

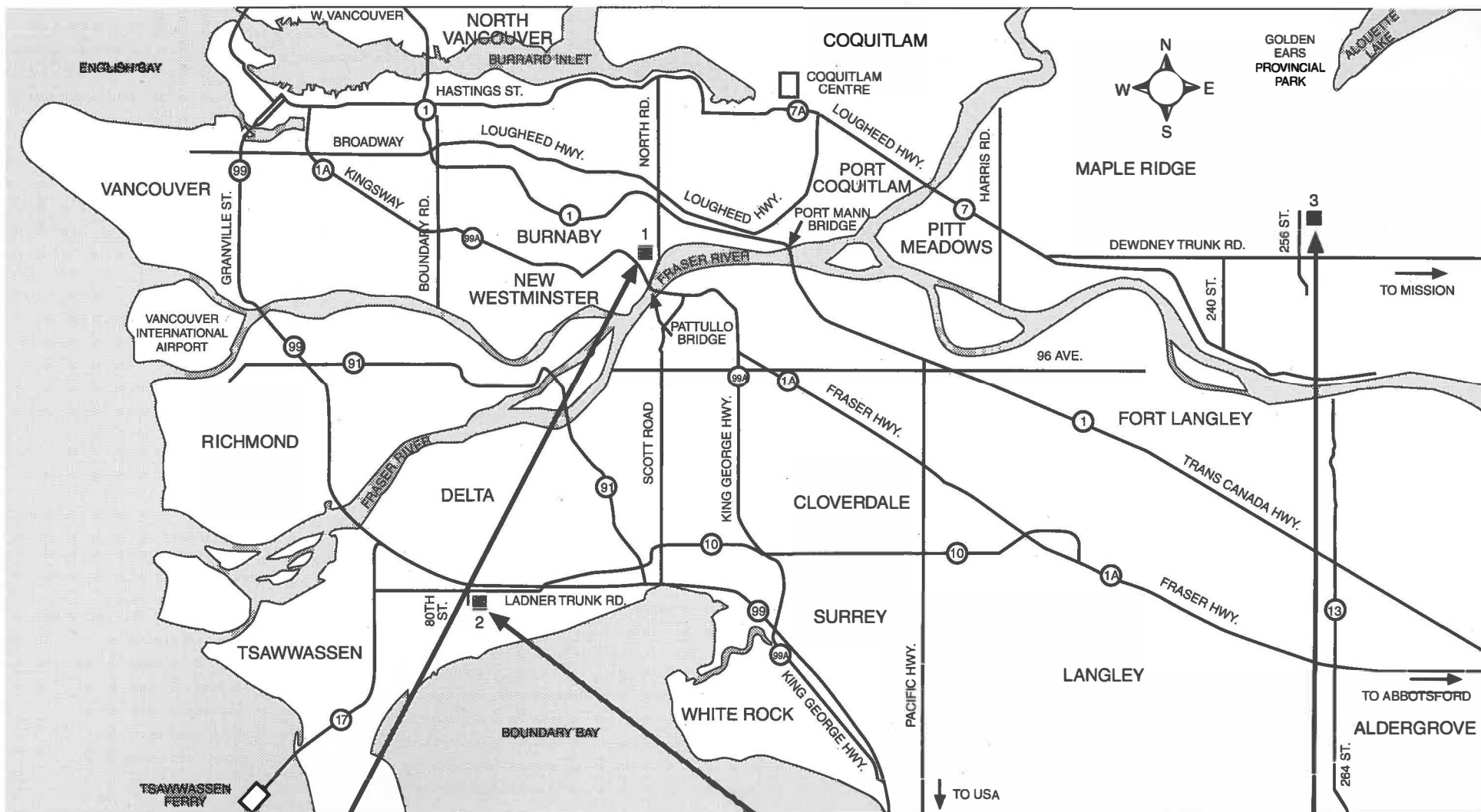
JJ
**JUSTICE
INSTITUTE
OF B.C.**

Centre for Conflict Resolution

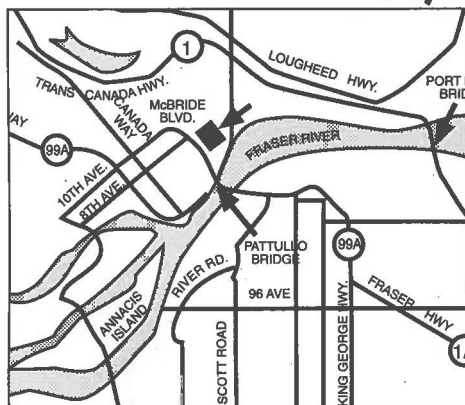
CALENDAR
SEPTEMBER TO DECEMBER
1998

"Training for Safer Communities"





1. JUSTICE INSTITUTE Main Campus



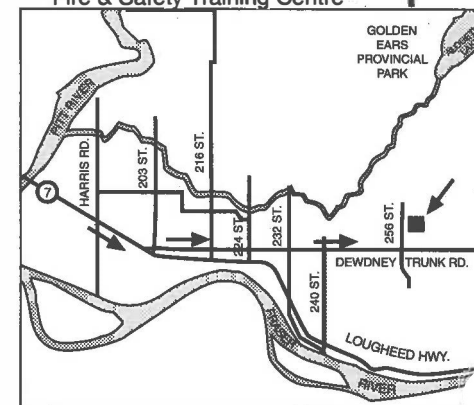
715 McBride Blvd.
New Westminster
BC V3L 5T4
Telephone:
(604) 525-5422
Facsimile:
(604) 525-5653

2. JUSTICE INSTITUTE Pacific Traffic Education Centre



Boundary Bay
Airport
Telephone:
(604) 528-5805
Facsimile:
(604) 525-5806

3. JUSTICE INSTITUTE Fire & Safety Training Centre



13500 -
256th Street
Maple Ridge
BC V4R 1E2
Telephone:
(604) 462-1000
Facsimile:
(604) 462-9149

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JI Telephone Numbers

Registration Office	(604) 528-5590	Library	(604) 528-5599
General Inquiries, Receptionist	(604) 528-5608	Instructional Media Development Centre	(604) 528-5600
First Nations Advisor	(604) 528-5621	Student Services Advisor	(604) 528-5663

Registration

It's easy to register!



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



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



In person: 8:00 am – 5:00 pm,
Monday to Friday



By fax: (604)528-5653

INQUIRIES BY E-MAIL

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

REGISTER EARLY

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

TAX DEDUCTION

You may deduct tuition fees from your taxable income if the total amount exceeds \$100 for the year. Income tax receipts will be issued in February 1999 for all 1998 courses.

REFUNDS

Registration fees are refundable provided we receive notification of cancellation one week (7 days) prior to the course date. *Refunds are subject to an administrative charge.*

TRANSFERS

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

SUBSTITUTIONS

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

CONFIRMATION OF REGISTRATION

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

COURSE CANCELLATIONS

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

NSF CHEQUES

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

ADDRESS OR NAME CHANGE

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

STUDENTS WITH DISABILITIES



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

PARKING

Parking at the JI campus is free of charge.

FOOD ON CAMPUS

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

PAY PHONES

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

REDUCE, REUSE, RECYCLE

In support of the JI's "Green Policy," you are encouraged to bring your own "travel mug" for beverages, and to use designated containers for recycling aluminum cans, bottles, and paper.

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

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 ()
DISABILITIES/SPECIAL REQUIREMENTS (PLEASE DESCRIBE): _____		
ARE YOU OF ABORIGINAL HERITAGE? <input type="checkbox"/> YES <input type="checkbox"/> NO		

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

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

ENCLOSED IS MY COURSE FEE PAYMENT BY:

☐ Cheque or money order. Cheque issued by: _____

Name of Cardholder

☐ MasterCard

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Exp.

