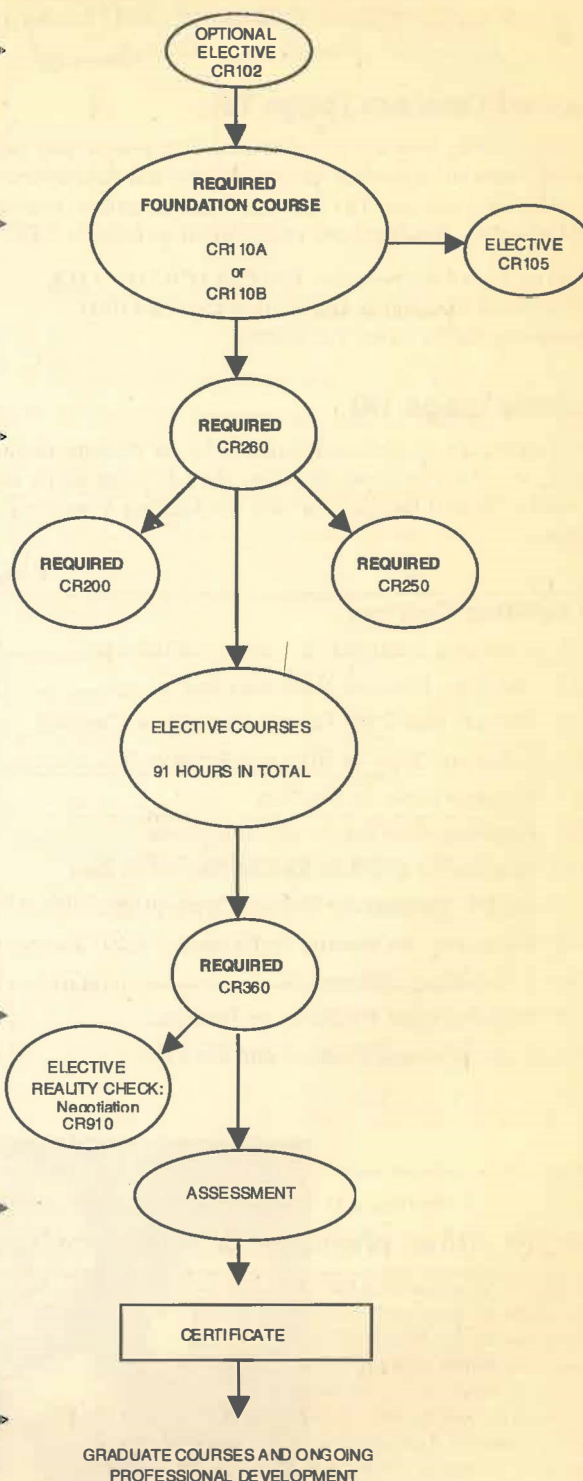
The order in which you take electives is determined by the prerequisites of each course. The more advanced courses have more prerequisites.

When you have finished most or all of your elective hours, take your remaining required course, CR360: Negotiation Skills Level II.

CR910: Reality Check: Negotiation can be taken at any time if you want feedback on your skill development. It is especially recommended prior to taking your assessment to give you an indication of your assessment readiness.

Now register for your Conflict Resolution/Negotiation Assessment. It is best to do your assessment 1 to 3 months after CR360 (Negotiation Skills Level II).

If you are successful on your first assessment attempt, you have finished the program and will receive your Certificate in Conflict Resolution. If you are not successful in your assessment, we strongly recommend that you try again. About 2 out of 3 candidates are successful on their first assessment; of those who try again, another 2 out of 3 are successful the second time.



If you would like further information about course progression, please contact one of the Program Planners.

See "Who To Contact" on Page 2

COURSE PLANNING WORKSHEET

| Course # | REQUIRED Courses | Dates | # of Hours | Instructor(s) | Location of Campus |
|-------------|--|-------|------------|---------------|--------------------|
| CR110A or B | Dealing with Interpersonal Conflict or Resolving Conflict in the Workplace | | 21 | | |
| CR200 | Dealing with Anger | | 21 | | |
| CR250 | Mediation Skills Level I | | 21 | | |
| CR260 | Negotiation Skills Level I | | 21 | | |
| CR360 | Negotiation Skills Level II | | 35 | | |

Total Required Course Hours needed to complete the Certificate Program **119**

| Course # | ELECTIVE Courses | Dates | # of Hours | Instructor(s) | Location of Campus |
|----------|------------------|-------|------------|---------------|--------------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Recommended:

| | | | | | |
|-------|---------------|--|--|--|--|
| CR910 | Reality Check | | | | |
|-------|---------------|--|--|--|--|

Total Elective Course Hours needed to complete the Certificate Program **91**

| | | | | | |
|-------|------------|--|--|--|--|
| CR950 | Assessment | | | | |
|-------|------------|--|--|--|--|

CERTIFICATE IN CONFLICT RESOLUTION Cont'd

Admission to the Conflict Resolution Program

To become a candidate in the Conflict Resolution Certificate Program, it is necessary to complete an application form and pay a fee of \$75. You can apply for candidacy prior to taking courses or at any point during your course work. You must be enrolled in the Certificate Program to take the assessment and receive a Certificate.

For an application package, contact the Centre at (604)528-5608. To request candidacy, please submit your completed application form with the \$75 program application fee to Jackie Webber, Office Assistant, Centre for Conflict Resolution.

Candidates in the program have borrowing privileges at the Justice Institute's library.

Transcripts

A transcript and certificate will be mailed to graduates. The cost of additional documents is \$5 per copy.

Attendance Requirements

To receive the Certificate in Conflict Resolution, participants complete 210 hours of classroom training and a competency-based assessment in conflict resolution/negotiation. Full attendance at courses is required. If an emergency situation causes you to be absent from part of a course, the following policies will apply:

- If you miss half a day or less, you will be expected to find out what you missed through discussions with the instructor and other participants. You will receive full credit for the course.
- If you miss a full day, you will receive credit for the course but will have to make up the missing hours by taking an additional seven hours in elective course work.
- If you miss more than one day, you will not receive credit for the course and will be required to retake it.

To discuss absences from courses, contact Leslie Murray at (604)528-5614 or Nym Hughes at (604)528-5622 (see Course Progression on page 8 for the order in which to take the courses).

Prior Learning Assessment and Recognition (PLAR)

What is PLAR?

PLAR stands for Prior Learning Assessment and Recognition and is a process for granting credit in a post-secondary program based on what you know and can do no matter where or how you gained that knowledge and those skills. The Centre for Conflict Resolution is happy to offer students and potential students an opportunity to receive credit towards the Conflict Resolution Certificate for knowledge and skills in the field of conflict resolution gained outside the Justice Institute. The PLAR process is an active partnership between the JI and the student. It takes a fair amount of work and effort on your part to document your learning so we can assess it for credit.

The maximum amount of credit that can be awarded through PLAR is 50% of our Certificate hours or 105 out of 210 hours.

I already took some courses in conflict resolution. Can I get credit for them?

Maybe. Credit may be granted for training in conflict resolution, mediation or negotiation -- in fact for anything we teach at the Centre for Conflict Resolution based on similar training that you took somewhere else. These might be other College or University courses or workshops, or seminars through your workplace or a community organization. To receive credit for comparable training the course or workshop you took needs to be quite similar to one or more of our courses.

I haven't taken any courses but I have been using conflict resolution skills in my work for years. Can I get credit?

Maybe. You will need to demonstrate to us that your knowledge and skills gained through work and life experience are comparable to what you would learn in one or more of our courses.

How much does it cost?

There is a fee charged for each PLAR application ranging from \$50 to \$250. The fee is based on the work involved in assessing the candidate and is not based on credit awarded. The fee is non-refundable and must be submitted with your PLAR application.



We can make the PLAR process available in a range of formats such as large print, oral interview and sign language interpretation. Let us know what meets your needs.

Okay, I'm interested in applying. What should I do?

Get in touch with Lorraine Savidan at the Centre for Conflict Resolution at 604-528-5683 or e-mail: lsavidan@jibc.bc.ca and ask for our PLAR Application package or find it on our website : www.jibc.bc.ca

CERTIFICATE PROGRAM REGISTRATION FORM

In order to process your Registration Form for the Certificate Program, we require that you provide the following documentation/information:

1. Certificate Program Registration Form (below)
2. \$75 non-refundable Certificate Program Fee (This fee must accompany your documentation. It is tax-deductible and payable by cheque made out to the Justice Institute of BC, or by Visa or MasterCard)
3. Record of Completed Courses/Course Planning Worksheet (page 8)

| | |
|--------------------------------------|-------------------|
| JI Student ID # (if known) | PEN (if known) |
| First Name | Middle Name |
| Last Name | Occupation |
| Organization Name | Department |
| Gender (for statistical purposes) | Birth-Date |

Home/Primary (Mailing) Address:

| | |
|----------------|----------------|
| Street | |
| City | Province/State |
| Country | Postal Code |
| Phone # | Fax # |
| E-Mail Address | |

Business/Secondary Address:

| | |
|----------------|----------------|
| Street | |
| City | Province/State |
| Country | Postal Code |
| Phone # | Fax # |
| E-Mail Address | |

Reason(s) for choosing to join the Certificate Program (ie personal development, enhancing work skills, to work as a professional within the dispute resolution field, etc):

Exchange of Information — We often have requests for contact information from interested parties (ie certificate students may wish to make contact with other participants, JI co-sponsors who may wish to inform you of courses of interest, etc). Please check one of the following statements to indicate your wishes with regards to this:

- ☐ Yes, you may provide my contact information to interested parties
- ☐ No, you may not provide my contact information to interested parties

Signature: _____ Date: _____

Method of Payment:

☐ Cheque for \$75, payable to the Justice Institute of B.C.

☐ Please charge my VISA card # _____ Expiry Date: _____

Please charge my MASTERCHARD# _____ Expiry Date: _____

| | | | |
|-----------------------|---|------------------------------------|--|
| Office Use Only | <input type="checkbox"/> paperwork complete | <input type="checkbox"/> Registrar | <input type="checkbox"/> exemption requested |
| | <input type="checkbox"/> fee received | <input type="checkbox"/> file | <input type="checkbox"/> letter |
| | <input type="checkbox"/> transcript entered | <input type="checkbox"/> Access | <input type="checkbox"/> copy |

REQUIRED COURSES

There are five required courses that make up 119 hours (17 days) of the 210-hour (30-day) Certificate Program.

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

Take either CR110A or CR110B as you will receive credit for one or the other, not both.

DEALING WITH INTERPERSONAL CONFLICT (CR110A)*

Prerequisite: None
Length: Three Days (21 hours)
Fee: \$350

This course gives participants an overview of and an introduction to collaborative conflict resolution. Participants assess their own conflict style and broaden their range of ways to resolve conflicts effectively. They examine the dynamics and sources of conflicts, attitudes and beliefs, conflict theory, defensiveness, and the role of assumptions and emotions. Participants will practise specific skills and approaches useful in resolving interpersonal conflicts. This is a highly participatory course with an emphasis on increasing self-awareness and skill development through structured exercises and simulations. Students are encouraged to bring a VHS videotape to record their role-play on the final day of the course. **This course is equivalent to CR110B and is a prerequisite for all other required courses.**

| Date | Instructor | Location |
|------------------|-----------------------|-----------|
| Sept 22-24 | Mario Govorchin | JI Campus |
| Oct 4-6 | Jim Toogood | JI Campus |
| Oct 28-30 | Kelly Henderson | JI Campus |
| Nov 8-10 | Ed Jackson | JI Campus |
| Nov 25-27 | Jill Schroder | JI Campus |
| Dec 7-9 | Joan Balmer | JI Campus |

OR

RESOLVING CONFLICT IN THE WORKPLACE (CR110B)*

Prerequisite: None
Length: Three Days (21 hours)
Fee: \$350

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. Participants assess their own conflict style and broaden their range of ways to resolve conflicts effectively. Emphasis is on effective communication and on skills, concepts and approaches for collaborative conflict resolution. This course will be of particular value to managers and supervisors who wish to expand their leadership skills. This is a highly participatory course with an emphasis on increasing self-awareness and skill development through structured exercises and simulations. Students are encouraged to bring a VHS videotape to record their role-play on the final day of the course. **This course is equivalent to CR110A and is a prerequisite for all other required courses.**

| Date | Instructor | Location |
|----------------------|----------------------|-------------------|
| Sept 20-22 | Kelly Henderson .. | JI Campus |
| Sept 29-Oct 1 | Ed Jackson | BCIT ¹ |
| Oct 5-7 | Wendy Hilliard | JI Campus |
| Nov 2-4 | Ron Monk | JI Campus |
| Nov 13, 20, 27 | Gary Harper | JI Campus |
| Nov 16-18 | Joan Balmer | JI Campus |
| Dec 1-3 | Ron Monk | JI Campus |
| Dec 6-8 | Jill Schroder | JI Campus |

For Business, see Pages 22-23:

Oct 19-21

Nancy McPhee JI Campus

¹ Courses located at BCIT are held at the BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver

REQUIRED COURSES Cont'd

NEGOTIATION SKILLS LEVEL I (CR260)

Prerequisite: CR110A or CR110B.
Length: Three Days (21 hours)
Fee: \$350

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. Emphasis is on skill development through simulated negotiations assisted by trained coaches. Students are encouraged to bring a VHS videotape to record their role-play on the final day of the course.

