

CENTRE  
FOR  
CONFLICT  
RESOLUTION

www.jibc.bc.ca

2000 | CALENDAR  
JANUARY TO AUGUST





# WELCOME



## A Message from the Director

This year-2000 calendar brings with it our enthusiasm and excitement for the new opportunities and challenges that face our field in the upcoming millennium, and our ongoing dedication to contributing to the peaceful resolution of differences on the many levels that they occur.

In the seventeen years since we first offered courses in mediation, we have come to be known worldwide for the calibre of training that we provide. We are very proud of this reputation and continue to work hard to be worthy of it. Students from many countries have come to the JI's Centre for Conflict Resolution over the years, and have enriched our classes with their diverse perspectives and orientations to conflict. This year the Centre has also begun to do work on an international level, and we look forward to more of these opportunities. In March, I was invited to consult and provide training with the Israel Center for Negotiation and Conflict Management in Jerusalem and Haifa, and future collaborations with their training team in the area of dispute resolution in a multicultural environment will be forthcoming. In September, I represented the Centre in Johannesburg, South Africa, working with justice centres and other dispute resolution service providers to assist them to increase their profile and skill level on the range of ADR options they provide. Other international opportunities have presented themselves, which will provide invaluable learning to us and assist us to extend the work we do to a global level. This is a very exciting time for our Centre.

### 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*

Closer to home - we have incorporated into this program a number of new electives which we hope will be of interest to those of you still working on your certificates and the increasing number of graduates whom we encourage to come back and reconnect with the JI experience! In conjunction with the Corrections and Community Justice Division at the JI, we are planning to offer a full family mediation program. Many of these courses will be offered via distance education, which we hope will make them easier for you to access. We are also delighted to welcome visiting faculty from Canada and the U.S. to the JI who have made outstanding contributions to conflict resolution in a range of areas - and their new courses are included in this program. All in all there is much here to enable you to stretch your learning.

What else is new? This year we have extended our satellite courses to Quesnel, Terrace and Cranbrook. Ask us about the new customized conflict management services now developed which can be delivered on the job and which offer invaluable support in the resolution of interpersonal and organizational conflict. In the spring of 2000, the JI will be opening a bookstore. This will enable us to at last respond to the many requests we have had for the purchase of our materials prior to course time. You will be able to order by mail or e-mail as well as in person.

We also want to draw your attention to The Network: Interaction for Conflict Resolution Conference taking place in June 2000 here in Vancouver. This is an excellent opportunity to get involved in the dispute resolution community, and deepen your knowledge and skills in key areas of practice. For more information, check The Network's website at [www.nicr.ca](http://www.nicr.ca) or call any dispute resolution organization in the Lower Mainland, including us at the Justice Institute.

The best way to keep up to date with us is to check out our website. Our goal is to be continually offering you new ways to deepen your learning and contribute to your communities in the spirit of our changing times.

Marg Huber, Director



# 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	
Sandy Beauchesne, Administrative Assistant ....	sbeauchesne@jibc.bc.ca ..... 528-5612
Course Calendar and Satellite Location Course Listings	
Sue Crosato, Receptionist .....	528-5608

### General Information - Conflict Resolution Certificate Program

Sandy Beauchesne, Administrative Assistant ....	sbeauchesne@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

Karen Falk, Program Planner .....	kfalk@jibc.bc.ca ..... 528-5615
Kerry Gruber, Program Planner .....	kgruber@jibc.bc.ca ..... 528-5618
Maureen Carroll, Program Planner .....	mcarroll@jibc.bc.ca ..... 528-5617
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
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### Contract Courses

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

### Bridging Project

John Rice, Administrative Assistant .....	jrice@jibc.bc.ca ..... 528-5825
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### Career Orientation

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



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# 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 BC (see page 31). We also offer training at your workplace 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 36). In order to receive a certificate, all required course work and a skills assessment must be completed.

The Conflict Resolution Certificate provides participants with skills in collaborative dispute resolution that enhance communication and problem-solving abilities applicable in our many roles 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 totaling 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 low 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 BC; 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 BC 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 out-of-town sites, please refer to the Satellite Locations and Course Listings section found after the course descriptions (page 32).

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.



## At Your Workplace...

We will come to your workplace to deliver a variety of services including training, consultation, mediation/facilitation, and post-training coaching. We can also assist your organization with establishing internal alternative dispute resolution processes.

### Training

We can deliver our prepackaged courses, or design specialized training based on the specific needs of your group. Issues that participants face in their day-to-day work can be incorporated into the training and used during practice sessions. Courses can be delivered in one to five day modules, in consecutive days, or one day per week for a series of weeks. Credit is provided towards the Certificate in Conflict Resolution; the type of credit given will depend on the content of the course.

### Consultation

If you are not sure what your group or organization requires, we can provide on-site consultation on an initial or periodic basis. We can talk with you about your needs, and make recommendations on options that best meet your objectives.

### Mediation/Facilitation

At times you may require the assistance of a mediator/facilitator to help individuals or a group deal with issues. We can connect you with trained and experienced people who can provide you with this service.

### Individual Coaching

Following the training, you may wish to have the guidance of a skills coach to talk with about specific issues you are facing. Most often this can be done over the phone, although in-person sessions are available.

### Alternative Dispute Resolution Processes

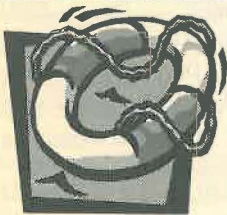
Your organization may want to set up dispute resolution processes or systems to address internal conflicts and complaints. Ask how we can help.

For more information on these services, contact Karen Falk by telephone/voice mail: (604) 528-5615, e-mail: [kfalk@jibc.bc.ca](mailto:kfalk@jibc.bc.ca) or Leslie Murray at (604) 528-5614, e-mail: [lmurray@jibc.bc.ca](mailto:lmurray@jibc.bc.ca), fax: (604)528-5640.

### 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](mailto:lmurray@jibc.bc.ca)



## Worksafe Training

The Police Academy at the JI is WCB certified to provide Worksafe Training at your workplace. For more information contact Brian Robertson at 528-5516 or e-mail: [brobertson@jibc.bc.ca](mailto:brobertson@jibc.bc.ca). Worksafe training is not credited towards the Conflict Resolution Certificate.



## 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 use 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 mediators, facilitators and trainers. While the field of mediation is expanding, it is still unusual for a person to make their living exclusively through private practice mediation.

For more information on the Dispute Resolution Field, check out additional internet links listed at our website at [www.jibc.bc.ca](http://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.

## 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.
- c) 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](mailto:mediators@mediator-roster.bc.ca)

or visit their Website at: [www.mediator-roster.bc.ca](http://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: [sharons@icon.net](mailto:sharons@icon.net).







# CERTIFICATE IN CONFLICT RESOLUTION



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

How to Enroll in the Certificate Program see Page 9.

## 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)
- Negotiation Skills Level I (CR260)
- Mediation Skills Level I (CR250)
- Dealing with Anger (CR200)
- Negotiation Skills Level II (CR360)

## Electives (page 15)

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 10 for more information on how to choose your electives).

	PAGE
<b>Skill Building Electives</b>	
CR109 Applying the Wisdom of Meditation in Everyday Conflict .....	15
CR366 The Art of Reframing .....	15
CR105 Asserting Yourself in Conflict Situations .....	15
CR313 The Circle of Forgiveness .....	16
CR367 The Creative Negotiator/Mediator .....	17
CR102 Critical Skills for Communicating in Conflict .....	17
CR206 Criticism: How to Give and Receive It .....	17
CR317 Defensiveness in Conflict .....	18
CR848 Designing Conflict Management Systems .....	18
CR314 Dynamics of Power in Dispute Resolution .....	18
CR504 Group Dynamics .....	19
CR101 Handling Conflict on the Telephone .....	19
CR107 Integrating Conflict Resolution Skills into the Elementary School Curriculum .....	20
CR552 Intercultural Communication .....	20
CR108 Managing the Hostile Individual .....	20
CR315 Peacemaking Circles .....	21
CR834 Reconciling Differences .....	22
CR302 Shifting from Positions to Interests .....	22
CR405 Storytelling in Dispute Resolution .....	24
CR316 Unfinished Business .....	24

*Look for other electives in future calendars!*

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<b>Mediation Electives</b>	
CR846 Civil Procedure .....	25
CR406 Caucusing/Conciliation: Conducting Separate Meetings in Mediation .....	25
CR411 Family Mediation: From Theory to Practice .....	29
CR460 Mediating Court-Based and Non-Relationship Cases .....	26
CR407 Mediating Dangerously: The Frontiers of Conflict ..... Resolution, Transformation and Forgiveness .....	26
CR514 Mediating Discrimination and Harassment Complaints .....	26
CR400 Mediation Skills Level II .....	26
CR829 Mediation Skills Level III .....	27
CR409 Parent-Teen Mediation: Theory and Practice .....	27
CR920 Reality Check: Mediation .....	27

<b>Negotiation Electives</b>	
CR507 Collective Bargaining: Negotiating in an Interest-Based Way .....	17
CR362 Negotiating with Difficult People: Making It Hard to Say No .....	21
CR501 Negotiating within a Labour Context .....	21
CR910 Reality Check: Negotiation .....	22
CR368 Working through Impasse to Agreement .....	24

<b>Facilitation Electives</b>	
CR516 Building Consensus .....	16
CR508 Challenges of Facilitating .....	16
CR520 Facilitating and Mediating Multi-Party Disputes .....	18
CR504 Group Dynamics .....	19

## Assessment (page 31)

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



# CERTIFICATE IN CONFLICT RESOLUTION

## Certificate Program Enrollment

To become a candidate in the Conflict Resolution Certificate Program, it is necessary to complete an enrollment form and pay a fee of \$75. You can enroll 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 enrollment package, contact the Centre at (604) 528-5608 or download the application form from our website at [www.jibc.bc.ca](http://www.jibc.bc.ca). To enroll, please submit your completed application form with the \$75 program fee to Jackie Webber, Office Assistant, Centre for Conflict Resolution.

