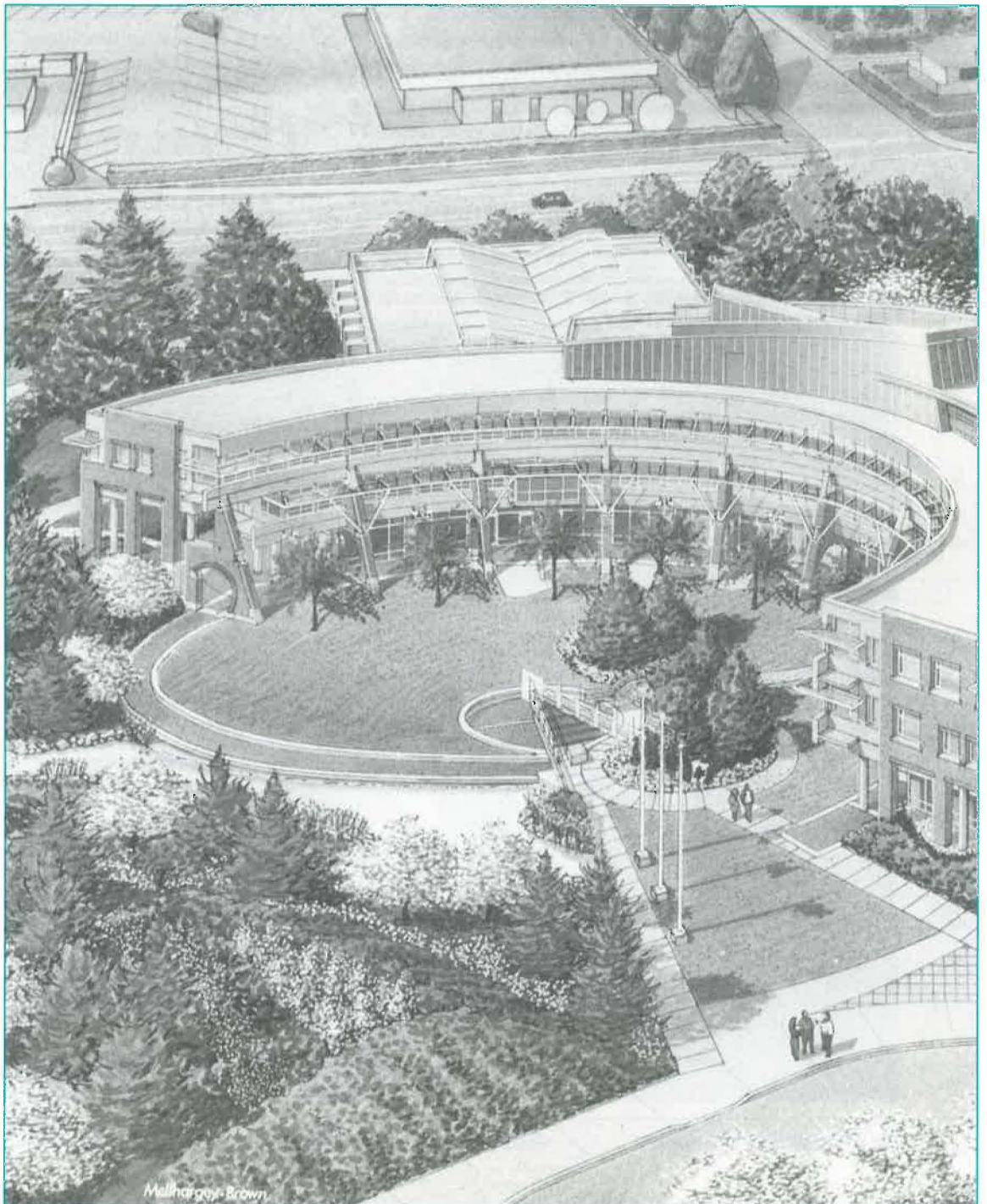


# Interdisciplinary Studies

## January - August 1995





# Interdisciplinary Studies

## Contents

### Information

Contract Services .....	56
Course Listings Begin .....	7
Course Listings by Title .....	54
General Information .....	5
How to Register for a Course .....	4
Library .....	57
Map .....	63
Media Centre .....	57
What is the Justice Institute? .....	6
What is Interdisciplinary Studies? .....	6

### Courses

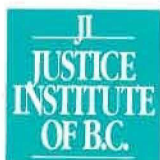
Administrative/Support Staff .....	7
Child and Youth Care .....	8
Child Sexual Abuse .....	11
Computer* .....	49
Conferences/Special Events .....	15
Conflict Resolution .....	17
Counselling .....	29
Family Issues .....	30
Expressive Therapies .....	31
Trauma and Post-Traumatic Stress .....	32
Critical Incident Stress .....	33
Driver Training .....	59
Employment Readiness Programs, Corrections Academy .....	59
Enforcement and Investigation .....	35
Fire Safety .....	50
Justice and Public Safety Worker Training .....	37
Management .....	38
Private Security Training Program** .....	57
Professional Health Programs .....	51
Residential Care .....	42
Management Skills .....	42
Front Line/Supervisory Skills .....	45
Traffic Education .....	59
Training for Trainers .....	47

### Videos

Critical Incident Stress Debriefing .....	58
Choosing the Guardians .....	56

\*Computer courses are offered by the Corrections Academy, 604/222-7298.

\*\*Private Security Training Programs are offered by the Police Academy. For information, call 604/222-7113.



### Until March 1995:

Interdisciplinary Studies  
Justice Institute of B.C.  
4180 West 4th Avenue  
Vancouver, B.C. V6R 4J5  
Telephone: 604/222-7224  
Fax: 604/660-1875

### After March 1995:

715 McBride Boulevard  
New Westminster, B.C.  
Telephone: 604/525-5422

# January - August 1995

## Staff List

### Interdisciplinary Studies

For Interdisciplinary Studies numbers not listed below .....	222-7224
For other academies .....	228-9771
Dean	
Pat Ross .....	222-7220
Margot D'souza, Supervisor Administrative Services .....	222-7221
Program Directors	
Marg Huber .....	222-7225
Shelley Rivkin .....	222-7233
Centre for Conflict Resolution Training	
TBA, Co-ordinator .....	222-7248
Maureen Carroll, Program Planner .....	222-7219
Karen Falk, Program Planner .....	222-7161
Kerry Gruber, Program Planner .....	222-7167
Kendra McEown, Program Planner .....	222-7213
Susan Burks, Program Assistant .....	222-7287
Lorraine Filewood, Program Assistant .....	222-7156
Cheryl Redding, Program Assistant .....	222-7156
Justice, Family, and Agency Training	
Cindy Bettcher, Co-ordinator .....	222-7232
Special Projects	
Tad Dick, Program Planner .....	222-7271
Lori Ovens, Program Assistant .....	222-7251
Management, Enforcement, and Training for Trainers	
Patricia McNeill, Co-ordinator .....	222-7229
Lynda Getz, Program Assistant .....	222-7180
Residential Settings Management Training	
Sandra Rice, Co-ordinator .....	222-7273
Sandy Johnson, Program Assistant .....	222-7285
Youth and Conflict	
Mark LaLonde, Program Planner .....	222-7113
Administrative Assistants	
Dennette Retel .....	222-7295
Kim Howse .....	222-7282
Office Support Staff	
Carolyn Eyres .....	222-7224
Margaret James .....	222-7224
Steven Schick .....	222-7224
First Nations Advisor .....	222-7163

### Cover

The new campus of the Justice Institute of B.C. in New Westminster, scheduled to open in March 1995.



## Registration Office

Registration Supervisor  
Debra Dolan ..... 222-7276

Registration Processing Secretaries  
Meenpal Basi ..... 222-7171  
Heather Olson ..... 222-7171  
Lorraine Ordano ..... 222-7111  
Cindy Teather ..... 222-7289

## Library

Information ..... 222-3600

## Media Centre

Information ..... 222-3606

We regularly update our mailing lists. Please let us know if you would like your name added to or deleted from the calendar list, or if your address has changed.

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

## How to Use the Calendar

1. Check the Contents list for course categories. Categories indicate the subject or target group of the courses listed within them.
2. In each category, courses are arranged in chronological order or according to suggested sequence. Conflict Resolution elective courses are listed alphabetically by title. An alphabetical list of all the courses in this calendar is found on page 54.
3. Each course description gives pertinent information about the course, and specifies the course length, date(s), fee, and instructor(s).
4. For more information, call the contact person(s) identified at the beginning of each category.
5. At the back of the calendar are notices about other programs and services offered by the Justice Institute.

The next Interdisciplinary Studies calendar, covering the period September to December 1995, will be available in July 1995.





## How to Register for a Course

- **For fastest service, register by phone:** To register by phone using VISA or MasterCard, call 604/222-7111 or 222-7171 between 8:30 am and 4:30 pm on weekdays. Please have your credit card number ready when you call.
- **Register by fax:** To register by fax using VISA or MasterCard, complete the registration form, including all credit card information, and fax it to the Registration Office, Justice Institute of B.C., at 604/222-7292.
- **Register in person:** You can register in person at the Justice Institute. Hours are 8:30 am to 4:30 pm, Monday to Friday. Please telephone in advance to ensure that there is space for you in the course(s).
- **Register by mail:** To register by mail, complete the registration form below or send the required information and a cheque made payable to the Justice Institute (**no post-dated cheques accepted**) to:  
 Registration Office  
 Justice Institute of B.C.  
 4180 West 4th Avenue  
 Vancouver, B.C. V6R 4J5
- **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).
- **Tax deduction:** You may deduct tuition fees from your income tax if the total amount exceeds \$100 for the year.

- **Refunds:** Registration fees are refundable provided we receive notification of cancellation at least *seven working days* before the course date. *Refunds are subject to an administrative charge of \$15.* You must return the white copy of the registration receipt to the Registration Office in order to receive a refund.
- **NSF cheques:** A fee of \$15 applies to all cheques returned "NSF."
- **Transfers:** We must receive notification regarding transfer from one course to another at least *seven working days* before the course date. *There is an administrative fee of \$15 for all transfers.*
- **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, and complete and return it no later than noon on the first day of the course. For last-minute substitutions at courses held in other locations, obtain the form from the course instructor, who will forward it to the Registration Office.
- **Course cancellations:** A full refund of tuition fees will be issued for courses cancelled by the Justice Institute. The Institute is not responsible for participants' expenses (e.g., airline or hotel reservations) if a course must be cancelled because of low enrolment. The Institute reserves the right to cancel courses if enrolments are insufficient. We truly regret any inconvenience this may cause.
- **Registration information and individual course brochures:** Phone 604/222-7111 or 222-7171.

**Mail to:** Registration Office, Justice Institute of BC,  
 4180 West 4th Avenue, Vancouver, BC V6R 4J5  
**Fax:** 604/222-7292 **Phone:** 222-7111 or 222-7171

Help the Registration Office help you. If you have special requirements, please inform the Registration Office of your specific needs when you register for a course.

I wish to register in the following course(s):

COURSE NAME	COURSE NUMBER	DATE(S)	FEE
COURSE NAME	COURSE NUMBER	DATE(S)	FEE
COURSE NAME	COURSE NUMBER	DATE(S)	FEE

LAST NAME	FIRST NAME
POSITION	ORGANIZATION

The following is my: ☐ WORK ADDRESS  
☐ HOME ADDRESS

I do not want the next calendar mailed to me ☐

STREET \_\_\_\_\_  
 CITY \_\_\_\_\_ POSTAL CODE \_\_\_\_\_  
 PHONE (DAY) \_\_\_\_\_

### • COURSES ARE GST-EXEMPT •

METHOD OF PAYMENT: ☐ VISA ☐ MasterCard  
☐ cheque (payable to Justice Institute) ☐ cash (in person only)

NAME OF CARDHOLDER: \_\_\_\_\_

VISA CARD Expiry date: \_\_\_\_\_

#     -     -

MASTERCARD Expiry date: \_\_\_\_\_

#     -     -



# The Justice Institute is Moving

Many of you may already know that the Justice Institute will be moving to a new campus in New Westminster. The move is scheduled for March 1995. The first classes are expected to be offered at the new campus within two weeks of the move. Students will be notified of the location of their classes when they register or as soon as the location can be confirmed.

Our new campus will total approximately 170,000 square feet, about 10% more space than the present site. The facility will include an office block, classroom/simulation block, library, lecture theatre, cafeteria, gym, indoor firearms range, media centre, and more. The design of the buildings integrates an exterior courtyard area with an interior atrium.

Colour photos of the new site are on display in the main hallways of the Blake Hall classroom building and the MacDonald Hall main entrance. Please stop by and have a look if you are attending a course or a meeting at the Jericho site.

Watch for further information on the exact time of the move. Our new address and telephone number will be:

715 McBride Boulevard  
New Westminster, B.C.  
Telephone: 604/525-5422



## General Information

### Time of classes

Unless otherwise indicated, classes will be in session from 9:00 am to 5:00 pm. Please check the first page of each category and individual course listings. Class times are also noted on the registration receipt.

### Parking

Parking is available, free of charge, in lots located north of Blake Hall and east of the driveway off West 8th Avenue (for MacDonald Hall).

### Special requirements

Students with special requirements should inform the Registration Office of their specific needs when they register for a course. Disabled persons' designated parking stalls are located beside the gymnasium in the parking lot adjacent to Blake Hall and the Cafeteria Building, and in front of MacDonald Hall (see map, page 63). Ramps and accessible washrooms are located in both buildings.

### Location of classrooms

Unless otherwise indicated, classes will take place at the Justice Institute in Blake Hall, MacDonald Hall, or the Cafeteria Building. Notice boards inside the main doors of Blake Hall and MacDonald Hall list courses and classrooms for the day. It is a good idea to check the notice board when you enter, as rooms may change on short notice.



Out of consideration for the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.

### Library

All students attending courses at the JI are welcome to use the library. The library is open from 8:00 am to 5:00 pm, Monday to Friday, and library staff are available to provide reference services. A screening room is available for viewing audiovisual items, and an audiovisual catalogue can be purchased for \$7. Photocopy charges are 20 cents a page. While any student may use the library, borrowing privileges are limited to students enrolled in Interdisciplinary Studies certificate programs and to Corrections Branch and Court Services Branch staff, fire fighters, paramedics, police officers, and Provincial Emergency Program personnel. Others may borrow through interlibrary loan. Contact the librarian at your ministry, office, community college, university, or public library.

### Food on campus

Coffee and juice are provided in most classrooms. Small, deli-style stores in Blake Hall and MacDonald Hall, operated by Menu Setters caterers, are open from 7:00 am to 3:30 pm, Monday through Friday.

### Courses around B.C.

Courses offered around B.C. are listed at the end of each category.



## What is the Justice Institute?

**T**he Justice Institute of B.C. was established as a post-secondary educational institute in 1978. The Institute is funded through a core budget provided by the Ministry of Skills, Training and Labour, and is managed by a Board of Governors.