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|--------------------|--------------------------------|-------------------|
| Sept 27-29 | Deborah White | JI Campus |
| Oct 20-22 | Karen Haddigan | BCIT ¹ |
| Nov 1-3 | Dale Zaiser | JI Campus |
| Nov 15-17 | Elizabeth Azmier-Stewart | JI Campus |
| Nov 29-Dec 1 | Dale Zaiser | JI Campus |

For Business, see Pages 22-23:

Dec 8-10 Deborah White | JI Campus |

DEALING WITH ANGER (CR200)*

Prerequisite: CR110A or CR110B.
Recommended: CR260.
Length: Three Days (21 hours)
Fee: \$350

Angry, hostile or resistant feelings and behaviours are commonly generated in conflict situations. Efforts to resolve the conflict may be ineffective if these feelings are ignored or denied. This course builds on the material in CR110A/CR110B, and presents theory, skills and approaches for managing our own angry feelings and behaviours, and responding to anger in others. Topics such as anger triggers, self-management, defusing skills, the origins of personal expressions of anger and disengaging from angry encounters will be explored. Emphasis is on self-awareness and skill development through small-group exercises and videotaped practice sessions on the final day.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|--------------------|-----------------------|-------------------|
| Sept 28-30 | Stacey Holloway | JI Campus |
| Oct 18-20 | Joan Balmer | JI Campus |
| Nov 1-3 | Mario Govorchin | BCIT ¹ |
| Nov 17-19 | Wendy Hilliard | JI Campus |
| Nov 29-Dec 1 | Nancy McPhee | JI Campus |
| Dec 9-11 | Nancy McPhee | JI Campus |

MEDIATION SKILLS LEVEL I (CR250)*

Prerequisite: CR110A or CR110B.
Recommended: CR260.
Length: Three Days (21 hours)
Fee: \$350

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|-----------------|--------------------------------|-------------------|
| Oct 4-6 | Elizabeth Azmier-Stewart | JI Campus |
| Oct 27-29 | Ron Monk | JI Campus |
| Nov 22-24 | Karen Haddigan | JI Campus |
| Dec 6-8 | Stacey Holloway | BCIT ¹ |

NEGOTIATION SKILLS LEVEL II (CR360)

Prerequisites: CR110A or CR110B,
 CR200, CR250, CR260.
Length: Five Days (35 hours)
Fee: \$575

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.

Participants are required to bring their Negotiation manual to this course.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|------------------------|-----------------------|-------------------|
| Oct 14-15, 18-20 | Dale Zaiser | JI Campus |
| Nov 22-26 | Deborah White | BCIT ¹ |
| Dec 8-10, 13-14 | Mario Govorchin | JI Campus |

¹ Courses located at BCIT are held at the BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver

ELECTIVES

Certificate requirements are 91 hours (13 days) of elective courses. Also, elective courses include courses that program graduates take as professional development.

ASSERTING YOURSELF IN CONFLICT SITUATIONS (CR105)

Prerequisites: None.
Recommended: CR110A or CR110B.
Length: Two Days (14 hours)
Fee: \$250

Whether you are negotiating an important issue, expressing your thoughts and feelings in a conflict or standing firm under pressure, the ability to assert yourself is crucial to being able to reach outcomes that work for you. When in conflict situations, it can be especially difficult to maintain an assertive stance rather than over-reacting or selling yourself short. This course will address assertiveness in a variety of challenging situations and will give participants opportunities to practise improving and maintaining an assertive style under pressure.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|---------------------|----------------------|-----------------|
| Sept 30-Oct 1 | Mario Govorchin..... | JI Campus |
| Nov 4-5 | Nancy McPhee..... | JI Campus |
| Dec 2-3..... | Gary Harper | JI Campus |

BUILDING POSITIVE RELATIONSHIPS IN A DIVERSE WORKPLACE (CR847)

Prerequisites: None.
Length: Three days (21 hours)
Fee: \$350

Organizations and their clients are becoming increasingly diverse. This interactive workshop presents an innovative, holistic approach to building and maintaining relationships and workgroups in today's complex workplaces. Through strategies, awareness and skills building, participants will explore the use of non-blaming, healing approaches to dealing with difficult individuals and controversial topics, how to respond effectively to prejudicial remarks and communicating effectively in an intercultural context. This workshop is appropriate for individuals at all levels who are interested in developing productive and respectful work environments. It can be taken as a stand-alone course or used to broaden and deepen other learning.

| <u>Date</u> | <u>Instructors</u> | <u>Location</u> |
|---------------------------------------|--------------------------|-----------------|
| <i>For Business, see Pages 22-23:</i> | | |
| November 22-24..... | Charles Boehm-Hill | JI Campus |
| | Ed Eduljee | |
| | Jeannette Matson | |

CHALLENGES OF FACILITATING (CR508)

Prerequisites: CR110A or CR110B, CR260 or CR250.
Recommended: CR504.
Length: Two Days (14 hours)
Fee: \$250

This course builds on ideas and strategies introduced in "Group Dynamics," and is for group or team facilitators who would like to further their skills to meet the types of challenges involved in facilitating. We will review the basics of facilitation and group functioning; however, the focus will be on common pitfalls and difficulties that facilitators face, such as remaining neutral, tracking multiple issues and speakers, managing group polarization and domination by individuals, power problems and bringing the group to closure. Through discussion, case studies and role-play, participants will identify and work through these and other challenges.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|---------------|----------------------|-----------------|
| Nov 4-5 | Karen Haddigan | JI Campus |

CRITICAL SKILLS FOR COMMUNICATING IN CONFLICT (CR102)*

Prerequisites: None.
Length: Two Days (14 hours)
Fee: \$250

This course focuses intensively on the communication theory and the communication skills that are the building blocks of mediating, negotiating or resolving interpersonal conflict. It is recommended for anyone entering the Certificate Program in Conflict Resolution without previous training in communication skills. This course is also effective as a stand-alone learning experience. Each skill will be demonstrated and then practised in short exercises involving conflict situations. Specific skills will include: non-defensive listening, questioning, reframing and assertive speaking.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|------------------|----------------------|-------------------|
| Sept 16-17 | Jim Toogood | JI Campus |
| Sept 27-28 | Gary Harper | BCIT ¹ |
| Oct 12-13 | Deborah White | JI Campus |
| Nov 8-9 | Wendy Hilliard | JI Campus |
| Nov 24-25 | Jim Toogood | JI Campus |
| Dec 13-14 | Gary Harper | JI Campus |

¹ Courses located at BCIT are held at the BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver

ELECTIVES Cont'd

CRITICISM: HOW TO GIVE AND RECEIVE IT (CR206)*

Prerequisite: CR110A or CR110B.
Length: Two Days (14 hours)
Fee: \$250

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|------------------|---------------------|-----------------|
| Sept 20-21 | Deborah White | JI Campus |

DEFENSIVENESS IN CONFLICT (CR317)

NEW

Prerequisites: CR110A or CR110B, CR260 or CR250.
Length: Two Days (14 hours)
Fee: \$250

Defensiveness is behaviour to protect oneself from a perceived threat or attack. In negotiations and mediations, it can create major barriers and, when explored, can open up opportunities for breakthroughs. When parties are defending and protecting self-image (face-saving), listening becomes more difficult and positions become cemented. Left unaddressed, defensiveness can stalemate the discussion. This workshop combines theory and skills to increase awareness of internal and external defense mechanisms affecting ourselves and others. Jack Gibb's communication theory of defensive and supportive climates will be one of several approaches used to identify defensive behaviours.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|-----------------|--------------------|-----------------|
| Oct 25-26 | Donna Soules | JI Campus |

GROUP DYNAMICS (CR504)

Prerequisites: CR110A or CR110B, CR260 or CR250.
Length: Two Days (14 hours)
Fee: \$250

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|----------------|----------------------|-------------------|
| Dec 9-10 | Karen Haddigan | BCIT ¹ |

HANDLING CONFLICT ON THE TELEPHONE (CR101)

Prerequisite: None
Length: One Day (7 hours)
Fee: \$125

Dealing with angry people and trying to resolve conflict over the telephone can be particularly challenging. This one-day course will focus on learning and practising effective para-verbal and verbal skills for defusing anger and resolving conflict, with an emphasis on the use of the voice. The course will be of interest to people who want to develop more skills for responding effectively to anger and conflict over the phone, and will be of particular interest to those with no or few previous courses in the Conflict Resolution Certificate Program.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|--------------|--------------------|-----------------|
| Nov 10 | Dale Trimble | JI Campus |



¹ Courses located at BCIT are held at the BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver

ELECTIVES Cont'd

INTEGRATING CONFLICT RESOLUTION SKILLS INTO THE ELEMENTARY SCHOOL CURRICULUM (CR107)

NEW

Prerequisites: None.
Length: One Day (7 hours)
Fee: \$125

Training students in anger management, problem solving and active listening is worthwhile, yet few teachers can do it as an "add-on" to a crowded timetable. This course bridges conflict resolution and IRP objectives by examining "key" fairytales and stories of typical school conflicts as a starting point for positive communication skills (Personal Planning), story appreciation and writing (Language Arts) and drama (Fine Arts). Then, working through step-by-step "lesson" procedures participants will see how their students can write and perform their own skits that contrasts "skilled" and "unskilled" approaches to life's interpersonal challenges. Participants will receive everything needed to foster cooperation in the classroom, creatively.

Date **Location**
 Oct 22 JI Campus

Instructor: Jack Emberly, M.Educ. (UBC) has worked as a Resource Room Teacher, Learning Assistant and classroom teacher. Recently, Jack received government grants to lead a "story focussed" group-interaction program intended to increase awareness and social skills in "at-risk" students. He is also the author of a cassette tape and teaching manual entitled, "The Boy in the Mirror". Since returning to the class, Jack has explored the power of skit writing, acting and storytelling to drive awareness and social skills development in the regular class. Jack's background includes writing for newspapers and magazines, working as a Fisheries' Patrol Officer and teaching at the B.C. Penitentiary. Jack is a workshop presenter whose practical classroom techniques have received praise at several District Pro-D events around the province.

Fast Fact:
 The bottom of each
 calendar page has
 Registration's Phone
 # at a glance!

MANAGING THE HOSTILE INDIVIDUAL (CR108)

Prerequisite: None
Length: Two Days (14 hours)
Fee: \$250

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

Date **Instructor** **Location**
 Nov 18-19 Mario Govorchin JI Campus

NEGOTIATING WITH DIFFICULT PEOPLE: MAKING IT HARD TO SAY NO (CR362)

Prerequisites: CR110A or CR110B, one of CR260 or CR250.
Recommended: CR102.
Length: Two Days (14 hours)
Fee: \$250

The negotiation model presented in CR260: Negotiation Skills Level I provides a useful framework for negotiating mutually satisfactory 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 toward joint problem solving with individuals who are confrontational, inflexible, reluctant and unreasonable. This course focuses on the techniques of effective negotiation in individual situations. Participants will learn the five-step strategy presented in William Ury's book *Getting Past No*.