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

## 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 10 for the order in which to take the courses).

## Transcripts

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

## 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 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 up to a maximum of \$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 John Rice at the Centre for Conflict Resolution at (604) 528-5825 or e-mail: [jrice@jibc.bc.ca](mailto:jrice@jibc.bc.ca) and ask for our PLAR Application package or find it on our website: [www.jibc.bc.ca](http://www.jibc.bc.ca)



# 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)

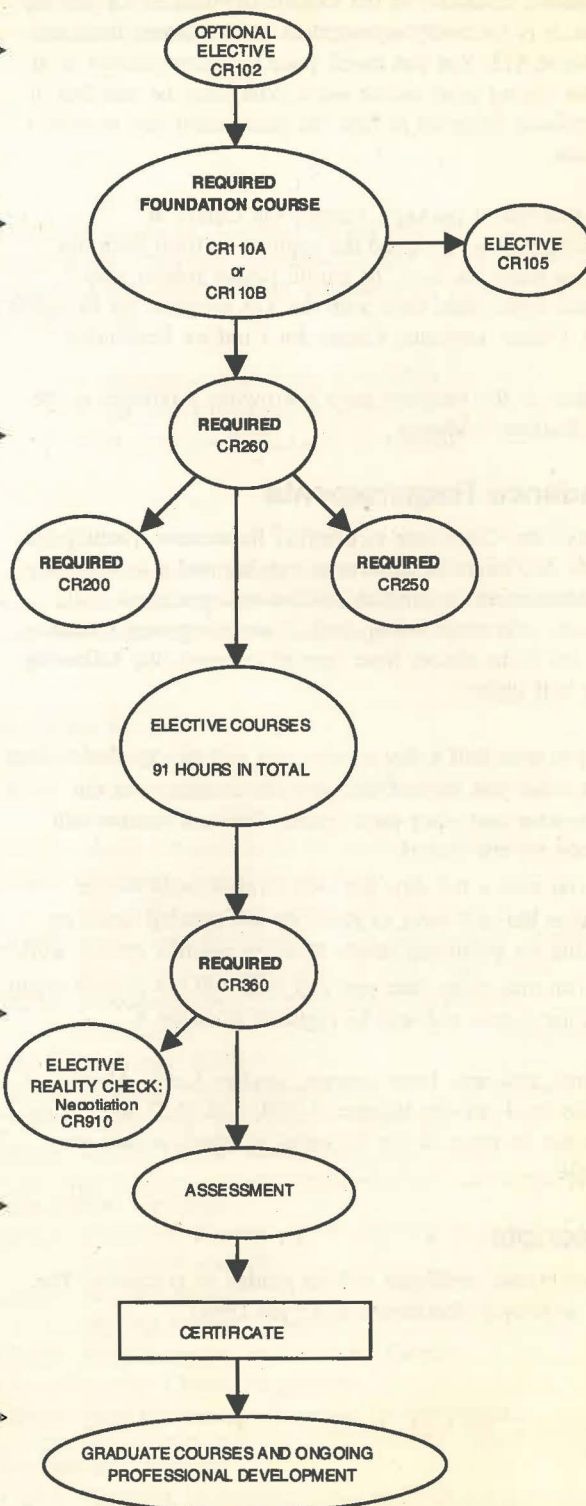
The order in which you take electives is determined by the prerequisites of each course. The more advanced courses have more prerequisites.

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:**

CR 910	Reality Check				
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**Total Elective Course Hours needed to complete the Certificate Program**

**91**

CR950	Assessment				
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# REQUIRED COURSES

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

The following course listings are for the Lower Mainland of BC.

We also run courses on Vancouver Island, other areas of BC and the Yukon. Check page 32 for additional course listings.

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:** \$375

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
Jan 26-28 .....	Wendy Hilliard .....	JI Campus
Feb 14-16 .....	Nancy McPhee .....	JI Campus
Mar 6-8 .....	Jim Toogood .....	JI Campus
Mar 28-30 .....	Gary Harper .....	JI Campus
Apr 10-12 .....	Jill Schroder .....	JI Campus
Apr 25-27 .....	Ed Jackson .....	JI Campus
May 10-12 .....	Jill Schroder .....	BCIT <sup>1</sup>
May 29-31 .....	Gary Harper .....	JI Campus
June 15-17 .....	Stacey Holloway .....	JI Campus
Jul 8,15,22 .....	Ed Jackson .....	JI Campus
Jul 17-19 .....	Jill Schroder .....	JI Campus
Aug 8-10 .....	Kelly Henderson .....	JI Campus
Aug 23-25 .....	Joan Balmer .....	JI Campus

### NEW

#### Evening Class:

June 6, 8, 13, 15 (6:30 pm - 10:00pm) ..... JI Campus  
 & Sat., June 17 (9:00 am-5:00 pm)

**Instructor:** Sue Yerxa

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

**Prerequisite:** None  
**Length:** Three Days (21 hours)  
**Fee:** \$375

OR

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
Jan 17-19 .....	Joan Balmer .....	JI Campus
Jan 26-28 .....	Mario Govorchin .....	BCIT <sup>1</sup>
Feb 9-11 .....	Jim Toogood .....	JI Campus
Feb 22 - 24 .....	Ron Monk .....	JI Campus
Mar 22-24 .....	Ed Jackson .....	BCIT <sup>1</sup>
April 3-5 .....	Mario Govorchin .....	JI Campus
April 18-20 .....	Joan Balmer .....	JI Campus
May 1-3 .....	Jim Toogood .....	JI Campus
May 23-25 .....	Kelly Henderson .....	JI Campus
June 10,17,24 .....	Jill Schroder .....	JI Campus
June 12-14 .....	Wendy Hilliard .....	BCIT <sup>1</sup>
July 4-6 .....	Jim Toogood .....	JI Campus
July 20-22 .....	Kelly Henderson .....	JI Campus
Aug 14-16 .....	Joan Balmer .....	JI Campus

For Business, see page 25:

Mar 9-11 ..... Nancy McPhee ..... | JI Campus || Aug 29-31 ..... | Deborah White ..... | JI Campus |

<sup>1</sup> 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:** \$375

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>
Jan 31-Feb 2 .....	Dale Zaiser .....	JI Campus
Feb 21-23 .....	Karen Haddigan .....	BCIT <sup>1</sup>
Mar 13-15 .....	Ron Monk .....	JI Campus
Mar 29-31 .....	Wendy Hilliard .....	JI Campus
April 17-19 .....	Mario Govorchin .....	JI Campus
May 29-31 .....	Ron Monk .....	BCIT <sup>1</sup>
June 7-9 .....	Dale Zaiser .....	JI Campus
June 28-30 .....	Dale Zaiser .....	JI Campus
July 12-14 .....	Karen Haddigan .....	JI Campus
Aug 1-3 .....	Mario Govorchin .....	JI Campus

**For Business, see page 25:**

May 8-10 .....	Nancy McPhee .....	JI Campus
Aug 21-23 .....	Nancy McPhee .....	JI Campus

## DEALING WITH ANGER (CR200)\*

**Prerequisite:** CR110A or CR110B.

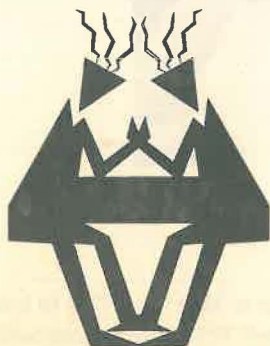
**Recommended:** CR260.

**Length:** Three Days (21 hours)

**Fee:** \$375

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>
Jan 24-26 .....	Stacey Holloway .....	JI Campus
Feb 16-18 .....	Joan Balmer .....	JI Campus
Mar 8-10 .....	Mario Govorchin .....	BCIT <sup>1</sup>
Mar 27-29 .....	Joan Balmer .....	JI Campus
Apr 12-14 .....	Ron Monk .....	JI Campus
May 3-5 .....	Elizabeth Azmier-Stewart .....	JI Campus
May 25-27 .....	Joan Balmer .....	JI Campus
June 14-16 .....	Joan Balmer .....	JI Campus
July 5-7 .....	Stacey Holloway .....	JI Campus
July 26-28 .....	Nancy McPhee .....	JI Campus
Aug 28-30 .....	Stacey Holloway .....	JI Campus



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



# REQUIRED COURSES Cont'd

## MEDIATION SKILLS LEVEL I (CR250)\*

**Prerequisite:** CR110A or CR110B.  
**Recommended:** CR260.  
**Length:** Three Days (21 hours)  
**Fee:** \$375

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>
Feb 7-9 .....	Gary Harper .....	Jl Campus
Mar 1-3 .....	Donna Soules .....	Jl Campus
Mar 22-24 .....	Kelly Henderson .....	Jl Campus
Apr 10-12 .....	Ed Jackson .....	BCIT <sup>1</sup>
May 2-4 .....	Ron Monk .....	Jl Campus
May 24-26 .....	Deborah White .....	Jl Campus
June 5-7 .....	Elizabeth Azmier-Stewart .....	Jl Campus
June 21-23 .....	Donna Soules .....	Jl Campus
July 4-6 .....	Gary Harper .....	Jl Campus
July 24-26 .....	Jim Toogood .....	BCIT <sup>1</sup>
Aug 9-11 .....	Stacey Holloway .....	Jl Campus
Aug 29-31 .....	Ed Jackson .....	Jl Campus

## 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.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 20-24 .....	Dale Zaiser .....	Jl Campus
Apr 13-14, 17-19 .....	Deborah White .....	Jl Campus
May 17-19, 23-24 .....	Mario Govorchin .....	Jl Campus
June 26-30 .....	Stacey Holloway .....	BCIT <sup>1</sup>
July 20-21, 24-26 .....	Dale Zaiser .....	Jl Campus
Aug 21-25 .....	Mario Govorchin .....	Jl Campus



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



# ELECTIVES

The Certificate Program requires 91 hours (13 days) of elective courses. Program graduates will find many of these courses valuable for their ongoing professional development.

The following course listings are for the Lower Mainland of BC.

We also run courses on Vancouver Island, other areas of BC and the Yukon. Check page 32 for additional course listings.

## APPLYING THE WISDOM OF MEDITATION IN EVERYDAY CONFLICT (CR109)

**NEW**

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

Meditation is a way of making friends with yourself and training your mind. In the midst of conflict our mind often races ahead as our body and breathing responds with increased anxiety. In this way our perception, intelligence and natural wisdom are lost when we need them most. Rather than withdrawing from the world, meditation can help us be fully present in any situation, especially when in conflict. We will explore traditional sitting meditation, mindfulness and awareness exercises. Outcome research on the positive impact of meditation on health and performance will be reviewed and guidelines will be provided on how to integrate meditation into one's daily life.

Wear comfortable clothes and bring a mat or blanket and a firm cushion.

**Date** ..... **Location**  
 Apr 3 ..... JI Campus

**Instructor:** Dale Trimble completed a B.A. in Buddhist Studies and Psychology in 1973. He has been a student and practitioner of Buddhist Meditation for 27 years. He is an authorized meditation instructor and teacher with Shambhala International. Shambhala International provides non-secular classes and workshops throughout the world on the application of meditation to daily life. Dale is in private practice as a therapist, trainer and consultant specializing in conflict resolution and changing violent behavior.

## THE ART OF REFRAMING (CR366)

**NEW**

**Prerequisites:** CR110A or CR110B and one of CR260 or CR250.  
**Length:** One Day (7 hours)  
**Fee:** \$125

Skillful reframes often mean the difference between reaching resolution or reaching impasse. More than merely changing language, reframing can shift the entire perception of and approach to the conflict. As one of the most powerful tools available, reframing can be used effectively in every phase of conflict discussion from building an atmosphere, to identifying issues, exploring interests and reaching agreement. In this intensive one-day skill-building course, you will learn how to identify problematic conflict frames wherever and whenever they occur and practice providing reframes that lead towards resolution.