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

- **Corrections Academy** provides employment readiness courses for members of the public who wish to prepare for careers in corrections. The Academy also develops courses and trains Corrections Branch employees who work in institutional and community settings (security and probation officers).
- **Courts Academy** provides courses for managers and supervisors, deputy sheriffs, and other court services staff. The Academy also undertakes special projects on behalf of the Court Services Branch.
- **Fire Academy** trains volunteer, full-time, and industrial fire fighters to assume leadership roles in fire prevention, training, and command. The Academy uses distance education, hands-on training, and train-the-trainer programs, both in the field and on site.
- **Paramedic Academy** provides basic and advanced training for B.C. Ambulance Service paramedics. The Academy trains personnel in other agencies, such as police and fire, as first responders, and offers programs for health care professionals.
- **Police Academy** trains the recruits and career officers of B.C.'s 12 municipal police departments. Employees of other enforcement agencies also participate in Academy training, when appropriate.
- **Provincial Emergency Program (PEP) Academy** trains volunteers, municipal authorities, and government emergency personnel to respond to disasters such as earthquakes, floods, and oil spills. The Academy also helps train over 3500 volunteers involved in search and rescue operations to locate lost persons.
- **Educational Services Division** provides library, media, registration, First Nations advisory, and faculty development services to the Institute.

- **Finance and Administration** attends to the business operations of the Institute. It is responsible for financial operations; purchasing, receiving, and stores; accounting; legal and personnel matters; and the operations of the physical facilities.
- **Interdisciplinary Studies** is described below.

## What is Interdisciplinary Studies?

**I**nterdisciplinary Studies offers a range of contract and continuing professional education programs to government personnel; staff working in social services, justice, and public safety-related organizations and agencies; and persons working in the non-profit and voluntary sector. The training offered by Interdisciplinary Studies covers current issues related to justice and public safety and provides participants with new or enhanced skills to work with clients, staff, and members of the public.

Interdisciplinary Studies offers certificate programs in Conflict Resolution, Child Sexual Abuse Intervention, Working with Troubled Adolescents, and Management Development for Residential Settings. In order to receive a certificate of achievement, participants must attend the required number of training days and demonstrate competency in the program area.

Interdisciplinary Studies also undertakes special projects sponsored solely by the Justice Institute or developed in collaboration with other organizations. Many programs are held at the Justice Institute; however, staff have a provincial mandate and work co-operatively with other organizations and educational institutions to develop and deliver training throughout British Columbia.

Interdisciplinary Studies produces two calendars a year advertising upcoming professional development and community education programs and courses. If you would like to be on our mailing list, call Interdisciplinary Studies at 604/222-7224, and ask to be placed on the general mailing list.

### Are you looking for the perfect gift?

**Do you want to introduce a friend or colleague to a Justice Institute course?  
Interdisciplinary Studies has the solution...**

#### A Gift Certificate

covering a portion or the full cost of one of the courses advertised in this calendar. Interdisciplinary Studies gift certificates can be purchased by calling Carolyn Eyres at 222-7224.



# Administrative/ Support Staff

Unless otherwise indicated, Administrative/Support Staff courses will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm. For more information, call the Program Co-ordinator, Patricia McNeill, at 604/222-7229. For detailed brochures, call the Program Assistant, Lynda Getz, at 604/222-7180.

**NEW**

## Planning for Workplace Changes (#SUP125)

The increased number of computers in today's workplace and the greater involvement of support staff on project teams and in the decision-making process are changing the role and responsibilities of support staff. In this course, participants will examine the changing workplace, determine the skills required to be effective in the new workplace, and develop a personal action plan to update and enhance their skills.

Length: One day  
Date(s): **January 27**  
Fee: \$95  
Instructor(s): Maureen Hannah, B.Sc., M.B.A.

## Front Line/Firing Line I: Handling the Angry Client (#SUP109)

No matter where they work – a government, private, or voluntary agency, or in the justice system – front office staff and line workers may find themselves having to handle distraught or angry clients. Through small group discussions and role plays, participants in this course will learn practical techniques to help them cool down these difficult encounters. Topics include resolving conflict, managing anger, and the concept of perceived power versus real power.

Length: Two days  
Date(s): **February 6-7**  
**May 18-19**  
Fee: \$170  
Instructor(s): A consultant with Ryane Consulting Inc.

**NEW**

## Front Line/Firing Line II: Handling Unique Challenges (#SUP109A)

This two-day course is designed for individuals who have completed Front Line/Firing Line I. It is intended for front line workers who, in the course of their duties, deal with clients who may exhibit unpredictable, potentially violent behaviour. The course will give participants an opportunity to: increase their understanding of common mental health problems and the effects of chronic substance abuse; develop verbal skills for communicating with hostile clients; recognize and respond to "anger plus" situations; and plan

for incident prevention on both an organizational and an individual level.

Length: Two days  
Date(s): **March 20-21**  
Fee: \$175  
Instructor(s): Colleen Nelson-Bosch, R.N., and Terry Waterhouse, B.Ed.

## Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115)

Administrative support staff are key to the efficiency and success of any organization, but productivity, morale, and working relationships suffer when an employee's work time is consumed with unresolved conflicts and concerns. To survive the stress and tension that can lead to these inevitable, day-to-day disagreements, misunderstandings, and differences, administrative support staff need to learn specific skills and strategies for communicating more openly and honestly. This course targets key trouble spots that create stress, tension, and conflicts in the workplace. It will provide participants with practical, effective strategies and critical communication skills for navigating their way through problem situations. The emphasis will be on practical application and skill development. Demonstrations will illustrate common conflict situations, and participants will have opportunities to deal with problems typical of their workplace setting.

Length: Two days  
Date(s): **March 2-3**  
**May 8-9**  
**July 6-7**  
Fee: \$170  
Instructor(s): Paula Temrick

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

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

Length: One day  
Date(s): **April 3**  
**June 12**  
Fee: \$95  
Instructor(s): Sheila MacCallum

## Instructors:

Maureen Hannah, B.Sc., M.B.A., is a training consultant who has worked in the fields of personnel and employee relations and has extensive experience in designing and presenting programs for support staff and managers in a variety of settings.



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

Colleen Nelson-Bosch, R.N., has extensive experience in the medical and mental health fields. She has trained and facilitated courses for front line workers throughout the province.

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

Paula Temrick is a human relations consultant, counsellor, and mediator/facilitator in private practice. She provides training and consulting for educators, business, social service, and mental health professionals.

Terry Waterhouse, B.Ed., is a trainer and consultant specializing in violence prevention. Terry has worked in a variety of workplaces to create policies and develop staff training that enhance employee safety.

## Child and Youth Care

Unless otherwise indicated, Child and Youth Care courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information on youth-in-conflict courses, call the Program Planner, Tad Dick, at 604/222-7271.

### Working with Troubled Adolescents

The Working with Troubled Adolescents certificate program is currently being revised and updated to meet the changing needs of the child and youth care field. This process is being undertaken in consultation with a community-based focus group. A description of the updated program will be available in the next Interdisciplinary Studies calendar and a program brochure will be available in late Fall of 1994. It is anticipated that the new program will be offered in the Spring of 1995.

Participants currently registered in the program who have inquiries regarding their electives should contact Tad Dick at 222-7271. Those interested in beginning the core program should call Sandra Rice at 222-7273.

All titles that follow are electives in the Working with Troubled Adolescents certificate program.

### Group Skills for Working with Adolescents (#CY129)

Peer relationships have a powerful influence in everyone's life. For adolescents, they are particularly important. Facilitating peer groups with youth is an extremely valuable tool for bringing about change. This participatory course is for youth and child care workers and other practitioners who want to work with adolescents in a supportive role rather than acting as behavioural gatekeepers. The course will provide a theoretical overview of "positive peer culture," group dynamics, and group process. Practical skills to facilitate groups and manage challenging group dynamics will be practiced.

Length: 2 days

Date(s): February 27-28

Fee: \$195

Instructor(s): Debbie Verkerk, B.A., and Lenox Neher

### Youth and Conflict: A Skills Development Series

The courses in this series are for counsellors, social workers, child and youth care workers, and other practitioners working with youth in conflict. The training progresses from managing anger in youth, to resolving conflict, to teaching young people the necessary skills to resolve problems in a non-conflictual manner. The courses in this series can be taken individually, subject only to the prerequisites listed below. The series need not be completed in any one calendar term. All are electives in the Working with Troubled Adolescents and Conflict Resolution certificate programs.

**Prerequisite(s):** Working with Anger and Aggression with Youth (#CR720) is a prerequisite to all other courses in the series except for Bully-Proofing (#CY150). Students in the Conflict Resolution program who have completed #CR100 and #CR200 are excused from this prerequisite.

The program currently includes the following titles:

**Working with Angry and Aggressive Youth** (#CR720), two days

**Engaging Withdrawn and Resistant Youth** (#CR720A), two days

**Mediating Youth in Conflict** (#CY122), three days

**Mediating Parent-Teen Conflict: Creating Agreements for Change** (#CY148), three days

**Working It Out** (formerly Problem Solving with Youth) (#CY139), two days

**Facilitating Youth through Problem Solving** (#CY139A), three days

**Bully-Proofing: Violence Prevention and Assertion Skills Training for Youth** (#CY150), three days

## Working with Angry and Aggressive Youth (#CR720)

Working with angry, upset, and verbally abusive youth can be stressful and frustrating, and may lead to burn-out. When responding to these young people, practitioners can find themselves caught in a power struggle, and unintentionally escalate the young person's anger. This course will provide participants with practical skills and strategies to move them out of power struggles so that they can become more effective in understanding, defusing, and confronting angry children and adolescents. Specific attention will be directed toward the dynamics of conflict and anger arousal in the context of an adolescent's development. Skills to manage feelings of anger and defensiveness in conflict situations will be addressed. Participants will have extensive opportunities to observe, apply, and practice specific anger management and problem-solving skills. This course is the foundation for all other titles in this series. (An elective in the Working with Troubled Adolescents and Conflict Resolution certificate programs.)

Length: Two days

Date(s): **March 30-31**

**July 10-11** (Summer Institute)

Fee: \$195

Instructor(s): Paula Temrick

## Working It Out: Resolving Problems and Conflicts with Youth (#CY139) (formerly Problem Solving with Youth)

In an effort to resolve conflict and change the behaviour of youths, adults often find themselves engaged in power struggles, lecturing, and telling young people what to do, eventually criticizing, punishing, ignoring, giving in, and, all too often, giving up. In response, youth become resentful, defiant, egocentric, acting-out, and out of control. This workshop is designed to help adults learn how to avoid the trap of power struggles, manage misbehaviour, and work with youth to resolve problems and conflicts. A process of interest-based problem solving will help participants engage a defensive, resistant youth and problem-solve issues where restrictions, limitations, and non-negotiables exist. Participants will also examine alternatives to problem solving; how and when it is appropriate to be directive, consequential, or flexible, or even to avoid an interaction until a more appropriate time. The objective is to help youth in conflict with adults to develop empathy and the ability to see multiple perspectives, and to collaborate in resolution. Emphasis will be on demonstration, practical application, and skill practice. Participants will be actively involved in structured exercises and roleplay simulation. A training manual and skill worksheets will be provided. This workshop will be of particular interest to educators, mental health practitioners and counsellors, youth and child care workers, residential care staff, social workers, and probation and correctional officers. **Prerequisite(s):** #CR720 or equivalent (see above). (An elective in the Working with Troubled Adolescents and Conflict Resolution certificate programs.)

Length: Two days

Date(s): **January 30-31**

Fee: \$195

Instructor(s): Paula Temrick



## Mediating Youth in Conflict (#CY122)

This workshop provides an opportunity for participants to learn the basic skills of mediating with adolescents in conflict. Participants will learn how to engage adolescents in a mediation process and how to help them manage their emotions, balance power, and begin to use communication skills effectively. Lecture, skills demonstrations, and small group roleplay sessions will be used to help the participants learn to mediate both "on the spot" and in a more formal context. Especially recommended for group home and residential treatment personnel, counsellors, social workers, correctional officers, and educators working with adolescents. **Prerequisite(s):** #CR720 or equivalent (see above). A recommended foundational course to Mediating Parent-Teen Conflict (#CY148). (An elective in the Working with Troubled Adolescents and Conflict Resolution certificate programs.)

Length: Three days

Date(s): **February 20-22**

**August 7-9** (Summer Institute)

Fee: \$225

Instructor(s): Paula Temrick

## Mediating Parent-Teen Conflict: Creating Agreements for Change (#CY148)

Youth and child care workers, residential care staff, school counsellors, social workers, and probation officers are all in a unique and powerful position to facilitate change in communication patterns and assist in the resolution of conflict between parents and teens. In this course, participants will learn how to act as intermediaries and guide conflicted families through a collaborative problem-solving process. The practical, goal-oriented nature of this intervention is designed to encourage young people to participate in family and individual sessions with a skilled intermediary, and to facilitate the establishment of agreements around such issues as curfews, chores, truancy, and substance abuse. Small group work will be facilitated by skills coaches. Registration priority will be given to participants who have completed Working with Angry and Aggressive Youth (#CR720). **Prerequisite(s):** #CR720 or equivalent (see above).



Completion of Mediating Youth in Conflict (#CY122) is also recommended. (An elective in the Working with Troubled Adolescents and Conflict Resolution certificate programs.)

Length: Three days  
Date(s): **January 23-25**  
**March 8-10**  
Fee: \$225  
Instructor(s): Paula Temrick

### Bully-Proofing: Violence Prevention and Assertion Skills Training for Youth (#CY150)

Bullying among youth is one of our most neglected, misunderstood, and unreported problems in schools, homes, and communities. Victims of bullying – teasing, threats, intimidation, exclusion, harassment, harsh pranks, theft, extortion, and physical assault – are frequently left fearful, powerless, isolated, feeling at risk, and not knowing how to respond. Saying “no” to bullying and putting a stop to the escalation of youth violence and aggression requires adult protection and intervention. Young people need assertion skills – non-violent alternatives to emotional and physical aggression – and adults need to both make it safe for youth to report bullying and punish bullying by youth. In this course, participants will consider what motivates a young person to bully, what bullies look for in potential victims, indicators that can help identify a youth who has become a victim of bullying, and how to teach youth to recognize and buy out of bullying by modeling safe, assertive responses. Participants will also examine prevention and intervention strategies which can be used to bully-proof and create safe and caring community and school environments. Of special interest to educators, support staff, youth and family counsellors, residential care staff, and corrections and social services staff, this training will include demonstration, practical application, and skills practice through structured exercises and roleplays. A training manual and skill worksheets will be provided. (An elective in the Working with Troubled Adolescents and Conflict Resolution certificate programs.)

Length: Three days  
Date(s): **April 19-21**  
**July 12-14** (Summer Institute)  
Fee: \$225  
Instructor(s): Paula Temrick

### Engaging Withdrawn and Resistant Youth (#CY720A)

Whether expressed verbally or non-verbally, resistance is often motivated by underlying or unmet needs and/or feelings of revenge, mistrust, suspicion, or fear. Practitioners working with resistant youth frequently become the target of displaced anger, hurt, or frustration. Building on the skills developed in Working with Angry and Aggressive Youth (#CR720), this workshop is for staff working with a higher level of anger manifested in greater resistance or withdrawal. It focuses on strategies and activities

that will enable participants to become more effective in building rapport and engaging withdrawn and resistant adolescents. Communication skills and approaches for responding to put-downs, denial, sarcasm, and blaming remarks will be highlighted. Throughout the workshop, participants will have extensive opportunities to observe, apply, and practice the skills presented. **Prerequisite(s):** #CR720 or equivalent (see above). (An elective in the Working with Troubled Adolescents and Conflict Resolution certificate programs.)

