

IL
JUSTICE
INSTITUTE
OF B.C.

Improving the lives of communities

CENTRE FOR CONFLICT RESOLUTION

www.jibc.bc.ca

2000

CALENDAR
SEPTEMBER TO DECEMBER



A Message from the Director



OUR MISSION

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

WHY TAKE YOUR TRAINING AT THE CENTRE FOR CONFLICT RESOLUTION?

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

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

One of the real privileges of working in this field is the opportunity it provides to meet and work with people who feel passionately about justice, peace and community – and these days people who cherish these values seem to be everywhere. As communities mobilize to assume responsibility for healing the wounds of crime and conflict, we often hear that the practices and principles of peacemaking are integral to that process. So we are developing a new certificate program in Peacemaking and Restorative Justice, which provides the tools and knowledge for shared problem solving, healing and reconciliation. Courses on this program will be offered commencing January 2001. In planning the program, we have talked to many of you in communities, organizations, schools and the justice system, and your thoughts and views have informed our work. Thank you for your suggestions and your ongoing support for our training. We hope you will continue to let us know how we might best respond to your training needs.

This fall we are offering more of our conflict resolution courses in evening and Saturday sessions for those whose schedules do not easily permit them two or three consecutive days off work. We hope this will provide you with more flexibility as you schedule your program.

Our Bridging Project with the New Westminster School District, and the parent-teen mediation course which is a component of it, have been very positively welcomed as initiatives to broaden the opportunities for youth to engage in this field and apply the skills of conflict resolution to their career paths. We will be continuing to work on this pilot through the fall and will let you know how it develops.

On a program note – we have reintroduced our “Use It Or Lose It” clinic as a way for you to make up missed roleplay days, gain additional practice and obtain a skill check if it has been awhile since your last course. This “for credit” course will be in addition to the popular “Reality Check: Negotiation” which prepares you for assessment. So take advantage of it as an opportunity to build your skills. And watch for our enhanced evaluation process on all our core courses which will include self-evaluation work and written feedback from coaches based on learning objectives. We hope this will allow you to better monitor your own progress through the program.

And finally, I would like to welcome Nancy Baker, Linda Dobson-Sayer, Brian Frank, Terry Harris and Sue Yerxa as new instructors on our core program. You have likely already met them as coaches, and have appreciated their talents. It's great to have them on board in this new capacity.

Enjoy the fall program – and do keep an eye out for many new developments in the upcoming year!

A handwritten signature in dark ink, which appears to read "Marg Huber". The signature is fluid and cursive, written on a light-colored background.

Marg Huber, Director

WHO TO CONTACT

CENTRE FOR CONFLICT RESOLUTION

(Note: All telephone numbers are area code 604)

Director

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

Administrative Assistant

Sandy Beauchesne, Administrative Assistant .. sbeauchesne@jibc.bc.ca 528-5612

Course Calendar

Sonia Graham, Receptionist sgraham@jibc.bc.ca 528-5608

General Information - Conflict Resolution Certificate Program

Sandy Beauchesne, Administrative Assistant .. sbeauchesne@jibc.bc.ca 528-5612

Sue Crosato, Program Assistant scrosato@jibc.bc.ca 528-5610

Carol Burn, Program Assistant cburn@jibc.bc.ca 528-5611

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

Program Guidance

See our website at www.jibc.bc.ca or refer to page 10. If you require additional advise please contact:

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

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

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

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

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

Community Partnerships

To register, please contact individual colleges (see page 23)

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

Workplace Training and Conflict Management Services

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

Equivalencies and Prior Learning Assessment & Recognition

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

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

Assessments

..... conresassessment@jibc.bc.ca .. 528-5622

Bridging Project

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

Career Orientation

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

First Nations Negotiation Skills Certificate Program

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

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

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

JUSTICE INSTITUTE OF B.C.

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

JUSTICE INSTITUTE OF B.C. OUR VALUES

Student-Centred

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

Accessible

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

Innovative

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

Positive and Supportive

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

Quality-Driven

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

Relevant

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

Responsive

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

Teamwork

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

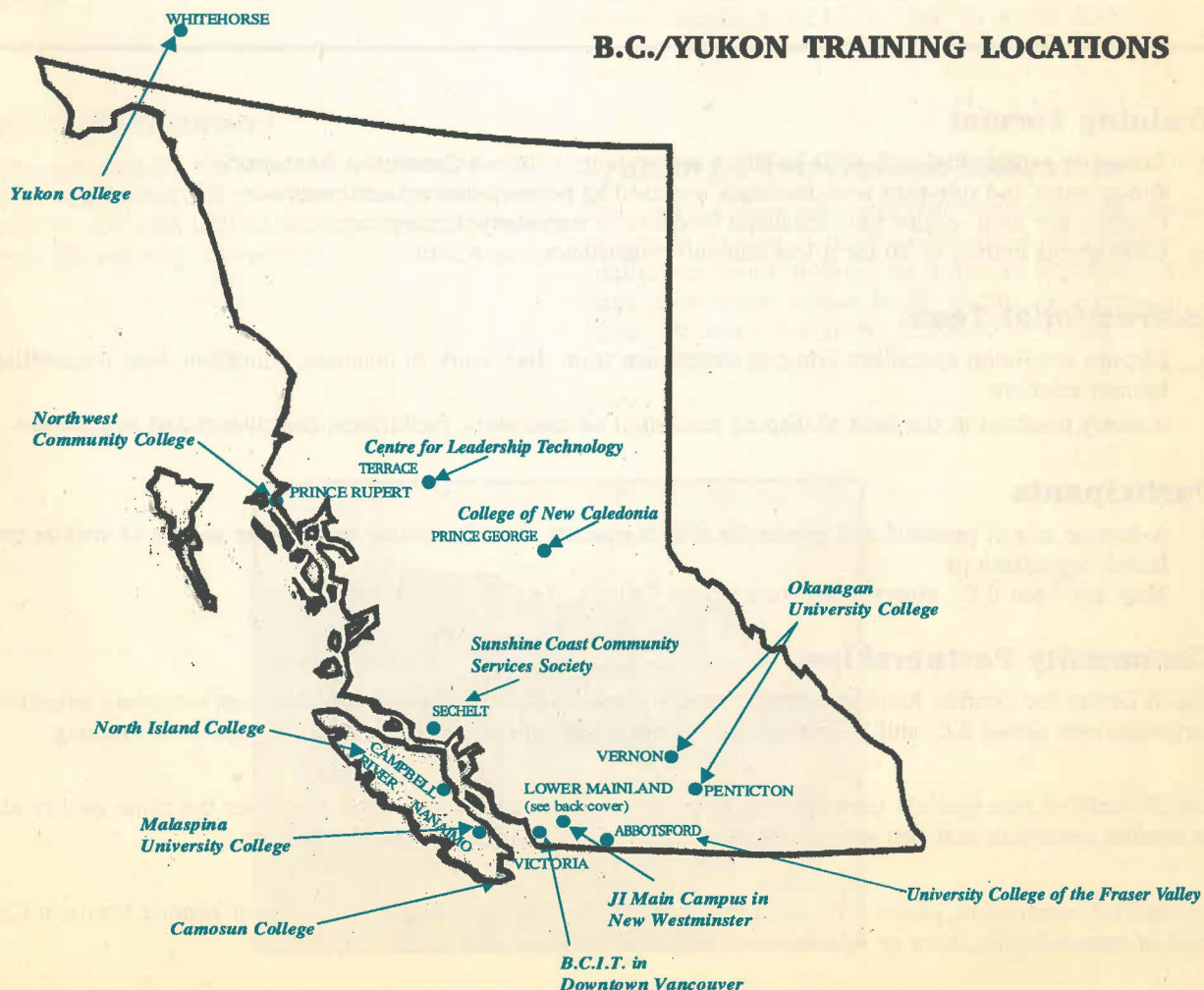
Partnerships

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

CONTENTS

| | Page | | Page |
|--|------|--|------|
| A Message from the Director | 1 | Required Courses | 12 |
| Who to Contact | 2 | Electives | 15 |
| Conflict Resolution Training | 4 | Assessments | 22 |
| Workplace Training and Conflict Management Services | 5 | Community Partnership Locations & Course Listings ... | 23 |
| Working in the Alternate Dispute Resolution Field | 6 | First Nations Negotiation Skills Certificate Program ... | 27 |
| B.C. Mediator Roster | 6 | Peacemaking and Restorative Justice Certificate | 28 |
| B.C. Dispute Resolution Practicum Society | 7 | Instructional Team | 29 |
| Mediation Certification | 7 | Chronological Course Listing | 31 |
| Program & Career Orientation | 7 | Alphabetical Course Listing | 34 |
| Certification in Conflict Resolution | 8 | Numerical Course Listing | 34 |
| Certificate Program Enrollment | 9 | Student Information | 35 |
| Attendance Requirements | 9 | General Information | 35 |
| Transcripts | 9 | Registration Information | 36 |
| Prior Learning Assessment and Recognition (PLAR) .. | 9 | Form | 37 |
| Course Progression - Designing Your Program | 10 | | |

B.C./YUKON TRAINING LOCATIONS



CONFLICT RESOLUTION TRAINING

The Centre for Conflict Resolution is regarded as one of the top centres in North America in the field of conflict resolution, mediation and negotiation training. Comprehensive, experiential training is offered at the New Westminster campus and at locations in downtown Vancouver, Vancouver Island, across B.C. and the Yukon (see page 23). The Centre also delivers other conflict management services for organizations at their workplace (see page 5).

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 27). Starting January 1, 2001 we will be offering a **Peacemaking and Restorative Justice Certificate** (see page 28).

Program Graduates have:

- Practice in resolving interpersonal conflict, negotiating mutually satisfactory outcomes in both informal and formal settings and mediating disputes
- 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



Training Format

- Extensive experiential and skills building components within a theoretical framework
- Group work and role-play with feedback are used as primary instructional methods
- Coaches are used to give individualized feedback in experiential components
- Class size is limited to 20 for a low student-to-instructor/coach ratio

Instructional Team

- Dispute resolution specialists bringing experience from their work in business, education, law, counselling and human relations
- Actively involved in the field of dispute resolution as mediators, facilitators, consultants and negotiators

Participants

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

Community Partnerships

The JI Centre for Conflict Resolution has formed a number of partnerships with other post-secondary education organizations across B.C. and Yukon to make it more convenient and economical to access our training.

Our JI-qualified instructional team will travel to the cosponsoring organization to deliver the same quality of training in conflict resolution that you would receive at the JI main campus in New Westminster.

For further information, please refer to Community Partnerships (starting on page 23) or contact Maureen Carroll by e-mail at mcarroll@jibc.bc.ca or by telephone/voicemail at (604) 528-5617.

WORKPLACE TRAINING AND SERVICES

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

Training

We deliver 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, on 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 discuss 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 or Leslie Murray at (604) 528-5614, e-mail: lmurray@jibc.bc.ca, fax: (604) 528-5640.