**Date** ..... **Instructor** ..... **Location**  
 May 9 ..... Karen Haddigan ..... JI Campus

## ASSERTING YOURSELF IN CONFLICT SITUATIONS (CR105)

**Prerequisites:** None.  
**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.

**Date** ..... **Instructor** ..... **Location**  
 Feb. 24-25 ..... Jill Schroder ..... BCIT<sup>1</sup>  
 Mar 20-21 ..... Deborah White ..... JI Campus  
 Apr 25-26 ..... Nancy McPhee ..... JI Campus  
 May 17-18 ..... Nancy McPhee ..... JI Campus  
 June 19-20 ..... Deborah White ..... JI Campus  
 July 10-11 ..... Mario Govorchin ..... JI Campus  
 Aug 24-25 ..... Gary Harper ..... JI Campus

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



## BUILDING CONSENSUS (CR516)

**Prerequisites:** CR110A or CR110B and one of CR200, CR250 or CR260.  
**Length:** Two days (14 hours)  
**Fee:** \$250

In recent years, we have seen an increasing number of attempts to develop collaborative approaches to dispute resolution emerging in both business and the public sector. This shift toward group involvement in solving problems, setting policies, making decisions and planning events ("consensus-building", "team building", "stake holder participation", "public consultation") has not always proved successful. Consensus decision making is not easy. As an ideal, it has tremendous appeal, and its benefits in terms of long-term effectiveness, commitment and conflict resolution are many. Although elements that lead to consensus are relatively simple to understand, the challenge is to learn to apply the elements effectively. This course is designed to assist participants in understanding conditions that must exist for consensus decisions to be made, procedures for preparation of the involved parties, processes and guidelines to follow while trying to reach a decision and participant skills necessary for reaching consensus.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
May 10-11 .....	Arthur Ridgeway .....	JI Campus

## 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>
June 1-2 .....	Karen Haddigan .....	BCIT

## THE CIRCLE OF FORGIVENESS (CR313)

**NEW**

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

Conflict resolution demands that we engage the heart in our work and in our daily lives. But how? By practising forgiveness of ourselves and others, by cultivating humility, by developing resonance, by learning to operate beyond judgement, by developing non-dual consciousness and by learning how to lay our fears to rest once and for all. This workshop will provide opportunities to practise forgiveness, release fears and to begin the process of creating a circle of being in which to live and work.

<u>Date</u>	<u>Location</u>
May 1-2 .....	JI Campus

**Instructor:** Barbara Ashley Phillips, LL.B. (Yale) of Halfway, Oregon, has been a mediator for the past 10 years specializing in complex business/commercial cases with an emphasis on dealing with difficult people. For the past 10 years she has also conducted workshops on forgiveness and presented her work at national and international conferences. She is the author of "Finding Common Ground: A Field Guide to Mediation" (1994).





## ELECTIVES Cont'd

### COLLECTIVE BARGAINING: NEGOTIATING IN AN INTEREST-BASED WAY (CR507)

#### NEW

**Prerequisites:** CR110A or CR110B, CR501 or CR260.  
**Length:** Two Days (14 hours)  
**Fee:** \$250

This course is designed for people who negotiate collective agreements and related issues in the course of their jobs and who want to improve their results while decreasing the positional nature of bargaining. It will focus on the ability to deal with the "demands-based" approach of bargaining while continuing to work from an "interest-based" approach. The course will focus on the preparation process, the bargaining process, and the after-negotiation process. A bargaining simulation as well as practice sessions will be used to ground the concepts and skills being taught.

*For Business, see page 25:*

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Aug 10-11 .....	Deborah White .....	JI Campus
	Larry Gregg, Manager, HR Special Projects/ Staff Compensation, WCB (formerly Sr. Mediator with Labour Relations Board).	

### THE CREATIVE NEGOTIATOR/MEDIATOR (CR367)

#### NEW

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

The ability to generate creative solutions for challenging situations is a critical skill for any successful mediator/negotiator. These challenges range from handling simple, unanticipated logistical challenges to creating multiple (and often complex) solutions. This dynamic workshop explodes restrictive myths and explores a variety of useful techniques for becoming more creative "on demand"! Richard Bach, author of *Jonathan Livingston Seagull*, wrote "Argue for your limitations, and sure enough, they're yours". Many people see themselves as uncreative and are concerned about finding themselves in situations where an answer isn't apparent or can't be predicted. This day will begin to free you from that concern and build confidence in your ability to access your most creative potential as a practitioner!

<u>Date</u>	<u>Location</u>
Aug 17 .....	JI Campus

**Instructor:** David Gouthro is a management consultant with more than 20 years of experience in high technology, financial services, oil and gas, and a variety of local, provincial and federal government departments in areas of strategic planning, senior management team development, effective thinking and change management.

### CRITICAL SKILLS FOR COMMUNICATING IN CONFLICT (CR102)

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

This course focuses intensively on communication theory and 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>
Jan 24-25 .....	Nancy McPhee .....	BCIT <sup>1</sup>
Feb 3-4 .....	Deborah White .....	JI Campus
Feb 28-29 .....	Wendy Hilliard .....	JI Campus
Mar 16-17 .....	Ed Jackson .....	JI Campus
Apr 6-7 .....	Wendy Hilliard .....	JI Campus
Apr 27-28 .....	Gary Harper .....	JI Campus
May 15-16 .....	Gary Harper .....	JI Campus
Jun 12-13 .....	Nancy McPhee .....	JI Campus
Jul 13-14 .....	Deborah White .....	BCIT <sup>1</sup>
Aug 3-4 .....	Ed Jackson .....	JI Campus
Aug 28-29 .....	Mario Govorchin .....	JI Campus

#### NEW

#### Evening Class:

Apr 11, 13 (6:30 pm-10:00 pm) ..... JI Campus  
 & Sat., Apr 15 (9:00 am - 5:00 pm)  
**Instructor:** Sue Yerxa

### 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>
Feb 10-11 .....	Deborah White .....	JI Campus
Jun 15-16 .....	Deborah White .....	BCIT <sup>1</sup>



# ELECTIVES Cont'd

## DEFENSIVENESS IN CONFLICT (CR317)

**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>
See Satellite Locations and Course Listings on Page 31.		

## DESIGNING CONFLICT MANAGEMENT SYSTEMS (CR848)

**Prerequisites:** CR110A or CR110B, CR250, CR260.  
**Length:** Two Days (14 hours)  
**Fee:** \$300

Down-sizing, restructuring and other mandates for change transform the workplace. The inevitable by-product is the acceleration of conflict, for which ADR practitioners are often asked to intervene and recommend resolution methods. The process of assessing and "scoping" the work, designing the intervention and supporting the follow-through offers the dispute resolution professional the chance to have a broad and lasting impact. Participants will explore, through an interactive mix of theory and practice, processes for "scoping the project", determining what role (if any) the ADR consultant will play, contracting with the client regarding goals, participation and learning, coaching clients in resolution choices to find the "fit" of interventions (dispute-specific, process-specific and systems-specific), minimizing resistance and maximizing incentives to enhance organizational redesign efforts, exploration of cutting edge issues and applications to "back-home" issues (including the creation of "self-mediating systems"), and handling ethical and practice dilemmas.

<u>Date</u>	<u>Location</u>
June 8-9 .....	Jl Campus

**Instructor:** Christina Sickles Merchant, from Arlington, Virginia, is a highly experienced dispute resolution professional with more than 27 years in the field as a mediator, facilitator, trainer, program manager and dispute systems designer (primarily in the labour management arena). She co-authored *Designing Conflict Management Systems* (Jossey-Bass, 1996), winner of the Best Book of 1997 Award from the International Association of Conflict Management.

## DYNAMICS OF POWER IN DISPUTE RESOLUTION (CR314)

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

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
May 30-31 .....	Joan Balmer .....	Jl Campus

## FACILITATING AND MEDIATING MULTI-PARTY DISPUTES (CR520)

**Prerequisites:** CR110A or CR110B, CR250 or CR260.  
**Recommended:** CR504, CR508  
**Length:** Three Days (21 hours)  
**Fee:** \$375

This course builds on strategies introduced in "Challenges of Facilitating" and is for facilitators who work with multiple groups or organizations. Facilitators are often called upon to resolve conflicts with the group as well as to facilitate. The course will present a framework for assisting groups to negotiate and resolve disputes including assessing, convening, gaining 'buy-in', process design, representation/accountability, negotiating, packaging and implementation of agreements. Other aspects of facilitating in complex settings will also be covered, such as cultural considerations, use of different discussion formats, intervention strategies and the role of face-saving. This course will offer theory and practical tips, discussion and a small work group.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
July 10-12.....	Sally Campbell.....	BCIT <sup>1</sup>

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



# ELECTIVES Cont'd

## 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.

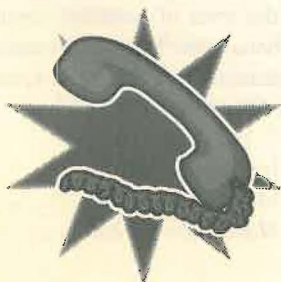
<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 20-21 .....	Karen Haddigan .....	BCIT'

## HANDLING CONFLICT ON THE TELEPHONE (CR101)

**Prerequisites:** 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>
Feb 21 .....	tba .....	Jl Campus
Apr 19 .....	tba .....	Jl Campus
June 6 .....	tba .....	Jl Campus



## INNER QUALITY MANAGEMENT SHOWCASE PRESENTED BY HEARTMATH

### NOT FOR CREDIT

**Prerequisites:** None.  
**Length:** One Day (10:00 am - 6:00 pm)  
**Fee:** \$125 (Registration Code: POL110)

Heartmath is the first organization to develop the tools to optimize the intelligence of the human heart. During this one-day workshop, participants will learn an effective technique that can be used to immediately relieve stress. FREEZE-FRAME (is a scientifically based process that improves decision-making skills and reduce "in the moment" stress. Participants will learn the practical aspects of why and how to apply this powerful technique to job stress and personal interaction. For those involved in conflict resolution, the FREEZE-FRAME (method develops a sense of calm and clarity, which encourages more effective communication. For further information please see the Heartmath website at [www.heartmath.org](http://www.heartmath.org).

<u>Date</u>	<u>Location</u>
Jan 29 .....	Jl Campus

**Presenter:** **Joseph Sundram**, M.Ed. Joseph holds a Master's degree in education, administration and new technologies from Harvard University. As a Master Trainer for Heartmath, Joseph is an internationally acclaimed speaker on issues dealing with intelligence, learning, quality, re-engineering, resilience, violence and substance abuse prevention, cultural diversity, strategic planning, and community and organizational change.



## ELECTIVES Cont'd

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

**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 contrast "skilled" and "unskilled" approaches to life's interpersonal challenges. Participants will receive everything they need to foster cooperations in the classroom, creatively.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
May 5 .....		JI Campus

**Instructor:** Jack Emberly, M.Ed. (UBC) has worked as a Resource Room Teacher, Learning Assistant and classroom teacher. Jack has led 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". Jack has explored the power of skit writing, acting and story telling to drive awareness and social skill development in the regular class. He is a workshop presenter and his practical classroom techniques have received praise at District Pro-D events around the province.



### INTERCULTURAL COMMUNICATION: BRIDGING THE DIVIDE IN CONFLICT SITUATIONS (CR552)

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

This course examines cultural differences in communication and their impact in conflict situations. The content includes applications in the workplace and will be useful in communications with co-workers and clients. The goal is to learn ways to prevent intercultural conflict from occurring through miscommunication. We will explore attitudes, behaviours, triggers, frameworks, and both verbal and non-verbal messages as they relate to culture. Through structured exercises, discussions and role-plays, participants will have opportunities to increase flexibility in the use of communication skills and develop a greater awareness of the role of culture in conflict. This course builds on skills developed in CR110A or CR110B and takes a universal (not ethnocentric) approach to intercultural communications, one that can be widely applied in a variety of situations without the presumption of prior cultural knowledge. While this is not a course on understanding the numerous cultures of the world, the skills developed can be used by the participants to gain a better understanding of cultures.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Aug 3-4 .....	Ed Eduljee .....	JI Campus
	Valerie Dudoward	
	Marg Huber	

### MANAGING THE HOSTILE INDIVIDUAL (CR108)

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

Many people 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.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 6-7 .....	Mario Govorchin .....	JI Campus
July 27-28 .....	Mario Govorchin .....	BCIT <sup>1</sup>

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



## ELECTIVES Cont'd

### 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

At one time or another, everyone has had to negotiate with aggressive, critical, argumentative people. With individual coworkers and in groups, decision making and implementation are often derailed by entrenched, negatively focused, reactive responses to change and diversity. Some of these situations are easy to handle or overlook, while others require a strategy for successful resolution if they are not to create constant tension and conflicted results. Trying to resolve issues with people whose behavior we find challenging often brings us to the limits of our patience and interpersonal skill. This course is designed to assist participants to understand their own reactions to difficult situations and to develop skills to effectively overcome the obstacles to reaching successful agreements.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Apr 4-5 .....	Arthur Ridgeway .....	Jl Campus
Jul 12-13 .....	Arthur Ridgeway .....	Jl Campus

### 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.

*For Business, page 25:*

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 6-7 .....	Deborah White .....	BCIT <sup>1</sup>
	Larry Gregg, Manager, HR Special Projects/ Staff Compensation, WCB (formerly Sr. Mediator with Labour Relations Board).	