Length: Two days  
Date(s): **May 11-12**  
Fee: \$195  
Instructor(s): Paula Temrick

### Facilitating Youth through Problem Solving (#CY139A)

When faced with conflict, youth often make impulsive, reactive decisions born out of peer pressure, fear, assumptions, and the desire for revenge and retaliation. As a result their problems and conflicts can escalate, and their solutions can work against them. Participants will learn how to help youth think critically and problem-solve to meet their needs in more useful ways. Using interest-based decision making, active listening, and strategic questioning skills, participants will facilitate and guide a conflicted youth through a problem-solving process. The goal is to avoid criticizing and giving advice in helping young people understand their issues and interests, develop empathy and consideration for others, develop options, and create solutions they are able to live with. When critical thinking and problem-solving skills are encouraged and learned, youth become more confident, more socially and personally responsible, and able to be more independent in making decisions and resolving conflicts with others. This training will emphasize application of concepts and skills through instructor demonstration, participant involvement in structured exercises, and roleplay skills practice. **Prerequisite(s):** #CR720 or equivalent (see above). (An elective in the Working with Troubled Adolescents and Conflict Resolution certificate programs.)

Length: Three days  
Date(s): **June 5-7**  
Fee: \$225  
Instructor(s): Paula Temrick

**For more information about the following courses, call Mark LaLonde at 604/222-7113.**

### Enhancing School Safety (#CY160)

Schools in B.C. are generally safe, but at times violence in the community can spill over into the school setting. This course will provide teachers, counsellors, administrators, and school support staff with specific strategies and skills to intervene and prevent further violence. Content covers: conducting school-based safety audits; crisis management; planning and implementing staff training; verbal skills to

defuse potentially violent situations; and intervention strategies following a critical incident. This course is well suited to "team registrations" made up of teachers, support staff, administrators, and police school liaison officers.

Length: Two days  
Date(s): **February 20-21**  
**April 27-28**

Fee: \$150

Instructor(s): Terry Waterhouse and Mark LaLonde

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### Preventing Peer Youth Violence: Training For Community Facilitators (#CY164)

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This course is for community developers and youth-serving professionals who want to inform the public about peer youth violence and at the same time mobilize their communities to prevent future peer youth violence. Participants will examine the issue from the perspective of parents and members of the public, explore ways by which communities can reduce the incidence of peer youth violence, and practice specific skills for facilitating informed discussion and action planning around the issue. Suggested approaches for organizing public meetings and community forums will also be included. All participants will receive a facilitators' handbook which was developed with assistance from the Vancouver Foundation. Co-sponsored with the Crime Prevention Unit, Ministry of Attorney General.

Length: Two days  
Date(s): **March 1-2**  
**July 6-7**

Fee: \$65

Instructor(s): Sieglinde Malmberg and Mark LaLonde

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### Preventing Peer Youth Violence (#CY159)

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The apparent escalation of peer violence among youth is of great concern to communities around B.C. The reported behaviour ranges from bullying and theft of clothes or other personal items to random physical assaults and use of weapons. Most incidents occur among young people who are not members of gangs or other organized groups. This behaviour is not restricted to adolescent males alone; there are more reports of elementary school children and young women becoming involved in such incidents. This course explores the origins of violence in both the home and the community, examines some of the key indicators of possible violence among children and youth, and presents specific strategies to intervene in and defuse potentially violent incidents. The role of the community and methods of bringing community members and young people together to prevent future violence is also addressed. This course will be of particular interest to child and youth workers, parks and recreation staff, police, probation officers, and other youth-serving personnel. Co-sponsored with the Crime Prevention Unit, Ministry of Attorney General.

Length: Three days  
Date(s): **February 13-15**  
**April 25-27**  
**July 17-19**

Fee: \$100

Instructor(s): Kelly Kennedy, M.A., and Mark LaLonde

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### Instructors:

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Kelly Kennedy, M.A., is a counsellor, mediator, and trainer in private practice focusing on children, family, and the community.

Mark LaLonde is a former police school liaison officer and is now a Program Planner with Interdisciplinary Studies. He has extensive experience in school safety issues and has worked with a variety of communities in preventing peer youth violence.

Sieglinde Malmberg is the owner of Humanitas Services, a Vancouver-based human resource management consulting firm. She has over 20 years of experience assisting public and private sector organizations to solve challenging human resource problems.

Lenox Neher is a special care contractor with the Ministry of Social Services. She has worked in the child and youth care field for 15 years, is president of the Child and Youth Care Association of B.C., and operates a special care home.

Paula Temrick is a human relations consultant, counsellor, and mediator/facilitator in private practice. She provides training and consulting services for educators, business, social service, and mental health professionals.

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

Terry Waterhouse, B.Ed., is a trainer and consultant specializing in violence prevention. Terry has worked in a variety of workplaces to create policies and develop staff training that enhance employee safety.

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## Child Sexual Abuse

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Unless otherwise indicated, Child Sexual Abuse courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Co-ordinator, Cindy Bettcher, at 604/222-7232. For detailed brochures, call the Program Assistant, Lori Ovens, at 604/222-7251.



### **Child Sexual Abuse Intervention: Certificate Programs for Practitioners (Series #CSA105)**

These certificate programs are designed for practitioners currently providing treatment for sexually abused children and adolescents and adult survivors of child sexual abuse. The training will examine principles of practice, demonstrate intervention skills, model treatment approaches, and develop interdisciplinary networking. Interested applicants must submit a resume describing their relevant work experience, past training in the field, and academic background. A certificate of achievement will be given to registrants who successfully complete the program requirements. Upon acceptance, applicants must pay a deposit of \$100.

#### **Children and Youth Option (#CSA105A)**

Length: 14 days  
Date(s): **February 3, 4, 17, 18;**  
**March 3, 4, 17, 18, 31;**  
**April 1, 21, 22;**  
**May 5-6**  
Fee: \$735

#### **Adult Survivor Option (#CSA105B)**

Length: 12 days  
Date(s): **March 10 - May 6** (Fridays and Saturdays on alternate weeks), with the last sessions on **May 12-13**  
Fee: \$700

### **Child Sexual Abuse Intervention: Advanced Level Certificate Programs (Series #CSA130)**

These certificate programs are designed for senior practitioners providing treatment for sexually abused children and adolescents and adult survivors of child sexual abuse. The training will highlight the differences and similarities among different clinical approaches and will demonstrate the value of linking aspects of various models in therapists' work with this population. Specific attention will be paid to socio-cultural, gender, and intergenerational issues as they relate to treatment, and opportunities for skill practice will be provided. Participants are encouraged to bring cases from their own practice for group examination and feedback. A certificate of achievement will be given to registrants who successfully complete the program requirements. Registration priority will be given to participants who have completed the basic level certificate program. Upon acceptance, applicants must pay a deposit of \$100.

**NEW**

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

Length: 10 days  
Date(s): **July 10-21** (10 consecutive weekdays)  
Fee: \$700

#### **Advanced Adult Survivor Option (#CSA130A)**

Length: 11 days  
Date(s): **May 25-27; June 8-10, 22-24; July 7-8**  
Fee: \$750  
Instructors include: Liz Choquette, B.Sc., N.; Marie Jose-Dhaese, M.Ed.; Naomi Ehren-Lis, M.S.W.; Earl Goldstein, M.S.W.; Wendy Harvey, LL.B.; Margaret Jones-Callahan, M.A.; Maureen McEvoy, M.A.; Thom McGuire, M.S.W., R.S.W.; Lori Reed, M.A.; Brenda Rudko, M.A., ABS; Lisa Shatzky, M.S.W.; Pam Sleeth, M.A.; Heather Whiteford, M.S.W.; Maggie Ziegler, M.A.

### **Child Sexual Abuse Support Worker Training Programs (Series #CSA134)**

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

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

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

Length: Six days  
Date(s): **March 9-11, 16-18**  
**July 6-8, 10-12**  
Fee: \$325

#### **Supporting Adult Survivors (#CSA134A)**

This six-day program explores the impact of child sexual abuse on the adult survivor, provides an overview of the coping mechanisms of survivors, examines common crises that may prompt the survivor to seek help, and discusses a range of relevant treatment models. Participants will define an appropriate role of the support worker in working with the survivor in the context of the larger treatment system, and will have opportunities to develop and practice skills in supportive interventions and effective advocacy within an empowerment framework. Current issues and practice challenges for the support worker will be highlighted and addressed.

Length: Six days  
Date(s): **February 16-18, 23-25**  
**July 4-7, 10-11**  
Fee: \$325



**NEW**

### Sexual Abuse Trauma, Dissociation and Memory (#CSA147)

This course is for counsellors, therapists, and mental health practitioners. It explores some of the most challenging and controversial issues in recovery from sexual abuse trauma. Participants will explore the nature of traumatic memory, including how trauma affects memory and how traumatic memory is recovered; define a "flashback cycle"; and develop strategies for creating safety and containment. A continuum of dissociation, including Dissociative Identity Disorder (formerly MPD) will be presented, highlighting corresponding assessment and intervention strategies with highly dissociative clients and survivors of severe and sadistic abuse. Participants are encouraged to prepare and bring case studies from their practice to discuss during the workshop.

Length: Three days

Date(s): **February 15-17**

Fee: \$225

Instructor(s): Maureen McEvoy, M.A.

### Group Work with Adult Survivors of Sexual Abuse (#CSA107)

This course is for practitioners who are working in a therapeutic context with survivors of sexual abuse, and who are interested in further developing their skills in group facilitation. Participants will explore a process of planning and implementing a therapeutic group for survivors, including dispelling myths about group work with survivors, integrating an emotional component into the group setting, and identifying common dynamics that emerge in group delivery. Participants will develop creative and expressive exercises for the group to address the specific clinical issues and themes for survivors, and will use group work case scenarios as a basis for adaptive planning and skill practice. Registrants should have a basic understanding of adult survivors of sexual abuse.

Length: Two days

Date(s): **March 3-4**

Fee: \$175

Instructor(s): Heather Dawson, B.A., DVATI

**NEW**

### Assessing and Treating Children with Sexual Behaviour Problems (#CSA156A)

This course is for counsellors, therapists, psychologists, family therapists, and other mental health practitioners working in a therapeutic context with children with sexual behaviour problems and their families. Participants will review a framework of psychosexual development of children; consider the impact of the practitioner's and society's beliefs, attitudes, and values about childhood sexuality and reactivity in working with this population; and examine a continuum of sexual behaviours in children and the origin of sexual behaviour problems. An assessment framework using the Child Sexual Behaviour Checklist will be developed, and approaches to treatment, including cognitive behavioural techniques and family-based interventions, will be examined. Participants will consider the similarities and differences between working with sexually intrusive children and children with other behaviour problems; discuss goals and corresponding treatment strategies of individual, family, and group interventions; and define the role of the practitioner in case management and working within a team treatment approach. Issues in safety planning will be highlighted.

Length: Two days

Date(s): **March 23-24**

Fee: \$175

Instructor(s): Brenda Rudko, M.A., ABS, and John Taylor, M.Ed., Ph.D. (cand.)

**NEW**

### Supporting Children with Sexual Behaviour Problems (#CSA156)

This course is for child and youth care workers, family support workers, social workers, foster parents, and other front line staff providing support to children with sexual behaviour problems and their families. Participants will review a framework of psychosexual development of children; explore the impact of personal values, beliefs, and attitudes about child sexuality and reactivity in their responses to the needs of this population; and examine current research on factors contributing to the development of sexual behaviour problems in children. Emphasis will be placed on recognizing, documenting, and reporting sexually intrusive or sexually inappropriate behaviours; developing appropriate safety plans in a variety of settings (including schools, day cares, and group homes); and practicing supportive behaviour management strategies. The role of the support worker in working with this population will be examined, and the importance of co-ordinating all service providers will be highlighted.

Length: Two days

Date(s): **April 27-28**

Fee: \$175

Instructor(s): Brenda Rudko, M.A., ABS, and John Taylor, M.Ed., Ph.D. (cand.)



**NEW****Reclaiming the Self: Solution-Focused Therapy for Treatment of Sexual Abuse and Other Traumas (#CSA155)**

Special one-time program. See the Conferences/Special Events category (page 15) for a course description.

Length: Two days

Date(s): **March 24-25**

Fee: \$185

Instructor(s): Yvonne Dolan, M.A.

**NEW****Spirituality Issues in Trauma Recovery (#EP162)**

See the Trauma and Post-Traumatic Stress section (page 32) for a course description.

Length: Two days

Date(s): **April 3-4**

Fee: \$175

Instructor(s): Mimi Dent, M.S.W., R.S.W., and Eileen McWade, M.A. (Counselling)

**NEW****Trauma and Dissociation in Children and Adolescents (#EP168)**

Special one-time program. See the Conferences/Special Events category (page 16) for a course description.

Length: Two days

Date(s): **April 7-8**

Fee: \$175

Instructor(s): Jean Bellows, Psy.D., and Yaya M. de Andrade, Ph.D. (cand.)

**NEW****Transference, Counter-Transference and Vicarious Traumatization in Work with Adult Survivors of Child Sexual Abuse (#CSA114)**

The relationship between survivor and practitioner is critical to providing effective treatment. However, the development of a healthy relationship is complex. Practitioners must face overwhelming transference, often becoming the direct focus of survivors' rage, fear, distrust, and ambivalence. They must also understand their response to these intense feelings and their own counter-transference issues. This highly experiential course is for counsellors, therapists, and other mental health practitioners working therapeutically with survivors of sexual abuse. It will provide an opportunity for an in-depth look at transference, counter-transference, and vicarious traumatization. Participants will explore these issues through the use of case studies, roleplay, and experiential exercises, and will deepen their skill in negotiating successful therapeutic relationships. Participants are encouraged to bring case examples from their own practice.

Length: Two days

Date(s): **April 24-25**

Fee: \$175

Instructor(s): Maggie Ziegler, M.A.

**NEW****The Impact of Child Sexual Abuse on Intimate Relationships (#CSA169)**

Many survivors of childhood sexual abuse experience difficulties in establishing and maintaining intimate adult relationships. This course is for counsellors, therapists, and other mental health practitioners working with survivors of sexual abuse. It explores counselling strategies to help survivors and their partners mitigate the negative impact of early sexual trauma. Participants will review the stages in a relationship; consider how intimate relationships are affected by sexual abuse trauma; examine common sexuality issues for survivors and partners; and define key concepts of working with couples where one or both of the partners is a survivor. Participants will discuss ways to involve the partner in relationship work and develop strategies for recovery, including the PLISSIT model of sex therapy.

Length: Two days

Date(s): **May 15-16**

Fee: \$175

Instructor(s): Maureen McEvoy, M.A.

**Court-Proofing for Practitioners Working with Children or Adults Who Have Been Sexually Abused (#CSA112)**

This course is for counsellors and therapists working with child, adolescent, or adult survivors of child sexual abuse who may find themselves involved with the justice system. Participants will examine the practices and procedures involved in civil, family, and criminal court proceedings; review relevant statutes and rules of evidence; explore critical issues surrounding the provision of support or therapeutic intervention to clients in the context of their legal proceedings; and discuss the limits or constraints on confidentiality and the client/practitioner relationship. Practitioner recordkeeping and documentation, including a step-by-step plan for responding to subpoenas, will be included. On day 3, participants will have the opportunity to become more familiar with court procedures by observing or participating in a mock trial.

Length: Three days

Date(s): TBA

Fee: \$250

Instructor(s): Margaret Jones-Callahan, M.A.; Maureen McEvoy, M.A.; and others TBA

**Instructors:**

Heather Dawson, B.A., DVATI, is an art therapist in private practice, working with adolescents and adults in individual and group settings. She is also a faculty member at the Vancouver Art Therapy Institute.

Margaret Jones-Callahan, M.A., is a counsellor in private practice with 20 years of clinical experience with children, adults, and families. She has served as an expert witness in both criminal and family court.