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☐ VISA

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Exp.

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Authorization Number _____

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

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

PLEASE USE ONE REGISTRATION FORM PER STUDENT. PHOTOCOPY THIS FORM FOR USE BY EACH ADDITIONAL STUDENT.

Centre for Conflict Resolution

A Message from the Director

This has been a year of significant change and growth for the mediation field in BC. At the Centre for Conflict Resolution, we have been involved in the development and planning of change initiatives on a provincial level and have reflected those changes within our programming. Those initiatives included the Small Claims Mediation Practicum Pilot Project, the Supreme Court Mediation Roster process, and Restorative Justice projects. We continue to strive for excellence by remaining innovative, open, and investigative in all undertakings, while listening and thoughtfully responding to community needs when we program. As individuals, organizations, or communities engaged in a process of change, we welcome your suggestions at any time as to how we might do this better.

Over the past 11 years of the Certificate Program in Conflict Resolution, you have told us that you value highly the reputation the JI has for conflict resolution/negotiation/mediation training and the excellent calibre of our instructional team. We continue in our commitment to offer you quality instructional services designed to meet and exceed requirements for national or provincial practitioner certification in mediation. At the same time, for the many students in the program who do not seek a career in mediation, we are committed to providing training that enables you to develop a solid base of skills and analytical tools to strengthen your ability to deal with workplace, personal conflict, and negotiation situations.

Through the past year we have added 12 new courses in mediation to our program, including advanced courses for program graduates and practising mediators as well as courses addressing areas of specialization within the field. On a regular basis we include leading professionals from across North America in our programming. (This fall, look for our new course **Designing Conflict Management Systems**, by Christina Sickles Merchant [page 14].) Whenever possible, we partner with other mediation organizations to advance the interests of the mediation community. We have contracted extensively with major organizations, Crown corporations, First Nations, and government ministries to design training specific to client-identified learning outcomes and to assist in their change implementations. We have increasingly partnered with other post-secondary institutions and colleges throughout BC to ensure that conflict resolution courses are available regionally. We continue to receive requests for transfer credit into the JI program from colleges and institutions across North America.

We anticipate another exciting year in the dispute resolution field – and at the Centre for Conflict Resolution. Do join us in a challenging, stimulating, and growth-enhancing learning experience that you will never forget!

Marg Huber

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
-

Whom to Contact

(Note: All telephone numbers are area code 604)

Justice Institute of B.C. General Inquiries.....	525-5422
Registration Office	528-5590
Library	528-5599

Course Calendar and Satellite Location Course Listings

Meenpal Basi, Receptionist	528-5608
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General Information – Conflict Resolution Certificate Program

Marg Huber, Director.....	mhuber@jibc.bc.ca	528-5613
Jacqueline Friend, Administrative Assistant (on maternity leave)		
Laurie McAvoy, Acting Administrative Assistant	lmcavoy@jibc.bc.ca ...	528-5612
Cindy Teather, Program Assistant	cteather@jibc.bc.ca ...	528-5610
Carolyn Eyres, Program Assistant	ceyres@jibc.bc.ca	528-5611
Lorraine Savidan, Program Assistant	lsavidan@jibc.bc.ca ...	528-5683

Satellite Locations

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

Kendra McEown, Program Planner	kmceown@jibc.bc.ca .	528-5616
Karen Falk, Program Planner	kfalk@jibc.bc.ca	528-5615

Equivalencies

Nym Hughes, Program Coordinator	nhughes@jibc.bc.ca ...	528-5622
Leslie Murray, Program Coordinator	lmurray@jibc.bc.ca	528-5614

Assessments

Lorraine Savidan, Program Assistant	lsavidan@jibc.bc.ca ...	528-5683
Nym Hughes, Program Coordinator	nhughes@jibc.bc.ca ...	528-5622

Program Guidance

Kerry Gruber, Program Planner	kgruber@jibc.bc.ca	528-5618
Kendra McEown, Program Planner	kmceown@jibc.bc.ca .	528-5616
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

Career Orientation

Nym Hughes, Program Coordinator	nhughes@jibc.bc.ca ...	528-5622
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First Nations Negotiation Skills Certificate Program

Marg Huber, Director.....	mhuber@jibc.bc.ca	528-5613
Renée Nyberg-Smith, First Nations Advisor	rnyberg-smith@jibc.bc.ca .	528-5621
Karen Falk, Program Planner (Contracts)	kfalk@jibc.bc.ca	528-5615

JUSTICE INSTITUTE OF B.C. OUR VALUES

Student-Centred

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

Accessible

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

Innovative

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

Positive and Supportive

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

Quality-Driven

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

Relevant

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

Responsive

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

Teamwork

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

Partnerships

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

Conflict Resolution Training at the Justice Institute

Training Offered

The Centre for Conflict Resolution provides interest-based dispute resolution training through open registration courses, both on campus and at satellite locations across B.C. (see page 18). We also offer training on a contract basis and can design or tailor training to meet specific needs (see next column).

Established in 1986, the Centre is well known in North America for providing comprehensive and high-quality training. Courses can be taken individually (provided prerequisites are met) or applied towards a Certificate in Conflict Resolution. A First Nations Negotiation Skills Certificate is offered on a contract basis to First Nations Tribal Councils or Bands (see page 19). In order to receive a certificate, all required course work must be completed and a skills assessment passed.

Training Format

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

Instructional Team

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

Participants

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

Satellite Locations

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

For information regarding courses being offered at our downtown Vancouver location, please refer to the course

descriptions for our Lower Mainland sites (starting on page 11). For information regarding courses being offered at our out-of-town sites, please refer to the Satellite Locations and Course Listings section found after the course descriptions (page 18).

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

Contract Training

Contract training:

- is available to groups wanting to have courses brought to their site, both locally and out-of-town.
- can be designed to meet the specific needs of the group. Issues that participants face in their day-to-day work can be incorporated into the training and used during role-play practice.
- can be delivered in one to five day modules.
- costs vary according to content, length, the amount of design work required, and the location of the course.
- will be credited towards the Certificate in Conflict Resolution. The type of credit given will depend on the content of the course.

For more information on contract courses, including course descriptions, formats, and costs, contact **Kendra McEown** by telephone/voice mail: (604)528-5616, fax: (604)528-5640, e-mail: kmceown@jibc.bc.ca; or **Karen Falk** by telephone/voice mail: (604)528-5615, fax: (604)528-5640, e-mail: kfalk@jibc.bc.ca.

Working in the Dispute Resolution Field

We offer career orientation sessions to help individuals plan their course work and to provide information about the dispute resolution field. For date/location information, call Reception at (604)528-5608.

Several professional practitioner organizations have recently set standards for mediators. The Centre is committed to providing the classroom training components that will meet these standards. For more information on a career in mediation, the applicable standards, and the certification process, contact the following organizations:

- The Mediation Development Association of B.C. – (604)524-4552
- B.C. Arbitration and Mediation Institute – (604)736-6614
- Family Mediation Canada – (519)836-7750
- Society of Professionals in Dispute Resolution, B.C. Chapter – e-mail: spidr@spidr.org

Certificate in Conflict Resolution

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

Program graduates have:

- a broad base of collaborative conflict resolution skills, attitudes, and knowledge
- 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 and direct speaking
- practice in resolving interpersonal conflict, negotiating mutually satisfactory outcomes in both informal and formal settings, and mediating two-person disputes
- in-depth training in an area of specialization such as mediation or resolving conflicts in groups and organizations
- concrete and consistent feedback on progress

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

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

To discuss absences from courses, contact Leslie Murray at (604)528-5614 or Nym Hughes at (604)528-5622. (See Course Progression on page 10 for the order in which to take the courses.)