Training Effectiveness Indicators

Staff at the Centre will work with businesses 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.



WORKING IN THE ALTERNATE DISPUTE RESOLUTION FIELD

The vast majority of people taking Centre for Conflict Resolution courses are not planning to work in the Alternate Dispute Resolution (ADR) field; they are already employed and are acquiring new skills and concepts in order to enhance their effectiveness in their current career. For people seeking employment, the Certificate in Conflict Resolution can be a significant asset on a resume in combination with other education and experience.

People who want to make their living in the field of dispute resolution should know:

- Most people who work in the dispute resolution field are in private practice as mediators, facilitators and trainers.
- While there is no legislation in B.C. governing who can or cannot call themselves a mediator, there are voluntary professional certifications available through mediator membership organizations and there are requirements of training and experience for applying to the B.C. Mediator Roster. See below for details.
- It is still very unusual for a person to make their living exclusively through private practice mediation. Many private practice mediators combine a mediation practice with other forms of practice or another job.
- Making a living as a private practice mediator requires building up a client base over time, usually based on word-of-mouth reputation. Mediators, like any self-employed business people, have to be creative and persistent in marketing their services.
- Trained but inexperienced mediators can acquire hands-on supervised practice through the B.C. Dispute Resolution Practicum Society. See page 7 for details.

For more information on Working in the Alternate Dispute Resolution Field:

Check out additional internet links listed at our web site at www.jibc.bc.ca.

Click on the Centre for Conflict Resolution and then the Conflict Resolution Web Resources menu item.

If you don't have access to the Internet, it is available in most libraries.

Come to a program and career orientation (See page 7 for dates, times and locations.)

B.C. Mediator Roster

The B.C. Mediator Roster is an independent list of qualified mediators which is managed by the B.C. 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 and experience requirements, references, liability 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 are focused 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 days (14 hours) of instruction in civil procedure. This is in addition to the 80 hours of core education.
- d) 20 hours per year of ongoing professional development or continuing education related to the field of dispute resolution.

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

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 B.C. 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 as meeting the civil procedure requirements for admission to the Roster.

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 in Vancouver, Surrey or Nanaimo. 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.

A new pilot project provides mediators who have completed the Court Mediation Practicum with further mediation experience in Vancouver, Delta, Surrey and Nanaimo. Mediators who are eligible for the Small Claims Roster are paid an honorarium to conduct small claims mediations.

For information about the Court Mediation Practicum Program, call (604) 684-1300 or Toll Free 1-877-656-1300 or e-mail: courtmed@axion.net.

Mediation Certification

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

- The Mediation Development Association of B.C.
(604) 524-4552 or 1-800-663-7053
- B.C. Arbitration and Mediation Institute
(604) 736-6614 or 1-877-332-2264
- Family Mediation Canada - (519) 836-7750
Web site: www.fmc.ca, e-mail: fmc@fmc.ca

The first two organizations above offer a generic certification and the third offers a national family mediation certification.

Certifications vary in regard to requirements for specified number of hours of training, the amount of practical experience and the skills-based assessment. Certification and/or being on the Roster is not a requirement to practice as a mediator. It is important to stay in touch with mediation organizations to remain up-to-date with new developments and changes.

British Columbia Arbitration and Mediation Institute (604) 736-6614. For JI courses that qualify towards the C. Med. (chartered mediator) status granted by the Arbitration and Mediation Institute of Canada, check the AMIC web site: www.amic.org.

Program & Career Orientation

The Centre for Conflict Resolution offers program and career orientation sessions at various locations to help individuals plan their course choices and to provide information about the dispute resolution field. Sessions are held at:

JUSTICE INSTITUTE OF BRITISH COLUMBIA

No appointment necessary.

| <u>Date</u> | <u>Time</u> | <u>Room</u> |
|-------------|--------------|-------------|
| Wed. Oct 18 | 12:00-2:00pm | C328 |
| Wed. Nov 22 | 7:00-9:00pm | C224 |

CAMOSUN COLLEGE INTERURBAN CAMPUS, VICTORIA

The session is free, but please call (250) 370-3841 to register. (Course ID: BSJI 990V)

| <u>Date</u> | <u>Time</u> | <u>Room</u> |
|-------------|-------------|-------------|
| Wed. Sep 20 | 7:00-9:00pm | CC314 |

MALASPINA UNIVERSITY COLLEGE NANAIMO

The session is free, but please call (250) 755-8755 to register. (Course ID: HHJI 030)

| <u>Date</u> | <u>Time</u> | <u>Room</u> |
|--------------|--------------|-------------|
| Thurs. Nov 2 | 5:00-7:00 pm | TBA |

OKANAGAN UNIVERSITY COLLEGE, PENTICTON/VERNON

The session is free, but please call:
(250) 490-3959 to register for the session in Penticton
(250) 503-2650 to register for the session in Vernon.

| <u>Date</u> | <u>Time</u> | <u>Room</u> |
|--------------|------------------|------------------------------|
| Sat. Sept 30 | 10:30am-12:30 pm | Penticton Campus Room TBA |

| | | |
|--------------|----------------|---------------------------|
| Sat. Sept 30 | 3:00pm-5:00 pm | Vernon Campus Room TBA |
|--------------|----------------|---------------------------|

CERTIFICATION 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 totaling 119 hours (17 days), 91 hours (13 days) of electives and a conflict resolution/negotiation assessment.

For information on how to enroll in the Certificate Program see Page 9.

Required Courses (starting 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.

| | Page | | Page |
|--|------|---------------------------------------|------|
| • Dealing with Interpersonal Conflict (CR110A) OR | 12 | • Dealing with Anger (CR200) | 13 |
| Resolving Conflict in the Workplace (CR110B) | 12 | • Mediation Skills Level I (CR250) | 14 |
| • Negotiation Skills Level I (CR260) | 13 | • Negotiation Skills Level II (CR360) | 14 |

Electives (starting 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 9 for more information on how to choose your electives).

| Skill Building Electives | Page |
|--|------|
| The Art of Reframing (CR366) | 15 |
| Asserting Yourself in Conflict Situations (CR105) .. | 15 |
| Building Positive Relationships in a Diverse Workplace (CR847) | 15 |
| Critical Skills for Communicating in Conflict (CR102) | 16 |
| Criticism: How to Give and Receive It (CR206) | 16 |
| Dealing with Defensiveness in Conflict (CR319) | 16 |
| Dynamics of Power in Dispute Resolution (CR314) | 17 |
| Handling Conflict on the Telephone (CR101) | 17 |
| Intercultural Communication: Bridging the Divide in Conflict Situations (CR552) | 17 |
| Managing the Hostile Individual (CR108) | 18 |
| Questions & Questioning (CR318) | 18 |
| Reconciling Differences (CR834) | 19 |
| Shifting from Positions to Interests (CR302) | 19 |
| Use It or Lose It (CR930) | 19 |

| Mediation Electives | Page |
|---|------|
| Civil Procedure (CR846) | 16 |
| Mediation Skills Level II (CR400) | 18 |

| Negotiation Electives | |
|--|----|
| Negotiating with Difficult People: | |
| Making It Hard to Say No (CR362) | 18 |
| Reality Check: Negotiation (CR910) | 19 |

| Facilitation Electives | |
|--|----|
| Challenges of Facilitating (CR508) | 15 |
| Group Dynamics (CR504) | 17 |

Assessment

In order to receive your Certificate in Conflict Resolution, you must successfully complete an assessment in conflict resolution/negotiation. See page 22 for details.

***Look for new
electives in
January 2001!***

Certificate Program Enrollment

You can enroll in the Conflict Resolution Certificate Program prior to taking courses or at any point during your course work. You must be enrolled as a Candidate in the Certificate Program to have borrowing privileges at the Justice Institute's library, to take the assessment, and to receive a Certificate.

This part-time program is intended to be taken over a period of 1 to 3 years, and the total cost is dependent upon which courses you take and where. If you were to take your entire program here at the JI and BCIT at today's fees, tuition will total in the range of \$4,500-\$5,000.

For an enrollment package, contact the Centre at (604) 528-5608 or download the application form from our web site at www.jibc.bc.ca. To enroll, please submit your completed application form with the \$100 program fee to Jackie Webber, Office Assistant, Centre for Conflict Resolution.

Attendance Requirements

To receive the Certificate in Conflict Resolution, participants must attain a status of "complete" in all required and all elective courses plus successfully complete a competency-based assessment in conflict resolution/negotiation.

- To receive a status of "complete" for each course, full attendance and participation is required.
- If you miss more than half a day of any course, you will receive an "incomplete" grade. You can either re-register and repeat the course or you can change your grade from "incomplete" to "complete" by making up the missed day though enrollment in a Use It or Lose It Clinic (see page 19).

To discuss absences from courses, contact Leslie Murray at (604) 528-5614 or Nym Hughes at (604) 528-5622.

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. It 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. We are 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.

How long does the process take?


Each situation is unique and time required to complete the process can vary between a few days and few weeks.

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


Contact us at (604) 528-5608 or e-mail: conresplar@jibc.bc.ca and ask for our PLAR Application Package or find it on our web site: www.jibc.bc.ca.

COURSE PROGRESSION - DESIGNING YOUR PROGRAM

If you have not had previous training in interpersonal communication skills, 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 your skills. If you are interested in private practice mediation, make sure to choose most of your electives from the "mediation electives" list.

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.