Maureen McEvoy, M.A., is a therapist in private practice with extensive clinical experience in working with adult survivors of childhood sexual abuse.

Brenda Rudko, M.A., ABS, has extensive experience working with children and families in a variety of settings. She is a family therapist at Act II Child and Family Services in the SHIFT Program (Sexual Health in Family Treatment).

John Taylor, M.Ed., Ph.D. (cand.), has many years of experience in residential treatment of children. For the past three years, he has operated the GVMHSS Program for Abuse Reactive Children (PARC), which predominantly services children in care.

Maggie Ziegler, M.A., is a therapist in private practice. In addition to 15 years of direct clinical experience with survivors of violence, she has developed programs to train service providers in different aspects of trauma work and has provided training throughout B.C.

## Conferences/ Special Events

Unless otherwise indicated, the following conferences and special events will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm. For more information, call the Program Director, Shelley Rivkin, at 604/222-7233. For detailed brochures, call the Administrative Assistant, Dennette Retel, at 604/222-7295.

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

### Violence Against Women in Relationships – Core Training (#EP193)

This introductory course is for front line staff who work with women or children who have experienced violence in their families. Participants will examine the nature and dynamics of violence against women; explore the social and historical factors that have contributed to this violence; and practice specific skills to identify women in need of support, offer immediate crisis intervention, and assist in developing an appropriate safety plan. Specific strategies to enhance interagency co-operation will be included. This course will also be helpful to agency staff who are responsible for providing training on this topic. Funding assistance provided by the Ministry of Skills, Training and Labour.

Length: Two days  
Date(s): February 9-10  
Fee: \$50  
Instructor(s): Karen Larcombe

### Workplace Stress and Trauma: Sources, Symptoms, and Solutions\*

This two-day interdisciplinary conference will explore new and emerging trends in the areas of workplace trauma and stress by focusing on critical incident stress and peer debriefing, accumulated workplace trauma and/or compassion fatigue, and ongoing organizational or environmental issues that contribute to stress in the workplace. The conference will present new skills for intervening with and supporting colleagues experiencing critical incident stress or accumulated workplace stress, and will create a forum for new ideas and outlooks regarding workplace stress and trauma to be explored, discussed, and debated. See conference brochure for complete details.

Length: Three days  
Date(s): March 5 (evening) - March 7  
Location: Coast Plaza Hotel, Vancouver  
Fee: \$195 (before January 30, 1995)  
\$215 (after January 30, 1995)  
Keynote Speakers: Diane Everstine, Ph.D.; Charles Figley, Ph.D.; Toby Snelgrove, Ph.D.

NEW

### Reclaiming the Self: Solution-Focused Therapy for Treatment of Sexual Abuse and Other Traumas (#CSA155)

This special training course is for experienced therapists and counsellors working in treatment settings. It focuses on using Solution-Focused Therapy and Ericksonian Approaches to treat clients with post-traumatic stress reactions. On day 1, participants will get an overview of Solution-Focused Therapy and Ericksonian Approaches as related to the specific needs of trauma survivors; explore a framework for clinical assessment and client self-inventory of dissociative disorders and other symptoms; and discuss considerations in treatment planning. Special treatment considerations for trauma survivors who are also offenders will be highlighted. On day 2, participants will examine respectful and effective strategies to resolve post-traumatic stress symptoms, including sleep disturbances/disorders, depression, anxiety, dissociative disorders, flashbacks, self-mutilation, and sexual difficulties; consider approaches to preventing suicide attempts and relapse, and resolving memories of the trauma; and explore guidelines to guard against charges of *false memory syndrome*. An Ericksonian approach to help clients achieve symptomatic relief in cases where they are not yet ready to directly address the original trauma will be offered. Opportunities for case consultation will be provided.

This course is open to professionals in mental health-related fields with a graduate (Master's) degree, students enrolled in a full-time graduate program in relevant disciplines, and/or practitioners with a combination of relevant training and clinical experience. Co-sponsored with Family Services of the North Shore.

Length: Two days  
Date(s): March 24-25  
Fee: \$185  
Instructor(s): Yvonne Dolan, M.A.



**NEW**

## **Trauma and Dissociation in Children and Adolescents (#EP168)**

This workshop is for child care workers, social workers, counsellors, teachers, and other front line staff who work in a support capacity with children and youth who have experienced trauma. Participants will define trauma in the context of children's lives; get an overview of ways in which children respond to and cope with trauma; identify common behavioural and emotional trauma responses in children, including the use of dissociation; and explore the link between trauma and dissociative disorders. Signs of dissociation in children and youth will be described, and specific strategies for early intervention and prevention of more severe dissociative patterns will be explored. Participants will develop skills in supporting traumatized children and youth in the context of a larger treatment system. The impact of trauma on the caregiver (vicarious traumatization) will be discussed, and strategies for worker self-care will be highlighted.

Length: Two days

Date(s): **April 7-8**

Fee: \$175

Instructor(s): Jean Bellows, Psy.D., and Yaya M. de Andrade, Ph.D. (cand.)

## **Instructors:**

Yaya M. de Andrade, Ph.D. (cand.), works locally in private practice. She is a part-time area counsellor with the Vancouver School Board and a part-time clinical psychologist at Children's Hospital. Her current research focuses on psychosocial trauma and dissociative processes in immigrant children and youth.

Jean Bellows, Psy.D., is a therapist in private practice with Trauma Recovery Associates in Boston. She has worked with children and adults in clinical settings for over 25 years. Her clinical specialties focus on trauma and dissociation, working with individuals or groups. Her current research explores dissociative processes in children from various cultures.

Yvonne Dolan, M.A., is a psychotherapist, consultant, and internationally renowned trainer in private practice in Colorado. She is the author of *Resolving Sexual Abuse: Solution-Focused Therapy and Ericksonian Hypnosis for Adult Survivors* and *A Path with a Heart: Ericksonian Utilization with Resistant and Chronic Clients*.

Diane Everstine, Ph.D., is a California clinical psychologist and co-author of three books: *People in Crisis*, *Sexual Trauma in Children and Adolescents*, and *The Trauma Response*. She is a member of the Santa Clara Sheriff's Department hostage negotiation team, a faculty member



at the San Jose State University Administration of Justice and Criminal Justice Training Center, and the director of the San Jose Trauma Center.

Charles Figley, Ph.D., is Professor of Family Therapy and Director of the Psychosocial Stress Research Program at Florida State University. He is a founder of the International Society for Trauma Stress, and the author of numerous books, including *Treating Traumatized Families* and *Compassion Fatigue*.

Karen Larcombe is a counsellor and trainer with Battered Women's Support Services.

Toby Snelgrove, Ph.D., is a clinical psychologist, consultant, and trainer specializing in traumatic stress, grief, and loss issues. For the past seven years, he has been a debriefer, educator, and program developer assisting emergency and human services organizations to recognize and manage occupational stress.

### New Instructors Wanted

To ensure that our training and program delivery continues to be relevant to the needs and concerns of the many communities that we serve, Interdisciplinary Studies is seeking new instructors for the following program areas:

- Administrative/support staff skills
- Child sexual abuse intervention
- Violence against women
- Trauma and post-traumatic stress
- Community safety

If you are interested in instructing in one of these program areas, please submit a brief resume highlighting your qualifications and previous instructional experience. Include any specific program ideas that you would be interested in offering. We look forward to receiving resumes from all qualified individuals, especially people from First Nations communities, people with disabilities, and people from diverse cultural communities.

## Conflict Resolution

**Unless otherwise indicated under individual course listings, Vancouver courses will be held at the Justice Institute and will be in session from 9:00 am to 5:00 pm. Parking is free at the Justice Institute. Course materials and refreshments are included. After the Justice Institute moves to New Westminster, the courses will be held at 715 McBride Boulevard.**

### General Inquiries: 604/222-7224

For general information about the program, a copy of the current calendar, and program information, please call our general inquiries line or a Program Assistant. To register for a program, call the **Registration Office at 222-7111**.

### Conflict Resolution Training at the Justice Institute

The **Centre for Conflict Resolution Training** provides courses in interest-based conflict resolution, negotiation, and mediation. We have been providing training in dispute resolution since 1982, and are well known in North America for our high-quality training and experiential approach to skill-based learning. Our participants represent a diverse mix of personal and professional backgrounds and come from communities throughout B.C. and Canada to enhance their professional skills, improve their relationships, or pursue a new career in the rapidly expanding field of dispute resolution.

Our **instructors** are professionals trained in the principles of adult education who bring experience and skills from the fields of business, education, law, counselling, and human relations. Many are also mediation practitioners. Our instructional team also includes **skill coaches** with extensive training in conflict resolution, who provide guidance and feedback in practice sessions. Together we are committed to providing the best possible learning experience for our students.

The Centre offers a wide **variety of courses**. These can be taken individually or applied to a **Certificate in Conflict Resolution**. In addition to other course requirements, competency-based **assessments** in negotiation and mediation must be completed in order to receive the certificate. While this program does not qualify an individual to practice mediation, it provides an excellent base of skills to apply towards certification in specialized areas of practice.

Courses are offered at the Justice Institute campus and are co-sponsored with several community colleges and community organizations throughout B.C. and the Yukon. Courses are also offered on a **contract** basis to businesses and organizations. A **First Nations Negotiation Skills Certificate** is offered to First Nations groups on a contract basis. Specialized **business** courses are available in the Vancouver area.



## The Conflict Resolution Certificate Program

The Conflict Resolution Certificate Program comprises a total of 210 hours of training made up of six required core courses (154 hours), 56 hours of electives, and competency-based assessments in negotiation and mediation. The core courses focus on interpersonal conflict resolution, dealing with anger and resistance, and negotiation and mediation skills. The electives allow for advanced skill building and specializations in the areas of family, business, group work, and youth. We recommend that you schedule these courses over a period of one to two years to allow for sufficient integration of the skills.

To request candidacy in the Conflict Resolution Certificate Program, contact the Centre for Conflict Resolution Training Administrative Office at 604/222-7287 or 222-7156, and an application package will be sent to you. Any exemptions to prerequisite courses are granted by the Program Director, Marg Huber, at 222-7248.

Courses in the program are highly experiential, and all core courses emphasize skill development through structured practice and roleplay simulations. Skill practice sessions are facilitated by trained coaches. To receive credit for the program, participants must attend each course in its entirety. Please enrol early, as many courses fill in advance. Students are invited to bring a VHS videotape to the core courses to record their simulations. Dress code for participants is comfortable and informal.

It may sometimes be necessary to substitute a different instructor for the courses listed below. The Centre for Conflict Resolution Training also reserves the right to change the location of any course due to space restrictions at the Justice Institute. Participants will be notified of changes in course location at least one week in advance.



## Course Progression

There is some flexibility in planning the order of your courses. We recommend that you use the general progression outlined below.

### 1. Critical Skills for Communicating in Conflict (#CR735)

This course is an elective, and provides an opportunity to learn and practice the micro-communication skills used throughout the program. Individuals with extensive training and/or experience in communication skills may wish to begin with the next course.

### 2. Dealing with Interpersonal Conflict (#CR100) or Resolving Conflict in the Workplace (#CR763)

Take one or the other, not both. These courses teach essentially the same skills; however, the latter course focuses specifically on the dynamics and issues of the work environment. These courses are the prerequisite to all other core courses in the program.

### 3. Dealing with Anger (#CR200), Negotiation Skills Level I (#CR500), Mediation Skills Level I (#CR300), and basic electives such as Asserting Yourself Under Pressure (#CR702)

These courses can be taken in any order. The first three are core courses, and all must be taken for the Certificate Program. The basic electives are optional.

### 4. Advanced Electives

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

### 5. Negotiation Skills Level II (#CR600), Mediation Skills Level II (#CR400)

These courses can be taken in any order. It is recommended that they be taken at the end of your program so that you will have had maximum skills-building opportunities from the previous courses. At this point you will be thinking about preparing for your assessments, and can use these Level II courses to get a sense of the skill level you are at.

### 6. Assessment Preparation: Negotiation (#CR803), Mediation (#CR801)

These courses are optional but are strongly recommended. They do not count as elective credits. They are designed to help you prepare for the assessments, and provide a more in-depth look at your skill level and areas to work on prior to assessments.

### 7. Negotiation Skills Assessment (#CR499), Mediation Skills Assessment (#CR699)

Completion of your course work is recommended before taking your assessments. If you do not pass your assessment, you can schedule a reassessment at a later date after you have worked on the skill areas recommended by the assessment team.



## Courses for Businesses and Professionals

The Centre for Conflict Resolution Training and Simon Fraser University are jointly offering courses in Conflict Resolution. The courses are designed to assist those working in organizations that are dealing with issues arising from change, restructuring, teamwork, and conflict. Such individuals may include executives, managers, supervisors, and others working in an organizational setting. Courses are held in downtown Vancouver at the SFU Harbour Centre campus. See course listings in this calendar. **For more information on the program, call Maureen Carroll at 604/222-7219. To register for the courses, call Kirsten Hunter at SFU, 604/291-5067.**

## Contract Courses

Training is available on a contract basis to businesses and organizations that wish to have the training brought to their location. This service is available in both local and out-of-town/out-of-province locations. Courses offered on a contract basis can be those already developed as part of the Conflict Resolution Certificate Program, or they can be tailored to the specific needs and

issues of your organization. Examples of situations and issues that participants face in their day-to-day work can be incorporated into the training and used during role-play practice. Costs for contract courses vary according to content, the amount of design work required, and the location of the course. **For more information on contract courses, including course descriptions, formats, and costs, contact Karen Falk at 604/222-7161.**

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

We are offering on a contract basis a six-week program for First Nations People leading to a Certificate in Negotiation Skills. The program provides the regular conflict resolution and negotiations training in a First Nations context. First Nations trainers and coaches are used whenever possible to deliver the training. **If you or your Band or Tribal Council are interested in receiving more information on this program, you can contact Marg Huber, Program Director, at 604/222-7248, or Clifford White, First Nations Negotiations Training Consultant, at 604/929-3455.**

## Conflict Resolution Graduation Ceremony September 28, 1995 7:30 pm

## Core Courses

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

### Dealing with Interpersonal Conflict (#CR100)

This course explores the sources and implications of interpersonal conflict in various contexts. Participants will have an opportunity to assess their current approaches to resolving conflicts and to broaden their range of options. An examination of power, expectations, anger, and problem solving will include specific concepts, skills, and techniques useful in the resolution of interpersonal conflicts. **This course is a prerequisite for all other core courses.**

Length: Three days (21 hours)

Date(s): **January 23-25**, Dale Zaiser  
**February 16-18**, Randy Boychuck  
**March 1-3**, Mario Govorchin  
**March 4, 11, 18**, Nancy McPhee  
**March 8-10**, Kelly Henderson  
**March 22-24**, co-sponsored with Surrey-White Rock Mediation Services Society at Surrey Conference Centre, 9260 - 140 St., Surrey; Mario Govorchin  
**March 20-22**, Ron Monk  
**March 30 - April 1**, at New Westminster Community Education, 1001 Columbia Square, New Westminster; Wendy Hilliard  
**April 5-7**, Mario Govorchin  
**April 24-26**, co-sponsored with Surrey-White Rock Mediation Services Society at Surrey Conference Centre, 9260 - 140 St., Surrey; Deborah White  
**April 19-21**, Mike Altschuler  
**May 3-5**, Deborah White  
**May 24-26**, Karen Haddigan  
**June 10, 17, 24**, Nancy McPhee  
**June 13-15**, Nym Hughes  
**June 26-28**, Mike Raynolds  
**July 10-12**, Kelly Henderson  
**July 26-28**, Randy Boychuck  
**August 16-18**, Randy Boychuck  
**August 28-30**, Mario Govorchin  
Fee: \$275





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

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

Length: Three days (21 hours)

Date(s): **February 6-8**, Deborah White  
**February 8, 15, 22** (Specialized business course at SFU Harbour Centre, 515 West Hastings St., Vancouver; Karen Haddigan. To register, call Kirsten Hunter at SFU, 604/291-5067. Fee: \$350)  
**February 11, 18, 25**, Nym Hughes  
**February 23-25**, at New Westminister Community Education, 1001 Columbia Square, New Westminister; Nancy McPhee  
**March 9-11** (Specialized business course at SFU Harbour Centre, 515 West Hastings St., Vancouver; Deborah White. To register, call Kirsten Hunter at SFU, 604/291-5067. Fee: \$350)  
**April 25-27**, Randy Boychuck

**May 23-25**, Deborah White  
**July 4-6**, Dale Zaiser  
**August 22-24**, Randy Boychuck  
 Fee: \$275

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

Angry, hostile, or resistant feelings and behaviours are commonly generated in conflict situations. Efforts to resolve the conflict may be ineffective if these feelings are ignored or denied. This course presents theory, techniques, and approaches for effectively managing angry feelings and behaviour, including confronting, defusing, and disengaging in angry conflict situations, and moving through anger to constructive problem solving. **Prerequisite(s):** #CR100 or #CR763.