Admission to the Program

You have to apply to become a candidate in the Conflict Resolution Certificate Program. However, you can take courses without being a Certificate candidate. You can apply and come into the Certificate Program before you take any courses, or you can apply after you have taken several or many courses. All of your previous courses taken through the Centre will be credited towards the Certificate Program. You must be enrolled in the Certificate Program to take the assessment and receive a Certificate.

For an application package, please contact the Centre at (604)528-5608. To request candidacy, please submit your completed application form with a \$75 program application fee to **Cindy Teather**, Program Assistant, Centre for Conflict Resolution Training.

Required Courses (page 11)

- 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)

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.

Electives (page 13)

Electives allow for skill building in areas of your choice and an opportunity to focus on specialized areas such as mediation, workplace and organizations, and multiparty dispute resolution.

Course Progression

You may wish to start with the skills building elective, CR102 (Critical Skills for Communicating in Conflict) before you take your first required course.

You would start your required course work with one of the 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, take CR260 (Negotiation Skills Level I). You would then take elective courses and the required courses CR250 (Mediation Skills Level I) and CR200 (Dealing with Anger).

After you have finished four out of your five required courses, take or finish taking your elective courses. You can take any elective courses that appeal to you. It might be electives that deepen or expand your skills, or electives that specialize in a particular content area. If you want feedback on your skill development, take CR910, Reality Check. Your elective courses are up to you.

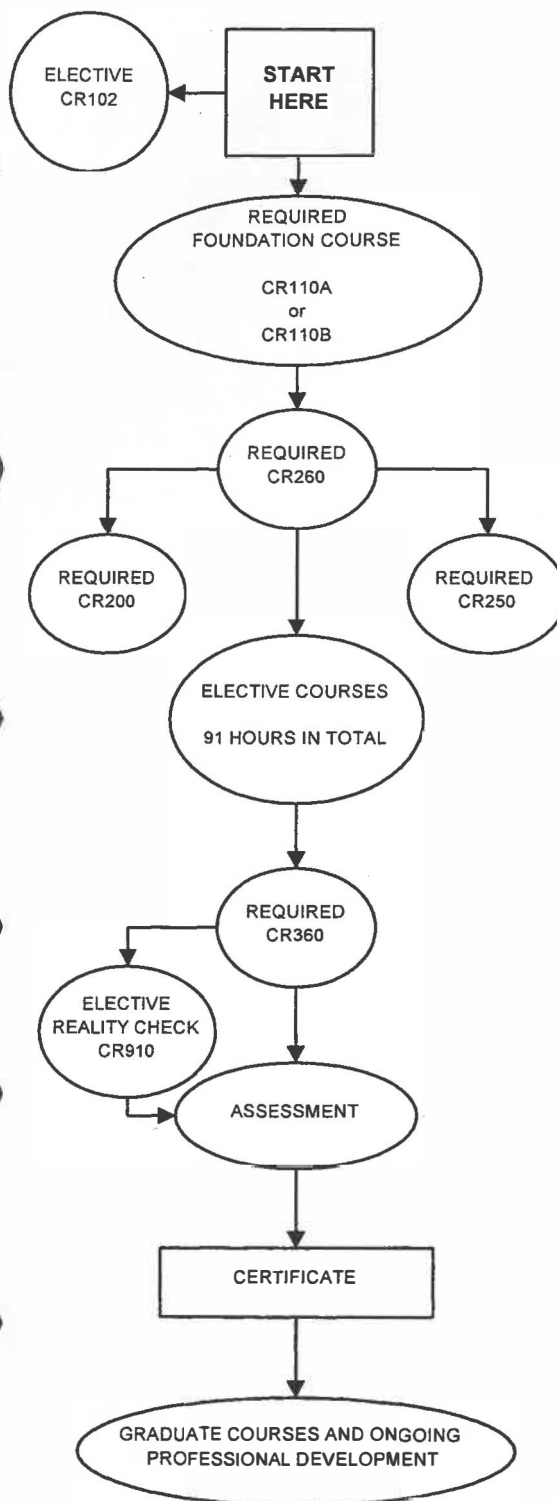
When you have finished most or all of your elective hours, take your remaining required course, CR360, Negotiation Skills Level II.

We suggest taking CR910, Reality Check, shortly before your assessment date.

You are now ready to register for your Conflict Resolution/Negotiation Assessment.

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 two out of three candidates are successful on their first assessment; of those who try again, another two out of three are successful the second time.

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



Course Exemptions

You may request that training in conflict resolution taken outside the Justice Institute be considered for equivalency credit, provided it is similar in format and content. Please make this request in writing at the time of your program application, and provide detailed documentation of previous training. *Please allow up to three weeks for processing of your exemption request.* Contact Nym Hughes at (604)528-5622 or Leslie Murray at (604)528-5614.

Information for Participants

TIME AND LOCATION OF CLASSES

Unless otherwise indicated under individual course listings, courses will be held at the Justice Institute from 9:00 am to 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 limited to students enrolled in the Conflict Resolution Certificate Program. Others may borrow through interlibrary loan. Contact the librarian at your ministry, office, community college, university, or public library.

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. The Justice Institute remains open Wednesday evenings until 9:00, and the cafeteria and common areas are available for students who wish to organize practice groups to meet on campus.

INSTRUCTOR SUBSTITUTIONS AND LOCATION CHANGES

The Centre may find it necessary to substitute a different instructor for the courses listed.

It may also be necessary to change the location of any course due to space restrictions on campus. Participants will be notified of changes in course location at least one week before the course starting date.

VIDEOTAPES

Students are encouraged to bring a VHS videotape to record their practice sessions in required courses. Blank video cassettes can be purchased at the JI Library for \$5.

REFUNDS

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

Course Descriptions

Required Courses

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

Dealing with Interpersonal Conflict (CR110A)*

This course gives participants an overview of and 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 practice 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 core courses. Take either CR110A or CR110B as you will receive credit for one or the other, not both.**

Length: Three days (21 hours)

Date(s): **September 23-25**, Wendy Hilliard

October 15-17, Mario Govorchin

October 28-30, Joan Balmer

November 2-4, Joan Balmer; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver

November 19-21, Gary Harper

December 8-10, Wendy Hilliard

Fee: \$350

Resolving Conflict in the Workplace (CR110B)

This course is equivalent to Dealing with Interpersonal Conflict, but focuses on workplace conflict situations. The course explores the dynamics of conflict, both generally and in the work environment. Participants assess their own conflict style and broaden their range of ways to resolve conflicts effectively.

Emphasis is on effective communication and on skills, concepts, and approaches for collaborative conflict resolution. This course will be of particular value to managers and supervisors who wish to expand their leadership skills. This is a highly participatory course with an emphasis on increasing self-awareness and skill development through structured exercises and simulations. Students are encouraged to bring a VHS videotape to record their role play on the final day of the course. **This course is equivalent to CR110A and is a prerequisite for all other core courses. Take either CR110A or CR110B as you will receive credit for one or the other, not both.**

Length: Three days (21 hours)

Date(s): **September 21-23**, Stacey Holloway
September 30 – October 2, Ed Jackson; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver
October 6-8, Nancy McPhee
October 20-22, Nancy McPhee
November 3-5, Kelly Henderson
November 14, 21, 28, Jim Toogood
November 17-19, Jill Schroder
December 2-4, Joan Balmer
December 7-9, Gary Harper

Fee: \$350

Negotiation Skills Level I (CR260)

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. **Required reading:** *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd ed., 1992. **Prerequisite(s):** CR110A or CR110B.