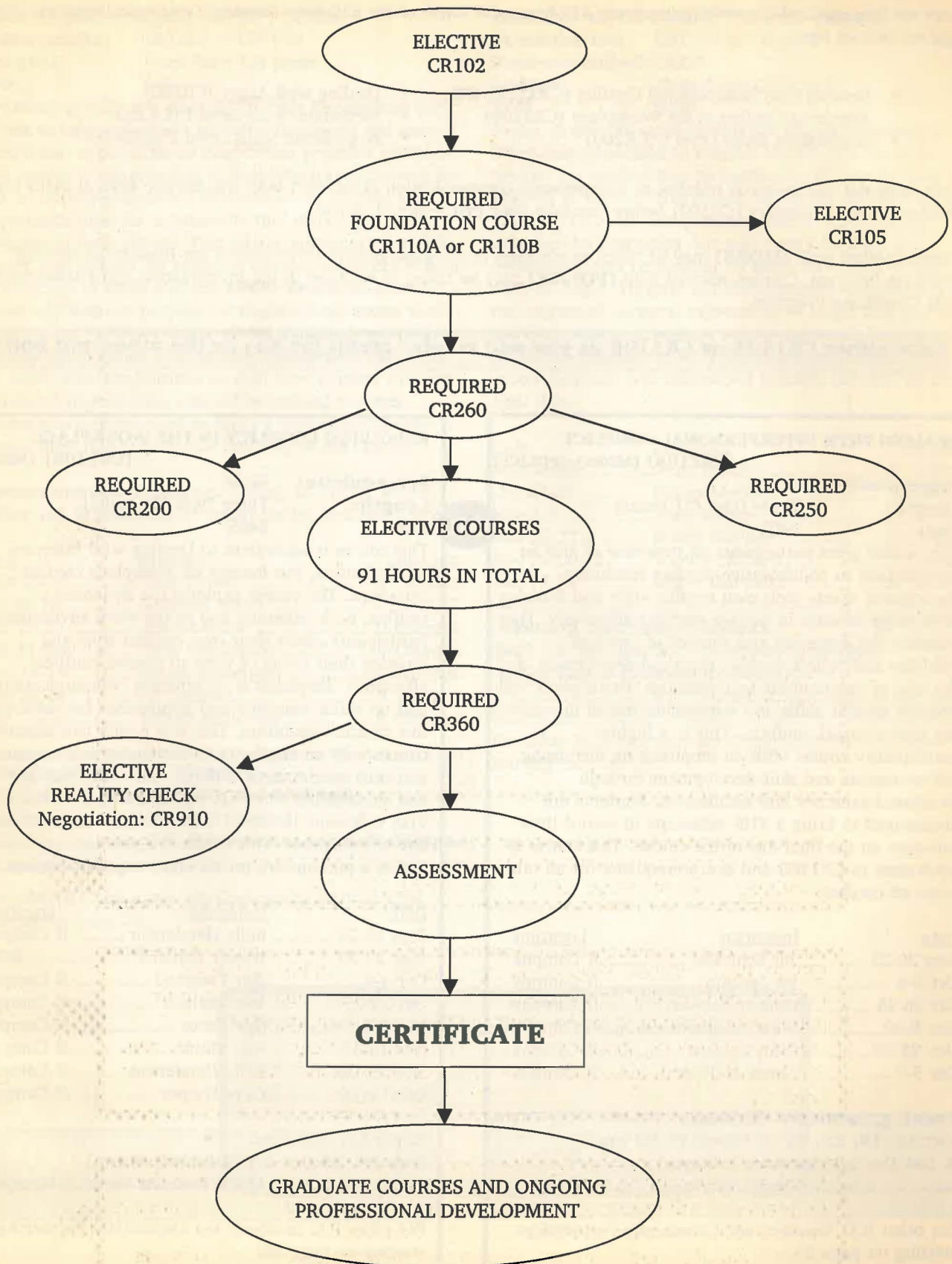
CR910: Reality Check: Negotiation can be taken at anytime if you want feedback on your skill development. It is especially recommended prior to taking your assessment to give you an indication of your assessment readiness. Now register for your Conflict Resolution/Negotiation Assessment. It is best to 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.



COURSE PROGRESSION - DESIGNING YOUR PROGRAM



REQUIRED COURSES

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

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

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

Courses marked with **(MDRS)** may be taken as electives in the Management Development for Residential Settings Certificate Program. Courses marked with **(POLICE)** may be taken as electives in the Investigation and Enforcement Skills Certificate Program.

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

DEALING WITH INTERPERSONAL CONFLICT (CR110A) (MDRS) (POLICE)

Prerequisite: None
Length: Three Days (21 hours)
Fee: \$405

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.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|------------------|----------------------|-----------------|
| Sept 20-22 | Jill Schroder | JI Campus |
| Oct 2-4 | Ed Jackson..... | JI Campus |
| Oct 26-28 | Duncan Stewart | JI Campus |
| Nov 8-10 | Wendy Hilliard | JI Campus |
| Nov 27-29 | Joan Balmer | JI Campus |
| Dec 5-7 | Nancy McPhee | JI Campus |

Evening/Saturday Classes:

Oct 16, 18, 23, 25 (6:30pm-10:00 pm)

& Sat Oct 28 (9:00am-5:00pm)

..... **Terry Harris** **JI Campus**

For other B.C. locations see Community Partnerships starting on page 23.

RESOLVING CONFLICT IN THE WORKPLACE (CR110B) (MDRS)

Prerequisite: None
Length: Three Days (21 hours)
Fee: \$405

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 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.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|--------------------|-----------------------|-----------------|
| Sept 18-20 | Kelly Henderson | JI Campus |
| Sept 27-29 | Wendy Hilliard | BCIT |
| Oct 4-6 | Jim Toogood | JI Campus |
| Oct 23-25 | Joan Balmer | JI Campus |
| Nov 1-3 | Sue Yerxa | JI Campus |
| Nov 15-17 | Ron Monk | JI Campus |
| Nov 29-Dec 1 | Kelly Henderson | JI Campus |
| Dec 12-14 | Gary Harper | JI Campus |

Saturday Classes:

Nov 18, 25-Dec 2 (9:00am-5:00pm)

..... **Linda Dobson Sayer** **JI Campus**

For other B.C. locations see Community Partnerships starting on page 23.

REQUIRED COURSES

NEGOTIATION SKILLS LEVEL I (CR260)

Prerequisite: CR110A or CR110B
Length: Three Days (21 hours)
Fee: \$405

Negotiation skills are essential in daily interactions with others to help individuals get what they need and want. Traditional approaches to negotiation promote competitive tactics, often resulting in unsatisfactory outcomes for one or both negotiators. Collaborative or interest-based negotiation aims for agreements that respond to the interests of both parties. This course introduces the skills, theory and process for applying interest-based negotiation in a variety of work and day-to-day situations. Participants will learn to prepare for negotiations, assess their alternatives, build a climate of collaboration, get beyond stubborn positioning and develop agreements that work for both sides. Emphasis is on skill development through simulated negotiations assisted by trained coaches. Students are encouraged to bring a VHS videotape to record their role-play on the final day of the course.

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|--------------------|-----------------------|-----------------|
| Sept 25-27 | Dale Zaiser | JI Campus |
| Oct 16-18 | Deborah White | BCIT |
| Oct 18-20 | Jim Toogood | JI Campus |
| Oct 31-Nov 2 | Kelly Henderson | JI Campus |
| Nov 14-16 | Karen Haddigan | JI Campus |
| Nov 29-Dec 1 | Ed Jackson | JI Campus |
| Dec 11-13 | Stacey Holloway | JI Campus |

Evening/Saturday Classes:

Nov 14, 16, 21, 23 (6:30pm-10:00pm)
& Sat Nov 25 (9:00am-5:00pm)
 **Jill SchroderJI Campus**

For other B.C. locations see Community Partnerships starting on page 23.

DEALING WITH ANGER (CR200) (MDRS)

Prerequisite: CR110A or CR110B
Recommended: CR260
Length: Three Days (21 hours)
Fee: \$405

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|--------------------|-----------------------|-----------------|
| Sept 26-28 | Joan Balmer | JI Campus |
| Oct 24-26 | Nancy McPhee | JI Campus |
| Nov 1-3 | Joan Balmer | BCIT |
| Nov 20-22 | Nancy McPhee | JI Campus |
| Nov 30-Dec 2 | Wendy Hilliard | JI Campus |
| Dec 13-15 | Mario Govorchin | JI Campus |

Evening/Saturday Classes:

Nov 28, 30, Dec 5, 7 (6:30pm-10:00pm)
& Sat Dec 9 (9:00am-5:00pm)
 **Sue YerxaJI Campus**

For other B.C. locations see Community Partnerships starting on page 23.

"JI courses are top-rate! I think more employers should send their supervisors and other employees to learn these skills."

*(Critical Skills for Communicating in Conflict)
 Taken from actual Student Feedback Reports, printed with permission.*

REQUIRED COURSES

MEDIATION SKILLS LEVEL I (CR250) (MDRS)

Prerequisite: CR110A or CR110B

Recommended: CR260

Length: Three Days (21 hours)

Fee: \$405

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|-----------------|-----------------------------|-----------------|
| Oct 11-13 | Ron Monk | JI Campus |
| Nov 6-8 | Elizabeth Azmier-Stewart .. | JI Campus |
| Nov 22-24 | Gary Harper | JI Campus |
| Dec 4-6 | Deborah White | BCIT |

For other B.C. locations see Community Partnerships starting on page 23.

NEGOTIATION SKILLS LEVEL II (CR360)

Prerequisites: CR110A or CR110B, CR200, CR250, CR260

Length: Five Days (35 hours)

Fee: \$620

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. As Negotiation Skills Level II is the final pre-requisite course for CR950: Conflict Resolution/ Negotiation Assessment, coach feedback on participants' role-plays will be based on the Assessment Roleplay Criteria which is included in the Negotiation Skills manual. For Certificate candidates, it is strongly recommended that CR360 be taken at, or close to, the end of your 210 hours of classroom training and that you schedule your Conflict Resolution/ Negotiation Assessment 1 - 3 months after completing CR360.

Recommended reading: *Getting Past No* by William Ury.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|-----------------|-----------------------------|-----------------|
| Oct 26-27, 30- | | |
| Nov 1 | Dale Zaiser | JI Campus |
| Nov 20-24 | Mario Govorchin | BCIT |
| Dec 4-8 | Elizabeth Azmier Stewart .. | JI Campus |

For other B.C. locations see Community Partnerships starting on page 23.

The Centre for Conflict Resolution offers introductory and advanced skills-based mediation courses and develops new courses. 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 mediation courses through the Centre can expect to encounter a range of styles and approaches based on instructor's experience as mediators, which we hope will enrich 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.

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 ART OF REFRAMING (CR366)

Prerequisites: CR110A or CR110B and one of CR260 or CR250

Length: One Day (7 hours)

Fee: \$135

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.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|-------------|----------------------|-----------------|
| Dec 6 | Karen Haddigan | JI Campus |

ASSERTING YOURSELF IN CONFLICT SITUATIONS (CR105) (POLICE)

Prerequisites: None

Length: Two Days (14 hours)

Fee: \$270

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|--------------------|---------------------|-----------------|
| Sept 28-29 | Gary Harper | JI Campus |
| Oct 30-31 | Deborah White | JI Campus |
| Nov 30-Dec 1 | Nancy McPhee | JI Campus |

Evening/Saturday Classes:

Oct 10, 12 (6:30pm-10:00pm)

& Sat Oct 14 (9:00am-5:00pm)

..... TBA.....JI Campus

For other B.C. and Yukon locations see Community Partnerships starting on page 23.

BUILDING POSITIVE RELATIONSHIPS IN A DIVERSE WORKPLACE (CR847)

Prerequisites: None

Length: Three days (21 hours)

Fee: \$405

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|-----------------|--------------------------------------|-----------------|
| Dec 11-13 | Ed Eduljee, | JI Campus |
| | Jeannette Matson, Charles Boehm-Hill | |

For other B.C. locations see Community Partnerships starting on page 23.