Date **Instructor** **Location**
 Dec 1-2 Arthur Ridgeway JI Campus

ELECTIVES Cont'd

NEGOTIATING WITHIN A LABOUR CONTEXT (CR501)

Prerequisite: CR110A or CR110B or equivalent.
Length: Two Days (14 hours)
Fee: \$250

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

| <u>Date</u> | <u>Instructors</u> | <u>Location</u> |
|---------------------------------------|---|-----------------|
| <i>For Business, see Pages 22-23:</i> | | |
| Nov 15-16..... | Deborah White..... | JI Campus |
| | Larry Gregg, Sr. Mediator and Director of Administration at the Labour Relations Board. | |

ORGANIZATIONAL CULTURE AND CONFLICT (CR512)

Prerequisite: CR110A or CR110B and one of CR260 or CR250.
Length: Two Days (14 hours)

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|---------------|-------------------|-----------------|
| Nov 2-3 | Mike Talbot | Camosun College |

For further information on other out-of-town courses please refer to "Satellite Locations & Course Listings" on Pages 25-28.



REALITY CHECK: NEGOTIATION (CR910)

Prerequisites: CR110A or CR110B, CR260
Length: One Day (7 hours)
Fee: \$150

This course provides an opportunity to work interactively with an instructor in negotiation role-plays. With a maximum class size of five, each participant receives individualized and immediate feedback from the instructor, who plays the role of the other party. Reality Check is recommended for assessment preparation as the course is designed to simulate, to as great a degree as possible, the assessment experience in complexity. Feedback consists of constructive comments about strengths as well as areas which need additional work, with reference to criteria for successful assessment completion. This course is also useful for those who wish to identify strengths and challenge areas in order to plan their elective courses, or upon re-entering the Certificate Program after an absence. *Please bring a VHS videotape to record your roleplay.*

| <u>Date</u> | <u>Location</u> |
|---------------|-----------------|
| Sept 17 | JI Campus |
| Oct 12 | JI Campus |
| Nov 12 | JI Campus |
| Nov 26 | JI Campus |

Instructors: Assessors in the Conflict Resolution Certificate Program

RECONCILING DIFFERENCES (CR834)

Prerequisites: CR110A or CR110B and one of CR260 or CR250.
Length: Two Days (14 hours)
Fee: \$275 (includes Test Instruments)

Daily we find ourselves clicking easily with some people while struggling hard to get on the same wavelength with others. In conflict situations, we are continually challenged and confronted with differences in perspective, style, need and emotion. If not handled effectively, individual preferences can lead to animosity, communication breakdown and lasting damage to our relationships. Understanding the interpersonal dynamics underlying behaviours is an essential skill in the conflict resolution process. Through working with personality preferences as measured by the Myers-Briggs Type Indicator and differences in interpersonal needs as measured by Fundamental Interpersonal Relationship Orientation – Behaviour (FIRO-B), participants will gain an understanding of how these factors contribute to conflict and can be used to facilitate its resolution.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|----------------|-----------------------|-----------------|
| Oct 20-21..... | Arthur Ridgeway | JI Campus |

ELECTIVES Cont'd

SHIFTING FROM POSITIONS TO INTERESTS (CR302)

Prerequisites: CR110A or CR110B and one of CR260 or CR250.

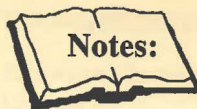
Recommended:CR102.

Length: Two Days (14 hours)

Fee: \$250

Whether in the context of negotiation, mediation or interpersonal conflict, people adopt positions and offer solutions in order to meet their underlying interests. Working toward 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.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|-----------------|-----------------------|-------------------|
| Oct 18-19 | Arthur Ridgeway | BCIT ¹ |
| Nov 29-30 | Arthur Ridgeway | JJ Campus |



¹ Courses located at BCIT are held at the BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver

MEDIATION ELECTIVES

At the JI, we believe that there is no one right way to practice mediation, but a variety of approaches that may be situationally appropriate. Students taking these mediation courses can expect to encounter a range of styles and approaches from one trainer to the next, based on their experience as mediators, which we hope will enrich your learning. Conformity of method and practice is not our goal; rather, we encourage our students as adult learners to develop their own style based on a framework of guiding principles and an understanding of the parties, culture and setting within which they are mediating. Whatever approach mediators use in a given dispute, they ultimately bring their essential self to the work; therefore, a mediator's genuineness and self-awareness need to be integrated with technical skill for effective practice. Our training program aims to assist students with these goals.

The Centre for Conflict Resolution continues to offer advanced skills-based mediation courses and to develop new courses. If you wish to practise mediation professionally, we suggest that you look to your intended field of practice for the appropriate level of knowledge, training and experience required. See also page 5, under "Working in the Dispute Resolution Field."

CIVIL PROCEDURE (CR846)

Prerequisites: CR110A or CR110B, CR250.

Recommended: CR260.

Length: Two Days (14 hours)

Fee: \$250

This course is for those who want to practise mediation in the context of the civil justice system. It is required for mediators who do not have a law degree but want to be considered for the B.C. Mediator Roster. It may also be of interest to those with a law degree who want to refresh their knowledge of civil procedure. The course examines the aspects of civil procedure that mediators need to be familiar with: what the litigation track looks like, including the practicalities of time and cost as a typical case proceeds through the system, as well as the role of lawyers in litigation and mediation. The course will also address how Court Rules use expense to encourage settlement, the difference between the formal legal parties and the real decision-makers in a lawsuit and the rules of evidence that commonly arise in mediation.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|---------------|-------------------|-------------------|
| Nov 4-5 | Terry Harris..... | BCIT ¹ |

MEDIATION SKILLS LEVEL II (CR400)

Prerequisites: CR110A or CR110B, CR250, CR260.

Length: Five Days (35 hours)

Fee: \$575

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 framing and tracking issues, probing for and clarifying interests, addressing power dynamics, adapting the mediation process to meet the needs of the participants and addressing strong emotions. This course will also offer participants an opportunity to discuss the development of a personal mediating style and some of the legal and ethical issues in the mediation field as well as caucusing and co-mediation. Emphasis is on skill development through simulated mediations, with assistance and feedback from trained coaches. Videotape will be used on the final day. *Participants are required to bring their Mediation Level I material to this course.*

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|------------------------|-----------------------|-----------------|
| Oct 21-22, 25-27 | Stacey Holloway | JI Campus |
| Nov 29-Dec 3 | Karen Haddigan..... | JI Campus |

¹ Courses located at BCIT are held at the BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver

MEDIATION ELECTIVES Cont'd

MEDIATION SKILLS LEVEL III (CR829)

Prerequisites: CR110A or CR110B, CR200, CR250, CR260, CR360, CR400.

Length: Two Days (14 hours)

Fee: \$250

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|---------------|---------------------|-----------------|
| Oct 7-8 | Michael Fogel | Jl Campus |

STRATEGIC MEDIATION (CR828)

Prerequisites: CR400 and Mediation experience (practicum experience acceptable).

Length: Two Days (14 hours)

Fee: \$250

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|----------------|---------------------|-----------------|
| Nov 9-10 | Michael Fogel | Jl Campus |

REALITY CHECK: MEDIATION (CR920)

NEW

Pre-requisite: CR400.

Length: One Day (7 hours)

Fee: \$150

Self-reflection and self-evaluation are crucial components of mediation practice. This one day course offers beginning mediators an opportunity to compare their own self-evaluation against detailed and concrete feedback from a senior mediation instructor. A small class of five students will roleplay and receive feedback on the key tasks of a mediator covered in Mediation Skills Level 1 and Mediation Skills Level 2. This course may also be useful to people looking for a read-out on their mediation skill level or who may be coming back into the Certificate program after an absence. It may provide helpful feedback to students planning to enter a mediation practicum or apply for certification from a professional mediation practitioner organization. Please bring a VHS videotape to record your roleplay.

| <u>Date</u> | <u>Location</u> |
|--------------|-----------------|
| Nov 5 | Jl Campus |
| Nov 25 | Jl Campus |

Instructors: Assessors in the Conflict Resolution Certificate Program

MEDIATION ELECTIVES Cont'd

Other JI Courses of Interest to Family Mediators

INTRODUCTION TO FAMILY JUSTICE SERVICES IN B.C. (#CORR606DE) DISTANCE STUDY

Length: Three month guideline (course should be completed within six months)
Fee: \$350

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

The course will count as a financial credit towards the Family Justice Counsellor Training Program offered by the Corrections and Community Justice Division and as elective credit towards the Certificate in Conflict Resolution.

Date: Open-ended registration (you may register at any time)
Coordinator: Margot D'Souza, Corrections and Community Justice Division

INTRODUCTION TO FAMILY JUSTICE SERVICES IN B.C. (#CORR606) TRAINING COURSE

Length: Three Days (21 hours)
Fee: \$350

Date: October 5-7
Instructor: Laurie Morgan, R.S.W., Accredited Family Mediator, Certified Family Relations Mediator, Family Instructor, Corrections and Community Justice Division

COUNSELLING FAMILIES AND INDIVIDUALS THROUGH FAMILY TRANSITION: DIVORCE, SEPARATION AND REMARRIAGE (ET554)

VIOLENCE AGAINST WOMEN IN RELATIONSHIPS (EP193)

CHILDREN WHO WITNESS ABUSE (CY111)

COUPLE AND FAMILY THERAPY CERTIFICATE PROGRAM

For information contact Heather Olson, Social Services and Community Safety Division, (604) 528-5573.

CORRECTIONS AND COMMUNITY JUSTICE DIVISION

NEW

The Corrections and Community Justice Division has seats available in the Family Justice Counsellor Employment Readiness Program. Ordinarily this 10 week full time program, starting October 12th, 1999, would only be available to those students who had applied for admission to the program and had been selected through the Corrections and Community Justice Division's screening process to attend the full program.

The Division invites Conflict Resolution students to register for the following two modules on a tuition fee paid basis. For students interested in other modules in the Employment Readiness Program, please call Valerie Ader at (604) 528-5541.

Anyone who is interested in the full 10 week program is welcome to apply and should contact the Employment Readiness Program at (604) 528-5541 to request that an information package be mailed to them.

FAMILY 602 – FAMILY SYSTEMS AND DYNAMICS OF SEPARATION & DIVORCE

Prerequisite: None.
Length: Seven days (49 hours)
Fee: \$875 (for full 7 days)

This module consists of 7 days of classroom instruction. The module will provide you with an overall awareness of family systems within the context of separation and divorce. You will learn a protocol for screening for violence and have an opportunity to demonstrate that process. You will also learn about the effects of separation upon children, the effects of family violence during separation and divorce and will as well, gain information regarding cultural, economic and gender factors in the context of separation and divorce.

Dates: TBA **Instructors:** Various

*** Please check with Nym Hughes at (604) 528-5622 for equivalency credit arrangements for this module.*

FAMILY 604 – CONFLICT RESOLUTION BY MEDIATION

Length: Eleven days (77 hours)
Fees: \$350 for the two 3 day component
\$575 for the 5 day component

This module consists of three components. The first 3 days focus upon an Introduction to Interpersonal Conflict Resolution (equivalent to CR110A/B). This component provides students with an introduction to styles of conflict, the language of conflict and the principles of the win-win approach to managing conflict. The second 3 day component, Mediation Level I, will provide an introduction to the various stages and processes of mediation in the context of separation and divorce. The third component, Mediation Level II, is 5 days long and focuses upon integrating and practicing the full process of mediating conflict in the separation and divorce context. All three of these components have a distinct family focus within the context of separation and divorce.

Dates: TBA **Instructors:** Various

In today's business world where teamwork and high performance practices count, it pays to create and maintain a good working environment.