Length: Three days (21 hours)

Date(s): **February 8-10**, Randy Boychuck  
**March 14-16**, Stacey Holloway  
**April 11-13**, Randy Boychuck  
**April 27-29**, at New Westminister Community Education, 1001 Columbia Square, New Westminister; Nym Hughes  
**May 10-12**, Michael Fogel  
**May 30 - June 1**, Ron Monk  
**June 19-21**, Stacey Holloway

**July 5-7**, Joan Balmer, consultant, Ryane Consulting Ltd.  
**August 2-4**, Joan Balmer, consultant, Ryane Consulting Ltd.  
**August 21-23**, Mario Govorchin  
Fee: \$275

### Mediation Skills, Level I (#CR300)\*

Mediation is a practical method for helping other people resolve their conflicts and attain mutually satisfying outcomes. The process is useful in a wide variety of settings, including organizations, neighbourhoods, committees, schools, and families. This course introduces the concepts, skills, process, and techniques needed to mediate disputes.

**Prerequisite(s):** #CR100 or #CR763.

Length: Three days (21 hours)  
Date(s): **January 25-27**, Karen Haddigan  
**February 14-16**, Mike Altshuler  
**February 27 - March 1**, Randy Boychuck  
**March 15-17**, Deborah White  
**March 25, April 1, 8**, Nym Hughes  
**March 27-29**, Michael Fogel  
**April 18-20**, Ron Monk  
**May 17-19**, Dale Zaiser  
**June 6-8**, Michael Fogel  
**July 6-8**, Nym Hughes  
**August 8-10**, Carole McKnight, Corrections Academy Instructor for Family Court Counsellors  
**August 12, 19, 26**, Dale Zaiser  
**August 29-31**, Michael Fogel  
Fee: \$275

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

This course prepares the mediator to deal with complex and emotionally charged conflicts. Skills, techniques, and theory include power balancing, dealing with resistance and dysfunctional behaviour, mediator interventions and styles, and legal and ethical issues. **Prerequisite(s):** #CR100 or #CR763, #CR200, #CR300, #CR500.

Length: Five days (35 hours)  
Date(s): **February 22-24, 27, 28**, Mike Altshuler  
**April 24-28**, Karen Haddigan  
**May 17-19, 23, 24**, Stacey Holloway  
**June 8-9, 12-14**, Deborah White  
**July 10-14**, Michael Fogel  
Fee: \$475

### Negotiation Skills, Level I (#CR500)\*

Negotiation skills are essential in daily interactions with others to help individuals get what they need and want. Principled negotiation results in an agreement that responds to the interests of both parties. This course introduces the skills, theory, process, and techniques for applying interest-based negotiation in a variety of work and day-to-day

situations. Recommended reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd ed., 1992.  
**Prerequisite(s):** #CR100 or #CR763.

Length: Three days (21 hours)  
Date(s): **January 31 - February 2**, Nancy McPhee  
**February 20-22**, Ron Monk  
**March 13-15**, Karen Haddigan  
**March 23-25**, Mike Altshuler  
**April 10-12**, Dale Zaiser  
**May 8-10**, Deborah White  
**May 25-27**, at New Westminster Community Education, 1001 Columbia Square, New Westminster; Nancy McPhee  
**June 2, 3, 9** (Specialized business course at SFU Harbour Centre, 515 West Hastings St., Vancouver; Karen Haddigan. To register, call Kirsten Hunter at SFU, 604/291-5067. Fee: \$350)  
**June 3, 10, 17**, co-sponsored with Surrey-White Rock Mediation Services Society at Surrey Conference Centre, 9260 - 140 St., Surrey; Mario Govorchin  
**June 14-16**, Mario Govorchin  
**July 19-21**, Mike Altshuler  
**August 14-16**, Mario Govorchin  
Fee: \$275

### Negotiation Skills, Level II (#CR600)

This course applies the negotiation process and techniques from the Level I course to more complex situations. Content includes negotiator assertiveness and style, factors that escalate or de-escalate competitiveness, resolving impasses, and overcoming resistance. Recommended reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd ed., 1992. **Prerequisite(s):** #CR100 or #CR763, #CR200, #CR300, #CR500.

Length: Five days (35 hours)  
Date(s): **March 2-3, 6-8**, Dale Zaiser  
**April 19-21, 24-25**, Michael Fogel  
**May 29 - June 2**, Mario Govorchin  
**June 21-23, 26-27**, Dale Zaiser  
**July 24-28**, Stacey Holloway  
Fee: \$475

### Mediation Skills Assessments (#CR499)

### Negotiation Skills Assessments (#CR699)

The Conflict Resolution Certificate Program includes two skills assessments; one in mediation and one in negotiation. Assessments consist of a one-hour videotaped roleplay simulation, where a coach(es) acts as the roleplayer(s) and you are the skilled negotiator or mediator. The coach(es) plus a designated assessor make up the assessment team. It is strongly recommended that you take an assessment preparation course before doing your assessments. Instructors and coaches are also available on a private contract basis to help you prepare for the assessments. To schedule an assessment or for more information on the assessment



process and out-of-town assessments, call Kendra McEown at 222-7213.

Date(s): **February 13-18**  
**April 24 - May 5**  
**June 19-30**  
**August 28 - September 1**

Fee: \$150 per assessment

Instructor(s): Centre for Conflict Resolution Training  
instructors

**Note:** Assessment registration deadlines are as follows:

- For the February assessments: **January 27**
- For the April assessments: **April 7**
- For the June assessments: **June 2**
- For the August assessments: **July 21**

We cannot make exceptions for requests after these dates. The deadline for submitting out-of-town tapes by mail and assessments that require second opinions prior to graduation is September 11.

## Electives

The following courses are listed alphabetically by title.

### The Art of Self-Disclosure: Winning Yourself a Hearing (#CR813)\*

Successful conflict resolution and negotiation require clear disclosure of our perceptions, assumptions, and interests. Without our self-disclosure, the other party is likely to become suspicious, aggressive, defensive, or withdrawn. Many people are reluctant to express their interests for fear of appearing too open or naive. The result is that their interests may not receive fair consideration. This course gives participants skills and practice in identifying and articulating their interests; describing circumstances objectively and clearly; and expressing outcomes in assertive, non-blaming ways. Situations involving power imbalances and cultural differences will also be addressed. **Prerequisite(s):** #CR100 and one other core course.

Length: One day (7 hours)

Date(s): **June 6**

Fee: \$100

Instructor(s): Jill Schroder

### Asserting Yourself Under Pressure (#CR702)\*

This course is for people who are usually assertive but who sometimes over-react or sell themselves out in difficult conflict encounters, such as when dealing with powerful, aggressive individuals, or in high-risk, high-stake situations. The result is often a diminished relationship or unmet goals. Assertively expressing your needs, thoughts, feelings, and beliefs is essential to improving self-esteem and enhancing

relationships. It is also a key element in ensuring mutual understanding and respect, especially when strong feelings are involved.

Length: Two days (14 hours)

Date(s): **February 2-3**, Wendy Hilliard  
**February 20-21**, Mike Raynolds  
**March 23-24**, Randy Boychuck  
**April 18-19**, Mike Raynolds  
**May 6 & 13**, Wendy Hilliard  
**May 25-26**, Wendy Hilliard  
**June 29-30**, Nancy McPhee  
**July 25-26**, Mike Raynolds  
**August 24-25**, Nancy McPhee

Fee: \$205

### Conflict in Organizations: Symptoms, Origins, and Strategies (#CR704)\*

Conflict in organizations takes many forms. This course focuses on the difficulties that arise because of differences between the needs of the individual and those of the organization. What prevents an organization from working well for its people? What are the impacts of management style and organizational culture? What are our deep-rooted assumptions about the nature of our organizations and our work? From these questions, the focus shifts to a review of some alternative forms of organizations and strategies for their development. The objectives of this course are to increase the understanding of organizational conflict and to provide options that participants may then apply in their own situations.

Length: Two days (14 hours)

Date(s): **March 29-30**  
**June 19-20**

Fee: \$205

Instructor(s): Mike Talbot

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

This course focuses intensively on the micro-skills essential to effective mediating, negotiating, or resolving of interpersonal conflict. It is recommended for anyone entering the Certificate Program and would also be helpful as an isolated learning experience. Each skill will be demonstrated and then practiced in the context of a conflict situation. Specific skills include: non-judgmental listening; probing; clarifying; refocusing; and assertive, non-defensive communication. This course is best taken before #CR100 or #CR763.

Length: Two days (14 hours)

Date(s): **January 19-20**, Mike Raynolds  
**January 19** (6:30 - 9:30 pm), **26** (6:30 - 9:30 pm),  
**27** (9:00 am - 5:00 pm) (Specialized business  
course at SFU Harbour Centre, 515 West Hastings  
St., Vancouver; Deborah White. To register, call  
Kirsten Hunter at SFU, 604/291-5067. Fee: \$265)

**January 26-27**, at New Westminster Community Education, 1001 Columbia Square, New Westminster; Wendy Hilliard

**January 28 & February 4**, Wendy Hilliard

**February 9-10**, co-sponsored with Surrey-White Rock Mediation Services Society at Surrey Conference Centre, 9260 - 140 St., Surrey; Gary Harper

**February 23-24**, Karen Haddigan

**March 20-21**, Mike Raynolds

**March 20-21**, co-sponsored with Surrey-White Rock Mediation Services Society at Surrey Conference Centre, 9260 - 140 St., Surrey; Mario Govorchin

**April 4-5**, Kelly Henderson

**April 27-28** (Specialized business course at SFU Harbour Centre, 515 West Hastings St., Vancouver; Deborah White. To register, call Kirsten Hunter at SFU, 604/291-5067. Fee: \$265)

**May 15-16**, Mike Raynolds

**June 5-6**, Wendy Hilliard

**June 27-28**, Wendy Hilliard

**July 17-18**, Deborah White

**August 14-15**, Kelly Henderson

Fee: \$205

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

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

Length: Two days (14 hours)

Date(s): **February 13-14**  
**August 29-30**

Fee: \$205

Instructor(s): Deborah White

**NEW**

### Dynamics of Power in Dispute Resolution (#CR816)\*

This course provides participants with the opportunity to examine critical questions regarding their personal relationship to 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 our basis of power as either mediator or negotiator, and the implications of use of that power? Through video simulations, self-reflective exercises, and small group discussions, participants will feel more comfortable with power dynamics and identify how power can be positively utilized to enhance the dispute resolution process. **Prerequisite(s):** #CR100.



Length: Two days (14 hours)

Date(s): **March 6-7**  
**August 10-11**

Fee: \$205

Instructor(s): Joan Balmer, consultant, Ryane Consulting Ltd.

### Getting Conflict Resolved (#CR818)\*

This one-day course will provide individuals who "take the lead" in their organizations the opportunity to examine the role conflict plays in their work environments and the effect it has on working relationships. Instead of allowing unresolved conflict to "go underground," thereby undermining organizational productivity and vitality, participants will work on ways of transforming unresolved conflict into opportunities to make dynamic and productive workplace changes. Participants will have the opportunity to study conflict development and assessment through case study analysis and small group problem solving.

Length: One day (7 hours)

Specialized business course at SFU Harbour Centre, 515 West Hastings St., Vancouver.  
To register, call Kirsten Hunter at SFU, 604/291-5067.

Date(s): **March 21**

Fee: \$160

Instructor(s): Michael Fogel

### Making It Hard to Say No – Negotiating with Difficult People (#CR767)\*

The negotiation model presented in the core courses provides a useful framework for negotiating mutually satisfying agreements. Yet problems emerge when we apply this model to people who only want to win. The question is how to find common ground and move 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 – Negotiation with Difficult People*. **Prerequisite(s):** Two core courses. **Recommended:** #CR735.

Length: Two days (14 hours)  
Date(s): **March 13-14**  
**May 9-10**  
**July 12-13**  
Fee: \$205  
Instructor(s): Arthur Ridgeway

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

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

Length: Two days (14 hours)  
Date(s): **April 26-27**  
**June 28-29**  
Fee: \$205  
Instructor(s): Mario Govorchin

### Negotiating Stage 4: Building the Agreement (#CR812)

Written agreements are an important way to solidify progress made in a negotiation. This course continues the negotiation process beyond the exploration of interests in Stage 3. The intent is to provide participants with experiential Stage 4 practice. Opportunities will be provided to generate and evaluate solutions based on established criteria. **Prerequisite(s):** #CR100 or #CR763, #CR500, #CR600.

Length: One day (7 hours)  
Date(s): **July 7**  
Fee: \$100  
Instructor(s): Dale Zaiser

**NEW**

### Partnering (#CR814)

Partnering is a proactive, preventative conflict resolution process which originated in the construction industry. Its undisputed effectiveness as a management tool for preventative dispute resolution is now being recognized in other business relationships. This course, intended primarily for potential Partnering participants, introduces the concepts behind Partnering, provides an overview of the Partnering model, describes its products (Charter and

Dispute Resolution mechanism), and highlights the negotiating techniques needed for implementation. Participants will have an opportunity to "test drive" these skills in a role-play simulation from the construction industry.