CHALLENGES OF FACILITATING (CR508)

Prerequisites: CR110A or CR110B, CR260 or CR250

Recommended: CR504

Length: Two Days (14 hours)

Fee: \$270

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> |
|-------------|-------------------|-----------------|
| Dec 7-8 | Karen Haddigan | BCIT |

CIVIL PROCEDURE (CR846)

Prerequisites: CR110A or CR110B, CR250

Recommended: CR260

Length: Two Days (14 hours)

Fee: \$270

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> |
|-----------------|--------------------|-----------------|
| Oct 30-31 | Terry Harris | BCIT |

CRITICAL SKILLS FOR COMMUNICATING IN CONFLICT (CR102)

Prerequisites: None

Length: Two Days (14 hours)

Fee: \$270

If you have not had previous training in interpersonal communication skills, start with this elective. It is also effective as a stand-alone learning experience. This course focuses intensively on communication theory and skills that are the building blocks of mediating, negotiating or resolving interpersonal conflict. Each skill will be demonstrated and then practised in short exercises involving conflict situations. Specific skills will include: non-defensive listening, questioning, reframing and assertive speaking.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|------------------|-----------------------|-----------------|
| Sept 25-26 | Mario Govorchin | BCIT |
| Oct 10-11 | Wendy Hilliard | JI Campus |
| Nov 6-7 | Ed Jackson | JI Campus |
| Nov 27-28 | Sue Yerxa | JI Campus |
| Dec 14-15 | Jim Toogood | JI Campus |

Evening/Saturday Classes:

Sept 19, & 21 (6:30pm-10:00pm)

& Sat Sept 23 (9:00am-5:00pm)

..... Jill Schroder JI Campus

For other B.C. locations see Community Partnerships starting on page 23.

CRITICISM: HOW TO GIVE AND RECEIVE IT (CR206)

Prerequisite: CR110A or CR110B

Length: Two Days (14 hours)

Fee: \$270

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|------------------|---------------------|-----------------|
| Sept 13-14 | Deborah White | JI Campus |

For other B.C. locations see Community Partnerships starting on page 23.

DEALING WITH DEFENSIVENESS IN CONFLICT (CR319)

Prerequisites: CR110A or CR110B, CR260 or CR250

Length: Three Days (21 hours)

Fee: \$405

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 will cover theories from different psychological perspectives on defense mechanisms affecting ourselves and others. These theories will then be integrated with skills to address defensiveness in conflict situations. Understanding how face-saving impacts defensive behaviours will be discussed.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|---------------|-------------------|-----------------|
| Oct 2-4 | JI Campus | Donna Soules |

ELECTIVES

DYNAMICS OF POWER IN DISPUTE RESOLUTION (CR314)

Prerequisite: CR110A or CR110B
Length: Two Days (14 hours)
Fee: \$270

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 presentations, 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> |
| This course will be offered at the JI Campus in 2001. | | |

For other B.C. and Yukon locations see Community Partnerships starting on page 23.

GROUP DYNAMICS (CR504)

Prerequisites: CR110A or CR110B, CR260 or CR250
Length: Two Days (14 hours)
Fee: \$270

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> |
| Oct 19-20 | Ji Campus | Karen Haddigan |

For other B.C. locations see Community Partnerships starting on page 23.

HANDLING CONFLICT ON THE TELEPHONE (CR101)

Prerequisites: None
Length: One Day (7 hours)
Fee: \$135

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

| | | |
|-------------|--------------------|-----------------|
| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
| Nov 6 | Dale Trimble | Ji Campus |

Evening Class:

Dec 4, 6 6:30pm-10:00pm

..... Dale Trimble Ji Campus

For other B.C. locations see Community Partnerships starting on page 23.

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

Prerequisites: CR110A or CR110B
Length: Two Days (14 hours)
Fee: \$270

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

| | | |
|---|-------------------|-----------------|
| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
| This course will be offered at the Ji Campus in 2001. | | |

For other B.C. locations see Community Partnerships starting on page 23.

ELECTIVES

MANAGING THE HOSTILE INDIVIDUAL (CR108) (POLICE)

Prerequisites: None

Length: Two Days (14 hours)

Fee: \$270

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> |
|-----------------|-----------------------|-----------------|
| Nov 28-29 | Mario Govorchin | JI Campus |

For other B.C. locations see Community Partnerships starting on page 23.

MEDIATION SKILLS LEVEL II (CR400)

Prerequisites: CR110A or CR110B, CR250, CR260

Length: Five Days (35 hours)

Fee: \$620

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> |
|---------------------|---------------------|-----------------|
| Oct 18-20,23-24 ... | Ron Monk | JI Campus |
| Nov 22-24,27-28... | Deborah White | JI Campus |

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 courses aim to assist students with these goals.

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: \$270

At one time or another, everyone has had to negotiate with aggressive, critical, argumentative people. With individual co-workers 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 conflicting 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> |
|-----------------|-----------------------|-----------------|
| Nov 16-17 | Arthur Ridgeway | JI Campus |

For other B.C. locations see Community Partnerships starting on page 23.

QUESTIONS & QUESTIONING (CR318)

PREREQUISITES: CR250, CR260

Length: One Day (7 hours)

Fee: \$150

NEW

Basing negotiation or mediation in interests is an activity that is enormously assisted by the conscious use of questions. Questions can be facilitative, directive, accusatory, helpful, illicit, or condemnatory. They evoke ideas, illuminate culture, encourage images and invite articulation. How do we make "the question" a tool of art in the hands of a principled asker? How can we sue questions to assure an honest, curious and thorough inquiry? This course will be practice oriented around the issues raised by those in it. Come prepared to ask and learn.

Instructor: Gordon has been active in teaching and training mediators and negotiators for about fifteen years. His work is national in scope, working with all sorts of groups and professions, in government, industry and academic settings. His interest are in dispute resolution philosophy, attitudes, skills and technique.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|--------------|-------------------|-----------------|
| Oct 16 | JI Campus | Gordon Sloan |

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 the assessment experience to as great a degree as possible. 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>Instructor</u> | <u>Location</u> |
|---------------|--------------------------|-----------------|
| Sept 18 | Assessor from CRCP | JI Campus |
| Oct 10 | Assessor from CRCP | JI Campus |
| Nov 14 | Assessor from CRCP | JI Campus |
| Nov 27 | Assessor from CRCP | JI Campus |

For other B.C. locations see Community Partnerships starting on page 23.

RECONCILING DIFFERENCES (CR834)

Prerequisites: CR110A or CR110B and one of CR260 or CR250

Length: Two Days (14 hours)

Fee: \$295 (includes Test Instruments)

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

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|-----------------|-----------------------|-----------------|
| Oct 19-20 | Arthur Ridgeway | BCIT |

SHIFTING FROM POSITIONS TO INTERESTS (CR302)

Prerequisites: CR110A or CR110B and one of CR260 or CR250

Recommended: CR102

Length: Two Days (14 hours)

Fee: \$270

Whether in the context of negotiation, mediation or interpersonal conflict, people adopt positions and offer solutions in order to meet their underlying interests. Working toward interest-based resolutions requires skill in clarifying and understanding the wants, needs, concerns and fears that support the opposing positions. This course is designed to help participants reach positive outcomes through a deeper exploration of positions, interests and intentions. Participants will enhance skills aimed at eliciting underlying interests, illuminating blocks, facilitating processes, establishing positive outcomes and generating a wider range of choices.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|-----------------|-----------------------|-----------------|
| Oct 17-18 | Arthur Ridgeway | JI Campus |
| Nov 14-15 | Arthur Ridgeway | JI Campus |

For other B.C. locations see Community Partnerships starting on page 23.

USE IT OR LOSE IT CLINIC (CR930)

Prerequisites: CR110A or CR110B

Length: One Day (7 hours)

Fee: \$135

Practice is the most critical factor in gaining competence and confidence in collaborative conflict resolution. Coached practice with feedback is especially valuable. This one-day clinic operates like the coached role-play day of a required course except you choose the skill area you want to work on- interpersonal conflict resolution, dealing with anger, mediation or negotiation. Participants will roleplay for each other and the facilitator will give verbal and written feedback again. This course will be helpful to people coming back in to the Certificate Program after an absence who want a skills check, to people who have missed more than a half-day of a course and need to make it up, and to those who want to focus skill development in a particular area.

| <u>Date</u> | <u>Instructor</u> | <u>Location</u> |
|--------------|-------------------|-----------------|
| Nov 18 | TBA | JI Campus |

For other B.C. locations see Community Partnerships starting on page 23.

Centre for Leadership Development

Starting in September 2000, the **Centre for Leadership Development at the Justice Institute of B.C.** will be offering a new certificate program in Leadership. This program will be of interest to current and emerging leaders, managers and supervisors who want to:

- broaden their understanding of self and their leadership style
- enhance their ethical decision making processes
- develop and lead self managed work teams
- conduct community consultation processes with skill and confidence
- bring a global perspective to their visioning process
- move their organization from vision to implementing the strategic plan
- develop public policy

Leadership as a Practice

Leadership is a reflective, transformational practice that:

- starts with individuals and their knowledge of self, their personal mastery and ethical decision making
- changes constantly, as it is informed by the emerging interests of the local community, the nation and international social and economic issues
- recognizes the impact of the virtual world and technology, and a practice that models alternative models of conflict resolution
- coaches, mentors, and inspires others.

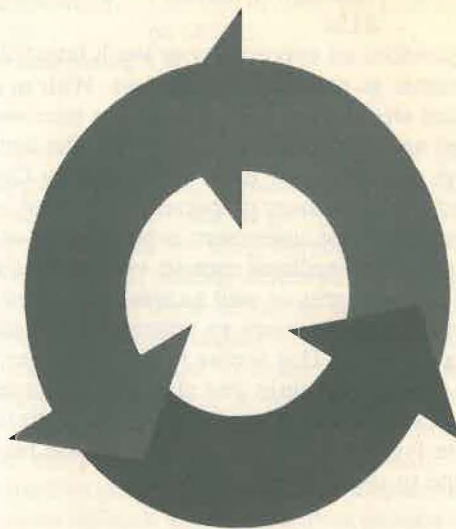
Program Model

The program includes two (2) core courses, and four (4) electives, and is designed to ensure that participants create a firm foundation in these areas through completion of the required courses. Electives may be selected based on the participant's personal or professional needs – in order to establish specific competencies in the leadership issues in their worlds and work places, and may be chosen from leadership focussed programs from other JIBC academies.

Planned Courses

| | |
|--|-------------|
| Self Mastery & Personal Effectiveness | Oct 23 –25 |
| Facilitating the Public Consultation Process | Nov 20-21 |
| Leading Teams That Lead Themselves | Dec 13-15 |
| Vision and the Modern Leader | Spring 2001 |
| Policy Development and Its Impact | Spring 2001 |

Call Catherine Dawson at the JI's Centre for Leadership Development at (604) 528-5569 or via email at cdawson@jibc.bc.ca for further information.



Master's Degree in Conflict Analysis and Management

Knowledge prevents conflict.
Conflict costs us all.