The Centre for Conflict Resolution, responding to requests from business, unions and organizations, is now offering two courses specifically geared to the world of work, using examples with attention to business dynamics. These courses, along with others listed opposite, are intended to specifically address the application of Conflict Resolution skills to workplace issues thereby promoting better business relationships and more effective business practices.

**RESOLVING CONFLICT IN THE
WORKPLACE (CR110B)**

Prerequisite: None.

Fee: \$350

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|-------------|-------------------|-----------------|
| Oct 19-21 | Nancy McPhee | JIBC |

Focusing exclusively on the work environment, this course builds an understanding of the dynamics of conflict, explores factors that contribute to conflict, and introduces skills for managing and resolving conflicts. Emphasis is on analysis, self-awareness and effective communication. Participants will have the opportunity to discover their own dominant conflict style and to enhance their ability to use different styles. Strategies and processes for effective conflict prevention and resolution will be discussed, demonstrated and practiced.

**NEGOTIATION SKILLS LEVEL I
(CR260)**

Prerequisite: CR110A or CR110B.

Fee: \$350

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|-------------|-------------------|-----------------|
| Dec 8-10 | Deborah White | JIBC |

Negotiation skills are essential in today's business world. More than just making a deal; effective negotiating promotes better business relationships – with customers, clients, suppliers and staff. Traditional approaches to negotiation rely on pressure tactics to achieve results, often ending unsatisfactorily. In this course, participants are introduced to an "interest-based" approach aimed at fair and objective agreements. Preparing to negotiate, assessing alternatives, building a climate for collaborating, getting beyond position-taking and developing agreements that work for both parties will be covered. Emphasis is on skill development through simulated negotiations assisted by trained coaches.

Look for other workplace based courses, such as:

NEGOTIATING WITHIN A LABOUR CONTEXT (CR501)

Prerequisite: CR110A or CR110B.

Fee: \$250

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|-------------|------------------------------|-----------------|
| Nov 15-16 | Deborah White Larry Gregg | JIBC |

For people who work in a unionized labour environment and want to improve their negotiation skills as well as workplace relationships. Participants come from both a union and supervisory/management background.

For a complete course description, see page 17.

ORGANIZATIONAL CULTURE AND CONFLICT (CR512)

Prerequisite: CR110A or CR110B and one of CR260 or CR250.

Fee: \$325

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|-------------|-------------------|-----------------|
| Nov 2-3 | Mike Talbot | Camosun College |

Differences in culture between different parts of an organization can themselves be a significant source of conflict. This course aims to increase participants' understanding of organizational culture and to examine how it arises and how it may be changed.

For a complete course description, see page 17.

BUILDING POSITIVE RELATIONSHIPS IN A DIVERSE WORKPLACE (CR847)

Prerequisite: None.

Fee: \$350

| <u>Date</u> | <u>Instructors</u> | <u>Location</u> |
|-------------|---|-----------------|
| Nov 22-24 | Jeanette Matson Charles Boehm-Hill Ed Eduljee | JIBC |

This interactive workshop presents an innovative holistic approach to building and maintaining relationships and workgroups in today's complex workplaces: dealing with difficult individuals and controversial topics; responding effectively to prejudicial remarks and communicating effectively in an intercultural context.

For a complete course description, see page 14.

SERVICES: Putting it together . . . and making a difference !

Starting September 1999, the Centre will offer the following range of services to support the implementation of conflict resolution skills.

COACHING

Personalized, one-to-one work with a qualified coach to plan strategies to use conflict resolution skill sets and concepts in daily work situations. Build competency and integrate new learning into one's personal style.

For more information contact Leslie Murray by telephone: (604) 528-5614, fax: (604) 528-5640 or e-mail: lmurray@jibc.bc.ca

TRAINING EFFECTIVENESS INDICATORS

Staff at the Centre will work with business and organizations to develop methods to determine the impact of conflict resolution training on corporate objectives.

For more information contact Leslie Murray by telephone: (604) 528-5614, fax: (604) 528-5640 or e-mail: lmurray@jibc.bc.ca

ASSESSMENTS

Do you want a Reality Check on whether you are ready for your assessment? For a description of CR910, Reality Check: Negotiation, see page 17.

In order to receive your Certificate in Conflict Resolution you must successfully complete an assessment in conflict resolution/negotiation. You may do your assessment after completing Negotiation Skills Level II even though you may not have finished all of your elective hours. *We recommend registering for the assessment one to three months after completing CR360, Negotiation Skills Level II.* Instructors and coaches are available on a private contract basis to help you prepare for the assessment. We also suggest taking CR910, Reality Check: Negotiation, to prepare for the assessment. We have scheduled Negotiation Skills Assessment times so that you can do your assessment within three months of completing Negotiation Skills Level II.

The assessment consists of:

- a written self-evaluation
- a written preparation for the negotiation assessment to be role-played
- a one-hour role-play simulation with the student acting as the skilled negotiator – an assessor observes the role-play and evaluates it based on identified criteria
- an oral questioning period where the assessor asks the student about key concepts of the program as they relate to the role-play

All four components of the assessment process must be satisfactorily completed for the student to pass the assessment. Students have the option of booking their assessment at the Justice Institute or, if they are from outside Vancouver, making their videotape in their own community and sending it in for assessment.

We cannot make exceptions for requests after registration deadline dates.

CONFLICT RESOLUTION/NEGOTIATION SKILLS ASSESSMENT (CR950)

Fee: \$190

To schedule an assessment or for information on the out-of-town assessment option, call Lorraine Savidan at (604)528-5683.

| <u>Dates</u> | <u>Location</u> |
|--|-----------------|
| Sept 30-Oct 8 (registration deadline: Sept 17) | Jl Campus |
| Nov 3-5 (registration deadline: Oct 22) | Jl Campus |
| Dec 2-10 (registration deadline: Nov 19) | Jl Campus |

Assessor(s): Centre for Conflict Resolution Instructors

CONFLICT RESOLUTION/NEGOTIATION SKILLS ASSESSMENT (CRS950)

NEW AT CAMOSUN COLLEGE

Fee: \$215

To schedule an assessment at Camosun College, call Lorraine Savidan at (604) 528-5683.

| <u>Dates</u> | <u>Location</u> |
|---|-------------------|
| Dec 13 (registration deadline: Nov 26)... | Interurban Campus |
| Jan 24 (registration deadline: Jan 7) | Interurban Campus |

Assessor(s): Centre for Conflict Resolution Instructors

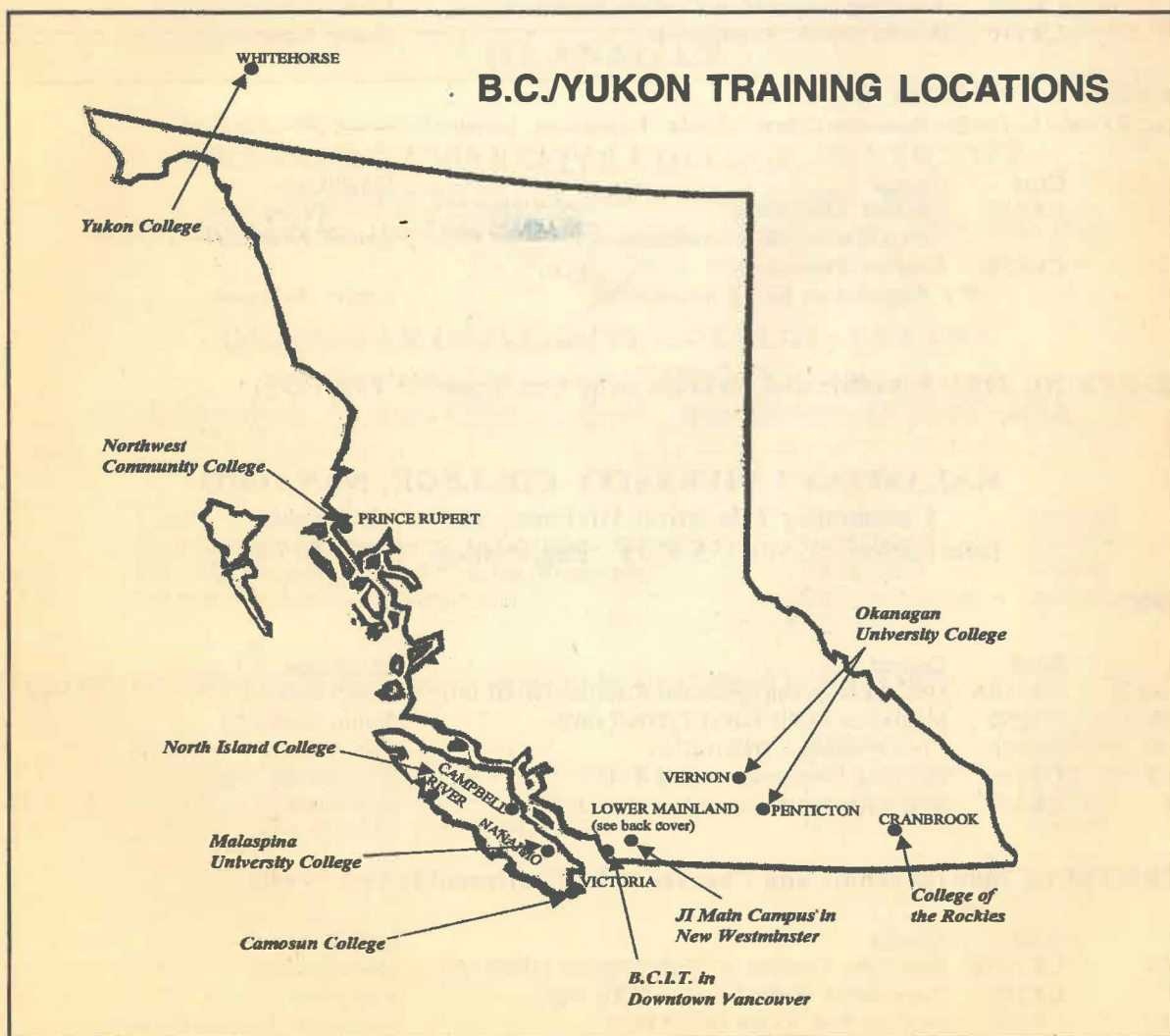
SATELLITE LOCATIONS & COURSE LISTINGS

Following are the courses planned for our out-of-town satellite locations for Fall 1999 and Winter/Spring 2000. Please note that the Winter/Spring 2000 course schedule will be confirmed this Fall and registration will not open until that time. For updates on satellite course offerings and information on locations not listed here, please visit our website at www.jibc.bc.ca or contact Lorraine Savidan (Telephone: [604]528-5683; Fax: [604]528-5640; Email: lsavidan@jibc.bc.ca).



PLEASE NOTE:

- Many of our co-sponsors use course numbers that are different from those found in our course listings, so it is important to cross-reference by course title.
- Fees vary as a result of travel and administrative costs associated with each location.
- Please refer to the course descriptions (starting on page 12) for further information and prerequisites.
- Registration opening and minimum registration deadlines apply and vary from college to college.
- Cancellation and refund policies differ. Please familiarize yourself with the policy of the sponsoring college.