Length: Three days (21 hours)

Date(s): **September 28-30**, Kelly Henderson
October 19-21, Dale Zaiser; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver
October 22-24, Kelly Henderson
November 4-6, Deborah White
November 30 – December 2, Wendy Hilliard

Fee: \$350

Dealing with Anger (CR200)with Anger (#CR200)*

Angry, hostile, or resistant feelings and behaviours are commonly generated in conflict situations. Efforts to resolve the conflict may be ineffective if these feelings are ignored or denied. This course builds on the material in 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. **Prerequisite(s):** CR110A or CR110B. **Recommended:** CR260 be taken prior to this course.

Length: Three days (21 hours)

Date(s): **September 29 – October 1**, Elizabeth Azmier-Stewart
October 19-21, Elizabeth Azmier-Stewart
November 2-4, Ron Monk
November 18-20, Nancy McPhee
December 2-4, Karen Haddigan; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver
December 9-11, Stacey Holloway

Fee: \$350

Mediation Skills Level I (CR250)*

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. **Prerequisite(s):** CR110A or CR110B. **Recommended:** CR260 be taken prior to this course.

Length: Three days (21 hours)

Date(s): **October 5-7**, Ron Monk
October 27-29, Elizabeth Azmier-Stewart
November 16-18, Ron Monk; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver
November 23-25, Dale Zaiser

Fee: \$350

Negotiation Skills Level II (CR360)

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. Required reading: *Getting Past No* by William Ury. Participants are required to bring their Negotiation manual to this course. Prerequisite(s): CR110A or CR110B, CR200, CR250, CR260.

Length: Five days (35 hours)
Date(s): October 22-23, 26-28, Mario Govorchin
November 23-27, Stacey Holloway
December 3-4, 7-9, Dale Zaiser
Fee: \$575

Elective Courses

Critical Skills for Communicating in Conflict (CR102) Skills for Communicating in Conflict (#CR102)*

This course focuses intensively on communication skills essential for effective mediating, negotiating, or resolving of interpersonal conflict. It is recommended for anyone entering the Certificate Program, and would also be helpful as an isolated learning experience. Each skill will be demonstrated and then practised in short exercises involving conflict situations. Specific skills include: non-judgmental listening, clarifying, questioning, reframing, and assertive, non-defensive communication. Prerequisite(s): none.

Length: Two days (14 hours)
Date(s): September 17-18, Jim Toogood
September 28-29, Wendy Hilliard; at BCIT
Downtown Education Centre, 555 Seymour Street
(at Dunsmuir), Vancouver
October 13-14, Jill Schroder
November 9-10, Ed Jackson
November 25-26, Gary Harper
December 10-11, Deborah White
Fee: \$250

Asserting Yourself Under Pressure (CR104) Yourself Under Pressure (#CR104)*

Assertively expressing your needs, thoughts, feelings, and beliefs is essential to improving self-esteem, enhancing relationships, and negotiating interest-based agreements. It is also a key element in ensuring mutual understanding and respect, especially when strong feelings are involved. This course is for people who want more skills and practice in expressing their own needs. It is particularly useful to those who sometimes over-react or sell themselves out in conflict encounters, such as when dealing with powerful, aggressive individuals, or in high-risk, high-stakes situations. Recommended: CR110A or CR110B be taken prior to this course.

Length: Two days (14 hours)
Date(s): October 1-2, Deborah White
November 5-6, Mario Govorchin; at BCIT Downtown
Education Centre, 555 Seymour Street (at Dunsmuir),
Vancouver
November 30 – December 1, Mario Govorchin
Fee: \$250

Criticism: How to Give and Receive It (CR206): How to Give and Receive It (#CR206)*

Critiquing the work or behaviour of others can be one of the most difficult tasks that we perform. As individuals, colleagues, supervisors, and managers, we are often called upon to give criticism. If done well, it can be an opportunity for growth and increased understanding. If done poorly, it can damage relationships, limit opportunities, and increase stress. In this course, participants will explore and practise the essential elements of giving and receiving constructive criticism. Prerequisite(s): CR110A or CR110B.

Length: Two days (14 hours)
Date(s): September 21-22
Fee: \$250
Instructor(s): Deborah White

Making It Hard to Say No – Negotiating with Difficult People (CR362) It Hard to Say No B Negotiating with Difficult People (#CR362)*

The negotiation model presented in the required courses provides a useful framework for negotiating mutually satisfactory agreements, yet problems emerge when we apply this model to people who only want to win. The question is how to find common ground and move toward joint problem solving with individuals who are confrontational, inflexible, reluctant, and unreasonable. This course focuses on the techniques of effective negotiation in difficult situations. Participants will learn the five-step strategy presented in William Ury's book *Getting Past No*. Prerequisite(s): CR110A or CR110B and one of CR200, CR250, or CR260. Recommended: CR102 be taken prior to this course.

Length: Two days (14 hours)
Date(s): October 15-16
Fee: \$250
Instructor(s): Arthur Ridgeway

"Reality Check" (CR910)

Resolution/Negotiation Assessment: RealityCheck (#CR910) Want a clear sense of your current negotiation/conflict resolution skills? This course provides an opportunity for participants to work interactively with an instructor in role-play situations. With a maximum class size of five, each participant will have individualized and immediate feedback from the instructor, who will play the role of the other party. Participants will receive concrete feedback on strong areas and areas needing additional work. This course is particularly recommended to people preparing for assessment, as the role plays simulate the degree of difficulty in the assessment experience and feedback is given with specific reference to our criteria for successful completion of the assessment. It would also be useful to people re-entering the Certificate Program after not taking courses for a while, or for those who want to identify strengths and challenge areas in order to plan their elective courses. Space is limited, so if you want a "reality check," register early. Prerequisite(s): CR260.

Length: One day (7 hours)

Date(s): September 18
October 13
November 6
November 13
November 27
Fee: \$125
Instructor(s): Assessors in the Conflict Resolution Certificate Program

Reconciling Differences: Personality and Behaviour (CR834)

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 FIRO-B, participants will gain an understanding of how these factors contribute to conflict and can be used to facilitate its resolution. **Prerequisite(s):** CR110A or CR110B and one of CR200, CR250, or CR260.

Length: Two days (14 hours)
Date(s): November 30 – December 1; at BCIT
Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver
Fee: \$275 (course fee includes test instruments)
Instructor(s): Arthur Ridgeway

Shifting from Positions to Interests (CR302) from Positions to Interests (#CR302)

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. **Prerequisite(s):** CR110A or CR110B and one of CR200, CR250, or CR260. **Recommended:** CR102 be taken prior to this course.

Length: Two days (14 hours)
Date(s): October 13-14
December 2-3
Fee: \$250
Instructor(s): Arthur Ridgeway

Teaching Conflict Resolution Survival Skills with Stories and Drama (CR779)

Designed to help teachers address goals of personal planning, this course focuses on the use of story, drama, and writing to promote practical, esteem-building skills such as self-control, self-management, active listening, assertiveness, and problem solving. Beginning with stories of schoolchildren in typical problem situations, participants will explore the techniques of role play, script writing, and storytelling to help students understand sources of conflict and to master interpersonal skills that contribute to mental well-being and success. Emphasis will then be placed on easily taught “how-to” strategies that will maximize success. Fee includes the audio cassette *The Boy in the Mirror* (stories of students in conflict) and a 53-page resource manual designed for classroom use. **Prerequisite(s):** CR110A or CR110B.

Length: Two days (14 hours)
Date(s): (This course is offered on a contract basis to schools and school districts. Please contact us for details.)
Instructor(s): **Jack Emberly**, M.Ed., is an elementary school teacher (resource room, learning assistant, classroom) with 26 years of experience, who has received several grants for his work with at-risk students and their families inside the school system. Currently a grade 5 classroom teacher and a professional storyteller, Jack employs writing, drama, and story to promote self-esteem, self-confidence, and empathy. He is the author of a story cassette entitled *The Boy in the Mirror* and a lesson-approach *Teacher Resource Manual*.