Length: Two days (14 hours)  
Specialized business course at SFU Harbour Centre, 515 West Hastings St., Vancouver.  
To register, call Kirsten Hunter at SFU, 604/291-5067.  
Date(s): **February 22-23**  
**February 24-25**  
Fee: \$395  
Instructor(s): Susanne Palmer, B.A. (Hons.), LL.B., C.R.C.P., principal of AD IDEM Dispute Resolution and the Palmer Partnering Group, Toronto

### Self-Management (#CR811)

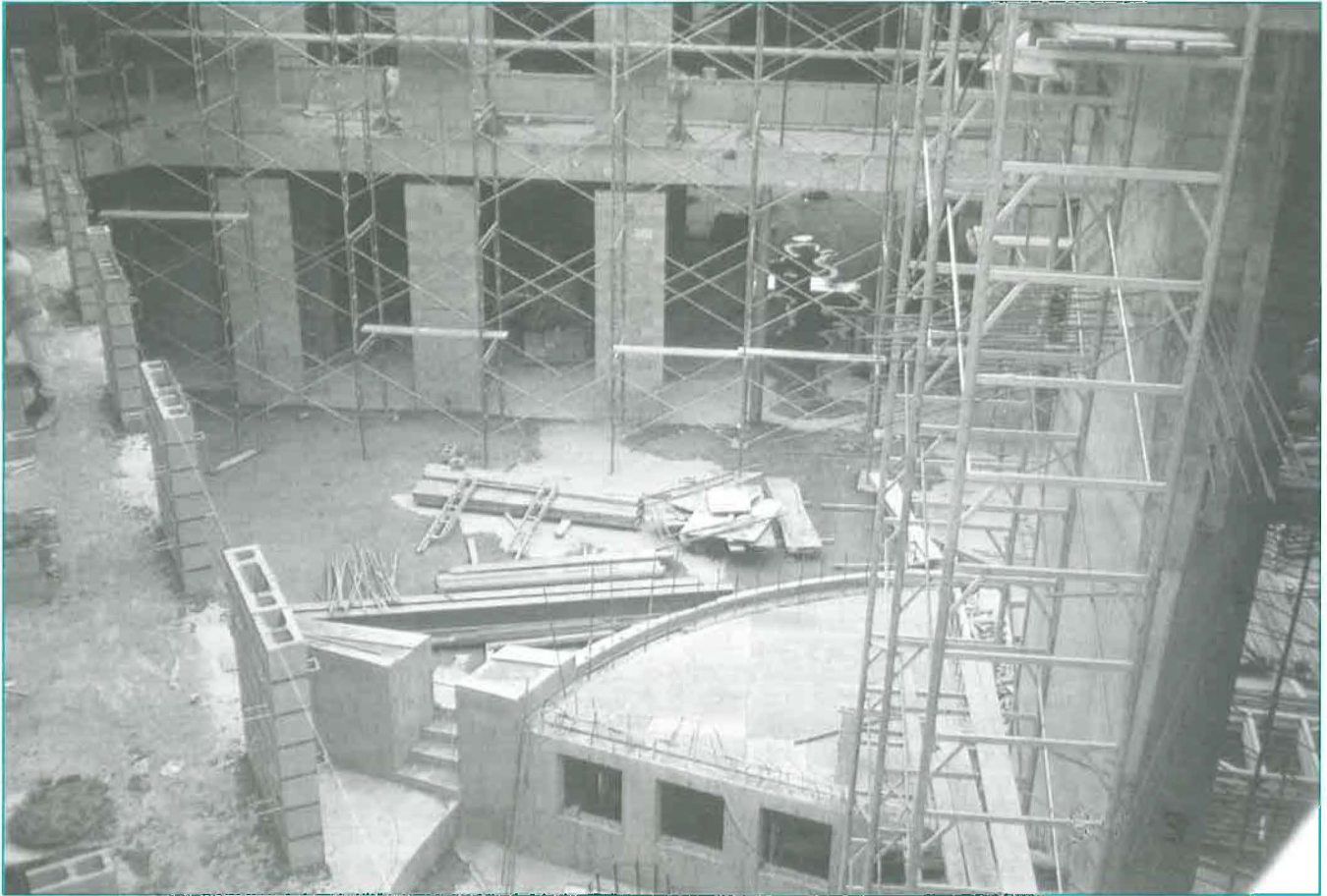
Our best intentions to resolve conflict sometimes suffer because we get caught in our own emotional responses. Before we begin to manage another's behaviour, it is necessary to manage ourselves. This course is designed to isolate and identify our pattern(s) of response in conflict and tense negotiation situations. A variety of self-management mechanisms will be explored. Participants will have an opportunity to apply some of these mechanisms and choose ones that are personally relevant so that their interactions with others become more effective. **Prerequisite(s):** #CR100.

Length: One day (7 hours)  
Date(s): **January 27**  
**May 1**  
Fee: \$100  
Instructor(s): Ron Monk

### Shifting from Positions to Interests (#CR748)

Whether in the context of negotiation, mediation, or interpersonal conflict, people adopt positions and offer solutions in order to meet their underlying interests. Working toward interest-based resolutions requires skill in clarifying and understanding the wants, needs, concerns, and fears which support the opposing positions. This skill-building course is designed to help participants reach positive outcomes through a deeper exploration of positions, interests, and intentions. Participants will enhance skills aimed at eliciting underlying interests, illuminating blocks, facilitating processes, establishing positive outcomes, and generating a wider range of choices. **Prerequisite(s):** two core courses. **Recommended:** #CR735.

Length: Two days (14 hours)  
Date(s): **February 7-8**  
**April 10-11**  
**June 13-14**  
**July 10-11**  
Fee: \$205  
Instructor(s): Arthur Ridgeway



### Silent Messages: Communicating Non-Verbally in Conflict (#CR758)

In conflict, people often give one message verbally and quite another non-verbally. In cross-cultural situations, differences in non-verbal messages have the potential to generate or intensify misunderstanding and conflict. Mixed or misunderstood messages in such circumstances may be confusing, irritating, misleading – and illuminating when clarified! Sharpened awareness of our own and others' non-verbal communication can help us effectively resolve and manage conflicts. This course will expand participants' ability to tune into the fuller messages in conflict situations, including mediations, negotiations, and interpersonal contacts. It will also improve their skills in sending clear, congruent messages.

Length: Two days (14 hours)

Date(s): **March 27-28**  
**July 20-21**

Fee: \$205

Instructor(s): Michael Raynolds

### Unfinished Business (#CR768)\*

Withheld feelings of anger, hurt, mistrust, and resentment often impede the process of resolving a conflict. Unreasonable demands, attacks, and outbursts are symptomatic of unfinished business which clouds present issues. Judgments prevailing throughout the relationship lock our perceptions of the other and limit the options for resolution. These judgments need to be cleared in order to begin to re-establish trust and build a foundation of co-operation. This course focuses on developing skills for getting past unfinished business by clearing judgments, acknowledging hurt, reducing defensiveness, and working toward a trusting relationship. It focuses on personal and work-related conflicts. **Prerequisite(s):** Two core courses. **Recommended:** #CR735.

Length: Two days (14 hours)

Date(s): **March 15-16**  
**June 15-16**

Fee: \$205

Instructor(s): Arthur Ridgeway



## Proficiency Courses

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The following courses are strongly recommended to students who want the opportunity to build their skills. The Use-It-or-Lose-It Clinics can be taken at any time after the completion of at least two core courses. These courses are not credit courses and do not count toward the required 210 hours of the Conflict Resolution Certificate Program.

### Assessment Preparation: Mediation (#CR801) and Negotiation (#CR803)

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These courses provide participants with a comprehensive analysis of their mediation/negotiation work through a review of scripted segments of videotaped roleplay, and responds to questions regarding assessments. Script analysis reveals ineffective response patterns and micro-skill competency gaps, and gives insight into other possible intervention strategies. These courses are recommended for those who have taken Mediation/Negotiation Level II and wish to proceed to the assessments with a clearer focus on where their work needs to be strengthened. There is no instructional component to this course, to allow participants to simulate the assessment experience and reach closure on at least one issue. There are approximately four hours of scripting homework to be done outside of class. Students will require access to a VCR or audio tape deck for this homework. Please bring your own audio/video-tape on day 1 of the course. **Prerequisite(s):** Completion of the relevant Level II course.

Length: 2 days

Date(s): **Mediation Assessment Preparation**

**January 30 & February 1**, Jill Schroder

**March 28 & 31**, Jim Toogood

**June 5 & 9**, Jill Schroder

**July 18 & 21**, Jim Toogood

**Negotiation Assessment Preparation**

**January 24 & 26**, Jim Toogood

**April 3 & 6**, Jill Schroder

**May 29 & June 2**, Jim Toogood

**July 24 & 27**, Jill Schroder

Fee: \$165

### Use-It-or-Lose-It Clinic (#CR750)

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This clinic provides more opportunity to practice skills and techniques. Coaches will conduct small group practice sessions with video feedback. Students will determine the focus for their own work, including interpersonal conflict resolution, negotiation, or mediation, as well as any specific skills or interventions, such as probing, reframing, or shifting from positions to interests. Scenarios and worksheets will be available, or students may bring their own material. Groups may choose to stay together for the entire day or move to a new group at designated times. Please bring your own VHS videotape if you wish to record your work. **Prerequisite(s):** at least two core courses.

Length: 1 day

Date(s): **July 31**

Fee: \$85

Instructor(s): Coaches from the Centre for Conflict Resolution Training

## Electives for Working with Groups

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### Building Consensus (#CR733)

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In recent years, there has been an increasing trend in both business and the public sector to develop collaborative approaches to dispute resolution, including consensus building, team building, stakeholder participation, and public consultation. This shift toward group involvement in solving problems, setting policies, making decisions, and planning events has not always been successful. The process of consensus building has tremendous appeal but is difficult to implement. Its benefits include long-term effectiveness and a deeper and more pervasive commitment to the decisions reached and the actions required. Although elements that lead to consensus are relatively simple to understand, the challenge is to learn to apply the elements effectively. This course is designed to help participants understand the conditions that must exist for consensus decisions to be made, procedures for preparation of the involved parties, process and guidelines to follow while trying to reach a decision, and facilitation skills necessary for reaching consensus. **Prerequisite(s):** At least two core courses.

Length: Two days (14 hours)

Date(s): **February 9-10**

**April 12-13**

**May 11-12**

Fee: \$205

Instructor(s): Arthur Ridgeway

### Facilitating Multi-Party Disputes (#CR805)

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Are you being challenged to adapt your conflict resolution skills to more complex, multi-party settings? This course will help you make that shift by: exploring and building skills in process design and agenda setting, moving from mediation to collaborative decision making in groups, dealing with parties and their constituencies, facilitating where you are an interested party/stakeholder – the “Double Bind” – examining how cultural considerations affect shared decision making, managing the emotional climate in more complex settings, coming to closure, and achieving settlement. **Prerequisite(s):** at least two core courses.

Length: Two days (14 hours)

Date(s): **March 7-8**

Fee: \$205

Instructor(s): Sally Campbell



## Group Dynamics (#CR804)

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

Length: Two days (14 hours)  
Date(s): **June 12-13**  
Fee: \$205  
Instructor(s): Karen Haddigan

## Mediation Electives

### Conciliation and Caucusing: Conducting Separate Meetings (#CR807)

Separate meetings with the parties in mediation may precede or take the place of joint sessions. They may occur as caucuses during the session or as telephone conversations between sessions. These meetings and conversations are key components of the mediation process and present their own set of challenges. It is essential that the mediator conduct them in an efficient and productive manner while ensuring that his or her impartiality remains intact. In this course, participants will learn to recognize when, how, and under what circumstances it is appropriate to meet individually with the parties, and will practice conciliation and caucusing methods in roleplay simulations with the assistance of skill coaches. **Prerequisite(s):** #CR100 or #CR763, #CR300.

Length: Two days (14 hours)  
Date(s): **March 9-10**  
Fee: \$205  
Instructor(s): Michael Fogel

### Managing the Emotional Climate (#CR806)

One of the crucial tasks of the mediator is working with the parties to maintain an environment in which they can effectively negotiate with one another. This "climate" is one in which the parties' feelings are respected and, at the same time, are managed so that their emotions do not become either self-destructive or a weapon against each other. Safeguarding this emotional balance is challenging

and essential. Participants will have the opportunity to practice interventions that will enable them to help the parties cope more constructively with their own emotions and better understand one another's feelings, and to maintain an environment in which the parties' emotions will contribute to the successful resolution of the conflict.

**Prerequisite(s):** #CR100 or #CR763, #CR300, two other courses in the program, plus #CR600.

Length: One day (7 hours)  
Date(s): **April 6**  
**August 1**  
Fee: \$100  
Instructor(s): Michael Fogel

**NEW**

### Mediating in a Family Systems Context (#CR815)

Regardless of the context or cultural background, conflicts come from people and people come from families. This course explores the theory and dynamics of family systems as a consistent factor in the mediation process. Key mediator tasks include assessing what is happening experientially at the levels of personal belief, feelings, and self-esteem, which strongly influence conflictual positions. This understanding can increase clarity, focus, and speed of resolution by tapping into the issue behind the presenting issue. Through family mapping, sculpting, and role playing, participants will have opportunities to learn to identify their inner signals, and monitor, respect, and work with the effects of family dynamics in the mediation process.

**Prerequisite(s):** #CR300.

Length: Two days (14 hours)  
Date(s): **May 4-5**  
Fee: \$205  
Instructor(s): Naomi Serrano, Ph.D., therapist and trainer in private practice, specializing in the Satir Family Systems Model in multicultural contexts

**NEW**

### Mediating the Financial Divorce (#CR817)

Financial decisions made at the time of divorce will greatly influence the life of each family member. Mediators must be able to guide the parties through the financial maze and know when and where to refer them for additional financial consultation. This course will provide participants with information and strategies for mediating financial aspects of separation and divorce, including spousal and child support, family home, pensions, family business, wills, insurance, other assets, and debts. Tax implications, ethical issues, and legal risks for mediators will be addressed. Participants will prepare a memorandum of understanding based on a roleplay case study. **Prerequisite(s):** #CR100 or #CR763, #CR300.

Length: Two days (14 hours)  
Date(s): **April 3-4**  
Fee: \$205  
Instructor(s): Ed Jackson, C.G.A., family mediator and trainer in private practice



## Co-sponsored Courses

Some of the courses in the Conflict Resolution Certificate Program are run jointly through community colleges and community organizations **throughout B.C. and the Yukon**. Trainers and coaches from our program travel to these communities to deliver the training. The co-sponsoring organization acts as the host, providing registration services and classroom facilities. The fees for these courses vary from location to location because of the different travel costs and administrative fees associated with each location. A special supplement to the regular calendar lists the current schedule of these out-of-town courses, and tells you where to call for more information and to register. This publication is generally available shortly after the calendar is printed.

For a copy of this out-of-town schedule or more information on the co-sponsor program, call the Administrative Office at 604/222-7156. For information specific to a particular location, call the appropriate co-sponsoring organization listed here.

### Vancouver Island

Camosun College, Victoria  
Information: 370-3153 / Registration: 592-1556

The Mediation Place, Victoria  
Information and Registration: 383-4412

Malaspina University College, Nanaimo  
Information: 755-8775 / Registration: 755-8755

Comox Family Life Association, Courtenay  
Information and Registration: 338-7575

Campbell River School District #72  
Information and Registration: 286-0651

### Okanagan/Kootenays

Okanagan University College, Kelowna  
Information: 762-5445, loc. 4532 / Registration: 862-5480

Selkirk College, Castlegar  
Information: 365-1261 / Registration: 365-1208

East Kootenay College, Cranbrook  
Information: 489-2751, loc. 242 / Registration: 489-2751, loc. 237

### Cariboo

College of New Caledonia, Prince George  
Information: 562-2131, loc. 202 / Registration: 561-5846

University College of the Cariboo, Williams Lake  
Information: 392-8044 / Registration: 392-8010

### Northern B.C.

Northern Lights College, Fort St. John  
Information and Registration: 785-6981

### Yukon Territory

Yukon College, Whitehorse  
Information: 403/668-8795 / Registration: 403/668-8710

### Instructors:

Michael Altshuler, J.D., M.S., mediator and counsellor in private practice  
Elizabeth Azmier-Stewart, mediator and trainer in private practice  
Randy Boychuck, M.A., counsellor and trainer in private practice  
Sally Campbell, J.D., lawyer, mediator, and trainer in private practice  
Michael Fogel, LL.B., J.D., M.Ed. (Counselling Psychology), mediator, facilitator, and adult educator/trainer in private practice, specializing in commercial and family disputes, organizational conflict, and change  
Mario Govorchin, trainer, organizational development consultant, and mediator in private practice  
Karen Haddigan, mediator, trainer, and facilitator specializing in work with organizations and groups  
Kelly Henderson, M.Ed., mediator in private practice with extensive experience in the health care industry  
Wendy Hilliard, B.Ed., LL.B., teacher, mediator, and trainer in private practice  
Stacey Holloway, consultant, mediator, and trainer in private practice, specializing in education, health, and organizational disputes

Nym Hughes, facilitator and mediator in private practice, and trainer in adult special education  
Nancy McPhee, consultant and trainer in private practice  
Ron Monk, trainer and mediator in private practice  
Michael Reynolds, trainer and mediator in private practice  
Arthur Ridgeway, Ph.D., registered psychologist, consultant, and trainer in private practice  
Jill Schroder, M.Sc., trainer and mediator in private practice, specializing in communication and relationship building  
Mike Talbot, M.A., M.Tech., organizational consultant in private practice, with a particular interest in organizational evolution  
Jim Toogood, mediator, arbitrator, and trainer in private practice  
Deborah White, M.A., ABS, organizational development consultant and trainer in private practice  
Dale Zaiser, M.A., ABS, mediator, trainer, and organizational development consultant  
Other resource people with complementary expertise and specializations are also involved.