SATELLITE LOCATIONS & COURSE LISTINGS Cont'd

VANCOUVER ISLAND

CAMOSUN COLLEGE, VICTORIA

Interurban Campus, 4461 Interurban Road

Information: School of Business (250) 370-4565 Registration: (250) 592-1556 or (250) 370-3841

FALL 1999:

| <u>Date</u> | <u>Crs#</u> | <u>Course</u> | <u>Instructor</u> | <u>Fee</u> |
|----------------|-------------|---|--------------------------|------------|
| Sep 23-25 | CR110B | Resolving Conflict in the Workplace | Donna Soules | \$425 |
| Sep 27-28 | CR102 | Critical Skills for Communicating in Conflict | Patricia Lane | \$325 |
| Sep 29, 7-9 pm | | Program and Career Orientation | Nym Hughes | N/A |
| Oct 6-8 | CR110A | Dealing with Interpersonal Conflict | Duncan Stewart | \$425 |
| Oct 12-14 | CR260 | Negotiation Skills Level I | Ron Monk | \$425 |
| Oct 19-20 | CR504 | Group Dynamics | Elizabeth Azmier-Stewart | \$325 |
| Oct 21-23 | CR250 | Mediation Skills Level I | Patricia Lane | \$425 |
| Nov 2-3 | CR512 | Organizational Culture and Conflict | Mike Talbot | \$325 |
| Nov 4-6 | CR200 | Dealing with Anger | Nancy McPhee | \$425 |
| Nov 18-20 | CR110B | Resolving Conflict in the Workplace | Duncan Stewart | \$425 |
| Nov 23-24 | CR834 | Reconciling Differences | | |
| | | *Tuition Fee includes Test Instruments | Arthur Ridgeway | \$350 |
| Dec 2-4,6-7 | CR360 | Negotiation Skills Level II | Elizabeth Azmier-Stewart | \$635 |
| Dec 8-9 | CR105 | Asserting Yourself in Conflict Situations | Donna Soules | \$325 |
| Dec 10 | CR910 | Reality Check: Negotiation | Centre Assessor | \$175 |

ASSESSMENTS at CAMOSUN:

Information: JI Centre for Conflict Resolution Course Calendar. Registration: Lorraine Savidan at (604) 528-5683.

| <u>Date</u> | <u>Crs#</u> | <u>Course</u> | <u>Instructor</u> | <u>Fee</u> |
|-------------|-------------|---|-------------------|------------|
| Dec 13 | CR950 | Conflict Resolution/ Negotiation Skills Assessment | Centre Assessor | \$215 |
| Jan 24 | CR950 | Conflict Resolution/ Negotiation Skills Assessment | Centre Assessor | \$215 |

WINTER/SPRING 2000 (Schedule and Courses to be Confirmed in Fall 1999)

MALASPINA UNIVERSITY COLLEGE, NANAIMO

Community Education Division, 900 - 5th Street

Information: (250) 755-8775 Registration: (250) 755-8755

FALL 1999:

| <u>Date</u> | <u>Crs#</u> | <u>Course</u> | <u>Instructor</u> | <u>Fee</u> |
|--------------|-------------|--|-------------------|------------|
| Sep 30-Oct 2 | CR110A | Dealing with Interpersonal Conflict (HHJI 001) | Sandy Dunlop | \$425 |
| Oct 28-30 | CR250 | Mediation Skills Level I (HHJI 004) | Donna Soules | \$425 |
| Nov 19-20 | CR846 | Civil Procedure (HHJI 013) | Terry Harris | \$325 |
| Nov 26-27 | CR516 | Building Consensus (HHJI 014) | Arthur Ridgeway | \$325 |
| Dec 7-11 | CR400 | Mediation Skills Level II (HHJI 021) | Ron Monk | \$635 |

WINTER/SPRING 2000 (Schedule and Courses to be Confirmed in Fall 1999):

| <u>Date</u> | <u>Crs#</u> | <u>Course</u> | <u>Instructor</u> |
|-------------|-------------|--|--------------------------|
| Feb 17-19 | CR110B | Resolving Conflict in the Workplace (HHJI 005) | Donna Soules |
| Mar 2-4 | CR260 | Negotiation Skills Level I (HHJI 003) | Ron Monk |
| Apr 13-15 | CR200 | Dealing with Anger (HHJI 002) | Elizabeth Azmier-Stewart |
| May 5-6 | CR105 | Asserting Yourself in Conflict Situations (HHJI 015) | Nancy McPhee |

SATELLITE LOCATIONS & COURSE LISTINGS Cont'd

VANCOUVER ISLAND Cont'd

NORTH ISLAND COLLEGE, CAMPBELL RIVER

Community Education Programs, 1685 South Dogwood Street

Information and Registration: (250) 923-9790

FALL 1999:

| <u>Date</u> | <u>Crs#</u> | <u>Course</u> | <u>Instructor</u> | <u>Fee</u> |
|-------------|-------------|---|-------------------|------------|
| Oct 21-23 | CR110B | Resolving Conflict in the Workplace | Sandy Dunlop | \$456 |
| Nov 5-6 | CR102 | Critical Skills for Communicating in Conflict | Donna Soules | \$356 |
| Dec 2-3 | CR108 | Managing the Hostile Individual | Mario Govorchin | \$356 |

WINTER/SPRING 2000 (Schedule and Courses to be Confirmed in Fall 1999):

| <u>Date</u> | <u>Crs#</u> | <u>Course</u> | <u>Instructor</u> |
|-------------|-------------|---|-------------------|
| Mar 2-4 | CR110A | Dealing with Interpersonal Conflict | Sandy Dunlop |
| Apr 14-15 | CR105 | Asserting Yourself in Conflict Situations | Nancy McPhee |
| May 12-13 | CR206 | Criticism: How to Give and Receive It | TBA |
| May 26 | CR101 | Handling Conflict on the Telephone | TBA |
| Jun 22-23 | CR834 | Reconciling Differences | Arthur Ridgeway |

OKANAGAN

OKANAGAN UNIVERSITY COLLEGE, PENTICTON

Continuing Education, 583 Duncan Avenue West

Information: Joyce Hoglund (250) 492-4305 Registration: (250) 490-3959

and

OKANAGAN UNIVERSITY COLLEGE, VERNON

Continuing Education, 2899-30th Avenue

Information: Vi Brett (250) 503-2650 Registration: (250) 503-2650

FALL 1999:

| <u>Date</u> | <u>Crs#</u> | <u>Course</u> | <u>Instructor</u> | <u>Location</u> | <u>Fee</u> |
|-------------|-------------|---|-------------------|-----------------|------------|
| Oct 1-2 | CR105 | Asserting Yourself in Conflict Situations | Gary Harper | Penticton | \$395 |
| Oct 28-30 | CR110B | Resolving Conflict in the Workplace | Ed Jackson | Vernon | \$495 |
| Nov 25-27 | CR260 | Negotiation Skills Level I | Kelly Henderson | Penticton | \$495 |

WINTER/SPRING 2000 (Schedule and Courses to be Confirmed in Fall 1999):

| <u>Date</u> | <u>Crs#</u> | <u>Course</u> | <u>Instructor</u> | <u>Location</u> |
|--------------|-------------|-------------------------------------|-------------------|-----------------|
| Feb 17-19 | CR110A | Dealing with Interpersonal Conflict | Kelly Henderson | Penticton |
| Mar 30-Apr 1 | CR250 | Mediation Skills Level I | Jim Toogood | Vernon |
| May 4-5 | CR108 | Managing the Hostile Individual | Mario Govorchin | Vernon |

SATELLITE LOCATIONS & COURSE LISTINGS Cont'd

KOOTENAYS

COLLEGE OF THE ROCKIES, CRANBROOK

2700 College Way

Information: (250) 489-8242 Registration: (250) 489-8237

FALL 1999:

| <u>Date</u> | <u>Crs#</u> | <u>Course</u> | <u>Instructor</u> | <u>Fee</u> |
|-------------|-------------|-------------------------------------|-------------------|------------|
| Oct 28-30 | CR110B | Resolving Conflict in the Workplace | Jim Toogood | \$575 |

WINTER/SPRING 2000 (Schedule and Courses to be Confirmed in Fall 1999):

| <u>Date</u> | <u>Crs#</u> | <u>Course</u> | <u>Instructor</u> |
|--------------|-------------|---|-------------------|
| Feb 22-23 | CR102 | Critical Skills for Communicating in Conflict | Gary Harper |
| Feb 24-26 | CR110B | Resolving Conflict in the Workplace | Gary Harper |
| Mar 30-Apr 1 | CR260 | Negotiation Skills Level I | Nancy McPhee |

BC NORTH COAST

NORTHWEST COMMUNITY COLLEGE, PRINCE RUPERT

130 First Avenue West

Information and Registration: (250) 624-6054

WINTER/SPRING 2000 (Schedule and Courses to be Confirmed in Fall 1999):

| <u>Date</u> | <u>Crs#</u> | <u>Course</u> | <u>Instructor</u> |
|-------------|-------------|-------------------------------------|-------------------|
| March 9-11 | CR110B | Resolving Conflict in the Workplace | Jim Toogood |

YUKON

YUKON COLLEGE, WHITEHORSE

Professional Studies, 500 College Drive

Information: Stu Mackay (867) 668-8751 Toll-Free: 1-800-661-0504

Registration: (867) 668-8710

FALL 1999:

| <u>Date</u> | <u>Crs#</u> | <u>Course</u> | <u>Instructor</u> | <u>Fee</u> |
|--------------|-------------|---|-------------------|------------|
| Sep 27-Oct 1 | CR360 | Negotiation Skills Level II | Dale Zaiser | \$650 |
| Oct 28-29 | CR105 | Asserting Yourself in Conflict Situations | Nancy McPhee | \$400 |

WINTER/SPRING 2000 (Schedule and Courses to be Confirmed in Fall 1999):

| <u>Date</u> | <u>Crs#</u> | <u>Course</u> | <u>Instructor</u> |
|-------------|-------------|---|-------------------|
| Feb 14-18 | CR400 | Mediation Skills Level II | Ron Monk |
| Mar 30-31 | CR102 | Critical Skills for Communicating in Conflict | Mario Govorchin |

FIRST NATIONS NEGOTIATION SKILLS CERTIFICATE PROGRAM

Over the past six years we have delivered the First Nations Negotiation Skills Certificate Program on a contract basis to communities that wish to train up to 20 members in negotiation and conflict resolution skills. The program is intended to build effective negotiation skills for treaty negotiations, contract negotiations or negotiating on a daily basis in the workplace or the community. It is recommended that training be held one week per month, with the entire program completed in six months. Scheduling can be adjusted to meet the needs of the community.

The certificate program includes courses in conflict resolution, anger, negotiation skills and other related topics. Courses of particular relevance to First Nations have been added to the program. All courses are "hands-on," experiential and practical in nature, while also providing a theoretical framework. Skill development is emphasized through structured exercises and role-plays that will be based on First Nations situations.

The courses in the Certificate Program total 25 days, or 175 hours, of classroom training. Individual skill assessments are scheduled in the final week of the program. The Certificate can be tailored to the specific requests and needs of your group by changing or adding elective courses. For example, courses in Restorative Justice can be added as electives in the program. Marg Huber, Director of the Centre for Conflict Resolution, is available to meet with you and other members of your community to more fully explain the program and make any adjustments that would work best for your group. Marg can be contacted at (604)528-5613.

First Nations coaches and trainers form part of the training team. All members of the training team have successfully completed Negotiation Skills Training and have extensive experience in working with First Nations communities and organizations. We attempt to have at least one First Nations member of the training team present for all courses in the program to ensure cultural relevance and address cultural issues.

A certificate is available to all students who complete all courses and who successfully complete an assessment in Negotiation Skills.

Goals of the Program

- To deliver fundamental and foundational principles and skills of interest-based negotiation
- To deliver training with standards equivalent to, and learning objectives, outcomes, assessment procedures and goals consistent with, existing JJ training in interest-based negotiation, while being responsive to cultural differences
- To build on strengths already existing in the individual and/or community
- To increase ability to influence the negotiation process
- To as great a degree as possible deliver training in First Nations contexts

Who to Contact

For further information, please feel free to contact:

Marg Huber, Director, Centre for Conflict Resolution
Telephone: (604)528-5613; E-mail: mhuber@jibc.bc.ca

Renée Nyberg-Smith, First Nations Advisor
Telephone: (604)528-5621; E-mail: rnyberg-smith@jibc.bc.ca

Karen Falk, Program Planner, Centre for Conflict Resolution
Telephone: (604)528-5615; E-mail: kfalk@jibc.bc.ca

"The First Nations Negotiation Program was awesome. I utilize the Interest Based Negotiating process each and every day. The process helps me with personal and business decisions. This process gets me to the heart of any issue; always seeking clarity with respect, consideration and ultimately seeking a win/win situation for all. I have experienced other business communications courses and without a doubt, I feel that this Interest Based Negotiation Program was by far the best."