Workplace and Organizational Electives

NEW

Designing Conflict Management Systems (CR848)

Downsizing, restructuring, and other mandates for change transform the workplace. The inevitable by-product is the acceleration of conflict, for which ADR practitioners are often asked to intervene and recommend resolution methods. The process of assessing and “scoping” the work, designing the intervention, and supporting the follow-through offers the dispute resolution professional the chance to have a broad and lasting impact. Participants will explore through an interactive mix of theory and practice: processes for “scoping the project,” determining what role (if any) the ADR consultant will play; contracting with the client regarding goals, participation, and learning; coaching clients in resolution choices to find the “fit” of interventions (dispute-specific, process-specific, and systems-specific); minimizing resistance and maximizing incentives to enhance organizational redesign efforts; exploration of cutting-edge issues and applications to “back-home” issues, including the creation of “self-mediating systems”; and handling ethical and practice dilemmas. **Prerequisite(s):** CR400.

(continued on next page)

Length: Two days
Date(s): October 19-20
Fee: \$300
Instructor(s): **Christina Sickles Merchant**, from Arlington, Virginia, is a highly experienced dispute resolution professional with over 27 years in the field as a mediator, facilitator, trainer, program manager, and dispute systems designer, primarily in the labour-management dispute arena. She co-authored *Designing Conflict Management Systems*, Jossey-Bass, 1996, winner of the Best Book of 1997 Award from the International Association of Conflict Management.

NEW

Building Positive Relationships in a Diverse Workplace (CR847)

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. **Prerequisite(s):** none.

Length: Three days (21 hours)
Date(s): **November 18-20**; at the **Italian Cultural Centre, Room 7, 3075 Slocan Street, Vancouver**
Fee: \$350
Instructor(s): **Charles Boehm-Hill, Ed Eduljee, and Jeannette Matson**

Group Dynamics (CR504)

Dynamics (#CR504) 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. **Prerequisite(s):** CR110A or CR110B and one of CR250 or CR260.

Length: Two days (14 hours)
Date(s): **October 22-23**; at **BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver**
Fee: \$250

Instructor(s): **Karen Haddigan**
Handling Conflict on the Telephone (CR101)

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 limited experience in the program. **Prerequisite(s):** none.

Length: One day (7 hours)
Date(s): **October 5**
November 2
Fee: \$125
Instructor(s): **Dale Trimble**

Managing the Hostile Individual (CR108)the Hostile Individual (#CR108)

This course is for high-risk professionals who have not taken other courses in the program. Many professionals find themselves the target of hostile or aggressive behaviour as a regular part of their jobs. Dealing with these encounters inevitably requires emotional energy and frequently results in increased stress. This course provides alternatives for constructively managing hostile individuals. Attention is given to risk factors and ensuring personal safety. Participants will have an opportunity to identify factors that escalate the level of hostility, identify personal responses to hostile behaviour, learn and practise a model for defusing hostility, and increase skills in constructively confronting problem behaviour. **Prerequisite(s):** none.

Length: Two days (14 hours)
Date(s): **November 9-10**
Fee: \$250
Instructor(s): **Mario Govorchin**

Watch for these additional workplace and organizational electives in our January to August 1999 calendar:

- The Organizational Uses of Conflict
- Negotiating in a Labour Context
- The Challenges of Facilitating
- Mediating Discrimination and Harassment Disputes

Mediation Electives

The Centre for Conflict Resolution Training continues to offer advanced skills-based mediation courses and to develop new courses. If you wish to practise mediation professionally, we suggest that you look to your intended field of practice for the appropriate level of knowledge, training, and experience required for certification. See also page 8 under "Working in the Dispute Resolution Field."

(continued on next page)

NEW**Civil Procedure (CR846) Procedure (#CR846)**

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 and want to be considered for the upcoming Supreme Court roster of mediators. 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. **Prerequisite(s):** Mediation Level I (CR250) or equivalent.

Length: Two days (14 hours)
 Date(s): **October 8-9**
November 19-20; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver
 Fee: \$250
 Instructor(s): Terry Harris

Mediation Skills Level II (CR400) Skills, Level II (#CR400)

This course applies the mediation process and skills from the Level I course to more challenging situations in order to prepare the participant to deal with more complex and emotionally charged conflicts as a mediator. Skills, theory, and techniques include probing, power balancing, client resistance and anger, developing a personal mediating style, and legal and ethical issues. Emphasis is on skill development through simulated mediations, with assistance and feedback from trained coaches. Videotape will be used on the final day. **Participants are required to bring their Mediation manual to this course.** **Prerequisite(s):** CR110A or CR110B, CR250, CR260.

Length: Five days (35 hours)
 Date(s): **October 8-9, 13-15, Deborah White**
November 12-13, 16-18, Karen Haddigan
 Fee: \$575

Mediation Skills Level III (CR829)

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

directiveness; and mediator participation in problem solving and framing outcomes. **Prerequisite(s):** CR360, CR400.

Length: Two days (14 hours)
 Date(s): **September 14-15**
 Fee: \$250
 Instructor(s): Michael Fogel

NEW**Designing Conflict Management Systems (CR848)**

For a course description, see page 14.

Length: Two days
 Date(s): **October 19-20**
 Fee: \$300
 Instructor(s): **Christina Sickles Merchant**, from Arlington, Virginia, is a highly experienced dispute resolution professional with over 27 years in the field as a mediator, facilitator, trainer, program manager, and dispute systems designer, primarily within the labour-management dispute arena. She co-authored *Designing Conflict Management Systems*, Jossey-Bass, 1996, winner of the Best Book of 1997 Award from the International Association of Conflict Management.

Victim/Offender Mediation (CR827)

This course addresses the use of mediation in the context of the criminal justice system: resolving issues for victims and offenders. Participants will develop an understanding of the Restorative Justice principles and values that for over 20 years have guided the use of this process in seeking to effectively address crime in the community. Using actual case studies, we will learn and practise the process and skills used in making initial client contacts and in conducting the mediation, addressing minor offences and some levels of assault. **Note:** The focus of the course will be on practitioner practice rather than on setting up a victim/offender program. **Recommended reading:** *Changing Lenses* by Howard Zehr. **Prerequisite(s):** CR250.

Length: Four days (28 hours)
 Date(s): **November 3-6**
 Fee: \$470
 Instructor(s): **Eric Gilman** is a Senior Mediator and the Training and Education Coordinator for Fraser Region Community Justice Initiatives Association, one of Canada's most respected victim/offender mediation agencies.

Watch for the following mediation electives in our January to August 1999 calendar:

- Managing the Emotional Climate
- Conciliation and Caucusing
- Mediating Discrimination and Harassment Complaints
- Strategic Mediation

Family Mediation Electives

These specialized electives add specificity, content, and advanced skills in the field of family mediation to the generic core of mediation skills gained by students who have taken either courses in the Justice Institute Conflict Resolution Certificate Program or equivalent training. The criteria that form the basis of the specialized family mediation courses are the Practice Guidelines and Family Relations Mediator Certification Process passed in October 1996 by Family Mediation Canada (FMC), the national family mediation organization. Mediators are advised to consult with FMC regarding applicable training requirements for certification.

Comprehensive Family and Divorce Mediation (CR456)

This overview course is for mediators who expect to practise in the family area. It reviews the mediation practice standards of Family Mediation Canada, and addresses psychological, legal, and financial issues relating to separation, divorce, and family reorganization. Three hours of training will focus on ethics. Participants will examine and practise appropriate family mediation techniques and interventions in the following areas: the intake process, parenting, financial objectives for adults and children of the marriage, distinguishing between interim and long-range issues, balancing power, caucusing, and formalizing the agreement. The instructor will touch on relevant areas such as the impact of separation and divorce, screening tools, spousal and child support, and matrimonial property. **Prerequisite(s):** CR250 or equivalent mediation skills training.