### PEACEMAKING CIRCLES: A PROCESS FOR BUILDING CONSENSUS AND RELATIONSHIPS (CR315)

**NEW**

**Prerequisite:** None.  
**Length:** Three Days (21 hours)  
**Fee:** \$375

This course calls upon the experience of using peacemaking circles in sentencing, child protection cases, human rights and in addressing public and private conflicts within and between various organizations, agencies and groups. The course addresses how circles can be adapted to a wide range of conflicts. The guiding principles and fundamental practices of the circle will be covered. The various stages of a circle process and the responsibility of keepers will be described. The thrust of the course will be to explore how circles can be adapted and applied to many different situations where the objectives are to generate innovative solutions, build relationships of trust, foster respect for different values/perspectives and work towards a sustainable consensus.

<u>Date</u>	<u>Location</u>
Apr 25-27 .....	Jl Campus

**Instructor:** Barry Stuart, B.A., LL.B., O.P.N.G., has 26 years of experience in working with various forms of alternative dispute resolution in both national and international settings. He has been involved in the use of peacemaking circles for 10 years in the public and private sectors. Barry has written, taught and trained extensively on the use of peacemaking circles and other consensus-based forms of conflict resolution. **Mark Wedge** has been involved in using peacemaking circles in many different settings. He has trained and spoken about circles across Canada and internationally. He has been involved in community development and aboriginal capacity development for over 20 years. He has travelled extensively in order to share and learn about other cultures.

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



## ELECTIVES Cont'd

### 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 that 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>
Feb 7 .....	JI Campus
Feb 14 .....	JI Campus
Mar 20 .....	JI Campus
Mar 27 .....	JI Campus
May 5 .....	JI Campus
May 15 .....	JI Campus
May 18 .....	JI Campus
July 20 .....	JI Campus
July 27 .....	JI Campus
Aug 2 .....	JI Campus

**Instructors:** Assessors in the Conflict Resolution Certificate Program

#### **Fast Fact:**

The bottom of each calendar page has Registration's Phone # at glance!

### 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>
Apr 6-7 .....	Arthur Ridgeway .....	JI Campus
June 28-29 .....	Arthur Ridgeway .....	JI Campus

### 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>
Feb 22-23 .....	Arthur Ridgeway .....	JI Campus
May 8-9 .....	Arthur Ridgeway .....	BCIT <sup>1</sup>
July 10-11 .....	Arthur Ridgeway .....	JI Campus

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



# ELECTIVES Cont'd

## STORYTELLING IN DISPUTE RESOLUTION (CR405)

**Prerequisites:** CR110A or CR110B, CR250.  
**Recommended:** CR260.  
**Length:** One Day (7 hours)  
**Fee:** \$125

Stories have been used since time immemorial to illustrate basic truth, teach important lessons and deepen understanding between people. They are also integral in conflict resolution. Mediation affords each person the opportunity to "tell their story". In interpersonal conflict, stories provide a context for people's actions and words. In teaching, stories serve as examples to bring theory to life and as metaphors to integrate learning. The one-day, highly interactive workshop will examine how we can use stories in our roles as mediators and trainers, and in resolving our own conflict. Specifically, we will examine what makes storytelling effective, when and where it can be helpful, and how to use stories appropriately and effectively.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
May 12 .....	Gary Harper .....	Jl Campus



## UNFINISHED BUSINESS (CR316)

**Prerequisites:** CR110A or CR110B and one of CR200, CR250 or CR260.  
**Length:** Two Days (14 hours)  
**Fee:** \$250

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Feb 24-25 .....	Arthur Ridgeway .....	Jl Campus
June 26-27 .....	Arthur Ridgeway .....	Jl Campus

## WORKING THROUGH IMPASSE TO AGREEMENT (CR368)

### NEW

**Prerequisites:** CR110A or CR110B, CR200, CR250, CR260, CR360.  
**Length:** Two Days (14 hours)  
**Fee:** \$250

Closing the deal. Is it art, science or magic? This course examines the factors that affect closure and teaches practical skills and awareness that you can use to be a better negotiator or mediator. "Working Through Impasse" is built upon field experience and uses examples from successful multi-party, multi-issue processes across Canada. Among the topics examined and modeled are: subjective and objective criteria for determining fairness, closing against each other(s) mandate; incremental steps to reaching agreement; the function of alternatives to a negotiated agreement in achieving closure and separating informing from deciding. This course is intended for experienced practitioners or those who have completed the core-certificate requirements.

<u>Date</u>	<u>Location</u>
Aug 15-16 .....	Jl Campus

**Instructor:** Chris Knight, Negotiator/Mediator, has an international practice which includes project negotiation and mediation, process design, design and implementation of consultation and communication processes and dispute resolution training. Chris has successfully negotiated agreements across a wide range of topics, including native land claims, protected areas, new resource project development, environmental protection, social and economic development and resource allocation.





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Website: [www.nicr.ca](http://www.nicr.ca)





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

### RESOLVING CONFLICT IN THE WORKPLACE (CR110B)

**Prerequisite:** None.

**Fee:** \$375

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 9-11	Nancy McPhee	JIBC
Aug 29-31	Deborah White	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.

### COLLECTIVE BARGAINING: NEGOTIATING IN AN INTEREST-BASED WAY (CR507)

**Prerequisites:** CR110A or CR110B, CR501 or CR260.

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

**Fee:** \$250

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Aug 10-11	Deborah White	JIBC
	Larry Gregg	

This course is designed for people who negotiate collective agreements and related issues in the course of their jobs and who want to improve their results while decreasing the positional nature of bargaining. It will focus on the ability to deal with the "demands-based" approach of bargaining while continuing to work from an "interest-based" approach. The course will focus on the preparation process, the bargaining process, and the after-negotiation process. A bargaining simulation as well as practice sessions will be used to ground the concepts and skills being taught.

### MEDIATING DISCRIMINATION AND HARASSMENT COMPLAINTS (CR514)

**Prerequisites:** CR110A or CR110B, CR250.

**Recommended:** CR260, CR400 or experience mediating.

**Length:** Three Days (21 hours)

**Fee:** \$375

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Apr 10-12	Duncan Stewart	JIBC

Many organizations are responding to the requirements of recent human rights legislation by developing policies that include mediation. Mediation is a viable alternative to investigation and arbitration in many cases. There are special considerations that need to be addressed when mediating in this context. This course looks at how to prepare for and mediate in a complaint situation. Legal and ethical questions are considered.

### NEGOTIATION SKILLS LEVEL I (CR260)

**Prerequisite:** CR110A or CR110B.

**Fee:** \$375

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
May 8-10	Nancy McPhee	JIBC
Aug 21-23	Nancy McPhee	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.

### NEGOTIATING WITHIN A LABOUR CONTEXT (CR501)

**Prerequisite:** CR110A or CR110B or equivalent.

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

**Fee:** \$250

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 6-7	Deborah White	JIBC
	Larry Gregg	

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.



# MEDIATION ELECTIVES

At the Centre for Conflict Resolution, 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 "Working in the Dispute Resolution Field" on page 6.

**The following course listings are for the Lower Mainland of BC.**

**We also run courses on Vancouver Island, other areas of BC and the Yukon. Check page 32 for additional course listings.**

## **CAUCUSING/CONCILIATION: CONDUCTING SEPARATE MEETINGS IN MEDIATION (CR406)**

**Prerequisites:** CR110A or CR110B, CR250.

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

**Fee:** \$250

Caucusing (separate meetings) can be one of the most effective interventions a mediator can use in moving parties towards agreement. However, if not properly implemented, caucusing can prove hazardous. Knowing when, why and how to use this tool is crucial to dealing effectively with some of the most difficult and perplexing situations in mediation.

This advanced course will explore "meeting separately" with the parties from several perspectives: pre-mediation meetings; during the mediation; and conciliation in which the primary mediation format is meeting in separate session.

We will examine the goals and objectives for separate meetings before (pre-mediation assessment & preparation) and during the mediation and how to most effectively accomplish those goals. A structured caucusing process, applicable in a variety of dispute contexts, including family and commercial, will be presented and practiced. This process will assist mediators in maximizing the value of caucusing with the parties, while, at the same time, minimizing the potential for negative outcomes. We will explore why and when caucusing makes sense and the pitfalls associated with its overuse.

Participants will also have the opportunity to explore mediation situations in which the parties cannot, will not or should not meet together in joint session even though they do wish to reach negotiated agreements. Under these difficult circumstances, a mediator needs to address very different and distinct dynamics as she/he works with parties who may never negotiate face-to-face.

You will learn to identify and deal with the myriad mediator-client relationship issues and a variety of communication issues unique to meeting with your clients separately.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
June 21-22 .....	Michael Fogel .....	JI Campus

## **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>
Apr 13-14 .....	Terry Harris .....	BCIT'
Jul 24-25 .....	Terry Harris .....	JI Campus



# MEDIATION ELECTIVES Cont'd

## MEDIATING COURT-BASED AND NON-RELATIONSHIP CASES (CR460)

**Prerequisites:** CR110A or CR110B, CR200, CR250, CR260.  
**Recommended:** CR400  
**Length:** Two Days (14 hours)  
**Fee:** \$250

Mediation cases focused on financial or contractual issues and/or heading to court require different approaches and styles from mediators. Simulations drawn from actual Provincial court cases will present participants with disputants who have no ongoing relationship, restricted opportunities for "creative solutions" and/or a highly adversarial and litigious frame of mind. Participants will learn to adapt an interest-based mediation approach to situations involving non-payment and other monetary issues which are "criteria-based" or extremely time-limited, and which may require more directive approaches. Participants will also practice caucusing, moving from discussion to settlement and agreement writing. This course will be of particular interest to anyone considering involvement in the Provincial Court Practicum Project, as well as mediators who wish to work in the field of commercial mediation.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
June 19-20 .....	Karen Haddigan .....	JI Campus

## MEDIATING DANGEROUSLY: THE FRONTIERS OF CONFLICT RESOLUTION, TRANSFORMATION & FORGIVENESS (CR407)

**NEW**

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

The words 'mediating' and 'dangerously' don't often appear together. Mediation is usually thought of as ameliorating danger, pacifying hazardous feelings, creating a safe space. Dangerous mediation means approaching conflicts with deep honesty and empathy, eliminating demonization and victimization, dropping masks and poses, and exploring conflicts within ourselves. It means triggering controlled "chain reactions" that allow conflict to explode safely. It means testing the limits by confronting oppressive relationships, transforming systems, exploring forgiveness and discovering the spiritual heart of the process.