## Coaches (in the Lower Mainland)

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Keith Barker, Janice Bateman, Gerry de la Garza, Sandy Dunlop, Donna Dussault, Marion Dyck, Gary Fitzpatrick, Maureen Hannah, Gary Harper, Ed Jackson, Kelly Kennedy, Tim Langdon, Brian Luckock, Laurie McGillivray, Christine Newton, Phyllis Nordquist, Marie O'Neill, Ingrid Pipke, Jill Schroder, George Siudut, Pamela Theriault, Jim Toogood, Leanne Turnbull, Jacque Waechter, Susan Yerxa.

## Counselling

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**Unless otherwise indicated, Counselling courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Co-ordinator, Cindy Bettcher, at 604/222-7232. For detailed brochures, call the Program Assistant, Lori Ovens, at 604/222-7251.**

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

**NEW**

### Empowering Gay, Lesbian and Bisexual Clients (#EP194)

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Many practitioners work with gay, lesbian, and bisexual clients despite the fact that they feel inadequately trained and lacking in knowledge about gay, lesbian, and bisexual lifestyles. This course is for counsellors, therapists, alcohol and drug counsellors, health care professionals, social workers, and other front line workers who are interested in working more effectively with this client population. Participants will explore gay and lesbian developmental processes; develop an empathic understanding of the "coming out" process; and examine the dynamics of homophobia and heterosexism, and how these biases can undermine and deter a client's journey. The Pride Model, which systematically explores the challenges facing sexual-minority people in various aspects of their lives, will be presented as a way of providing affirmative therapy for gay, lesbian, and bisexual clients. Specific issues, including age- and generation-specific concerns, HIV/AIDS, and how being lesbian or gay might affect therapeutic issues such as work with survivors of sexual abuse, recovery from substance abuse problems, depression, etc., will also be addressed.

Length: Two days

Date(s): **March 30-31**

Fee: \$175

Instructor(s): Kathryn Templeton, M.Sc., M.Ed., R.C.C., and Jamie Powers, M.Ed., M.A., R.C.C.

**NEW**

### Building on Client Strengths (#EP196)

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Clients bring their pain, specific problems, and, in some cases, destructive behaviours to their relationship with helping professionals. It is often difficult for the client and, at times, the worker to consider the strengths underneath these destructive and dysfunctional behaviours. This course is for counsellors, victim service workers, social workers, support workers, and other front line staff who provide support to children, youth, and adults and are interested in developing skills in building on existing client strengths. Participants will review the essential elements of self-control theory; identify and develop skills in enhancing existing strengths in their clients, such as creativity, humour, resilience, and insight; and explore the psychological need motivating these behaviours and survival strategies. Emphasis will be placed on avoiding common pitfalls for support workers, including rescuing, labelling, and focusing solely on client weaknesses, and on supporting clients in a process of self-evaluation and strengthening of internal responsibility for their behavioural choices.

Length: Two days

Date(s): **April 4-5**

Fee: \$165

Instructor(s): Elaine Stoll, B.A., R.C.C.

### Grief and Bereavement (#EP155)

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This two-day course is for counsellors, therapists, and other practitioners working with clients around grief and bereavement issues. Participants will explore the stages, symptoms, and experiences of normal bereavement; examine the dynamics and indicators of complicated grief, including traumatic death bereavement; discuss the responses of children and adults to death; and examine the goals and strategies of grief counselling. Particular attention will be paid to the differences between normal bereavement and suicide bereavement, common grief reactions among practitioners who have lost clients to suicide, and practical strategies to prevent and address practitioner burnout.

Length: Two days

Date(s): **May 1-2**

Fee: \$175

Instructor(s): Linda Rosenfeld, B.S.W., and Elizabeth Fortes, M.A.

### Suicide Assessment and Intervention (#EP126)

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Suicide threats or attempts raise the anxiety level of even the most experienced practitioner. This course is for counsellors, therapists, social workers, mental health staff, and other practitioners who wish to develop skills in identification, assessment, and appropriate intervention with this client group. Participants will review current research on assessment of suicidal people, explore an assessment framework which includes an overview of risk factors, and



examine the needs of special populations that are considered at greater risk for suicide. Intervention and management strategies will be presented, and opportunities for skill practice will be provided.

Length: Two days

Date(s): **June 8-9**

Fee: \$175

Instructor(s): Gladys Adilman, B.A., and Suri Vangolen, R.C.C.

## Family Issues

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### Understanding and Responding to the Defensive Themes of Assaultive Men, Level I (#EP140)

This course is for counsellors and other practitioners working with men who abuse their partners, and front line workers (such as police, probation officers, transition house workers, etc.) who have contact with assaulted women. Participants will explore the "defensive themes" that men who assault their partners use; consider and discuss their reactions, as workers, to these themes; and practice intervention strategies to address these defenses as they emerge. An overview of the components of effective treatment for assaultive men and an exploration of what women should know about men's treatment will be highlighted.

Length: Three days

Date(s): **March 29-31**

Fee: \$225

Instructor(s): Dale Trimble, M.A.

**NEW**

### Advanced Training in Working with Men Who Assault Their Partners (#EP140A)

This course is for experienced counsellors and other practitioners who are interested in increasing their clinical skills and confidence in responding to the needs of assaultive men. This highly experiential course will provide participants with the opportunity to integrate the frameworks of Alan Jenkins (*Invitation to Responsibility*) and the *Themes of Defense* video (written by Dale Trimble) into strategies and approaches to intervention. Participants will be asked to bring written case examples of problems or practice dilemmas they are encountering in their work with assaultive men. Opportunities for skill practice will include role-play, focused consultation discussions and feedback, and an exploration of the appropriate use of self as a practitioner with this population. Registration is limited to 18 participants. **Prerequisite(s):** #EP140 or a written application outlining previous training in working with assaultive men, including the name of the instructor, length of training, and a brief synopsis of content.

Length: Two days

Date(s): **June 5-6**

Fee: \$195

Instructor(s): Dale Trimble, M.A.

### Children Who Witness Violence (#CY111)

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This introductory course is for school counsellors, social workers, child care workers, and other front line staff who are involved with children who witness abuse. Participants will review the dynamics of violence against women in relationships; explore the impact and long-term consequences, within a developmental context, for children witnessing violence; and practice skills to support and address the needs of these children. Participants will discuss the impact of violence against women on parenting, and consider strategies to empower battered women as parents. The importance of interdisciplinary networking and the role of the support worker in advocating on behalf of the child and/or the assaulted woman will be highlighted.

Length: Two days

Date(s): **May 4-5**

Fee: \$175

Instructor(s): Sharon White, B.S.W., E.C.E. Cert.

### Solution-Focused Family Counselling with the Substance Abuser (#EP149)

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This course is for alcohol and drug counsellors, therapists, family counsellors, and mental health practitioners working with individuals or families where substance misuse is a problem. Participants will develop a framework for solution-focused assessment; explore critical issues in building the counselling relationship, including dealing with resistance and negotiating well-formed treatment goals; and identify ways to orient the client (or client system) toward solutions. Opportunities to develop and practice solution-focused interventions which capitalize on the strengths and resources of family members, and strategies for maintaining progress, will be provided through the use of video, roleplay demonstrations, and small group practice.

Length: Two days

Date(s): **May 18-19**

Fee: \$175

Instructor(s): Robert Finlay, M.A.

### Working with Families in Crisis (#CY121)

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This course is for counsellors, family support workers, social workers, and other front line staff working with families in crisis. Participants will have an opportunity to explore their personal attitudes, beliefs, and values about violence in families, child abuse, or other chronic crises; develop a framework for understanding and responding to families caught in the cycle of crisis; and examine key issues in intervening, including engaging these families,



differentiating between support and rescuing, and setting realistic goals and limits. The impact of practitioners' own experiences on their work will be considered. Specific attention will be paid to the difficult practice issues that emerge and the possible intervention strategies that can be used.

Length: Two days  
 Date(s): **May 26-27**  
 Fee: \$165  
 Instructor(s): Joe Rosen, M.S.W.

### Supporting Women in Difficult Relationships (#EP175)

This introductory course is for front line workers and counsellors who work with women involved in difficult or abusive relationships. Participants will have the opportunity to develop a framework for understanding a woman's involvement in difficult relationships; explore issues related to women's socialization, self-esteem, and victimization; and examine the stages of "recovery." Factors that impede a worker's ability to intervene effectively with this client population, and key factors in establishing emotionally safe and supportive helping relationships, will be highlighted.

Length: Two days  
 Date(s): **June 2-3**  
 Fee: \$165  
 Instructor(s): Ronni Richards, M.A., and TBA

## Expressive Therapies

### Art and Play Therapy: Treatment Approaches for Working with Children (#CY104)

This introductory course is for therapists, social workers, child care workers, and mental health professionals currently working with children 3 to 12 years old. It covers the function of art and play through the developmental stages, explores various approaches to play therapy, and

examines practical concerns related to the use of art and play therapy. Participants will have the opportunity to become familiar with the toys and various art therapy exercises used in working with children in this age group.

Length: Two days  
 Date(s): **February 17-18**  
**March 8-9**  
 Fee: \$185  
 Instructor(s): Marie Jose-Dhaese, M.Ed., ATR, CET, RPT-S

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

This course is for practitioners who use play and various expressive therapies in their work with children. Course content includes principles of non-directive play therapy, the symbolic language of play as it develops through the therapy process, kinds of play and how play changes, and stages of the treatment process. **Prerequisite(s):** #CY104.

Length: Two days  
 Date(s): **March 10-11**  
 Fee: \$185  
 Instructor(s): Marie Jose-Dhaese, M.Ed., ATR, CET, RPT-S

### Art and Play Therapy with Neglected and Abused Children (#CY104B)

This course is for practitioners who use art and play therapy in their work with children who have experienced and disclosed neglect and abuse. Course content reviews theoretical principles underlying the use of art and play therapy with traumatized children, illustrates ways of addressing the main clinical issues of neglected and abused children, and examines the recurring images that emerge in children's play and art (through the various stages of therapy). **Prerequisite(s):** #CY104 and #CY104A, and a basic understanding of child abuse issues. Applicants must submit a resume describing their relevant work experience.

Length: Two days  
 Date(s): **April 21-22**  
 Fee: \$185  
 Instructor(s): Marie Jose-Dhaese, M.Ed., ATR, CET, RPT-S

### Sandplay: A Healing Journey for All Ages (#CY154)

This course is for practitioners experienced in art and play therapy and who are familiar with the use of symbolic language in their work with clients. Participants will explore the theoretical principles underlying the use of sandplay, review a list of materials necessary to create a sandtray, and explore ways of using sandplay and waterplay in non-directive and structured interventions. Participants will experience the value of sandplay by making their own sandtrays, and will observe a slide presentation and video demonstration which illustrate the images of the self-healing process. Participants are asked to bring a small



container filled with sand or corn meal, and their favourite figurines. **Prerequisite(s):** #CY104.

**Length:** Two days  
**Date(s):** June 9-10  
**Fee:** \$185

**Instructor(s):** Marie Jose-Dhaese, M.Ed., ATR, CET, RPT-S

## Trauma and Post-Traumatic Stress

### Trauma and Post-Traumatic Stress Reactions (#EP178)\*

This introductory course is for front line workers, support workers, victim service workers, and other service providers working with trauma survivors in an individual, group, or community context. Participants will acquire a basic understanding of trauma and a working knowledge of reactions to trauma, including responses at the moment of victimization, short- and long-term consequences of traumatization, and post-traumatic stress disorder. Options for treatment and recovery will be addressed, and participants will be able to adapt recovery models to their own work situation. The impact of trauma work on service providers will also be explored. This course is relevant to people involved with diverse trauma populations, such as refugees or survivors of accidents, natural disasters, family violence, sexual assault, or other crimes.

**Length:** Two days  
**Date(s):** February 20-21  
June 19-20

**Fee:** \$165  
**Instructor(s):** Maggie Ziegler, M.A.

### Trauma and Post-Traumatic Stress Reactions, Level II (#EP178A)\*

This course is for front line workers and other service providers working with trauma survivors, and will define effective support strategies, building on the content presented in Level I. Participants will develop a framework for assessing the effects of trauma on the individual client and identifying the stage of recovery that the client is in. Practical, supportive interventions that correspond to early and mid-stage recovery will be presented, including the role of providing information to the trauma survivor, re-establishing a sense of safety in the environment, and coping with anxiety states and flashbacks. Specific strategies to enable the trauma survivor to deal with anger and to avoid self-medication with alcohol and drugs will be examined. The importance of mobilizing appropriate community resources will be highlighted, and a model of self-care for the support worker will be addressed.

**Length:** Two days  
**Date(s):** June 21-22  
**Fee:** \$165  
**Instructor(s):** Joseph Solanto, Ph.D.

**NEW**

### Reclaiming the Self: Solution-Focused Therapy for Treatment of Sexual Abuse and Other Traumas (#CSA155)

Special one-time program. See the Conferences/Special Events category (page 15) for a course description.

**Length:** Two days  
**Date(s):** March 24-25  
**Fee:** \$185

**Instructor(s):** Yvonne Dolan, M.A.

**NEW**

### Spirituality Issues in Trauma Recovery (#EP162)

Trauma can affect various aspects of a survivor's life, including conflict related to previously held religious beliefs, world view, and spiritual values. This course is for counsellors, therapists, and other practitioners working with survivors of trauma (such as sudden loss, child sexual abuse, family violence, sexual assault, and other crimes). It explores the challenge of integrating spiritual issues in trauma recovery work. Participants will examine the impact of personal religious attitudes, beliefs, and spiritual values on their relationships with clients; identify common religious and spiritual themes that emerge in response to trauma; develop a framework to assess a client's spiritual resources; and define strategies to address these themes in recovery. The therapeutic, spiritual challenges encountered in the various stages of trauma recovery will be outlined, including grief and loss related to previously held spiritual beliefs, forgiveness, abandonment, anger, guilt, and counter-transference issues. Through the use of imagery, symbol, rituals, and stories, participants will develop and practice skills in empowering trauma survivors to access strength from their spiritual resources and beliefs.