Length: Five days (35 hours)
Date(s): **November 23-27**
Fee: \$575
Instructor(s): Daniel Hamoline

Best Interests of the Child (Part I): Family Dynamics (CR453)

Children are inevitably affected by the crisis of divorce and the decisions made when their family is restructured. This course will expand the knowledge and abilities of family mediators by focusing on the interests of children during mediation. Participants will learn about family dynamics involved in separation and divorce, developmental concerns of children who experience family breakup, assessing appropriate parenting plans, custody and access arrangements, and strategies to ensure the optimal adjustment of children. This course will emphasize skills for effective mediation in family situations, including ways to involve children in the process where appropriate. **Prerequisite(s):** CR250 or equivalent mediation skills training.

Length: Two days (14 hours)
Date(s): **November 30 – December 1**
Fee: \$250
Instructor(s): Kelly Kennedy and Ellen Shapiro

Other JI Courses of Interest to Family Mediators

Introduction to Family Justice Services in B.C. (#CORR606DE)

What information will help separating couples develop a parenting plan? This introductory correspondence course is for mediators and those working in the helping professions. Participants will learn how the courts define legal terms such as *custody*, *access*, *guardianship*, and *support*, and how the family justice system works. The content will not cover issues of property division. This course is regularly offered as a three-day sessional course but will not be available as such until the Spring 1999 term.

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

Length: Three-month guideline (course should be completed within three months)
Date(s): Open-ended registration (you may register at any time)
Fee: \$350
Instructor(s): Michael Rittinger, Family Trainer, Corrections and Community Justice Division

Satellite Locations and Course Listings

Following are the courses being offered at our out-of-town satellite locations from September through December as of the date of this printing. Many of our satellite locations will be scheduling additional courses for the fall/winter session. For updates on satellite course offerings and information on locations not listed here, please contact Carolyn Eyres (telephone: [604]528-5611; fax: [604]528-5640; e-mail: ceyres@jibc.bc.ca).

Note: Many of our co-sponsors use course numbers different from those found in our course listings, so it is important to cross-reference by course title. Please refer to the course descriptions (starting on page 11) for further information and prerequisites. Please contact the co-sponsor listed for tuition fee information, as fees vary as a result of travel and administrative costs associated with each location. You are encouraged to register early, as minimum registration deadlines apply and class size is limited to 20 participants.

VANCOUVER ISLAND

VICTORIA: CAMOSUN COLLEGE, School of Business, Interurban Campus, 4461 Interurban Road
Information: (250)370-4565; Registration: (250)592-1556 or (250)370-3841.

- Sep 24-26 **CR110A/Dealing with Interpersonal Conflict**
Instructor: Duncan Stewart
- Oct 1-3 **CR110B/Resolving Conflict in the Workplace**
Instructor: Patricia Lane
- Oct 29-31 **CR260/Negotiation Skills Level I**
Instructor: Nancy McPhee
- Nov 19-21 **CR250/Mediation Skills Level I**
Instructor: Elizabeth Azmier-Stewart
- Nov 27-28 **CR846/Civil Procedure**
Instructor: Terry Harris
- Dec 4-5 **CR302/Shifting from Positions to Interests**
Instructor: Arthur Ridgeway
- Dec 10-12 **CR200/Dealing with Anger**
Instructor: Ron Monk

NANAIMO: MALASPINA UNIVERSITY COLLEGE, Community Education Division, 900 – 5th Street
Information: (250)755-8775; Registration: (250)755-8755

- Oct 22-24 **CR110A/Dealing with Interpersonal Conflict**
Instructor: Ron Monk
- Nov 5-7 **CR200/Dealing with Anger**
Instructor: Elizabeth Azmier-Stewart
- Dec 3-5 **CR250/Mediation Skills Level I**
Instructor: Donna Soules

CAMPBELL RIVER: NORTH ISLAND COLLEGE, Community Education Programs, 1681 South Dogwood Street
Information and Registration: (250)923-9790

- Oct 29-31 **CR110B/Resolving Conflict in the Workplace**
Instructor: Donna Soules
- Nov 26-28 **CR260/Negotiation Skills Level I**
Instructor: Nancy McPhee

OKANAGAN/KOOTENAYS

PENTICTON: OKANAGAN UNIVERSITY COLLEGE, Continuing Education, Penticton Campus, 583 Duncan Avenue West
Information: Joyce Hoglund, Continuing Education Penticton, (250)492-4305; Registration: (250)490-3959

- Oct 23-24 **CR102/Critical Skills for Communicating in Conflict**
Instructor: Gary Harper
Coming in 1999 Winter/Spring term:
- Feb 25-27 **CR110B/Resolving Conflict in the Workplace**
Instructor: Kelly Henderson
- May 6-8 **CR102/Dealing with Anger**
Instructor: TBA

VERNON: OKANAGAN UNIVERSITY COLLEGE, Continuing Education, Vernon Campus, 2899 30th Avenue
Information: Vi Brett, Continuing Education Vernon, (250)545-7274; Registration: (250)545-7274

- Nov 19-21 **CR110A/Dealing with Interpersonal Conflict**
Instructor: Kelly Henderson
Coming in 1999 Winter/Spring term:
- Mar 25-27 **CR260/Negotiation Skills Level I**
Instructor: TBA

CARIBOO/NORTH COAST/NORTHERN B.C.

Watch for courses in Williams Lake, Prince Rupert, and Prince George in 1999!

YUKON

WHITEHORSE: YUKON COLLEGE, Professional Studies
Information: Stu Mackay, (867)668-8751;
Registration: (867)668-8710

Watch for courses in the Winter/Spring 1999 term, including:

- Feb 22-26 **CR400/Mediation Skills Level II**
Instructor: TBA

Assessments

Do you want a “reality check” on whether you are ready for your assessment? For a description of CR910, “Reality Check,” see page 13.

Conflict Resolution/Negotiation Skills Assessment (CR950)

The Conflict Resolution Certificate Program requires a skills assessment in conflict resolution/negotiation. Our assessment procedure consists of:

- submission of 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. The assessor observes the role play and evaluates it based on identified criteria.
- an oral questioning period where the assessor asks the student about key concepts of the program as they relate to the role play (students will receive questions in advance)
- a written self-evaluation of the role play, to be submitted up to two weeks later, once the student has had an opportunity to review the tape of the role play

All four components of the assessment process must be satisfactorily completed for the student to pass the assessment. Students will be notified in writing of the assessment outcome. Further details of the assessment process will be provided to the student upon registration for the assessment. It is strongly recommended that you take the “Reality Check” (CR910) before doing your assessment. Instructors and coaches are also available on a private contract basis to help you prepare for the assessment. To schedule an assessment or for information on the out-of-town assessment option, call **Lorraine Savidan** at **(604)528-5683**.

Date(s): **October 21-30** (registration deadline: **October 2**)
December 2-10 (registration deadline: **November 13**)

Fee: \$190

Assessor(s): Centre for Conflict Resolution Training Instructors

We cannot make exceptions for requests after registration deadline dates.

First Nations Negotiation Skills Certificate Program

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

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

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

First Nations coaches and trainers form part of the training team. All members of the training team have successfully completed Negotiation Skills Training and have extensive

experience in working with First Nations communities and organizations. We attempt to have at least one First Nations member of the training team present for all courses in the program to ensure cultural relevance and address cultural issues.