<u>Date</u>	<u>Location</u>
June 14-15 .....	JI Campus

**Instructors:** **Ken Cloke** is the director of the Centre for Dispute Resolution in Santa Monica, California. He is a mediator, arbitrator, consultant, author and trainer specializing in resolving complex multi-party conflict. **Joan Goldsmith** has been a management consultant, author, trainer and educator for the past 25 years, specializing in building high-performance teams, leadership development and organizational change.

## MEDIATING DISCRIMINATION AND HARASSMENT COMPLAINTS (CR514)

**Prerequisites:** CR110A or CR110B, CR250.  
**Recommended:** CR260, CR400 or experience mediating.  
**Length:** Three Days (21 hours)  
**Fee:** \$375

Many organizations are responding to the requirements of recent human rights legislation by developing policies that include mediation. Mediation is a viable alternative to investigation and arbitration in many cases. There are special considerations that need to be addressed when mediating in this context. This course looks at how to prepare for and mediate in a complaint situation. Legal and ethical questions are considered.

*For Business, see page 25:*

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Apr 10-12 .....	Duncan Stewart .....	JI Campus

## 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 Mediation Skills Level I 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.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 8-10, 13-14 .....	Deborah White .....	JI Campus
April 3-7 .....	Karen Haddigan .....	JI Campus
May 10-12, 15-16 .....	Deborah White .....	JI Campus
July 13-14, 17-19 .....	Stacey Holloway .....	JI Campus
Aug 14-18 .....	Karen Haddigan .....	BCIT <sup>1</sup>

<sup>1</sup> 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>
May 25-26 .....	Michael Fogel .....	JI Campus



## PARENT-TEEN MEDIATION: THEORY AND PRACTICE (CR409)

**NEW**

**Prerequisites:** CR110A or CR110B, CR250, CR260, CR400 or equivalent.

**Length:** Two Days plus Two Supervised Mediations

**Fee:** \$750

An innovative partnership between the Centre for Conflict Resolution and the New West Secondary School Mediation Program offers an exciting opportunity to gain both classroom training in Parent-Teen Mediation and then put that training into practice as a co-mediator in two parent-teen mediations. Parent-teen relations often become strained during adolescence, sometimes to the point of intense conflict. With little understanding of each other's point of view simple conversations can erupt into major battles. Mediating between parents and teens is a highly specialized application of mediation often involving strong emotions, power and control issues. The classroom portion of this course will apply mediation skills to assist both sides to communicate more effectively with each other and negotiate agreements on typical issues. The class will be half adult participants from the Justice Institute and half teen participants from the New West Secondary School Mediation program. All participants will have opportunities in class to conduct simulated pre-mediation interviews and mediation sessions. Over a six-month period after the class each participant will be scheduled to conduct two actual pre-mediation interviews and mediation sessions in a co-mediation team of one adult and one teen under the supervision of an experienced parent-teen mediator. Orientation and de-briefing will be part of the hands-on component.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 10-11 .....	Sandy Dunlop .....	JI Campus

## REALITY CHECK: MEDIATION (CR920)

**Pre-requisites:** CR110A or CR110B, CR250.

**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>
Mar 13 .....	JI Campus
May 29 .....	JI Campus
July 28 .....	JI Campus
Aug 31 .....	JI Campus

Instructors are Assessors in the Conflict Resolution Certificate Program



# MEDIATION ELECTIVES Cont'd

## FAMILY MEDIATION TRAINING

The Centre for Conflict Resolution and the Corrections and Community Justice Division of the Justice Institute are working together to offer a comprehensive package of Family Mediation training. A number of courses are currently being designed so that they can be delivered using a distance education format. If you would like to be on a mailing list to receive updates on our Family Mediation offerings, leave your name and address with Sue Crosato at (604) 528-5618 or e-mail [scrosato@jibc.bc.ca](mailto:scrosato@jibc.bc.ca)

Completion of the Family Mediation training will assist in meeting the certification requirements of Family Mediation Canada and is required in order to be considered for employment with the Family Justice Services Division of the Corrections Branch. However people considering completing the Family Mediation courses as preparation for employment with the Family Justice Services Division should understand that they must have an undergraduate degree in Social Work or a Behavioral Science in addition to the training obtained through the Justice Institute.

The Centre for Conflict Resolution courses CR110A: Dealing with Interpersonal Conflict, CR200: Dealing with Anger, CR 250: Mediation Skills Level I and CR400: Mediation Skills Level II are also required in order to be considered for employment with the Family Justice Services Division of the Corrections Branch and will assist in meeting the certification requirements of Family Mediation Canada. See pages 12-14 for course descriptions and dates.

For information about employment opportunities with the Family Justice Services Division and a full statement of qualifications call Valerie Ader at 604-528-5541.

## 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.

This course will count as one of the courses required by Family Justice Services for employment as a Family Justice Counselor. This course is a requirement for employment as a Family Justice Interviewer along with the requirements of an undergraduate degree and related experience. This course also counts as 14 hours 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

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

## FAMILY MEDIATION: FROM THEORY TO PRACTICE (CR411)

**NEW**

**Prerequisites:** CR110A/B, CR200, CR250.

**Length:** Three Days (21 hours)

**Fee:** \$375

This course will build on Mediation Skills Level I and II and emphasize skills and knowledge specific to the family mediation setting. Topics covered include the intake process and the initial interview, distinguishing between interim and long-term issues, developing parenting objectives, caucusing and formalizing the agreement. In addition ethics for family mediators and the standards for practice developed by Family Mediation Canada will be discussed.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
May 31, Jun 1&2 ....	Daniel Hamoline .....	Jl Campus





## Upcoming Fall 2000:

### **A FAMILY MEDIATOR'S PRIMER: LEGAL INFORMATION AND SERVICES FOR SEPARATING FAMILIES (REPLACES CORR606) DELIVERED VIA DISTANCE EDUCATION**

This course will give an overview of necessary information for family mediators whether working for Family Justice Services Division or in private practice. Topics covered include family and child legislation, legal information services available, confidentiality and definitions of maintenance/child support, custody/access and guardianship.

### **COURT ORIENTATION**

#### *Delivered via Distance Education*

An orientation to court process, Provincial and Supreme courts and authority structure, court forms, court services directory.

### **FINANCIAL ISSUES RELATED TO SEPARATION, DIVORCE AND FAMILY REORGANIZATION**

#### *Delivered via Distance Education*

Offers an in-depth understanding of child support guidelines. Also covers spousal support, referrals and resources and family financial reorganization.

### **FAMILY DYNAMICS PART 1: CRITICAL ISSUES**

#### *Delivered via Distance Education*

An overview of developmental needs of children, grief, positive parenting, family communication, step parenting/blended families, multicultural issues and family systems.

### **FAMILY DYNAMICS PART 2: EFFECTS OF ABUSE ON FAMILY MEMBERS**

#### *Delivered via Distance Education*

Looks at cycle of abuse, power and control wheel, impact on children, effects of trauma, substance abuse, cultural issues. Focus on screening and determining appropriateness of mediation, design of appropriate process and safety planning.

### **FAMILY DYNAMICS PART 3: DESIGNING APPROPRIATE PRACTICE**

#### *Delivered in a face to face format.*

The design and implementation of appropriate mediation practices including conciliation and caucusing techniques and documentation.

## **Other JI Courses of Interest to Family Mediators:**

**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 on these and other Social Services and Community Safety Division courses call for a calendar at (604) 528-5632 or check our website: [www.jibc.bc.ca](http://www.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 22.

In order to receive your Certificate in Conflict Resolution you must successfully complete an assessment in conflict resolution/ negotiation. 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, Camosun College or, if they are from outside Vancouver, making their videotape in their own community and sending it in for assessment. 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. Call Sue Crosato at (604) 528-5622 or email [scrosato@jibc.bc.ca](mailto:scrosato@jibc.bc.ca) for a list of tutors. We also suggest taking CR910, Reality Check: Negotiation, to prepare for the assessment.

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

We are excited about the numbers of people who are going through the assessment process — acknowledging and verifying their Conflict Resolution skills. To make your planning easier, we have scheduled assessment days, and you now can sign up for specific days. *A reminder: registration fees are refundable provided we are notified 7 calendar days prior to the assessment date. If you wish to transfer to another assessment date, a \$25.00 fee will be applied.*

**We cannot make exceptions for requests after registration deadline dates.**

## CONFLICT RESOLUTION/NEGOTIATION SKILLS ASSESSMENT (CR950)

**Fee:** \$245 (JI Campus and mail-in)  
\$270 (Camosun College)

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>Registration Deadline</u>	<u>Location</u>
Jan 14 .....	Dec 23 .....	Camosun College, Victoria
Jan 24 .....	Jan 7 .....	Camosun College, Victoria
Feb 24 .....	Feb 11 .....	JI Campus
Feb 25 .....	Feb 11 .....	JI Campus
Mar 1 .....	Feb 11 .....	JI Campus
Mar 2 .....	Feb 11 .....	JI Campus
Mar 3 .....	Feb 11 .....	JI Campus
Apr 5 .....	Mar 24 .....	JI Campus
Apr 6 .....	Mar 24 .....	JI Campus
Apr 7 .....	Mar 24 .....	JI Campus
Apr 13 .....	Mar 24 .....	JI Campus
Apr 14 .....	Mar 24 .....	JI Campus

<u>Dates</u>	<u>Registration Deadline</u>	<u>Location</u>
May (tba) .....	tba .....	Camosun College, Victoria
May 25 .....	May 12 .....	JI Campus
May 26 .....	May 12 .....	JI Campus
May 31 .....	May 12 .....	JI Campus
Jun 1 .....	Jun 2 .....	JI Campus
Aug 9 .....	Jul 28 .....	JI Campus
Aug 10 .....	Jul 28 .....	JI Campus
Aug 11 .....	Jul 28 .....	JI Campus
Aug 17 .....	Jul 28 .....	JI Campus
Aug 18 .....	Jul 28 .....	JI Campus

Assessors are Centre for Conflict Resolution Instructors.



# SATELLITE LOCATIONS & COURSE LISTINGS

Following are the courses planned for our out-of-town satellite locations for Winter/Spring 2000. Please note that additional courses will be scheduled for May through August in early 2000. For updates on satellite course offerings and information on locations not listed here, please visit our website at [www.jibc.bc.ca](http://www.jibc.bc.ca) or contact Lorraine Savidan (Telephone: (604) 528-5683; Fax: (604) 528-5640; Email: [lsavidan@jibc.bc.ca](mailto: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.