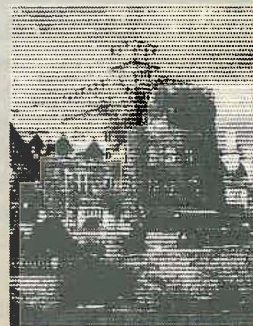
The MA in Conflict Analysis & Management

This program gives mid-career professionals an understanding of what causes and sustains conflict, and the knowledge to prevent or resolve it.

Our model of Web-based distance learning, with brief residencies in Victoria, BC allows you to keep learning, keep working and keep your life.

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250.391.2654
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www.royalroads.ca

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and executive programs
also available



ROYAL ROADS
UNIVERSITY

NEW! NEW! NEW! NEW! NEW! NEW! NEW! NEW!

DEALING WITH INTERPERSONAL CONFLICT (CR110A) (POLICE)

Prerequisite: None Instructor: Terry Harris
Evening/Saturday Classes: Oct 16, 18, 23, 25 (6:30pm-10:00pm)
& Sat Oct 28 (9:00am-5:00pm)

*See page 12 for
course description.*

NEGOTIATION SKILLS LEVEL I (CR260)

Prerequisite: CR110A or CR110B Instructor: Jill Schroder
Evening/Saturday Classes: Nov 14, 16, 21, 23 (6:30pm-10:00pm)
& Sat Nov 25 (9:00am-5:00pm)

*See page 13 for
course description.*

DEALING WITH ANGER (CR200)

Prerequisite: CR110A or CR110B Instructor: Sue Yerxa
Recommended: CR260
Evening/Saturday Classes: Nov 28, 30, Dec 5, 7 (6:30pm-10:00pm)
& Sat Dec 9 (9:00am-5:00pm)

*See page 13 for
course description.*

ASSERTING YOURSELF IN CONFLICT SITUATIONS (CR105) (POLICE)

Prerequisites: None Instructor: TBA
Evening/Saturday Classes: Oct 10, 12 (6:30pm-10:00pm)
& Sat Oct 14 (9:00am-5:00pm)

*See page 15 for
course description.*

CRITICAL SKILLS FOR COMMUNICATING IN CONFLICT (CR102)

Prerequisites: None Instructor: Jill Schroder
Evening/Saturday Classes: Sept 19, 21 (6:30pm-10:00pm)
& Sat Sept 23 (9:00am-5:00pm)

*See page 16 for
course description.*

HANDLING CONFLICT ON THE TELEPHONE (CR101)

Prerequisites: None Instructor: Dale Trimble
Evening Class: Dec 4, 6 (6:30pm-10:00pm)

*See page 17 for
course description.*

NEW! NEW! NEW! NEW! NEW! NEW! NEW! NEW!

ASSESSMENTS

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.

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 student is asked about key concepts of the program as they relate to the role-play

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 Negotiation Skills Level II, CR360. Instructors and coaches are available on a private contract basis to help you prepare for the assessment. Call (604) 528-5608 or e-mail conresassessment@jibc.bc.ca for a list of tutors. We also suggest taking Reality Check: Negotiation (CR910) to prepare for the assessment.

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.

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 (604) 528-5608.

| <u>Dates</u> | <u>Registration Deadline</u> | <u>Instructor</u> | <u>Location</u> |
|---------------|------------------------------|--------------------------|---------------------------|
| Sept 28 | Sept 15 | Assessor from CRCP | JI Campus |
| Sept 29 | Sept 15 | Assessor from CRCP | JI Campus |
| Oct 5 | Sept 15 | Assessor from CRCP | JI Campus |
| Oct 6 | Sept 15 | Assessor from CRCP | JI Campus |
| Nov 2 | Oct 20 | Assessor from CRCP | JI Campus |
| Nov 3 | Oct 20 | Assessor from CRCP | JI Campus |
| Nov 29 | Nov 17 | Assessor from CRCP | JI Campus |
| Nov 30 | Nov 17 | Assessor from CRCP | JI Campus |
| Dec 1 | Nov 17 | Assessor from CRCP | JI Campus |
| Dec 7 | Nov 17 | Assessor from CRCP | JI Campus |
| Dec 8 | Nov 17 | Assessor from CRCP | JI Campus |
| Jan 31 | Jan 15 | Assessor from CRCP ... | Camosun College, Victoria |



A reminder: JI 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.

COMMUNITY PARTNERSHIPS

| | |
|--|---|
| Fraser Valley | University College of the Fraser Valley, ABBOTSFORD (2001) |
| Sunshine Coast | Sunshine Coast Community Services Society, SECHLT |
| Vancouver Island | Camosun College Interurban Campus, VICTORIA Malaspina University College, NANAIMO North Island College, CAMPBELL RIVER |
| B.C. Interior & North Coast | Okanagan University College, PENTICTON Okanagan University College, VERNON Northwest Community College, PRINCE RUPERT Centre for Leadership & Technology, TERRACE College of New Caledonia, PRINCE GEORGE (2001) |
| Yukon | Yukon College, WHITEHORSE |

For updates to our growing list of **community partners and cosponsored course offerings**, please watch our website or contact Maureen Carroll at mcarroll@jibc.bc.ca.

Student Information/Registration

- ❖ Course descriptions and prerequisites start on page 12.
- ❖ Course codes may differ. We recommend you cross-reference by course title.
- ❖ Registration is with the cosponsoring organization unless otherwise noted, see listings on following pages.
- ❖ Registration opening dates vary. Check with the partnering organization, or watch our Website "What's New" page!!
- ❖ Fees vary as a result of travel and administrative costs associated with each location.
- ❖ Cancellation and refund policies differ—the policy of the organization where you register will apply.
- ❖ Class size is limited to 20 participants and minimum registration deadlines apply, so Register Early!

COMMUNITY PARTNERSHIPS

FRASER VALLEY

UNIVERSITY COLLEGE OF THE FRASER VALLEY, 33844 King Road

ABBOTSFORD

Information: Barb Harms, Continuing Education (604) 854-4527/harmsb@ucfv.bc.ca

Coming Winter/Spring 2001!!!

| | | |
|-----|--------|---|
| TBA | CR102 | Critical Skills for Communicating in Conflict |
| TBA | CR110B | Resolving Conflict in the Workplace |

SUNSHINE COAST

SUNSHINE COAST COMMUNITY SERVICES SOCIETY, 5638 Inlet Avenue

SECHelt

Information & Registration: (604) 885-5881

| | | | | |
|-----------|-------|---|-------------|-------|
| Oct 16-17 | CR102 | Critical Skills for Communicating in Conflict | Gary Harper | \$TBA |
|-----------|-------|---|-------------|-------|

VANCOUVER ISLAND

CAMOSUN COLLEGE, Interurban Campus, 4461 Interurban Road

VICTORIA

Information: School of Business (250) 370-4565

Registration: (250) 370-3841 or (250) 592-1556

| | | | | |
|----------------|--------|--|---|----------|
| Sep 14-16 | CR110B | Resolving Conflict in the Workplace (BSJI 543V) | Linda Dobson-Sayer | \$425 |
| Sep 20, 7-9 pm | | Program and Career Orientation (BSJI 990V) | Nym Hughes | NoCharge |
| Sep 25-26 | CR102 | Critical Skills for Communicating in Conflict (BSJI 550V) | Terry Harris | \$325 |
| Sep 28-30 | CR110A | Dealing with Interpersonal Conflict (BSJI 540V) | Sue Yerxa | \$425 |
| Oct 2-4 | CR847 | Building Positive Relationships in a Diverse Workplace (BSJI 566V) | Charles Boehm-Hill, Ed Eduljee & Jeannette Matson | \$425 |
| Oct 10-12 | CR260 | Negotiation Skills Level I (BSJI 541V) | Duncan Stewart | \$425 |
| Oct 19-21 | CR200 | Dealing with Anger (BSJI 544V) | Nancy McPhee | \$425 |
| Oct 25-26 | CR302 | Shifting from Positions to Interests (BSJI 516V) | Deborah White | \$325 |
| Nov 2-4 | CR250 | Mediation Skills Level I (BSJI 542V) | Ed Jackson | \$425 |
| Nov 6-7 | CR105 | Asserting Yourself in Conflict Situations (BSJI 553V) | Kelly Henderson | \$325 |
| Nov 16-18 | CR110B | Resolving Conflict in the Workplace (BSJI 543V) | Brian Frank | \$425 |
| Nov 21-22 | CR504 | Group Dynamics (BSJI 559V) | Elizabeth Azmier-Stewart | \$325 |
| Nov 28-Dec 2 | CR360 | Negotiation Skills Level II (BSJI 545V) | Ron Monk | \$650 |
| Dec 6-7 | CR314 | Dynamics of Power in Dispute Resolution (BSJI 554V) | Joan Balmer | \$325 |
| Dec 11 | CR930 | "Use It or Lose It" Clinic | | |
| | | To Register: JI Registration (604) 528-5590 | Brian Frank | \$165 |
| Jan 19 | CR910 | Reality Check: Negotiation | | |
| | | To Register: JI Registration (604) 528-5590 | Centre Assessor | \$180 |
| Jan 31 | CR950 | Conflict Resolution/Negotiation Skills Assessment | | |
| | | Registration: Lorraine Savidan (604) 528-5683 | Centre Assessor | \$275 |

COMMUNITY PARTNERSHIPS

MALASPINA UNIVERSITY COLLEGE, Learning Connections, 900 - 5th Street

NANAIMO

Information: (250) 755-8775

Registration: (250) 755-8755

| | | | | |
|-----------------|--------|---|----------------|----------|
| Oct 13-14 | CR102 | Critical Skills for Communicating in Conflict (HHJI 018) | Donna Soules | \$350 |
| Nov 1-3 | CR110A | Dealing with Interpersonal Conflict (HHJI 001) | Gary Harper | \$460 |
| Nov 2, 5-7 p.m. | | Program and Career Orientation (HHJI 030) | Nym Hughes | NoCharge |
| Nov 23-25 | CR250 | Mediation Skills Level I (HHJI 004) | Elizabeth | \$460 |
| | | | Azmier-Stewart | |
| Nov 30-Dec 1 | CR362 | Negotiating with Difficult People: Making It Hard to Say No (HHJI 019) | Deborah White | \$350 |

NORTH ISLAND COLLEGE, Community Education Programs, 1685 South Dogwood Street

Information and Registration: (250) 923-9790

CAMPBELL RIVER

| | | | | |
|-----------|--------|--|--------------|-------|
| Oct 19-21 | CR110A | Dealing with Interpersonal Conflict (CR00F028) | Donna Soules | \$480 |
| Nov 16-18 | CR250 | Mediation Skills Level I (CR00F029) | Sandy Dunlop | \$480 |