Calvin George, Band Administrator, Tsleil-Waututh Nation

INSTRUCTIONAL TEAM

Instructors

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

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

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

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

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

Sandy Dunlop. Trainer in conflict resolution, peer-mediation in schools, communication skills and anger management. Mediator in private practice, specializing in the resolution of parent-teen conflict, conflicts within families, between teens and in the workplace. Background in journalism, group facilitation and law.

Ed Eduljee. Trainer specializing in intercultural relations and communications in the community and workplace. Facilitator for community consultations and workshops; leadership and board development in community agencies. Background: Past Director for Multiculturalism and Manager for Human Rights Education, Government of B.C.; president and director of various community organizations.

Michael Fogel, C.Med., M.Ed. (Counselling Psych.), LL.B., J.D. Trainer in conflict resolution, specializing in mediation, negotiation and group facilitation skills for organizations. Mediator specializing in commercial, business, multi-party and organizational conflicts, public policy and family disputes. Background includes law, counselling psychology and organizational consulting.

Mario Govorchin, CRC, B.A. (Psych.). Trainer in conflict resolution, mediation and negotiation, specializing in anger management and working with troubled youth. Mario is a certified instructor with the Crisis Prevention Institute. Background includes psychology, organizational consulting and working with a wide variety of government, business and community organizations.

Karen Haddigan, CRC, B.Sc. (Social Science), C.Med.

Trainer in conflict resolution, mediation and negotiation specializing in group dynamics. Mediator specializing in group and organizational settings, workplace conflicts, land-use planning processes and construction disputes. Background in psychology and community development.

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

Gary Harper, CRC, LL.B. Trainer in conflict resolution, specializing in management training and development, business communications and managing change. Background includes law, the insurance industry and management. Gary has also taught writing and public speaking.

Kelly Henderson, R.N., B.Sc.N., M.Ed. (Counselling Psych.). Trainer in conflict resolution, negotiation and mediation. Background in the health care industry, critical incident stress debriefing and private consulting providing facilitation and training services in team building and mediation.

Wendy Hilliard, CRC, Teaching Certificate, LL.B. Trainer in conflict resolution, negotiation and mediation. Background in business law instruction, peer counselling and secondary school teaching, as well as providing educational services to Continuing Legal Education and other governmental and educational groups.

Marg Huber, CRC, B.A., C.Med. Director of the JI Centre for Conflict Resolution. Trainer in dispute resolution, specializing in intercultural conflict resolution and a mediator since 1986, in organizational, non-profit, family, community and intercultural settings. Marg has a background in adult education and program management.

Stacey Holloway, B.Sc.N. Trainer in conflict resolution, mediation and negotiation specializing in human relations and organizational behaviour. Mediator specializing in organizational, community, family and multi-party facilitation. Background in organizational consulting, peer mediation in the school system, teaching of psychiatric nursing and work in the health care industry.

Nym Hughes, CRC, Instructor Diploma. Trainer in conflict resolution, mediation and negotiation. Mediator specializing in workplace, group and organizational settings. Background in adult education, social services, women's groups, community groups, and designing and leading diversity awareness workshops.

Ed Jackson, CRC, CGA. Trainer in conflict resolution, specializing in the financial impacts of separation and divorce. Mediator in workplace disputes and separation/divorce agreements. Background in accounting.

Patricia Lane, LL.B. Trainer in conflict resolution. Mediator specializing in all aspects of divorce and family mediation as well as commercial mediation. Background in alternative dispute resolution includes labour negotiations, land claims management issues, land-use issues and organizational development work.

Jeannette Matson, M.S.W. Trainer specializing in cultural diversity issues in the dispute resolution process.

Jeannette is the director of NCBI B.C. Chapter.

Nancy McPhee, CRC. Trainer in conflict resolution and negotiation specializing in communication skills. Mediator in workplace conflict providing group facilitation. Background in education, community development, program administration, board and committee work, and training. Instructional Team Cont'd

Ron Monk, CRC, D.Tech. Trainer in conflict resolution, mediation and negotiation. Mediator specializing in family, child protection, workplace, government agencies and multi-party/group facilitation. Background in broadcasting, business and non-profit management as well as facilitation of planning and economic development strategies.

Arthur Ridgeway, M.Ed. (Counselling Psych.), Ph.D. (Ed. Psych.). Trainer in leadership, decision-making, conflict resolution, negotiation, consensus-building and team-building processes specializing in organizational workplace settings. Consultant and facilitator focusing on leadership development, team effectiveness, change management and conflict resolution. Background: Registered Psychologist.

Jill Schroder, CRC, B.A., M.Sc. Trainer in conflict resolution and communication skills. Mediator specializing in workplace and relationship disputes. Background in systems analysis, computer simulation and multimedia presentation.

Donna Soules, CRC, B.A. Trainer in conflict resolution. Mediator in organizational, family, parent-teen, custody and school conflicts. Background in school and high-risk adolescent counselling.

Duncan Stewart, CRC, M.Ed., Ph.D. (Psych.), Dipl. Bus. Admin., R.C.C. Trainer and consultant in conflict resolution, mediation and negotiation. Specializing in remedial interventions for dysfunctional workgroups, particularly those involving resolution of harassment and discrimination complaints. Background in organizational development, employee assistance programs, and group facilitation consultation services for human resources management and labour groups.

Michael Talbot, M.A., M.Tech. Organizational consultant in private practice, with a particular interest in organizational evolution.

Jim Toogood, CRC. Trainer in conflict resolution, negotiation and mediation with First Nations groups. Mediator, facilitator and consultant in organizational workplace settings, commercial, personal injury and labour disputes. Background in business and labour.

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

Lee Turnbull, LL.B., M.Ed., C.Med. Mediator, facilitator and trainer in the family, commercial, government, and organizational areas.

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

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

Coaches

Mike Adam, Nancy Baker, Juan Barker, Keith Barker, Janice Bateman, Trudie Begbie, Arlene Blake, Sherry Bowlby, Pat Bragg, Marj Busse, Marilou Carrillo, Susan Cawsey, Judith Ceroli, Beryl Clayton, Linda Dobson Sayer, Sandy Dunlop, Marion Dyck, Jory Faibish, Cheryl Farmer, Brian Frank, Maureen Garrity, Sherri Gravel, Kelly Grittner, Maureen Hannah, Anne Harker, Terry Harris, Carolyn Hayes, Sandra Heath, Lori Henderson, Nancy Hinds, Bev Hurd, Jennifer Johnson, Mark Johnson, Sandy Kellough, Kel Kelly, Tim Langdon, Mary Ann Lewis, Rob Lewis, Sherry Lockwood, Claudia Lowry, Laura Matsuda, Marguerite McCallion, John McCandless, Julia Menard, Susan Mulkey, Carol Myers, Terry Neiman, Christine Newton, Phyllis Nordquist, Sena Paradis, Ingrid Pipke, Jane Roberts, Lina Rose, Sandra Rossi, Rosemary Rolands, Madeline Sauve, Lane Sherman, Rick Singer, George Siudut, Steve Smyth, Pam Theriault, Lillian Van Pelt, Heather Wheating, Gordon White, Kim White, Sharon Wilson, Liz Wouters, John Wright, Doug Yearwood, Susan Yerxa.

Fast Fact:
The Centre has over
100 dispute resolution
specialists as
Instructors and
Coaches!

CHRONOLOGICAL COURSE LISTING

Please refer to course descriptions for prerequisites and recommended advance work.

Courses marked with an asterisk (*) have prerequisites that must be met prior to registration.

To register in Lower Mainland courses held at the JI New Westminster campus and the BCIT Downtown Vancouver campus, contact the JI registration office (see Page 37).

To register in our Vancouver Island, Okanagan, Kootenay and Yukon courses, please call the co-sponsoring college's registration office (we have provided the telephone numbers in this listing).

| DATE | COURSE | INSTRUCTORS |
|------------------|---|--------------------------|
| Sept 16-17 | Critical Skills for Communicating in Conflict (CR102) | Jim Toogood |
| Sept 17 | Reality Check: Negotiation (CR910)* | Centre Assessor |
| Sept 20-21 | Criticism: How to Give & Receive It (CR206)* | Deborah White |
| Sept 20-22 | Resolving Conflict in the Workplace (CR110B) | Kelly Henderson |
| Sept 22-24 | Dealing with Interpersonal Conflict (CR110A) | Mario Govorchin |
| Sept 23-25 | Resolving Conflict in the Workplace (CR110B) at CAMOSUN COLLEGE, Victoria To register: (250) 592-1556 or (250) 370-3841 | Donna Soules |
| Sept 27-28 | Critical Skills for Communicating in Conflict (CR102) at BCIT, Downtown | Gary Harper |
| Sept 27-28 | Critical Skills for Communicating in Conflict (CR102) at CAMOSUN COLLEGE, Victoria To register: (250) 592-1556 or (250) 370-3841 | Patricia Lane |
| Sept 27-29 | Negotiation Skills Level I (CR260)* | Deborah White |
| Sept 27-Oct 1 | Negotiation Skills Level II (CR360)* at YUKON COLLEGE, Whitehorse To register: (867) 668-8710 | Dale Zaiser |
| Sept 28-30 | Dealing with Anger (CR200)* | Stacey Holloway |
| Sept 29 (7-9 pm) | Program and Career Orientation Session at CAMOSUN COLLEGE, Victoria | Nym Hughes |
| Sept 29-Oct. 1 | Resolving Conflict in the Workplace (CR110B)* at BCIT, Downtown | Ed Jackson |
| Sept 30-Oct. 1 | Asserting Yourself in Conflict Situations (CR105) | Mario Govorchin |
| Sept 30-Oct 2 | Dealing with Interpersonal Conflict (CR110A) at MALASPINA UNIVERSITY COLLEGE, Nanaimo. To register: (250) 755-8755 | Sandy Dunlop |
| Oct 1-2 | Asserting Yourself in Conflict Situations (CR105) at OKANAGAN UNIVERSITY COLLEGE, Penticton. To register: (250) 490-3959 | Gary Harper |
| Oct 4-6 | Dealing with Interpersonal Conflict (CR110A) | Jim Toogood |
| Oct 4-6 | Mediation Skills Level I (CR250)* | Elizabeth Azmier-Stewart |
| Oct 5-7 | Resolving Conflict in the Workplace (CR110B) | Wendy Hilliard |
| Oct 6-8 | Dealing with Interpersonal Conflict (CR110A) at CAMOSUN COLLEGE, Victoria To register: (250) 592-1556 or (250) 370-3841 | Duncan Stewart |
| Oct 7-8 | Mediation Skills Level 111 (CR829)* | Michael Fogel |
| Oct 12 | Reality Check: Negotiation (CR910)* | Centre Assessor |
| Oct 12-13 | Critical Skills for Communicating in Conflict (CR102) | Deborah White |
| Oct 12-14 | Negotiation Skills Level I (CR260)* at CAMOSUN COLLEGE, Victoria To register: (250) 592-1556 or (250) 370-3841 | Ron Monk |
| Oct 14-15, 18-20 | Negotiation Skills Level II (CR400)* | Dale Zaiser |
| Oct 18-19 | Shifting from Positions to Interests (CR302)* at BCIT, Downtown | Arthur Ridgeway |
| Oct 18-20 | Dealing with Anger (CR200)* | Joan Balmer |
| Oct 19-20 | Group Dynamics (CR504)* at CAMOSUN COLLEGE, Victoria To register: (250) 592-1556 or (250) 370-3841 | Elizabeth Azmier-Stewart |
| Oct 19-21 | Resolving Conflict in the Workplace (CR110B) | Nancy McPhee |
| Oct 20-21 | Reconciling Differences (CR834)* | Arthur Ridgeway |