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

Goals of the Program

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

Whom to Contact

For further information, please feel free to contact:

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

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

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

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 leader of the NCBI Victoria Interim Chapter.

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

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

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

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

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

Karen Haddigan, CRC, B.Sc. (Social Science), C.Med. Trainer in conflict resolution, mediation, and negotiation, specializing in group dynamics. Mediator specializing in group and organizational settings, workplace conflicts, land-use planning processes, and construction disputes. Background in psychology and community development.

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

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

Terry Harris, CRC, C.Med., B.A. (Psych.), LL.B. Trainer in legal education; lawyer and mediator in private practice concentrating on civil and family disputes. Terry is also a Child Protection Mediator and a member of the Tribunal of the B.C. Children's Commission. His background is in counselling, social administration, and social services to children and youth.

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

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

Marg Huber, CRC, B.A., C.Med. Director of the JI Centre for Conflict Resolution. Mediator since 1986, specializing in organizational, non-profit, family, community, and intercultural settings.

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

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

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

Kelly Kennedy, M.A. (cand.). Mediator, counsellor, and trainer in private practice with experience in a variety of human services settings. President of the Reality Therapy Institute of B.C. and member of the Delta Council for Youth Committee.

- Patricia Lane**, I.L.B. Trainer in conflict resolution. Mediator specializing in all aspects of divorce and family mediation as well as commercial mediation. Background in alternative dispute resolution includes labour negotiations, land claims management issues, land-use issues, and organizational development work.
- Jeannette Matson**, M.S.W. Trainer specializing in cultural diversity issues in the dispute resolution process. Jeannette is the director of NCBI B.C. Chapter.
- Sandra McEwan**, CRC, LL.B. Trainer in conflict resolution and intercultural conflict; mediator specializing in child protection, community, and organizational issues.
- 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.
- Ellen Shapiro**, M.A. (Couns. Psych.), CRC. Mediator in private practice specializing in family counselling, family transition, and child development. Experience in mediating, counselling, and training, both in private practice and in the non-profit sector.
- Donna Soules**, CRC, B.A. Trainer in conflict resolution. Mediator in organizational, family, parent-teen, custody, and school conflicts. Background in school and high-risk adolescent counselling.
- Duncan Stewart**, CRC, M.Ed., Ph.D. (Psych.), Dipl. Bus. Admin., RCC. Trainer and consultant in conflict resolution, mediation, and negotiation. Specializing in remedial interventions for dysfunctional workgroups, particularly those involving resolution of harassment and discrimination complaints. Background in organizational development, employee assistance programs, and group facilitation consultation services for human resources management and labour groups.
- Michael Talbot**, M.A., M.Tech. Organizational consultant in private practice, with a particular interest in organizational evolution.
- Jim Toogood**, CRC. Trainer in conflict resolution, negotiation, and mediation with First Nations groups. Mediator, facilitator, and consultant in organizational workplace settings, commercial, personal injury, and labour disputes. Background in business and labour.
- Dale Trimble**, M.A. Counsellor in private practice and co-founder of the Vancouver Assaultive Husbands Program. He has been working with assaultive men since 1977, and has provided training, consultation, and supervision throughout Canada.
- Lee Turnbull**, LL.B., M.Ed., C.Med. Mediator, facilitator, and trainer in the family, commercial, government, and organizational areas.
- Deborah White**, B.S.W., M.A. Trainer in conflict resolution negotiation, mediation, change management, team building, and communication skills specializing in organizational training. Mediator, facilitator, and consultant focusing on organizations, community, and multi-party disputes. Background in human relations and group facilitation.
- Dale Zaiser**, B.A., M.A. Trainer in conflict resolution, negotiation, and interpersonal skills. Facilitator working with organizational conflict and the management of change. Background includes psychiatric nursing, peer mediation in the school system, and organizational development work.

Coaches

Mike Adam, Nancy Baker, Juan Barker, Keith Barker, Janice Bateman, Sherry Bowlby, Pat Bragg, Susan Cawsey, Judith Ceroli, Beryl Clayton, Rosemary Couch, Brenda Dion-Walchuk, Linda Dobson-Sayer, Sandy Dunlop, Marion Dyck, Jory Faibish, Brian Frank, Maureen Garrity, Kelly Grittner, Maureen Hannah, Anne Harker, Terry Harris, Caroline Hayes, Nancy Hinds, Jennifer Johnson, Mark Johnson, Kel Kelly, Tim Langdon, Mary Ann Lewis, Rob Lewis, Sherry Lockwood, Claudia Lowry, Laura Matsuda, John McCandless, Marguerite McCallion, Sandra McEwan, Mary McGregor, Julia Menard, Susan Mulkey, Carol Myers, Terry Neiman, Dorothy Newman, Christine Newton, Phyllis Nordquist, Sena Paradis, Ingrid Pipke, Keith Purvin-Good, Jane Roberts, Lina Rose, Sandra Rossi, Madeline Sauve, Lane Sherman, Rick Singer, Steve Smythe, Donna Soules, Pamela Theriault, Leanne Turnbull, Lillian Van Pelt, Heather Wheating, Cliff White, Gordon White, Kim White, Sharon Wilson, Liz Wouters, John Wright, Doug Yearwood, Susan Yerxa.

Conflict Resolution Chronological Course Listing

*Please refer to course descriptions for prerequisites and recommended advance work.
Courses marked with an asterisk (*) have prerequisites that must be met prior to registration.*

*To register in Lower Mainland courses held at the JI New Westminster campus and the BCIT Downtown Vancouver campus,
contact the JI registration office (see page 4).*

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

DATE	COURSE	INSTRUCTOR
Sep 14-15*	Mediation Skills Level III (CR829)	Michael Fogel
Sep 17-18	Critical Skills for Communicating in Conflict (CR102)	Jim Toogood
Sep 18*	"Reality Check" (CR910)	Assessor TBA
Sep 21-22*	Criticism: How to Give and Receive It (CR206)	Deborah White
Sep 21-23	Resolving Conflict in the Workplace (CR110B)	Stacey Holloway
Sep 23-25	Dealing with Interpersonal Conflict (CR110A)	Wendy Hilliard
Sep 24-26	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 <i>Dealing with Interpersonal Conflict (CR110A)</i>	Duncan Stewart
Sep 28-29	BCIT – Critical Skills for Communicating in Conflict (CR102)	Wendy Hilliard
Sep 28-30*	Negotiation Skills Level I (CR260)	Kelly Henderson
Sep 29 – Oct 1*	Dealing with Anger (CR200)	Elizabeth Azmier-Stewart
Sep 30 – Oct 2	BCIT – Resolving Conflict in the Workplace (CR110B)	Ed Jackson
Oct 1-2	Asserting Yourself Under Pressure (CR104)	Deborah White
Oct 1-3	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 <i>Resolving Conflict in the Workplace (CR110B)</i>	Patricia Lane
Oct 5	Handling Conflict on the Telephone (CR101)	Dale Trimble
Oct 5-7*	Mediation Skills Level I (CR250)	Ron Monk
Oct 6-8	Resolving Conflict in the Workplace (CR110B)	Nancy McPhee
Oct 8-9*	Civil Procedures (CR846)	Terry Harris
Oct 8-9/13-15*	Mediation Skills Level II (CR400)	Deborah White
Oct 13*	"Reality Check" (CR910)	Assessor TBA
Oct 13-14	Critical Skills for Communicating in Conflict (CR102)	Jill Schroder
Oct 13-14*	Shifting from Positions to Interests (CR302)	Arthur Ridgeway
Oct 15-16*	Making It Hard to Say No (CR362)	Arthur Ridgeway
Oct 15-17	Dealing with Interpersonal Conflict (CR110A)	Mario Govorchin
Oct 19-20	Designing Conflict Management Systems (CR848)	Christina Merchant
Oct 19-21*	Dealing with Anger (CR200)	Elizabeth Azmier-Stewart
Oct 19-21*	BCIT – Negotiation Skills Level I (CR260)	Dale Zaiser
Oct 20-22	Resolving Conflict in the Workplace (CR110B)	Nancy McPhee
Oct 22-23*	BCIT – Group Dynamics (CR504)	Karen Haddigan
Oct 22-24*	Negotiation Skills Level I (CR260)	Kelly Henderson
Oct 22-24	MALASPINA UNIVERSITY COLLEGE, NANAIMO. To register: (250)755-8755 <i>Dealing with Interpersonal Conflict (CR110A)</i>	Ron Monk