B.C. INTERIOR AND NORTH COAST

OKANAGAN UNIVERSITY COLLEGE, Continuing Education, 583 Duncan Avenue West

PENTICTON

Information: Joyce Hoglund (250) 492-4305

Registration: (250) 490-3959

and

OKANAGAN UNIVERSITY COLLEGE, Continuing Education, 2899 - 30th Avenue

VERNON

Information: Vi Brett (250) 503-2650

Registration: (250) 503-2653 (fax)

| | | | | | |
|--------------------------|--------|---|-----------------|-----------|----------|
| Sep 30, 10:30-12:30 p.m. | | Program and Career Orientation | Leslie Murray | Penticton | NoCharge |
| Sep 30, 3-5 p.m. | | Program and Career Orientation | Leslie Murray | Vernon | NoCharge |
| Oct 13-14 | CR102 | Critical Skills for Communicating in Conflict | Gary Harper | Vernon | \$395 |
| Nov 2-4 | CR110B | Resolving Conflict in the Workplace | Jill Schroder | Penticton | \$495 |
| Nov 20-21 | CR206 | Criticism: How to Give and Receive It | Deborah White | Penticton | \$395 |
| Dec 7-9 | CR260 | Negotiation Skills Level I | Kelly Henderson | Vernon | \$495 |

Coming Winter/Spring 2001

| | | | | | |
|--------------|--------|---|-----------------|-----------|-------|
| Feb 1-3 | CR110A | Dealing with Interpersonal Conflict | Kelly Henderson | Vernon | \$495 |
| March 2-3 | CR302 | Shifting from Positions to Interests | Arthur Ridgeway | Penticton | \$395 |
| April 6-7 | CR552 | Intercultural Communication: Briding the Divide in Conflict Situations | TBA | Penticton | \$395 |
| April 26-28 | CR200 | Dealing with Anger | Ron Monk | Vernon | \$495 |
| May 29-Jun 2 | CR360 | Negotiation Skills Level II | Nancy McPhee | Penticton | \$TBA |

COMMUNITY PARTNERSHIPS

NORTHWEST COMMUNITY COLLEGE, 130 First Avenue West
Information and Registration: (250) 624-6054

PRINCE RUPERT

| | | | | |
|-----------|--------|-------------------------------------|-----------------|--------|
| Oct 26-28 | CR110B | Resolving Conflict in the Workplace | Ed Jackson | \$585 |
| Dec 4 | CR101 | Handling Conflict on the Telephone | Mario Govorchin | \$295* |
| Dec 5-6 | CR108 | Managing the Hostile Individual | Mario Govorchin | \$420* |

* Register for both CR101/CR108 (Dec 4, 5, 6) by November 10th for \$560.

CENTRE FOR LEADERSHIP & TECHNOLOGY, 4443 Keith Avenue
Information and Registration: (250) 638-6054

TERRACE

| | | | | |
|---------|-------|--------------------------|-------------|-------|
| Nov 1-3 | CR250 | Mediation Skills Level I | Jim Toogood | \$TBA |
|---------|-------|--------------------------|-------------|-------|

COLLEGE OF NEW CALEDONIA

PRINCE GEORGE

Information: Peter Martin (250) 562-2131 Ext 477 or Maureen Carroll mcarroll@jibc.bc.ca

Coming Soon ... Watch our Website!!

| | | | | |
|-----|--------|-------------------------------------|--|--|
| TBA | CR110B | Resolving Conflict in the Workplace | | |
|-----|--------|-------------------------------------|--|--|

YUKON

YUKON COLLEGE, Professional Studies, 500 College Drive
Information: Stu Mackay (867) 668-8751
Registration: (867) 668-8710 or 1-800-661-0504

WHITEHORSE

| | | | | |
|-----------|-------|---|-------------|-------|
| Oct 16-17 | CR105 | Asserting Yourself in Conflict Situations | Joan Balmer | \$TBA |
| Oct 18-19 | CR314 | Dynamics of Power in Dispute Resolution | Joan Balmer | \$TBA |



FIRST NATIONS CERTIFICATE PROGRAM

Over the past seven 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 skills 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 skills 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/14 days) and elective (77 hours/11 days) courses. Courses are fully interchangeable with courses in 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 (CR110AFN)
- 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

PEACEMAKING AND RESTORATIVE JUSTICE CERTIFICATE PROGRAM

Commencing in the January 2001 calendar period, the Centre for Conflict Resolution will be offering a new certificate program in **Peacemaking and Restorative Justice**. This program will be of interest to individuals and organizations/communities seeking to develop and improve collaborative decision making. Including organizations and individuals such as:

- community workers
- justice system employees
- educators
- youth
- decision makers in public and private organizations
- line agency professionals
- volunteers in community accountability programs

What should you know about this new initiative?

The overall objectives of the certificate program are to:

- develop understanding of the principles and practice of Peacemaking and Restorative Justice
- develop skills, values and knowledge related to Peacemaking and Restorative Justice
- promote community development through training
- encourage organizations, institutions, schools and communities to design practices appropriate for the context in which they are to be applied
- assist community programs to develop credibility and accountability through training
- encourage practice that is responsive to the needs of communities
- build relationships between participants in institutions, organizations, agencies, schools, communities and the justice system, as well as between these constituent groups.

The program is 252 hours (36 days) and includes 154 hours (22 days) of core courses and 98 hours (14 days) of elective courses. 50% of the elective courses may be chosen from selected courses on the Conflict Resolution Certificate Program.

- Similar to our Conflict Resolution Certificate program, courses on this program will be interactive and experiential, 2-days, 3-days or 4-days in length, with materials provided for each course, and a self evaluation component. The program provides students with the capacity to specialize through elective choices relevant to area of application (e.g. organizations, schools etc.)
- A field work component and an assessment (oral or written) will be required in order to receive a certificate.
- Our goal is to have a selection of courses on this program available on a regional basis in B.C. and the Yukon within the first year of the program.

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.

Linda Dobson Sayer, CRC, B.A. (Psych.), MA(A.B.S.) (Managing and Consulting). Mediator, organizational consultant, and trainer; mediating personal, family and organizational disputes; specializing in respectful workplace practices; training in conflict resolution and organizational development. Background includes work with businesses; government organizations and crown corporations.

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.

Terry Harris, CRC, C.Med, B.A. (Psych), LL.B. Trainer in legal education and conflict resolution; a lawyer and mediator in private practice concentrating on civil and family disputes; child protection mediation and a member of the Tribunal of the BC Children's Commission. Background includes counseling, social administration and social services to children and youth.

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.

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.

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.

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, Arlene Blake, Nancy Baker, Juan Barker, Keith Barker, Janice Bateman, Trudie Begbie, Christiane Boisjoly, Sherry Bowlby, Pat Bragg, Marj Busse, Sherri Calder, Ken Carridine, Marilou Carrillo, Susan Cawsey, Beryl Clayton, Anne de Cossons, Linda Dobson Sayer, Val Dudoward, Sandy Dunlop, Donna Dussault, Jory Faibish, Cheryl Farmer, Brian Frank, Maureen Garrity, Maureen Hannah, Anne Harker, Terry Harris, Carolyn Hayes, Sandra Heath, Lori Henderson, Nancy Hinds, Bev Hurd, Kel Kelly, Tim Langdon, Mary Ann Lewis, Rob Lewis, Claudia Lowry, Laura Matsuda, Marguerite McCallion, Larry McCafferty, John McCandless, Rob McGregor, Derm McNulty, Julia Menard, Carol Myers, Terry Neiman, Christine Newton, Sena Paradis, Pam Penner, Ingrid Pipke, Jane Roberts, Sandra Rossi, Madeline Sauve, Lane Sherman, Rick Singer, Steve Smyth, Lillian Van Pelt, Heather Wheating, Gordon White, Kim White, Sharon Wilson, Liz Wouters, 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, see listing starting page 23.

Courses in *italics* are offered at BCIT or Community Partnership locations.
Courses marked in **bold** are offered in the evening and on Saturdays.

Watch our website for new Community Partnership offerings!

| <u>Date</u> | <u>Course</u> | <u>Instructor</u> |
|---|---|--|
| Sept 13-14 | Criticism: How to Give & Receive It (CR206) | Deborah White |
| Sept 14-16 | <i>Resolving Conflict in the Workplace (BSJI 543V)</i> <i>Camosun College, Victoria</i> | Linda Dobson-Sayer |
| Sept 18 | Reality Check: Negotiation (CR910) | Assessor from CRCP |
| Sept 18-20 | Resolving Conflict in the Workplace (CR110B) | Kelly Henderson |
| Sept 19, 21 & 23 Sept 20, 7-9 p.m. | Critical Skills for Communicating in Conflict (CR102) Program & Career Orientation (BSJI 990V) Camosun College, Victoria | Jill Schroder Nym Hughes |
| Sept 20-22 | Dealing with Interpersonal Conflict (CR110A) | Jill Schroder |
| Sept 25-26 | <i>Critical Skills for Communicating in Conflict (CR102) - BCIT</i> | Mario Govorchin |
| Sept 25-26 | <i>Critical Skills for Communicating in Conflict (BSJI 550V)</i> <i>Camosun College, Victoria</i> | Terry Harris |
| Sept 25-27 | Negotiation Skills Level I (CR260) | Dale Zaiser |
| Sept 26-28 | Dealing with Anger (CR200) | Joan Balmer |
| Sept 27-29 | <i>Resolving Conflict in the Workplace (CR110B) - BCIT</i> | Wendy Hilliard |
| Sept 28-29 | Asserting Yourself in Conflict Situations (CR105) | Gary Harper |
| Sept 28-30 | <i>Dealing with Interpersonal Conflict (BSJI 540V) - Camosun College, Victoria</i> | Sue Yerxa |
| Sept 28 | Assessments (CR950) | Assessor from CRCP |
| Sept 29 | Assessments (CR950) | Assessor from CRCP |
| Sept 30, 10:30am-12:30pm | Program & Career Orientation - Okanagan University College, Penticton | Leslie Murray |
| Sept 30, 3pm-5pm | Program & Career Orientation - Okanagan University College, Vernon | Leslie Murray |
| Oct 2-4 | <i>Building Positive Relationships in a Diverse Workplace (BSJI 566V)</i> <i>Camosun College, Victoria</i> | Charles Boehm-Hill, Ed Eduljee & Jeannette Matson |
| Oct 2-4 | Dealing with Interpersonal Conflict (CR110A) | Ed Jackson |
| Oct 2-4 | Dealing with Defensiveness in Conflict (CR319) | Donna Soules |
| Oct 4-6 | Resolving Conflict in the Workplace (CR110B) | Jim Toogood |
| Oct 5 | Assessments (CR950) | Assessor from CRCP |
| Oct 6 | Assessments (CR950) | Assessor from CRCP |
| Oct 10 | Reality Check: Negotiation (CR910) | Assessor from CRCP |
| Oct 10-11 | Critical Skills for Communicating in Conflict (CR102) | Wendy Hilliard |
| Oct 10-12 | <i>Negotiation Skills Level I (BSJI 541V) - Camosun College, Victoria</i> | Duncan Stewart |
| Oct 10, 12 & 14 | Asserting Yourself in Conflict Situations (CR105) | TBA |
| Oct 11-13 | Mediation Skills Level I (CR250) | Ron Monk |
| Oct 13-14 | <i>Critical Skills for Communicating in Conflict (HHJI 018)</i> <i>Malaspina University College, Nanaimo</i> | Donna Soules |
| Oct 13-14 | <i>Critical Skills for Communicating in Conflict (CR102)</i> <i>Okanagan University College, Vernon</i> | Gary Harper |
| Oct 16 | "Questions & Questioning" | Gordon Sloan |
| Oct 16-17 | <i>Critical Skills for Communicating in Conflict (CR102)</i> <i>Sunshine Coast Community Services, Sechelt</i> | Gary Harper |