CHRONOLOGICAL COURSE LISTING Cont'd

| <u>DATE</u> | <u>COURSE</u> | <u>INSTRUCTORS</u> |
|------------------|--|------------------------------|
| Oct 20-22 | <i>Negotiation Skills Level I (CR260)* at BCIT, Downtown</i> | <i>Karen Haddigan</i> |
| Oct 21-22, 25-27 | Mediation Skills Level II (CR400)* | Stacey Holloway |
| Oct 21-23 | <i>Mediation Skills Level I (CR250)* at CAMOSUN COLLEGE, Victoria To register: (250) 592-1556 or (250) 370-3841</i> | <i>Patricia Lane</i> |
| Oct 21-23 | <i>Resolving Conflict in the Workplace (CR110B) at NORTH ISLAND COLLEGE, Campbell River To register: (250) 923-9790</i> | <i>Sandy Dunlop</i> |
| Oct 22 | Integrating Con Res Skills into the Elementary Curriculum (CR107) | Jack Emberly |
| Oct 25-26 | Defensiveness in Conflict (CR317)* | Donna Soules |
| Oct 27-29 | Mediation Skills Level I (CR250)* | Ron Monk |
| Oct 28-29 | <i>Asserting Yourself in Conflict Situations (CR105) at YUKON COLLEGE, Whitehorse To register: (867) 668-8710</i> | <i>Nancy McPhee</i> |
| Oct 28-30 | Dealing with Interpersonal Conflict (CR110A) | Kelly Henderson |
| Oct 28-30 | <i>Mediation Skills Level I (CR250)* at MALASPINA UNIVERSITY COLLEGE, Nanaimo. To register: (250) 755-8755</i> | <i>Donna Soules</i> |
| Oct 28-30 | <i>Resolving Conflict in the Workplace (CR110B) at OKANAGAN UNIVERSITY COLLEGE, Vernon. To register: (250) 503-2650</i> | <i>Ed Jackson</i> |
| Oct 28-30 | <i>Resolving Conflict in the Workplace)* at COLLEGE OF THE ROCKIES, Cranbrook. To register: (250) 489-8237</i> | <i>Jim Toogood</i> |
| Nov 1-3 | Negotiation Skills Level I (CR260)* | Dale Zaiser |
| Nov 1-3 | <i>Dealing with Anger (CR200)* at BCIT, Downtown</i> | <i>Mario Govorchin</i> |
| Nov 2-3 | <i>Organizational Culture and Conflict (CR512)* at CAMOSUN COLLEGE, Victoria To register: (250) 592-1556 or (250) 370-3841</i> | <i>Mike Talbot</i> |
| Nov 2-4 | Resolving Conflict in the Workplace (CR110B) | Ron Monk |
| Nov 4-5 | Challenges of Facilitating (CR508)* | Karen Haddigan |
| Nov 4-5 | Asserting Yourself in Conflict Situations (CR105) | Nancy McPhee |
| Nov 4-5 | <i>Civil Procedure (CR846)* at BCIT, Downtown</i> | <i>Terry Harris</i> |
| Nov 4-6 | <i>Dealing with Anger (CR200)* at CAMOSUN COLLEGE, Victoria To register: (250) 592-1556 or (250) 370-3841</i> | <i>Nancy McPhee</i> |
| Nov 5 | Reality Check: Mediation (CR920)* | Centre Assessor |
| Nov 5-6 | <i>Critical Skills for Communication in Conflict (CR102) at NORTH ISLAND COLLEGE, Campbell River. To register: (250) 923-9790</i> | <i>Donna Soules</i> |
| Nov 8-9 | Critical Skills for Communicating in Conflict Situations (CR102) | Wendy Hilliard |
| Nov 8-10 | Dealing with Interpersonal Conflict (CR110A) | Ed Jackson |
| Nov 9-10 | Strategic Mediation (CR828)* | Michael Fogel |
| Nov 10 | Handling Conflict on the Telephone (CR101) | Dale Trimble |
| Nov 12 | Reality Check: Negotiation (CR910)* | Centre Assessor |
| Nov 13,20,27 | Resolving Conflict in the Workplace (CR110B) | Gary Harper |
| Nov 15-16 | Negotiating in a Labour Context (CR501)* | Deborah White Larry Gregg |
| Nov 15-17 | Negotiation Skills Level I (CR260)* | Elizabeth Azmier-Stewart |
| Nov 16-18 | Resolving Conflict in the Workplace (CR110B) | Joan Balmer |
| Nov 17-19 | Dealing with Anger (CR200)* | Wendy Hilliard |
| Nov 18-19 | Managing the Hostile Individual (CR108) | Mario Govorchin |
| Nov 18-20 | <i>Resolving Conflict in the Workplace (CR110B) at CAMOSUN COLLEGE, Victoria To register: (250) 592-1556 or (250) 370-3841</i> | <i>Duncan Stewart</i> |

CHRONOLOGICAL COURSE LISTING Cont'd

| <u>DATE</u> | <u>COURSE</u> | <u>INSTRUCTORS</u> |
|-----------------|---|--|
| Nov 19-20 | <i>Civil Procedure (CR846)* at MALASPINA UNIVERSITY COLLEGE, Nanaimo. To register: (250) 755-8755</i> | Terry Harris |
| Nov 22-24 | Building Positive Relationships in a Diverse Workplace (CR847) | Jeannette Matson Ed Eduljee Charles Boehm-Hill |
| Nov 22-24 | Mediation Skills Level I (CR250)* | Karen Haddigan |
| Nov 22-26 | <i>Negotiation Skills Level II (CR360)* at BCIT, Downtown</i> | Deborah White |
| Nov 23-24 | <i>Reconciling Differences (CR834)* at CAMOSUN COLLEGE, Victoria To register: (250) 592-1556 or (250) 370-3841</i> | Arthur Ridgeway |
| Nov 24-25 | Critical Skills for Communicating in Conflict (CR102) | Jim Toogood |
| Nov 25 | Reality Check: Mediation (CR920)* | Centre Assessor |
| Nov 25-27 | Dealing with Interpersonal Conflict (CR110A) | Jill Schroder |
| Nov 25-27 | <i>Negotiation Skills Level I (CR260)* at OKANAGAN UNIVERSITY COLLEGE, Penticton. To register: (250) 490-3959</i> | Kelly Henderson |
| Nov 26 | Reality Check: Negotiation (CR910)* | Centre Assessor |
| Nov 26-27 | <i>Building Consensus (CR516)* at MALASPINA UNIVERSITY COLLEGE, Nanaimo. To register: (250) 755-8755</i> | Arthur Ridgeway |
| Nov 29-30 | Shifting from Positions to Interests (CR302)* | Arthur Ridgeway |
| Nov 29-Dec 1 | Dealing with Anger (CR200)* | Nancy McPhee |
| Nov 29-Dec 1 | Negotiation Skills Level I (CR260)* | Dale Zaiser |
| Nov 29-Dec. 3 | Mediation Skills Level II (CR400)* | Karen Haddigan |
| Dec 1-2 | Making It Hard to Say No (CR362)* | Arthur Ridgeway |
| Dec 1-3 | Resolving Conflict in the Workplace (CR110B) | Ron Monk |
| Dec 2-3 | Asserting Yourself in Conflict Situations (CR105) | Gary Harper |
| Dec 2-3 | <i>Managing the Hostile Individual (CR108) at NORTH ISLAND COLLEGE, Campbell River. To register: (250) 923-9790</i> | Mario Govorchin |
| Dec 2-4, 6-7 | <i>Negotiation Skills Level II (CR360)* at CAMOSUN COLLEGE, Victoria To register: (250) 592-1556 or (250) 370-3841</i> | Elizabeth Azmier-Stewart |
| Dec 6-8 | <i>Mediation Skills Level I (CR250)* at BCIT, Downtown</i> | Stacey Holloway |
| Dec 6-8 | Resolving Conflict in the Workplace (CR110B) | Jill Schroder |
| Dec 7-9 | Dealing with Interpersonal Conflict (CR110A) | Joan Balmer |
| Dec 7-11 | <i>Mediation Skills Level II (CR400)* at MALASPINA UNIVERSITY COLLEGE, Nanaimo. To register: (250) 755-8755</i> | Ron Monk |
| Dec 8-9 | <i>Asserting Yourself in Conflict Situations (CR105) at CAMOSUN COLLEGE, Victoria To register: (250) 592-1556 or (250) 370-3841</i> | Donna Soules |
| Dec 8-10 | Negotiation Skills Level I (CR260)* | Deborah White |
| Dec 8-10, 13-14 | Negotiation Skills Level II (CR360)* | Mario Govorchin |
| Dec 9-10 | <i>Group Dynamics (CR504)* at BCIT, Downtown</i> | Karen Haddigan |
| Dec 9-11 | Dealing with Anger (CR200)* | Nancy McPhee |
| Dec 10 | <i>Reality Check: Negotiation (CR910)* at CAMOSUN COLLEGE, Victoria To register: (250) 592-1556 or (250) 370-3841</i> | Centre Assessor |
| Dec 13 | <i>Conflict Resolution/Negotiation Skills Assessment (CRS50) at CAMOSUN COLLEGE, Victoria. To register: (250) 528-5683</i> | Centre Assessor |
| Dec 13-14 | Critical Skills for Communicating in Conflict (CR102) | Gary Harper |

COURSE LISTINGS

Alphabetical Course Listing

| | Page |
|--|------|
| Asserting Yourself in Conflict Situations (CR105) | 14 |
| Assessment: Negotiation (CR950) | 24 |
| Building Positive Relationships in a Diverse Workplace (CR847) | 14 |
| Challenges of Facilitating (CR508) | 14 |
| Civil Procedure (CR846) | 19 |
| Critical Skills for Communicating in Conflict (CR102) ... | 14 |
| Criticism: How to Give and Receive It (CR206) | 15 |
| Dealing with Anger (CR200) | 13 |
| Dealing with Interpersonal Conflict (CR110A) | 12 |
| Defensiveness in Conflict (CR317) | 15 |
| Group Dynamics (CR504) | 15 |
| Handling Conflict on the Telephone (CR101) | 15 |
| Integrating Conflict Resolution Skills into the Elementary School Curriculum (CR107) | 16 |
| Negotiating with Difficult People -- Making It Hard to Say No: (CR362) | 16 |

Numerical Course Listing

| | Page |
|---|------|
| CR101 Handling Conflict on the Telephone | 15 |
| CR102 Critical Skills for Communicating in Conflict | 14 |
| CR105 Asserting Yourself in Conflict Situations | 14 |
| CR107 Integrating Conflict Resolution into the Elementary School Curriculum | 16 |
| CR108 Managing the Hostile Individual | 16 |
| CR110A Dealing with Interpersonal Conflict | 12 |
| CR110B Resolving Conflict in the Workplace | 12 |
| CR200 Dealing with Anger | 13 |
| CR206 Criticism: How to Give and Receive It | 15 |
| CR250 Mediation Skills Level I | 13 |
| CR260 Negotiation Skills Level I | 13 |
| CR302 Shifting from Positions to Interests | 18 |
| CR317 Defensiveness in Conflict | 15 |
| CR360 Negotiation Skills Level II | 13 |

| | Page |
|--|------|
| Managing the Hostile Individual (CR108) | 16 |
| Mediation Skills Level I (CR250) | 13 |
| Mediation Skills Level II (CR400) | 19 |
| Mediation Skills Level III (CR829) | 20 |
| Negotiating Within a Labour Context (CR501) | 17 |
| Negotiation Skills Level I (CR260) | 13 |
| Negotiation Skills Level II (CR360) | 13 |
| Organizational Culture and Conflict (CR512) | 17 |
| Other JI Courses of Interest to Family Mediators | 21 |
| Reality Check: Mediation (CR920) | 20 |
| Reality Check: Negotiation (CR910) | 17 |
| Reconciling Differences (CR834) | 17 |
| Resolving Conflict in the Workplace (CR110B) | 12 |
| Shifting from Positions to Interests (CR302) | 18 |
| Strategic Mediation (CR828) | 20 |

| | Page |
|--|------|
| CR362 Negotiating with Difficult People -- Making It Hard to Say No: | 16 |
| CR400 Mediation Skills Level II | 19 |
| CR501 Negotiating Within a Labour Context | 17 |
| CR504 Group Dynamics | 15 |
| CR508 Challenges of Facilitating | 14 |
| CR512 Organizational Culture and Conflict | 17 |
| CR828 Strategic Mediation | 20 |
| CR829 Mediation Skills Level III | 20 |
| CR834 Reconciling Differences | 17 |
| CR846 Civil Procedure | 19 |
| CR847 Building Positive Relationships in a Diverse Workplace | 14 |
| CR910 Reality Check: Negotiation | 17 |
| CR920 Reality Check: Mediation | 20 |
| CR950 Assessments: Negotiation | 24 |

STUDENT INFORMATION

Time and location of classes

Unless otherwise indicated under individual course listings, courses will be held at the Justice Institute between the hours of 9:00 am and 5:00 pm. Check the video monitor by the main reception desk for your classroom number.