**As of the date of this printing we are offering our courses at the following locations (see pages following):**

Camosun College Interurban Campus, VICTORIA  
Malaspina University College, NANAIMO  
North Island College, CAMPBELL RIVER  
Okanagan University College, PENTICTON  
Okanagan University College, VERNON  
Northwest Community College, PRINCE RUPERT  
Yukon College, WHITEHORSE

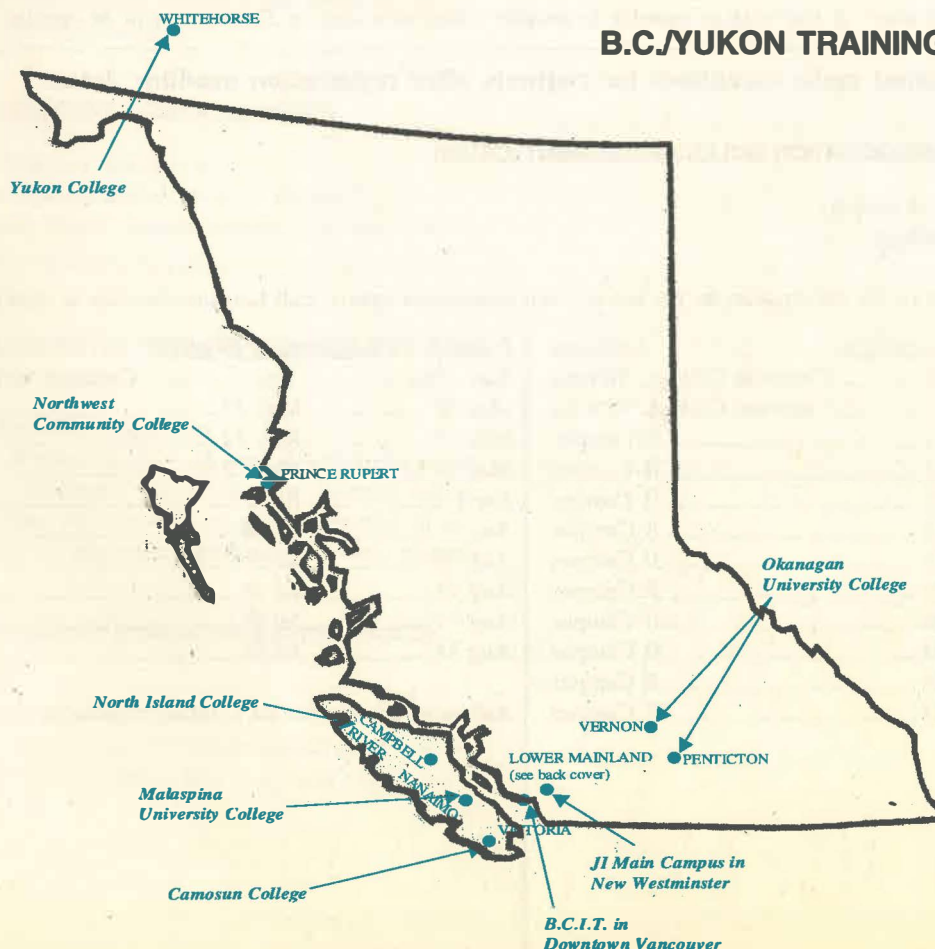
## NOTE:

We are currently talking to colleges and organizations in Abbotsford, Cranbrook, Kamloops, Port Hardy, Prince George, Quesnel and Terrace and hope to bring you courses in these locations in Spring or Fall 2000

We are also planning to offer evening courses at Camosun College in Victoria in Spring or Fall 2000.

Watch our website for updates ([www.jibc.bc.ca](http://www.jibc.bc.ca)) !!

## B.C./YUKON TRAINING LOCATIONS





## 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.

#### WINTER/SPRING 2000

Jan 14 & 24	*CR950	Conflict Resolution/Negotiation Skills Assessment:		
		Registration: Lorraine Savidan (604) 528-5683	Centre Assessor	\$215
Jan 20-22	CR110B	Resolving Conflict in the Workplace	Duncan Stewart	\$425
Jan 26-27	CR102	Critical Skills for Communicating in Conflict	Patricia Lane	\$325
Feb 2, 7-9 p.m.		Program and Career Orientation	Nym Hughes	NoCharge
Feb 3-5	CR110A	Dealing with Interpersonal Conflict	Duncan Stewart	\$425
Feb 7-8	CR302	Shifting from Positions to Interests	Arthur Ridgeway	\$325
Feb 9	CR910	Reality Check: Negotiation	Centre Assessor	\$175
Feb 17-19	CR260	Negotiation Skills Level I	Nancy McPhee	\$425
Feb 21-22	CR108	Managing the Hostile Individual	Mario Govorchin	\$325
Mar 2-4	CR200	Dealing with Anger	Elizabeth Azmier-Stewart	\$425
Mar 7-8	CR508	Challenges of Facilitating	Sally Campbell	\$325
Mar 16-18	CR110B	Resolving Conflict in the Workplace	Patricia Lane	\$425
Mar 20-21	CR105	Asserting Yourself in Conflict Situations	Ron Monk	\$325
Mar 23-25	CR250	Mediation Skills Level I	Donna Soules	\$425
Mar 30-Apr 1	CR260	Negotiation Skills Level I	Duncan Stewart	\$425
Apr 3-7	CR360	Negotiation Skills Level II	Ron Monk	\$650
Apr 13-15	CR110A	Dealing with Interpersonal Conflict	Brian Frank	\$425
Apr 17-18	CR362	Negotiating with Difficult People-		
		Making It Hard to Say No	Arthur Ridgeway	\$325
Apr 27	CR910	Reality Check	Centre Assessor	\$Tba

#### SPRING/SUMMER 2000

Watch for Camosun College's Spring 2000 Calendar and the JI website for more courses in May - July !!

#### We are planning to offer:

Program and Career Orientation  
Dealing with Anger  
Mediation Skills Level I  
Mediation Skills Level II  
Civil Procedure  
Mediating Discrimination and Harassment Complaints  
Reality Check  
Conflict Resolution/Negotiation Skills Assessments



And ... watch for evening courses in the Conflict Resolution Program at Camosun this Spring/Fall 2000!



# SATELLITE LOCATIONS & COURSE LISTINGS Cont'd

## VANCOUVER ISLAND Cont'd

### MALASPINA UNIVERSITY COLLEGE, NANAIMO

Community Education Division, 900 - 5th Street.

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

#### WINTER/SPRING 2000

Feb 17-19	CR110B	Resolving Conflict in the Workplace (HHJI 005)	Donna Soules	\$425
Mar 2-4	CR260	Negotiation Skills Level I (HHJI 003)	Ron Monk	\$425
Apr 14-15	CR316	Unfinished Business (HHJI 016)	Arthur Ridgeway	\$325
May 5-6	CR105	Asserting Yourself in Conflict Situations (HHJI 015)	Nancy McPhee	\$325

#### SPRING/SUMMER 2000

Watch for Malaspina's Spring 2000 Brochure and the JI website for more courses in May - July !!

#### We are planning to offer:

Dealing with Anger (May 2000)

Defensiveness in Conflict (June 2000)

Negotiation Skills Level II (June/July 2000)



### NORTH ISLAND COLLEGE, CAMPBELL RIVER

Community Education Programs, 1685 South Dogwood Street

Information and Registration: (250) 923-9790.

Mar 2-4	CR110A	Dealing with Interpersonal Conflict	Sandy Dunlop	\$456
Apr 14-15	CR105	Asserting Yourself in Conflict Situations	Nancy McPhee	\$356
May 10	CR101	Handling Conflict on the Telephone	Ron Monk	\$256
May 11-13	CR260	Negotiation Skills Level I	Ron Monk	\$456
Jun 22-23	CR834	Reconciling Differences	Arthur Ridgeway	\$381**

\*\*Fee Includes Test Instruments

## BC INTERIOR AND NORTH COAST

### OKANAGAN UNIVERSITY COLLEGE

Penticton Continuing Education

583 Duncan Avenue West

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

Vernon Continuing Education

2899-30th Avenue

Information: Vi Brett (250) 503-2650. Registration: (250) 503-2653.

#### WINTER/SPRING 2000:

Feb 17-19	CR110A	Dealing with Interpersonal Conflict	Kelly Henderson	Penticton	\$495
Mar 30-Apr 1	CR250	Mediation Skills Level I	Jim Toogood	Vernon	\$495
May 4-5	CR108	Managing the Hostile Individual	Mario Govorchin	Vernon	\$395



## BC INTERIOR AND NORTH COAST Cont'd

### NORTHWEST COMMUNITY COLLEGE, PRINCE RUPERT

130 First Avenue West

Information and Registration: (250) 624-6054

April 6-8	CR110B	Resolving Conflict in the Workplace	Jim Toogood	\$Tba
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## YUKON

### YUKON COLLEGE, WHITEHORSE

Professional Studies, 500 College Drive

Information: Stu Mackay (867) 668-8751. Registration: (867) 668-8710. Toll-Free: 1-800-661-0504.

Feb 14-18	CR400	Mediation Skills Level II	Ron Monk	\$650
Mar 30-31	CR102	Critical Skills for Communicating in Conflict	Mario Govorchin	\$300
Tba	CR360	Negotiation Skills Level II	Tba	\$Tba





# 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 25 members in negotiation skills for treaty negotiations, contract negotiations or negotiating on a daily basis in the workplace or the community.

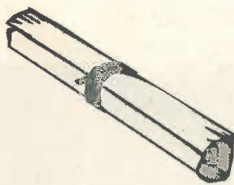
We are now offering communities the opportunity to contract with us on a course-by course basis over a period of time convenient to the community, to accumulate the required number of training hours for participants to receive a certificate. Once the coursework has been completed, we will schedule the skill assessment requirement of the certificate.

**Note:** This program certificate is only available to communities who contract with us to deliver the courses on-site in the community. It is unfortunately not open for individual student registration. Participants in the training group must complete the required number of training days and pass the skill assessment to receive a certificate.

The courses in this certificate program total 25 days, or 175 hours of classroom training; including both required (98 hours) and elective (77 hours) courses. Courses are fully interchangeable with courses on the Conflict Resolution Certificate Program, but are offered in a First Nations context by trainers with extensive experience in working with First Nations communities and organizations. First Nations trainers and coaches form part of the training team, to ensure that cultural relevance is achieved.

The required courses for this certificate program total 14 days of training:

- Dealing with Interpersonal Conflict (CR110A FN)
- Dealing with Anger in Negotiations (CR200FN)
- Negotiation Skills Level 1 (CR260FN)
- Negotiation Skills Level 2 (CR360FN)



Elective courses include:

- Asserting Yourself in Conflict Situations (CR105FN) (2 days)
- Critical Skills for Communicating in Conflict (CR735FN) (2 days)
- Intercultural Issues in Negotiations (CR833FN) (2 days)
- Team Negotiations (CR832FN) (2 days)
- Other elective courses may be chosen from the Conflict Resolution Certificate program to complete the required 11 elective training days (or 77 elective hours).

**For further information about this program please contact:**

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

Renee 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



# 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.
- Brian Frank, B.A., CRC, Certified Mediator. Mediator and trainer since 1992 working in the areas of family, workplace and community. Background in Social Psychology and Theology with extensive experience in applying psychological type to conflict analysis.
- 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.
- 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.
- 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.
- Nym Hughes, CRC, Adult Ed. 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.



# INSTRUCTIONAL TEAM

- 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.
- 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, M.A. (Conflict Resolution) Trainer in conflict resolution and mediation. Mediator in organizational, non-profit agency, family, custody & access and school conflicts. Background in school conflict and workplace teams.
- 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.
- Sue Yerxa, CRC, Leadership Diploma. Trainer in conflict resolution, mediation, negotiation and communication skills. Mediator in workplace, victim/offender, and community disputes. Facilitator working in organizational change and team building. Background in high risk youth, non-profit organization management and schools.
- 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, Sherri Calder, Marilou Carrillo, Susan Cawsey, Judith Ceroli, Beryl Clayton, Linda Dobson Sayer, Sandy Dunlop, Jory Faibish, Cheryl Farmer, Brian Frank, Maureen Garrity, 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 Wheatling, Gordon White, Kim White, Sharon Wilson, Liz Wouters, John Wright, Doug Yearwood, Susan Yerxa.



# CHRONOLOGICAL COURSE LISTING

Refer to course descriptions for prerequisites and recommended advance work.

To register for courses at the JI campus and BCIT Downtown contact the JI registration office at (604) 528-5590.