CHRONOLOGICAL COURSE LISTING

| <u>Date</u> | <u>Course</u> | <u>Instructor</u> |
|------------------------------------|--|--------------------------|
| Oct 16-17 | Asserting Yourself in Conflict Situations (CR105) Yukon College, Whitehorse | Joan Balmer |
| Oct 16-18 | Negotiation Skills Level I (CR260) - BCIT | Deborah White |
| Oct 16, 18, 23, 25 & 28 | Dealing with Interpersonal Conflict (CR110A) | Terry Harris |
| Oct 17-18 | Shifting from Positions to Interests (CR302) | Arthur Ridgeway |
| Oct 18-19 | Dynamics of Power in Dispute Resolution (CR314) Yukon College, Whitehorse | Joan Balmer |
| Oct 18-20 | Negotiation Skills Level I (CR260) | Jim Toogood |
| Oct 18-20,23-24 | Mediation Skills Level II (CR400) | Ron Monk |
| Oct 19-20 | Group Dynamics (CR504) | Karen Haddigan |
| Oct 19-20 | Reconciling Differences (CR834) - BCIT | Arthur Ridgeway |
| Oct 19-21 | Dealing with Interpersonal Conflict (CR00F028) North Island College, Campbell River | Donna Soules |
| Oct 19-21 | Dealing with Anger (BSJI 544V) - Camosun College, Victoria | Nancy McPhee |
| Oct 23-25 | Resolving Conflict in the Workplace (CR110B) | Joan Balmer |
| Oct 24-26 | Dealing with Anger (CR200) | Nancy McPhee |
| Oct 25-26 | Shifting from Positions to Interests (BSJI 516V) Camosun College, Victoria | Deborah White |
| Oct 26-27, 30-Nov 1 | Negotiation Skills Level II (CR360) | Dale Zaiser |
| Oct 26-28 | Dealing with Interpersonal Conflict (CR110A) | Duncan Stewart |
| Oct 26-28 | Resolving Conflict in the Workplace (CR110B) Northwest Community College, Prince Rupert | Ed Jackson |
| Oct 30-31 | Asserting Yourself in Conflict Situations (CR105) | Deborah White |
| Oct 30-31 | Civil Procedure (CR846) - BCIT | Terry Harris |
| Oct 31-Nov 2 | Negotiation Skills Level I (CR260) | Kelly Henderson |
| Nov 1-3 | Dealing with Interpersonal Conflict (HHJI 001) Malaspina University College, Nanaimo | Gary Harper |
| Nov 1-3 | Dealing with Anger (CR200) - BCIT | Joan Balmer |
| Nov 1-3 | Resolving Conflict in the Workplace (CR110B) | Sue Yerxa |
| Nov 1-3 | Mediation Skills Level I (CR250) Centre for Leadership & Technology, Terrace | Jim Toogood |
| Nov 2, 5-7 pm | Program & Career Orientation (HHJI 030) Malaspina University College, Nanaimo | Nym Hughes |
| Nov 2-4 | Mediation Skills Level I (BSJI 542V) - Camosun College, Victoria | Ed Jackson |
| Nov 2-4 | Resolving Conflict in the Workplace (CR110B) Okanagan University College, Penticton | Jill Schroder |
| Nov 2 | Assessments (CR950) | Assessor from CRCP |
| Nov 3 | Assessments (CR950) | Assessor from CRCP |
| Nov 6 | Handling Conflict on the Telephone (CR101) | Dale Trimble |
| Nov 6-7 | Critical Skills for Communicating in Conflict (CR102) | Ed Jackson |
| Nov 6-7 | Asserting Yourself in Conflict Situations (BSJI 553V) Camosun College, Victoria | Kelly Henderson |
| Nov 6-8 | Mediation Skills Level I (CR250) | Elizabeth Azmier-Stewart |
| Nov 8-10 | Dealing with Interpersonal Conflict (CR110A) | Wendy Hilliard |
| Nov 14 | Reality Check: Negotiation (CR910) | Assessor from CRCP |
| Nov 14-15 | Shifting from Positions to Interests (CR302) | Arthur Ridgeway |
| Nov 14, 16, 21, 23 & 25 | Negotiation Skills Level I (CR260) | Jill Schroder |
| Nov 14-16 | Negotiation Skills Level I (CR260) | Karen Haddigan |
| Nov 15-17 | Resolving Conflict in the Workplace (CR110B) | Ron Monk |
| Nov 16-17 | Making It Hard to Say No (CR362) | Arthur Ridgeway |
| Nov 16-18 | Resolving Conflict in the Workplace (BSJI 543V) - Camosun College, Victoria | Brian Frank |

CHRONOLOGICAL COURSE LISTING

| <u>Date</u> | <u>Course</u> | <u>Instructor</u> |
|---|---|---------------------------|
| Nov 16-18 | Mediation Skills Level I (CR00F029) - North Island College, Campbell River | Sandy Dunlop |
| Nov 18 | "Use It or Lose It" Clinic (CR930) | TBA |
| Nov 18,25-Dec 2 | Resolving Conflict in the Workplace (CR110B) | Linda Dobson-Sayer |
| Nov 20-21 | Criticism: How to Give & Receive It (CR206) Okanagan University College, Penticton | Deborah White |
| Nov 20-22 | Dealing with Anger (CR200) | Nancy McPhee |
| Nov 20-24 | Negotiation Skills Level II (CR360) - BCIT | Mario Govorchin |
| Nov 21-22 | Group Dynamics (BSJI 559V) - Camosun College, Victoria | Elizabeth Azmier-Stewart |
| Nov 22-24 | Mediation Skills Level I (CR250) | Gary Harper |
| Nov 22-24,27-28 | Mediation Skills Level II (CR400) | Deborah White |
| Nov 23-25 | Mediation Skills Level I (HHJI 004) Malaspina University College, Nanaimo | Elizabeth Azmier-Stewart |
| Nov 27 | Reality Check: Negotiation (CR910) | Assessor from CRCP |
| Nov 27-28 | Critical Skills for Communicating in Conflict (CR102) | Sue Yerxa |
| Nov 27-29 | Dealing with Interpersonal Conflict (CR110A) | Joan Balmer |
| Nov 28-29 | Managing the Hostile Individual (CR108) | Mario Govorchin |
| Nov 28-Dec 2 | Negotiation Skills Level II (BSJI 545V) - Camosun College, Victoria | Ron Monk |
| Nov 28, 30, Dec 5, 7 & 9 | Dealing with Anger (CR200) | Sue Yerxa |
| Nov 29-Dec 1 | Negotiation Skills Level I (CR260) | Ed Jackson |
| Nov 29-Dec 1 | Resolving Conflict in the Workplace (CR110B) | Kelly Henderson |
| Nov 29 | Assessments (CR950) | Assessor from CRCP |
| Nov 30 | Assessments (CR950) | Assessor from CRCP |
| Nov 30-Dec 1 | Asserting Yourself in Conflict Situations (CR105) | Nancy McPhee |
| Nov 30-Dec 1 | Negotiating with Difficult People: Making It Hard to Say No (HHJI 019) Malaspina University College, Nanaimo | Deborah White |
| Nov 30-Dec 2 | Dealing with Anger (CR200) | Wendy Hilliard |
| Dec 1 | Assessments (CR950) | Assessor from CRCP |
| Dec 4 | Handling Conflict on the Telephone (CR101) Northwest Community College, Prince Rupert | Mario Govorchin |
| Dec 4 & 6 | Handling Conflict on the Telephone (CR101) | Dale Trimble |
| Dec 4-6 | Mediation Skills Level I (CR250) BCIT | Deborah White |
| Dec 4-8 | Negotiation Skills Level II (CR360) | Elizabeth Azmier Stewart |
| Dec 5-6 | Managing the Hostile Individual (CR108) Northwest Community College, Prince Rupert | Mario Govorchin |
| Dec 5-7 | Dealing with Interpersonal Conflict (CR110A) | Nancy McPhee |
| Dec 6 | The Art of Reframing (CR366) | Karen Haddigan |
| Dec 6-7 | Dynamics of Power in Dispute Resolution (BSJI 554V) Camosun College, Victoria | Joan Balmer |
| Dec 7-8 | Challenges of Facilitating (CR508) - BCIT, Downtown Vancouver | Karen Haddigan |
| Dec 7 | Assessments (CR950) | Assessor from CRCP |
| Dec 8 | Assessments (CR950) | Assessor from CRCP |
| Dec 7-9 | Negotiation Skills Level I (CR260) - Okanagan University College, Vernon | Kelly Henderson |
| Dec 11 | "Use It or Lose It" Clinic (CR930) - Camosun College, Victoria To Register: JI Registration (604)528-5590 | Brian Frank |
| Dec 11-13 | Building Positive Relationships (CR847) Ed Eduljee, Jeannette Matson, Charles Boehm-Hill | |
| Dec 11-13 | Negotiation Skills Level I (CR260) | Stacey Holloway |
| Dec 12-14 | Resolving Conflict in the Workplace (CR110B) | Gary Harper |
| Dec 13-15 | Dealing with Anger (CR200) | Mario Govorchin |
| Dec 14-15 | Critical Skills for Communicating in Conflict (CR102) | Jim Toogood |

COURSE LISTING

Alphabetical Course Listing

| | Page | | Page |
|---|------|--|------|
| Asserting Yourself in Conflict Situations | 15 | Managing the Hostile Individual | 18 |
| Assessments | 22 | Mediation Skills Level I | 14 |
| Building Positive Relationships | | Mediation Skills Level II | 18 |
| in a Diverse Workplace | 15 | Negotiation Skills Level I | 13 |
| Challenges of Facilitating | 15 | Negotiation Skills Level II | 14 |
| Civil Procedure | 16 | Negotiating with Difficult People: | |
| Critical Skills for Communicating in Conflict | 16 | Making It Hard to Say No | 18 |
| Criticism: How to Give & Receive It | 16 | Questions & Questioning | 18 |
| Dealing with Anger | 13 | Reality Check: Negotiation | 19 |
| Dealing with Defensiveness in Conflict | 16 | Reconciling Differences | 19 |
| Dealing with Interpersonal Conflict | 12 | Resolving Conflict in the Workplace | 12 |
| Dynamics of Power in Dispute Resolution | 17 | Shifting from Positions to Interests | 19 |
| Group Dynamics | 17 | The Art of Reframing | 15 |
| Handling Conflict on the Telephone | 17 | Use It or Lose It Clinic | 19 |
| Intercultural Communication: Bridging the Divide in | | | |
| Conflict Situations | 17 | | |