Library

All students attending courses at the JI are welcome to use the library. The library is open from 8:00 am to 5:00 pm, Monday to Friday, and library staff are available to provide reference services. A screening room is available for viewing audio-visual items, and an audio-visual catalogue can be purchased for \$7. Photocopy charges are 20 cents per page.

While any student may use the library, *borrowing privileges are free to students enrolled in the Conflict Resolution Certificate Program*. Anyone may borrow through interlibrary loan. Contact the librarian at your ministry, office, community college, university or public library.

Program Graduates may purchase a yearly renewable library card for \$60/year. Borrowing privileges for this card are limited to books.

Practice groups/student message/bulletin board

A general student message/bulletin board is located on the ground floor leading to the cafeteria. For information about the conflict resolution field and to sign up for practice groups, see the Conflict Resolution bulletin board on the second floor of the classroom block. There are also plans to incorporate this information on the Justice Institute's Web site (www.jibc.bc.ca). The Justice Institute remains open Wednesday evenings until 9:00 pm, and the cafeteria and common areas are available for students who wish to organize practice groups to meet on campus.

Instructor substitutions and location changes

The Centre may find it necessary to substitute a different instructor for the courses listed. It may also be necessary to change the location of any course due to space restrictions on campus. Participants will be notified of changes in course location at least one week before the course starting date.

Videotapes

Students are encouraged to bring a VHS videotape to record their practice sessions in required courses. Blank video cassettes can be purchased at the JI Library for \$5. Video cassettes must be paid for at the time of purchase, with no exceptions.

Refunds

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

Course Cancellations

Sometimes we have to cancel a course due to low registrations. In order to avoid disappointment, we ask students to register as early as possible. Our programmers make a cancellation decision one week (7 days) prior to the course start date. Full tuition will be refunded or transferred to another course.

Course Exemptions - see PLAR, Page 10

General Information

Parking

Parking at the JI campus is free of charge.

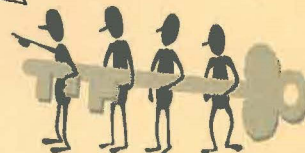
Pay phones

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

Food on campus

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

Fast Fact:
Did you know that the
Centre was
established in 1986?!



REGISTRATION

It's easy to register!



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



By phone: (604)528-5590; TDD/TTY: (604)528-5655
(8:30 am – 4:00 pm, Monday to Friday)



In person: 8:00 am – 4:30 pm,
Monday to Friday



By fax: (604)528-5653 Course cancellations

INQUIRIES BY E-MAIL

The Registration Office is not yet set up to accept registration by electronic mail. It can, however, respond to general inquiries and information requests through this medium. The Registration Office general e-mail address is register@jibc.bc.ca

REGISTER EARLY

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

TAX DEDUCTION

You may deduct tuition fees from your taxable income if the total amount exceeds \$100 for the year. Income tax receipts will be issued in February 2000 for all 1999 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.

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.

COURSE CANCELLATIONS

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

NSF CHEQUES

A fee of \$15 applies to all cheques returned "not sufficient funds."

ADDRESS OR NAME CHANGE

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

STUDENTS WITH DISABILITIES



The Justice Institute has received funds from the Ministry of Advanced Education and Training to provide classroom support for students with disabilities attending courses at the Institute. For more information on the services available, please contact the Student Services Advisor at (604)528-5663 or TDD/TTY at (604)528-5655.

STUDENT PERSONAL EDUCATION NUMBER

The Ministry of Education has extended their student number system, called the Personal Education Number (PEN), into the post-secondary system. Each institution will be able to issue PEN numbers to students who do not already have an assigned number. In order to issue the number, we must collect information on gender and level of education. This information is collected under the authority of the Freedom of Information and Protection of Privacy Act, and is needed to process each student's registration form.

NEW REGISTRATION COMPUTER SYSTEM

The Registration Office is currently changing over to a new registration computer system. During the changeover, you may notice a brief delay in the services provided. We apologize for any inconvenience this might cause you.

REGISTRATION FORM

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

CURRENT DATE: _____

If YES, Student Identity Number (if known):

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

P.E.N. (if known): _____

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

☐ MALE ☐ FEMALE (for statistical purposes)

Have you moved recently? If so, we need your new address. If you have changed your name, we need your previous and current names.

The following is my: ☐ Work address ☐ Home address

| | | |
|--|------------------------------|------------------|
| LAST NAME | FIRST NAME | MIDDLE NAME |
| POSITION | | ORGANIZATION |
| STREET NAME AND ADDRESS | | |
| CITY | PROVINCE | COUNTRY |
| POSTAL CODE | EVENING OR HOME PHONE () | DAY PHONE () |
| HIGHEST LEVEL OF EDUCATION COMPLETED: _____ | | |
| DISABILITIES/SPECIAL REQUIREMENTS (PLEASE DESCRIBE): _____ | | |
| ARE YOU OF ABORIGINAL HERITAGE? <input type="checkbox"/> YES <input type="checkbox"/> NO | | |

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

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

ENCLOSED IS MY COURSE FEE PAYMENT BY:

☐ Cheque or money order. Cheque issued by: _____

Name of Cardholder

☐ MasterCard

| | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

Exp

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

☐ VISA

| | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

Exp

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

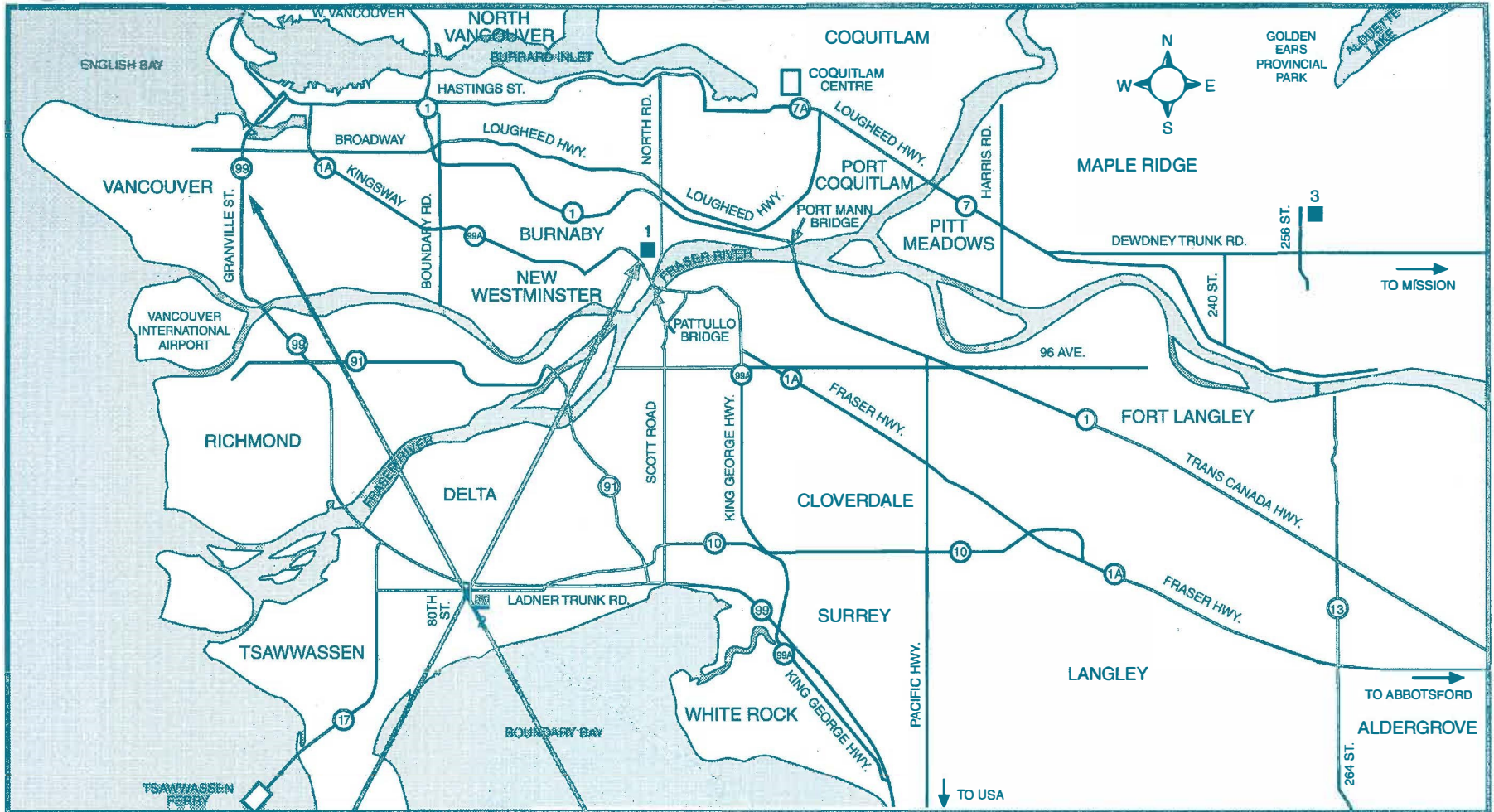
Authorization Number _____

☐ Please check this box if you already receive this calendar from another source, or if you are not interested in future mailings.

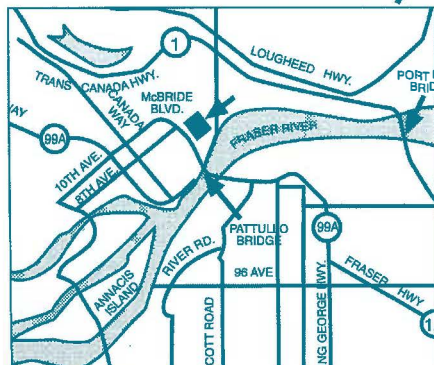
Justice Institute of B.C., 715 McBride Boulevard, New Westminster, B.C. V3L 5T4

For registration only: phone (604) 528-5590; fax (604) 528-5653

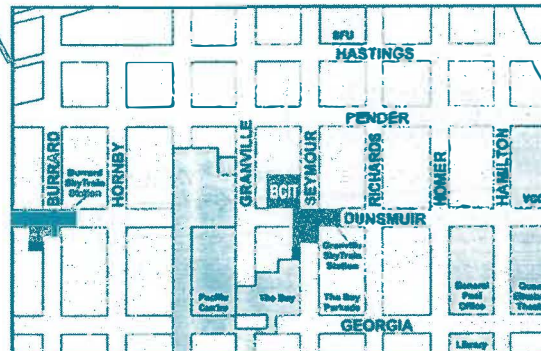
NOTES



1. JUSTICE INSTITUTE Main Campus



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



BCIT - Downtown
Education Centre
555 Seymour Street
(at Dunsmuir)
Vancouver, BC V6B 3H6

CENTRE FOR CONFLICT RESOLUTION

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

Mailing List
Justice Institute of B.C.
715 McBride Boulevard,
New Westminster, B.C. V3L 5T4
or Fax (604) 528-5640

Justice Institute of B.C.

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

ADDRESS CHANGE REQUESTED

MAIL  **POSTE**

Canada Post Corporation / Société canadienne des postes

Postage paid

Bik

Port payé

Nbre

02863014-99

Vancouver, BC

www.jibc.bc.ca