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

**More courses for Satellite locations ! Check [www.jibc.bc.ca](http://www.jibc.bc.ca) for May to August listings.**

<u>Date</u>	<u>Course</u>	<u>Instructor</u>
Jan 14	<i>Conflict Resolution/Negotiation Assessment (CR950) at CAMOSUN COLLEGE, Victoria</i> To register: Lorraine Savidan (604) 524-5683	Centre Assessor
Jan 17-19	Resolving Conflict in the Workplace (CR110B)	Joan Balmer
Jan 20-22	<i>Resolving Conflict in the Workplace (CR110B) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Duncan Stewart
Jan 24	<i>Conflict Resolution/Negotiation Assessment (CR950) at CAMOSUN COLLEGE, Victoria</i> To register: Lorraine Savidan (604) 524-5683	Centre Assessor
Jan 24-25	Critical Skills for Communicating in Conflict – BCIT (CR102)	Nancy McPhee
Jan 24-26	Dealing with Anger (CR200)	Stacey Holloway
Jan 26-27	<i>Critical Skills for Communicating in Conflict (CR102) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Patricia Lane
Jan 26-28	Dealing with Interpersonal Conflict (CR110A)	Wendy Hilliard
Jan 26-28	<i>Resolving Conflict in the Workplace - BCIT (CR110B)</i>	Mario Govorchin
Jan 31-Feb 2	Negotiation Skills Level 1 (CR260)	Dale Zaiser
Feb 2 (7-9 p.m.)	<i>Program and Career Orientation Session at CAMOSUN COLLEGE, Victoria</i> To register: (250) 370-4129	Nym Hughes
Feb 3-4	Critical Skills for Communicating in Conflict (CR102)	Deborah White
Feb 3-5	<i>Dealing With Interpersonal Conflict (CR110A) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Duncan Stewart
Feb 7	Reality Check: Negotiation (CR910)	Centre Assessor
Feb 7-8	<i>Shifting from Positions to Interests (CR302) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Arthur Ridgeway
Feb 7-9	Mediation Skills Level 1 (CR250)	Gary Harper
Feb 9	<i>Reality Check: Negotiation (CR910) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Centre Assessor
Feb 9-11	Resolving Conflict in the Workplace (CR110B)	Jim Toogood
Feb 10-11	Criticism: How to Give & Receive It (CR206)	Deborah White
Feb 14	Reality Check: Negotiation (CR910)	Centre Assessor
Feb 14-16	Dealing with Interpersonal Conflict (CR110A)	Nancy McPhee
Feb 14-18	<i>Mediation Skills Level II (CR400) at YUKON COLLEGE, Whitehorse</i> To register: (867) 668-8710 Toll Free: 1 800-661-0504	Ron Monk
Feb 16-18	Dealing with Anger (CR200)	Joan Balmer
Feb 17-19	<i>Resolving Conflict in the Workplace (CR110B) at MALASPINA UNIVERSITY COLLEGE, Nanaimo</i> To register: (250) 755-8755	Donna Soules
Feb 17-19	<i>Dealing with Interpersonal Conflict (CR110A) at OKANAGAN UNIVERSITY COLLEGE, Penticton</i> To register: (250) 490-3959	Kelly Henderson
Feb 17-19	<i>Negotiation Skills Level I (CR260) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Nancy McPhee
Feb 21	Handling Conflict on the Telephone (CR101)	TBA



# CHRONOLOGICAL COURSE LISTING Cont'd

<u>Date</u>	<u>Course</u>	<u>Instructor</u>
Feb 21-22	<i>Managing the Hostile Individual (CR108) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Mario Govorchin
Feb 21-23	<i>Negotiation Skills Level 1 – BCIT (CR260)</i>	Karen Haddigan
Feb 22-23	Shifting from Positions to Interests (CR302)	Arthur Ridgeway
Feb 22-24	Resolving Conflict in the Workplace (CR110B)	Ron Monk
Feb 24	Assessments (CR950)	Centre Assessor
Feb 24-25	Unfinished Business (CR316)	Arthur Ridgeway
Feb 24-25	<i>Asserting Yourself in Conflict Situations –BCIT (CR105)</i>	Jill Schroder
Feb 25	Assessments (CR950)	Centre Assessor
Feb 28-29	Critical Skills for Communicating in Conflict (CR102)	Wendy Hilliard
Mar 1	Assessments (CR950)	Centre Assessor
Mar 1-3	Mediation Skills Level I (CR250)	Donna Soules
Mar 2	Assessments (CR950)	Centre Assessor
Mar 2-4	<i>Dealing With Interpersonal Conflict (CR110A) at NORTH ISLAND COLLEGE, Campbell River</i> To register: (250) 923-9790	Sandy Dunlop
Mar 2-4	<i>Negotiation Skills Level I (CR260) at MALASPINA UNIVERSITY COLLEGE, Nanaimo</i> To register: (250) 755-8755	Ron Monk
Mar 2-4	<i>Dealing With Anger (CR200) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Elizabeth Azmier-Stewart
Mar 3	Assessments (CR950)	Centre Assessor
Mar 6-7	Managing the Hostile Individual (CR108)	Mario Govorchin
Mar 6-7	<i>Negotiating within a Labour Context - BCIT (CR501)</i>	Deborah White/Larry Gregg
Mar 6-8	Dealing with Interpersonal Conflict (CR110A)	Jim Toogood
Mar 7-8	<i>Challenges of Facilitating (CR508) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Sally Campbell
Mar 8-10	<i>Dealing with Anger - BCIT (CR200)</i>	Mario Govorchin
Mar 8-10, 13-14	Mediation Skills Level II (CR400)	Deborah White
Mar 9-11	Resolving Conflict in the Workplace (CR110B)	Nancy McPhee
Mar 10-11	Parent-Teen Mediation: Theory & Practice (CR409)	Sandy Dunlop
Mar 13	Reality Check: Mediation (CR920)	Centre Assessor
Mar 13-15	Negotiation Skills Level I (CR260)	Ron Monk
Mar 16-17	Critical Skills for Communicating in Conflict (CR102)	Ed Jackson
Mar 16-18	<i>Resolving Conflict in the Workplace (CR110B) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Patricia Lane
Mar 20	Reality Check: Negotiation (CR910)	Centre Assessor
Mar 20-21	<i>Asserting Yourself in Conflict Situations (CR105) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Ron Monk
Mar 20-21	Asserting Yourself in Conflict Situations (CR105)	Deborah White
Mar 20-21	<i>Group Dynamics - BCIT (CR504)</i>	Karen Haddigan
Mar 20-24	Negotiation Skills Level II (CR360)	Dale Zaiser
Mar 22-24	Mediation Skills Level I (CR250)	Kelly Henderson
Mar 22-24	<i>Resolving Conflict in the Workplace - BCIT (CR110B)</i>	Ed Jackson
Mar 23-25	<i>Mediation Skills Level I (CR250) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Donna Soules



# CHRONOLOGICAL COURSE LISTING Cont'd

<u>Date</u>	<u>Course</u>	<u>Instructor</u>
Mar 27	Reality Check: Negotiation (CR910)	Centre Assessor
Mar 27-29	Dealing with Anger (CR200)	Joan Balmer
Mar 28-30	Dealing with Interpersonal Conflict (CR110A)	Gary Harper
Mar 29-31	Negotiation Skills Level I (CR260)	Wendy Hilliard
Mar 30-31	<i>Critical Skills for Communicating in Conflict (CR102) at YUKON COLLEGE, Whitehorse</i> To register: (867) 668-8710 Toll Free: 1 800-661-0504	Mario Govorchin
Mar 30-Apr 1	<i>Mediation Skills Level I (CR250) at OKANAGAN UNIVERSITY COLLEGE, Vernon</i> To register: (250) 503-2653	Jim Toogood
Mar 30-Apr 1	<i>Negotiation Skills Level I (CR260) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Duncan Stewart
Apr 3	Applying the Wisdom of Meditation in Everyday Conflict (CR109)	Dale Trimble
Apr 3-5	Resolving Conflict in the Workplace (CR110B)	Mario Govorchin
Apr 3-7	<i>Negotiation Skills Level II (CR360) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Ron Monk
Apr 3-7	Mediation Skills Level II (CR400)	Karen Haddigan
Apr 4-5	Negotiating with Difficult People: Making It Hard to Say No (CR362)	Arthur Ridgeway
Apr 5	Assessments (CR950)	Centre Assessor
Apr 6	Assessments (CR950)	Centre Assessor
Apr 6-7	Reconciling Differences (CR834)	Arthur Ridgeway
Apr 6-7	Critical Skills for Communicating in Conflict (CR102)	Wendy Hilliard
Apr 6-8	<i>Resolving Conflict in the Workplace (CR110B) at NORTHWEST COMMUNITY COLLEGE, Prince Rupert</i> To register: (250) 624-6054	Jim Toogood
Apr 7	Assessments (CR950)	Centre Assessor
Apr 10-12	<i>Mediation Skills Level I - BCIT (CR250)</i>	Ed Jackson
Apr 10-12	Mediating Discrimination & Harassment Complaints (CR514)	Duncan Stewart
Apr 10-12	Dealing with Interpersonal Conflict (CR110A)	Jill Schroder
Apr 11, 13 & 15	Evening Class: Critical Skills for Communicating in Conflict (CR102)	Sue Yerxa
Apr 12-14	Dealing with Anger (CR200)	Ron Monk
Apr 13	Assessments (CR950)	Centre Assessor
Apr 13-14	<i>Civil Procedure - BCIT (CR846)</i>	Terry Harris
Apr 13-14, 17-19	Negotiation Skills Level II (CR360)	Deborah White
Apr 13-15	<i>Dealing With Interpersonal Conflict (CR110A) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Brian Frank
Apr 14	Assessments (CR950)	Centre Assessor
Apr 14-15	<i>Asserting Yourself in Conflict Situations (CR105) at NORTH ISLAND COLLEGE, Campbell River</i> To register: (250) 923-9790	Nancy McPhee
Apr 14-15	<i>Unfinished Business (CR316) at MALASPINA UNIVERSITY COLLEGE, Nanaimo</i> To register: (250) 755-8755	Arthur Ridgeway
Apr 17-18	<i>Negotiating with Difficult People-Making It Hard To Say No (CR362) at CAMOSUN COLLEGE, Victoria</i> To register: (250) 592-1556 or (250) 370-3841	Arthur Ridgeway
Apr 17-19	Negotiation Skills Level I (CR260)	Mario Govorchin
Apr 18-20	Resolving Conflict in the Workplace (CR110B)	Joan Balmer
Apr 19	Handling Conflict on the Telephone (CR101)	TBA
Apr 25-26	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee
Apr 25-27	Dealing with Interpersonal Conflict (CR110A)	Ed Jackson



# CHRONOLOGICAL COURSE LISTING Cont'd

<u>Date</u>	<u>Course</u>	<u>Instructor</u>
Apr 25-27	Peacemaking Circles: A Process for Building Consensus & Relationships (CR315)	Barry Stuart
Apr 27	<i>Reality Check (CR910) at CAMOSUN COLLEGE, Victoria</i> <i>To register: (250) 592-1556 or (250) 370-3841</i>	Centre Assessor
Apr 27-28	Critical Skills for Communicating in Conflict (CR102)	Gary Harper