Numerical Course Listing

| | Page | | Page |
|---|------|---|------|
| CR101 Handling Conflict on the Telephone | 17 | CR362 Negotiating with Difficult People: | |
| CR102 Critical Skills for Communicating in Conflict | 16 | Making It Hard to Say No | 18 |
| CR105 Asserting Yourself in Conflict Situations | 15 | CR366 The Art of Reframing | 15 |
| CR108 Managing the Hostile Individual | 18 | CR400 Mediation Skills Level II | 18 |
| CR110A Dealing with Interpersonal Conflict | 12 | CR504 Group Dynamics | 17 |
| CR110B Resolving Conflict in the Workplace | 12 | CR508 Challenges of Facilitating | 15 |
| CR200 Dealing with Anger | 13 | CR552 Intercultural Communication: Bridging the | |
| CR206 Criticism: How to Give & Receive It | 16 | Divide in Conflict Situations | 17 |
| CR250 Mediation Skills Level I | 14 | CR834 Reconciling Differences | 19 |
| CR260 Negotiation Skills Level I | 13 | CR846 Civil Procedure | 16 |
| CR302 Shifting from Positions to Interests | 19 | CR847 Building Positive Relationships | |
| CR314 Dynamics of Power in Dispute Resolution | 17 | in a Diverse Workplace | 15 |
| CR318 Questions & Questioning | 18 | CR910 Reality Check: Negotiation | 19 |
| CR319 Dealing with Defensiveness in Conflict | 16 | CR930 Use It or Lose It Clinic | 19 |
| CR360 Negotiation Skills Level II | 14 | CR950 Assessments | 22 |

STUDENT INFORMATION

TIME AND LOCATION OF CLASSES

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

LIBRARY

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

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

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

PRACTICE GROUPS/STUDENT MESSAGE/BULLETIN BOARD

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

INSTRUCTOR SUBSTITUTIONS AND LOCATION CHANGES

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

VIDEOTAPES

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

REFUNDS

JI 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 JI policy also applies to assessments.

COURSE CANCELLATIONS

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

COURSE EXEMPTIONS - SEE PLAR, PAGE 9.

GENERAL INFORMATION

PARKING

Parking at the JI campus is free of charge.

PAY PHONES

Pay phones are located on Campus.

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. Cash is required for cafeteria and vending machines. Food is not permitted in the classrooms.

SUGGESTIONS OR COMPLAINTS?

If you have suggestions on how we could improve our course and program, please let us know. We appreciate your input! Talk to Nym Hughes at (604) 528-5622 or Leslie Murray at (604) 528-5614.

The Justice Institute is committed to a learning and working environment free from harassment and discrimination.

JI Policy states:

The Justice Institute of B.C. and the British Columbia Government and Service Employees Union (BCGEU) are committed to providing a learning and working environment where the individual differences of all employees, and students are valued and respected. All members of the Justice Institute Community are entitled to be treated fairly and with dignity, free from harassment or discrimination.

The Justice Institute of B.C. and the BCGEU do not condone and will not tolerate any discrimination or harassing behavior which undermines the dignity, self esteem and productivity of any employee or student.

If you want more information about the JI's anti-harassment and anti-discrimination policy, or if you want to talk about something that is concerning you, please get in touch with Marg Huber, Director, Centre for Conflict Resolution, 604-528-5613, mhuber@jibc.bc.ca

IT'S EASY TO REGISTER!

For courses offered at Community Partnerships outside of the Lower Mainland, please contact the Cosponsoring college. Contact information is available starting on page 23.

For courses offered at the JI Main Campus in New Westminster and BCIT Downtown Campus in Vancouver:



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

REGISTER EARLY

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

TAX DEDUCTION

You may deduct tuition fees from your taxable income if the total amount exceeds \$100 for the year. Income tax receipts will be issued in Feb 2001 for all 2000 courses.

REFUNDS

JI 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

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

SUBSTITUTIONS

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

NSF CHEQUES

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

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.

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.

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: _____ | | |
| DIS 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 |
|---|------------|------------|------------|
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| 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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Authorization Number _____

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

**Justice Institute of B.C., 715 McBride Boulevard, New Westminster, B.C. V3L 5T4
For registration only: phone (604) 528-5590; fax (604) 528-5653**

NOTES



Map of the City of Victoria
 showing the boundaries of the
 various wards.



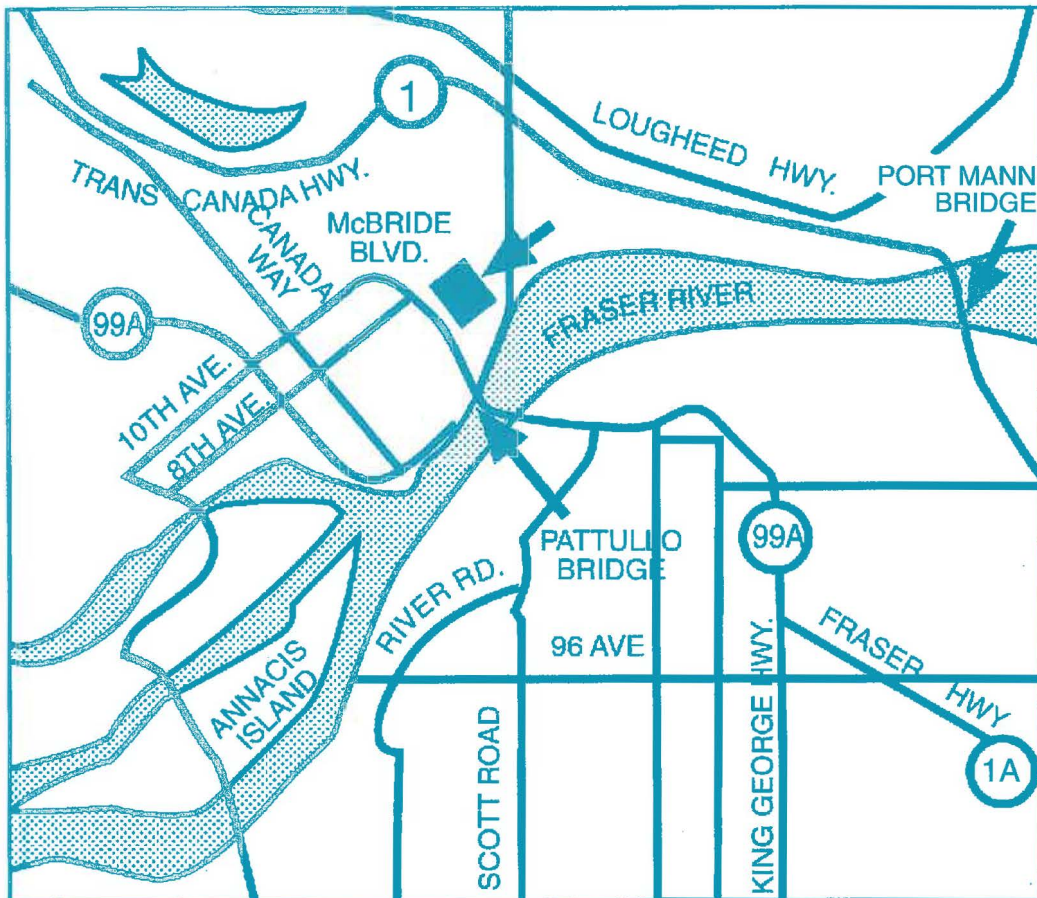
NOTES

Justice Institute - Main Campus

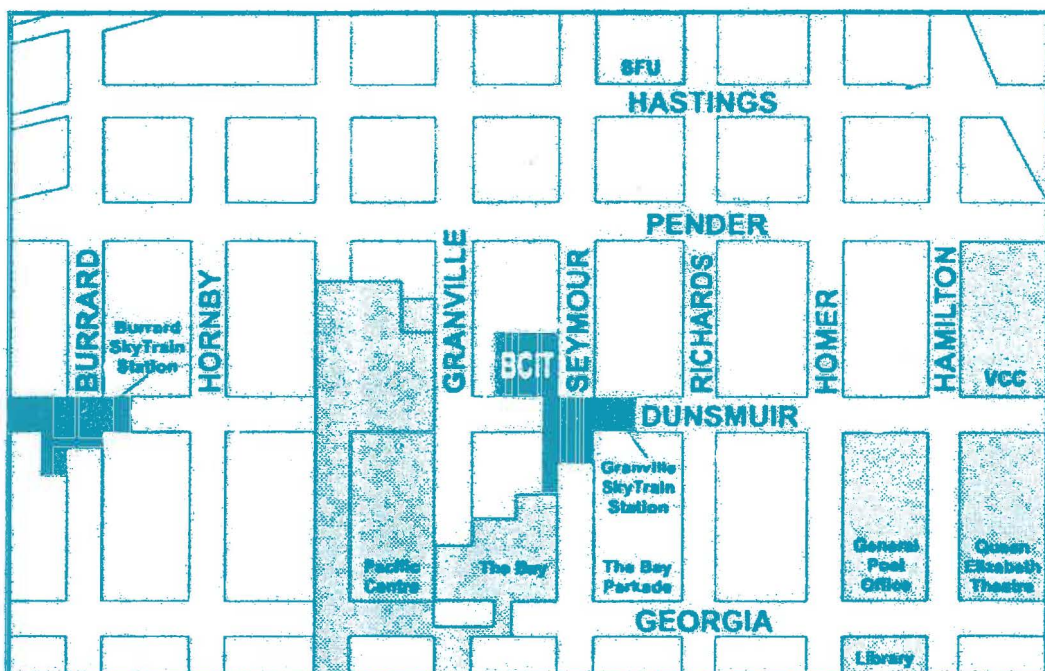
715 McBride Blvd.
New Westminster, BC V3L 5T4

Tel: (604) 525-5422

Fax: (604) 528-5653

**BCIT - Downtown Education Centre**

555 Seymour Street (at Dunsmuir)
Vancouver, BC V6B 3H6



CENTRE FOR CONFLICT RESOLUTION

Out of consideration for the environment and to reduce costs, we continually update our mailing lists. If you receive duplicate copies of the calendar, please send us the bottom half of this page (original or photocopy) from each extra calendar. Mark the labels you want deleted, or indicate any corrections to your name or address you want made.

Send labels to

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

Justice Institute of B.C.

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

ADDRESS CHANGE REQUESTED

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Vancouver, BC

www.jibc.bc.ca