DATE	COURSE	INSTRUCTOR
Oct 22-23/26-28*	Negotiation Skills Level II (CR360)	Mario Govorchin
Oct 23-24	OKANAGAN UNIVERSITY COLLEGE, PENTICTON. To register: (250)490-3959 <i>Critical Skills For Communicating in Conflict (CR102)</i>	Gary Harper
Oct 27-29*	Mediation Skills Level I (CR250)	Elizabeth Azmier-Stewart
Oct 28-30	Dealing with Interpersonal Conflict (CR110A)	Joan Balmer
Oct 29-31	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 <i>Negotiation Skills Level I (CR260)</i>	Nancy McPhee
Oct 29-31	NORTH ISLAND COLLEGE, CAMPBELL RIVER. To register: (250)923-9790 <i>Resolving Conflict in the Workplace (CR110B)</i>	Donna Soules
Nov 2	Handling Conflict on the Telephone (CR101)	Dale Trimble
Nov 2-4*	Dealing with Anger (CR200)	Ron Monk
Nov 2-4	BCIT – <i>Dealing with Interpersonal Conflict (CR110A)</i>	Joan Balmer
Nov 3-5	Resolving Conflict in the Workplace (CR110B)	Kelly Henderson
Nov 3-6*	Victim Offender Mediation (CR827)	Eric Gilman
Nov 4-6*	Negotiation Skills Level I (CR260)	Deborah White
Nov 5-6	BCIT – <i>Asserting Yourself Under Pressure (CR104)</i>	Mario Govorchin
Nov 5-7	MALASPINA UNIVERSITY COLLEGE, NANAIMO. To register: (250)755-8755 <i>Dealing with Anger (CR200)</i>	Elizabeth Azmier-Stewart
Nov 6*	“Reality Check” (CR910)	Assessor TBA
Nov 9-10	Critical Skills for Communicating in Conflict (CR102)	Ed Jackson
Nov 9-10	Managing the Hostile Individual (CR108)	Mario Govorchin
Nov 12-13/16-18*	Mediation Skills Level 11 (CR400)	Karen Haddigan
Nov 13*	“Reality Check” (CR910)	Assessor TBA
Nov 14, 21 & 28	Resolving Conflict in the Workplace (CR110B)	Jim Toogood
Nov 16-18*	BCIT – <i>Mediation Skills Level 1 (CR250)</i>	Ron Monk
Nov 17-19	Resolving Conflict in the Workplace (CR110B)	Jill Schroder
Nov 18-20*	Dealing with Anger (CR200)	Nancy McPhee
Nov 18-20	Building Positive Relationships in a Diverse Workplace (CR847)	Jeannette Matson Charles Boehm-Hill Ed Eduljee
Nov 19-20*	BCIT – <i>Civil Procedure (CR846)</i>	Terry Harris
Nov 19-21	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 <i>Mediation Skills Level I (CR250)</i>	Elizabeth Azmier-Stewart
Nov 19-21	Dealing with Interpersonal Conflict (CR110A)	Gary Harper
Nov 19-21	OKANAGAN UNIVERSITY COLLEGE, VERNON. To register: (250)545-7274 <i>Dealing with Interpersonal Conflict (CR110A)</i>	Kelly Henderson
Nov 23-25*	Mediation Skills Level I (CR250)	Dale Zaiser
Nov 23-27*	Negotiation Skills Level II (CR360)	Stacey Holloway
Nov 23-27*	Comprehensive Family and Divorce Mediation (CR456)	Daniel Hamoline
Nov 25-26	Critical Skills for Communicating in Conflict (CR102)	Gary Harper
Nov 26-28	NORTH ISLAND COLLEGE, CAMPBELL RIVER. To register: (250)923-9790 <i>Negotiation Skills Level I (CR260)</i>	Nancy McPhee
Nov 27*	“Reality Check” (CR910)	Assessor TBA
Nov 27-28	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 <i>Civil Procedure (CR846)</i>	Terry Harris
Nov 30 – Dec 1*	BCIT – <i>Reconciling Differences (CR834)</i>	Arthur Ridgeway

DATE	COURSE	INSTRUCTOR
Nov 30 – Dec 1*	Best Interests of the Child (Part 1): Family Dynamics (CR453)	Ellen Shapiro Kelly Kennedy
Nov 30 – Dec 1	Asserting Yourself Under Pressure (CR104)	Mario Govorchin
Nov 30 – Dec 2*	Negotiation Skills Level I (CR260)	Wendy Hilliard
Dec 2-3*	Shifting from Positions to Interests (CR302)	Arthur Ridgeway
Dec 2-4	Resolving Conflict in the Workplace (CR110B)	Joan Balmer
Dec 2-4*	BCIT – Dealing with Anger (CR200)	Karen Haddigan
Dec 3-5	MALASPINA UNIVERSITY COLLEGE, NANAIMO. To register: (250)755-8755 Mediation Skills Level I (CR250)	Donna Soules
Dec 3-4/7-9*	Negotiation Skills Level II (CR360)	Dale Zaiser
Dec 4-5	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 Shifting from Positions to Interests (CR302)	Arthur Ridgeway
Dec 7-9	Resolving Conflict in the Workplace (CR110B)	Gary Harper
Dec 8-10	Dealing with Interpersonal Conflict (CR110A)	Wendy Hilliard
Dec 9-11*	Dealing with Anger (CR200)	Stacey Holloway
Dec 10-11	Critical Skills for Communicating in Conflict (CR102)	Deborah White
Dec 10-12	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 Dealing with Anger (CR200)	Ron Monk

Conflict Resolution Alphabetical Course Listing

For a description of each course, please see the page(s) indicated.

Asserting Yourself Under Pressure (CR104)	13	Making It Hard to Say No (CR362)	13
Best Interests of the Child (Part I): Family Dynamics (CR453)	17	Managing the Hostile Individual (CR108)	15
Building Positive Relationships in a Diverse Workplace (CR847)	15	Mediation Skills Level I (CR250)	12
Civil Procedure (CR846)	16	Mediation Skills Level II (CR400)	16
Comprehensive Family and Divorce Mediation (CR456)	17	Mediation Skills Level III (CR829)	16
Conflict Resolution/Negotiation Skills Assessment (CR950) ...	19	Negotiation Skills Level I (CR260)	12
Critical Skills for Communicating in Conflict (CR102)	13	Negotiation Skills Level II (CR360)	12
Criticism: How to Give and Receive It (CR206)	13	“Reality” Check (CR910)	13
Dealing with Anger (CR200)	12	Reconciling Differences: Personality and Behaviour (CR834)	14
Dealing with Interpersonal Conflict (CR110A)	11	Resolving Conflict in the Workplace (CR110B)	11
Designing Conflict Management Systems (CR848)	14	Shifting from Positions to Interests (CR302)	14
Group Dynamics (CR504)	15	Teaching Conflict Resolution Survival Skills with Stories and Drama (CR779)	14
Handling Conflict on the Telephone (CR101)	15	Victim/Offender Mediation (CR827)	16

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