**More courses for Satellite locations ! Check [www.jibc.bc.ca](http://www.jibc.bc.ca) for May to August listings.**

May 1-2	The Circle of Forgiveness (CR313)	Barbara Phillips
May 1-3	Resolving Conflict in the Workplace (CR110B)	Jim Toogood
May 2-4	Mediation Skills Level 1 (CR250)	Ron Monk
May 3-5	Dealing with Anger (CR200)	Elizabeth Azmier-Stewart
May 4-5	<i>Managing the Hostile Individual (CR108) at OKANAGAN UNIVERSITY COLLEGE, Vernon</i> <i>To register: (250) 503-2653</i>	Mario Govorchin
May 5	Reality Check: Negotiation (CR910)	Centre Assessor
May 5	Integrating Conflict Resolution Skills into the Elementary School Curriculum (CR107)	Jack Emberly
May 5-6	<i>Asserting Yourself in Conflict Situations (CR105) at MALASPINA UNIVERSITY COLLEGE, Nanaimo</i> <i>To register: (250) 755-8755</i>	Nancy McPhee
May 8-9	<i>Shifting from Positions to Interests – BCIT (CR302)</i>	Arthur Ridgeway
May 8-10	Negotiation Skills Level I (CR260)	Nancy McPhee
May 9	The Art of Reframing (CR366)	Karen Haddigan
May 10	<i>Handling Conflict on the Telephone (CR101) at NORTH ISLAND COLLEGE, Campbell River</i> <i>To register: (250) 923-9790</i>	Ron Monk
May 10-11	Building Consensus (CR516)	Arthur Ridgeway
May 10-12	<i>Dealing with Interpersonal Conflict - BCIT (CR110A)</i>	Jill Schroder
May 10-12, 15-16	Mediation Skills Level II (CR400)	Deborah White
May 11-13	<i>Negotiation Skill Level I (CR260) at NORTH ISLAND COLLEGE, Campbell River</i> <i>To register: (250) 923-9790</i>	Ron Monk
May 12	Storytelling in Dispute Resolution (CR405)	Gary Harper
May 15	Reality Check: Negotiation (CR910)	Centre Assessor
May 15-16	Critical Skills for Communicating in Conflict (CR102)	Gary Harper
May 17-18	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee
May 17-19, 23-24	Negotiation Skills Level II (CR360)	Mario Govorchin
May 18	Reality Check: Negotiation (CR910)	Centre Assessor
May 23-25	Resolving Conflict in the Workplace (CR110B)	Kelly Henderson
May 24-26	Mediation Skills Level I (CR250)	Deborah White
May 25	Assessments (CR950)	Centre Assessor
May 25-26	Mediation Skills Level III (CR829)	Michael Fogel
May 25-27	Dealing with Anger (CR200)	Joan Balmer
May 26	Assessments (CR950)	Centre Assessor
May 29	Reality Check: Mediation (CR920)	Centre Assessor
May 29-31	Dealing with Interpersonal Conflict (CR110A)	Gary Harper
May 29-31	<i>Negotiation Skills Level I - BCIT (CR260)</i>	Ron Monk
May 30-31	Dynamics of Power in Dispute Resolution (CR314)	Joan Balmer
May 31	Assessments (CR950)	Centre Assessor
May 31-Jun 1-2	Family Mediation: From Theory to Practice (CR411)	Daniel Hamoline



# CHRONOLOGICAL COURSE LISTING Cont'd

<u>Date</u>	<u>Course</u>	<u>Instructor</u>
Jun 1	Assessments (CR950)	Centre Assessor
Jun 1-2	<i>Challenges of Facilitating - BCIT (CR508)</i>	Karen Haddigan
Jun 2	Assessments (CR950)	Centre Assessor
Jun 5-7	Mediation Skills Level I (CR250)	Elizabeth Azmier-Stewart
Jun 6	Handling Conflict on the Telephone (CR101)	TBA
Jun 6, 8, 13, 15 & 17	Evening Class: Dealing with Interpersonal Conflict (CR110A)	Sue Yerxa
Jun 7-9	Negotiation Skills Level I (CR260)	Dale Zaiser
Jun 8-9	Designing Conflict Management Systems (CR848)	Christina Merchant
Jun 10,17, 24	Resolving Conflict in the Workplace (CR110B)	Jill Schroder
Jun 12-13	Critical Skills for Communicating in Conflict (CR102)	Nancy McPhee
Jun 12-14	<i>Resolving Conflict in the Workplace – BCIT (CR110B)</i>	Wendy Hilliard
Jun 14-15	Mediating Dangerously: The Frontiers of Conflict Resolution Transformation & Forgiveness (CR407)	Kenneth Cloke/ Joan Goldsmith
Jun 14-16	Dealing with Anger (CR200)	Joan Balmer
Jun 15-16	<i>Criticism: How to Give &amp; Receive It - BCIT (CR206)</i>	Deborah White
Jun 15-17	Dealing with Interpersonal Conflict (CR110A)	Stacey Holloway
Jun 19-20	Asserting Yourself in Conflict Situations (CR105)	Deborah White
Jun 19-20	Mediating Court-Based & Non-Relationship Cases (CR460)	Karen Haddigan
Jun 21-22	Caucusing/Conciliation: Conducting Separate Meetings in Mediation (CR406)	Michael Fogel
Jun 21-23	Mediation Skills Level I (CR250)	Donna Soules
Jun 22-23	<i>Reconciling Differences (CR834) at NORTH ISLAND COLLEGE, Campbell River</i> <i>To register: (250) 923-9790</i>	Arthur Ridgeway
Jun 26-27	Unfinished Business (CR316)	Arthur Ridgeway
Jun 26-30	<i>Negotiation Skills Level II – BCIT (CR360)</i>	Stacey Holloway
Jun 28-29	Reconciling Differences (CR834)	Arthur Ridgeway
Jun 28-30	Negotiation Skills Level I (CR260)	Dale Zaiser
Jul 4-6	Resolving Conflict in the Workplace (CR110B)	Jim Toogood
Jul 4-6	Mediation Skills Level I (CR250)	Gary Harper
Jul 5-7	Dealing with Anger (CR200)	Stacey Holloway
Jul 8, 15, 22	Dealing with Interpersonal Conflict (CR110A)	Ed Jackson
Jul 10-11	Asserting Yourself in Conflict Situations (CR105)	Mario Govorchin
Jul 10-11	Shifting from Positions to Interests (CR302)	Arthur Ridgeway
Jul 10-12	<i>Facilitating &amp; Mediating Multi-Party Disputes – BCIT (CR520)</i>	Sally Campbell
Jul 12-13	Negotiating with Difficult People - Making It Hard to Say No (CR362)	Arthur Ridgeway
Jul 12-14	Negotiation Skills Level I (CR260)	Karen Haddigan
Jul 13-14	<i>Critical Skills for Communicating in Conflict – BCIT (CR102)</i>	Deborah White
Jul 13-14, 17-19	Mediation Skills Level II (CR400)	Stacey Holloway
Jul 17-19	Dealing with Interpersonal Conflict (CR110A)	Jill Schroder
Jul 20	Reality Check: Negotiation (CR910)	Centre Assessor
Jul 20-22	Resolving Conflict in the Workplace (CR110B)	Kelly Henderson
Jul 20-21, 24-26	Negotiation Skills Level II (CR360)	Dale Zaiser
Jul 24-25	Civil Procedure (CR846)	Terry Harris
Jul 24-26	<i>Mediation Skills Level I – BCIT (CR250)</i>	Jim Toogood



# CHRONOLOGICAL COURSE LISTING Cont'd

<u>Date</u>	<u>Course</u>	<u>Instructor</u>
Jul 26-28	Dealing with Anger (CR200)	Nancy McPhee
Jul 27	Reality Check: Negotiation (CR910)	Centre Assessor
Jul 27-28	<i>Managing the Hostile Individual – BCIT (CR108)</i>	Mario Govorchin
Jul 28	Reality Check: Mediation (CR920)	Centre Assessor
Aug 1-3	Negotiation Skills Level I (CR260)	Mario Govorchin
Aug 2	Reality Check: Negotiation (CR910)	Centre Assessor
Aug 3-4	Intercultural Communication: Bridging the Divide in Conflict Situations (CR552)	Ed Eduljee/ Valerie Dudoward/ Marg Huber
Aug 3-4	Critical Skills for Communicating in Conflict (CR102)	Ed Jackson
Aug 8-10	Dealing with Interpersonal Conflict (CR110A)	Kelly Henderson
Aug 9	Assessments (CR950)	Centre Assessor
Aug 9-11	Mediation Skills Level I (CR250)	Stacey Holloway
Aug 10	Assessments (CR950)	Centre Assessor
Aug 10-11	Collective Bargaining: Negotiating in an Interest-Based Way (CR507)	Deborah White/ Larry Gregg
Aug 11	Assessments (CR950)	Centre Assessor
Aug 14-16	Resolving Conflict in the Workplace (CR110B)	Joan Balmer
Aug 14-18	<i>Mediation Skills Level II – BCIT (CR400)</i>	Karen Haddigan
Aug 15-16	Working though Impasse to Agreement (CR368)	Chris Knight
Aug 17	Assessments (CR950)	Centre Assessor
Aug 17	The Creative Negotiator/Mediator (CR367)	David Gouthro
Aug 18	Assessments (CR950)	Centre Assessor
Aug 21-23	Negotiation Skills Level I (CR260)	Nancy McPhee
Aug 21-25	Negotiation Skills Level II (CR360)	Mario Govorchin
Aug 23-25	Dealing with Interpersonal Conflict (CR110A)	Joan Balmer
Aug 24-25	Asserting Yourself in Conflict Situations (CR105)	Gary Harper
Aug 28-29	Critical Skills for Communicating in Conflict (CR102)	Mario Govorchin
Aug 28-30	Dealing with Anger (CR200)	Stacey Holloway
Aug 29-31	Mediation Skills Level I (CR250)	Ed Jackson
Aug 29-31	Resolving Conflict in the Workplace (CR110B)	Deborah White
Aug 31	Reality Check: Mediation (CR920)	Centre Assessor



# COURSE LISTINGS

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# 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](http://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 7 calendar days prior to the course start date. Full tuition will be refunded or transferred to another course.

## Course Exemptions - see PLAR, Page 9.

## General Information

### Parking

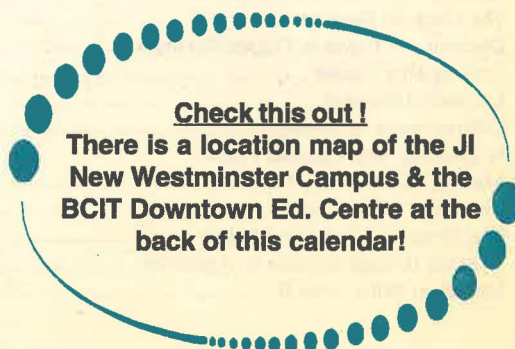
Parking at the JI campus is free of charge.

### 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.



### Check this out !

There is a location map of the JI New Westminster Campus & the BCIT Downtown Ed. Centre at the back of this calendar!



# REGISTRATION

## It's easy to register!



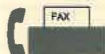
Justice Institute of B.C.  
715 McBride Boulevard  
New Westminster, B.C. V3L 5T4  
Attn: Registration Office



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



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



By fax: (604)528-5653

## 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](mailto: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 Feb 2000 for all 1999 courses.

## Refund

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):

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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:		
DE ABILITIES/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

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Exp.

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☐ VISA

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Exp.

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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



# 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 postesPostage paid**Bik**Port payé**Nbre****02863014-99****Vancouver, BC**

www.jibc.bc.ca