**Length:** Two days  
**Date(s):** April 3-4  
**Fee:** \$175  
**Instructor(s):** Mimi Dent, M.S.W., R.S.W., and Eileen McWade, M.A. (Counselling)

**NEW**

### Trauma and Dissociation in Children and Adolescents (#EP168)

Special one-time program. See the Conferences/Special Events category (page 16) for a course description.

**Length:** Two days  
**Date(s):** April 7-8  
**Fee:** \$175  
**Instructor(s):** Jean Bellows, Psy.D., and Yaya M. de Andrade, Ph.D. (cand.)



### Creativity and Trauma: Using Art as a Tool for Healing (#EP179)

This course is for counsellors and therapists working with adults in a therapeutic context. It explores the use of art and creativity as a tool for healing the effects of past trauma such as childhood sexual abuse, physical abuse, long-term illness, or the death of a loved one. Participants will have the opportunity to explore the roots of creativity and psychological health, examine the impact of trauma and psychological shock on the survivor and define how change occurs, and consider the theoretical basis for understanding the art work of their clients in the context of the therapeutic process. Throughout the three days, participants will experience a variety of creative media, including art, writing, and visualization.

Length: Three days  
Date(s): **June 12-14**  
Fee: \$225

Instructor(s): Margaret Jones-Callahan, M.A.

## Critical Incident Stress

**NEW**

### Trauma in the Lives of Children: Critical Incident Stress Debriefing (#EP117C)\*

Acts of violence in and out of the family, tragic events, and sudden accidents expose children to significant stress. The Critical Incident Stress Debriefing (CISD) process has proven effective as a tool in helping children and their families cope with what they have seen or experienced. This introductory course, directed toward mental health practitioners, school personnel, child and youth counsellors, and others working with children in a support capacity, will provide training in the effective intervention and management of critical incident stress (CIS). Participants will review the nature of stress, acute and delayed reactions to stress, and Post-Traumatic Stress Disorder; explore the causes of CIS in children within a developmental context; and define the various ways by which children can be traumatized. The formal debriefing process, defusing techniques, and intervention strategies to empower children to cope with the event will be presented and demonstrated

through roleplay. Emphasis will be placed on adapting the CISD model to different situations with children of various ages; determining when a referral for follow-up therapy is required; and developing strategies for worker self-care.

Length: Three days  
Date(s): **May 29-31**  
Fee: \$225

Instructor(s): Ruth Armstrong, M.Ed.

### Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117)\*

Major disasters and daily emergencies expose emergency health, human services, and other high-risk and public safety workers to significant stress. Workers' responses to these "critical incidents" can range from confusion to extreme pain, anger, emotional problems, and physical illness. The Critical Incident Stress Debriefing (CISD) process was developed as an effective tool to manage this work-related trauma and to help staff cope with what they have seen or experienced. The purpose of this introductory course is to train mental health professionals and personnel from emergency health, human services, victim services, and other high-risk and public safety occupations in the effective management of critical incident stress (CIS). On day 1, participants will review the nature of stress, cumulative stress, and critical incident stress and their impact on human functioning; specific causes of CIS; factors that affect one's vulnerability to CIS; and defusing techniques. On day 2, the formal debriefing process will be outlined and demonstrated through roleplay. Specific attention will be directed toward various types of work-related critical incidents, problems associated with debriefings, and the issues involved in program development. This course is a basic entry requirement for individuals interested in participating in a critical incident stress debriefing team in their workplace.

Length: Two days  
Date(s): **January 30-31**  
**March 27-28**  
**July 4-5**

Time: 8:30 am - 4:30 pm  
Fee: \$175

Instructor(s): Toby Snelgrove, Ph.D.

### Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117A)\*

This advanced course is for experienced mental health professionals and peer personnel from emergency health, human services, victim services, and other high-risk public safety occupations. It builds on the content of Level I. Through roleplays and debriefing simulations, participants will have the opportunity to practice specific aspects of CIS debriefing, problem-solve around specific issues that arise in a debriefing process, and explore ways to generalize the CIS debriefing process and skills to other settings and situations. **Prerequisite(s):** Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117), or a





written application outlining previous training in critical incident stress, including the name of the instructor and the length of the training.

Length: Two days  
 Date(s): **May 18-19**  
**July 6-7**  
 Fee: \$175

Instructor(s): Toby Snelgrove, Ph.D.

### Workplace Stress and Trauma: Sources, Symptoms, and Solutions\*

Special one-time program. For a course description, see the Conferences/Special Events category (page 15).

Length: Three days  
 Date(s): **March 5 (evening) - March 7**  
 Location: Coast Plaza Hotel, Vancouver  
 Fee: \$195 (before January 30, 1995)  
 \$215 (after January 30, 1995)

Keynote Speakers: Diane Everstine, Ph.D.; Charles Figley, Ph.D.; Toby Snelgrove, Ph.D.

Interdisciplinary Studies has produced a Critical Incident Stress Debriefing video and support materials. For information, see page 58.

## Courses Around B.C.

### Prince George

#### Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117)\*

Co-sponsored with the University of Northern British Columbia. For a course description, see above.

Length: Two days  
 Date(s): **February 14-15**  
**May 9-10**

Location: University of Northern B.C. (Room TBA)  
 Fee: \$230

#### Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117A)\*

Co-sponsored with the University of Northern British Columbia. For a course description, see above.

Length: Two days  
 Date(s): **February 16-17**  
**May 11-12**

Location: University of Northern B.C. (Room TBA)  
 Fee: \$230



## Instructors:

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

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

Mimi Dent, M.S.W., R.S.W., is the clinical supervisor of a family service agency, with extensive experience in individual, marital, and family counselling. She specializes in the areas of sexual abuse and violence. She is a Field Instructor for the UBC School of Social Work and is interested in integrating feminist therapy practice with spiritual issues.

Robert Finlay, M.A., is a registered marriage and family therapist and Approved Supervisor with the American (Canadian) Association of Marriage and Family Therapy (AAMFT). Working in private practice, he has a strong background in addiction treatment and is a certified drug and alcohol counsellor.

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

Margaret Jones-Callahan, M.A., is a counsellor in private practice with 20 years of clinical experience with children, adults, and families. She has particular expertise in treatment of sexual abuse, grief and trauma, human sexuality, creativity, the expressive arts, and Buddhist psychology.

Marie Jose-Dhaese, M.Ed., ATR, CET, RPT-S, is a certified, registered art and expressive therapist, and a registered play therapist supervisor specializing in play therapy.

Eileen McWade, M.A. (Counselling), is a therapist in a family service agency, working primarily with survivors of trauma in individual, relationship, and family therapy contexts. She holds a Certificate in Theology and is deeply committed to the use of spiritual resources in the healing process.

Jamie Powers, M.Ed., R.C.C., a therapist in private practice, has been involved in the counselling community in private practice and agency work since 1986. His particular areas of expertise include communication skills between partners/spouses, the effect of family and religion of origin on the lives of gays and lesbians, and loss and grief.

Ronni Richards, M.A., is a registered psychologist in private practice specializing in relationship issues.

Joe Rosen, M.S.W., is a counsellor and consultant in private practice, working with individuals and couples. He specializes in family violence, parenting, and relationship issues.

Linda Rosenfeld, B.A., B.S.W., is the director of SAFER and has been a counsellor with the program since its inception in 1972. She has extensive experience in crisis intervention and in individual, family, and group counselling. She is the co-author of *Left Alive*, a book on bereavement and suicide.

Joseph Solanto, Ph.D., is a psychotherapist, clinical supervisor, and educator in private practice. He has provided debriefings for front line staff coping with victims of personal tragedy and natural disasters in the United States and Canada.

Elaine Stoll, B.A., R.C.C., is a counsellor and trainer in private practice. She facilitates a variety of weekly groups for survivors of abuse, and is a certified training supervisor with Dr. William Glasser's Institute for Reality Therapy.

Kathryn Templeton, M.Sc., M.Ed., R.C.C., is a therapist in private practice and has been working in the lesbian and gay community since 1986. She works with individuals, couples, and groups, with particular expertise in the areas of illness and chronic symptoms, adult survivors of sexual abuse, relationship skills, dreamwork, body work, and movement.

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

Suri Vangolen, R.C.C., is a counsellor at SAFER, specializing in crisis intervention, individual and family counselling, and bereavement counselling.

Sharon White, B.S.W., E.C.E. Cert., is the Provincial Project Co-ordinator for the Society of Transition Houses for Services to Children Who Witness Abuse.

Maggie Ziegler, M.A., is a therapist in private practice. In addition to 15 years of direct clinical experience with survivors of violence, she has developed programs to train service providers in different aspects of trauma work and has provided training throughout B.C.

## Enforcement and Investigation

**Unless otherwise indicated, Enforcement and Investigation courses will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm. Please see the Justice and Public Safety Worker category (page 37) for additional listings. For more information, call the Program Co-ordinator, Patricia McNeill, at 604/222-7229. For detailed brochures, call the Program Assistant, Lynda Getz, at 604/222-7180.**

### NEW

#### Courtproofing for Enforcement Personnel (#EP177)

Enforcement personnel from a variety of agencies may be called upon to present evidence in court. This course is designed to help them prepare for their court appearance. It provides an overview of the criminal justice system and the court system, and takes participants through the steps leading to, and through, the court process. On day 2, participants will have the opportunity to participate in a mock trial, in which they will present evidence and be cross-



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

Length: Two days  
Date(s): **February 14-15**  
**May 23-24**  
Time: 9:00 am - 4:30 pm  
Fee: \$225  
Instructor(s): James W. Williams, LL.B.

### Developing Investigative Skills (#EP152)

This introductory course is designed to assist by-law enforcement officers, motor vehicle inspectors, insurance inspectors, and others who must conduct investigations that may result in alleged violators being brought before the courts. The course focuses on interviews and statements, note taking and file maintenance, and evidence – including what constitutes evidence, different types of evidence, and how evidence should be collected, stored, and documented so that it will be admissible in court. Participants will have an opportunity to practice methods of gathering statements, keeping notes, and conducting interviews.

Length: Two days  
Date(s): **March 7-8**  
**May 30-31**  
Time: 9:00 am - 4:30 pm  
Fee: \$175  
Instructor(s): Mark LaLonde

### Enforcement and Investigative Skills

In spite of efforts to ensure voluntary compliance, officials at various levels of government frequently find that laws they are charged with upholding must be enforced through the courts. Interdisciplinary Studies offers a contract course designed to prepare individuals responsible for the administration and enforcement of provincial and municipal laws to successfully investigate, prepare, and prosecute their cases. The five-day course includes a discussion of relevant legislation and takes participants through the steps involved in prosecuting a case, from gathering and

preserving evidence to presenting the evidence in court. It concludes with a court visit and a mock trial in which participants have an opportunity to present evidence based on real or composite cases typical of those they enforce. Lawyers with experience in prosecuting and defending cases in the British Columbia court system conduct the courses. They are assisted by other instructors with expertise in specific fields related to the topics presented. For further information, or to discuss a course specifically designed for your agency, contact Patricia McNeill at 604/222-7229.

### Executing a Court Order (#EP159)

Court Services Branch now contracts with private companies to perform a variety of court bailiff functions. Employees of such companies are required to demonstrate their familiarity with execution procedures and legal requirements by successfully completing a written examination. The purpose of this course is to ensure that participants are familiar with the documents and procedures involved in the provision of execution services in B.C., and to prepare them for the exam. This course is offered on an "as-needed" basis. For more information, or to add your name to a waiting list for the course, contact Patricia McNeill at 604/222-7229.

Instructor(s): Bill Bradshaw

### Witness Skills

#### Court-Proofing for Practitioners Working with Children or Adults Who Have Been Sexually Abused (#CSA112)

For a course description, see the Child Sexual Abuse category (page 14).

Length: Two days or three days  
Date(s): TBA  
Fee: \$175 (two days); \$250 (three days)

## Are you looking for the perfect gift?

**Do you want to introduce a friend or colleague to a Justice Institute course?  
Interdisciplinary Studies has the solution...**

### **A Gift Certificate**

covering a portion or the full cost of one of the courses advertised in this calendar. Interdisciplinary Studies gift certificates can be purchased by calling Carolyn Eyres at 222-7224.



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**Instructors:**

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Bill Bradshaw is a retired sheriff with extensive experience in executing court orders. He instructed the Basic Deputy Sheriff course on execution procedures for approximately 10 years at BCIT and the Justice Institute.

Mark LaLonde is a former police officer with extensive investigative experience. He has conducted training in investigative skills for a variety of organizations.

James W. Williams, LL.B., has practiced law in Vancouver since 1985. Although he is active primarily as a criminal defense lawyer, he has also appeared before such tribunals as the Law Society of B.C. and the B.C. Securities Commission. Before taking his law degree, he was a member of the RCMP for 11 years.

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## Justice and Public Safety Worker Training

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Unless otherwise indicated, Justice and Public Safety Worker Training courses will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm. For more information, call the Program Coordinator, Patricia McNeill, at 604/222-7229. For detailed brochures, call the Program Assistant, Lynda Getz, at 604/222-7180.

The courses in this series are recommended as a prerequisite for persons wishing to apply for admission to the Corrections Academy's Employment Readiness Program. The courses are specifically designed for applicants to this program, but may also be of interest to individuals interested in other fields related to justice and public safety.

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

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### Writing Investigative Reports (#MGMT311)\*

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This two-day course introduces participants to techniques for gathering, organizing, and analyzing information, and provides practical ways of making reports effective and readable. Participants will identify and practice methods for asking questions that will yield useful information during the investigation process; recording and revising running notes; overcoming writer's block; keeping the report on track; and ensuring that reports are unbiased. All participants will receive professional editorial feedback on their in-class work. This feedback will include specific suggestions about how to continue developing their report-writing skills in preparation for employment in the justice system.

Length: Two days

Date(s): **January 20-21**

Fee: \$225

Instructor(s): Katherine Galarneau

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### Introduction to Government Process and the Criminal Justice System (#MGMT309)

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This course introduces participants to the justice system in Canada and British Columbia, and provides an overview of how government works. In the segment on government process, participants will identify the levels and functions of government; discuss the significance of Canada's Constitution and the relationship of the Charter of Rights and Freedoms to the Constitution; and learn the steps involved in passing a bill. The segment on the criminal justice system focuses on the justice system (the distinction between criminal and civil law, differences between summary and indictable offences, the elements of a crime, the components of the justice system); the adult court system (levels of court in B.C., routes of appeal); sentencing (principles of sentencing, sentencing options); youth court (the Young Offenders Act, differences between components of the youth and adult justice systems); and family law (jurisdiction of the courts, legal process available upon marital breakdown).

Length: Three days

Date(s): **January 24-26**

Fee: \$200

Instructor(s): Robert Chong and Linda Alexander

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### Interviewing Skills (#MGMT310)\*

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This course introduces participants to the basic skills of interviewing clients who have come in contact with the criminal justice system and the civil court process. It focuses on effective communication skills and provides participants with the opportunities to practice the skills in a supportive environment. Over the course of the two days, participants will increase their awareness of prejudices, perceptions, and assumptions in their communication with other people; identify their communication style and ways in which they can modify their style; identify communication barriers and mistakes made during an interview; identify their personal values and how these may influence communication; and identify and practice the eight steps of an effective interview.

Length: Two days

Date(s): **February 9-10**

Fee: \$175

Instructor(s): A consultant with Ryane Consulting Inc.

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**Instructors:**

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Linda Alexander is a trainer/instructor with extensive experience in the field of adult probation. She has supervised probation orders and conducted group sessions for adult offenders. At present she teaches in the Corrections Academy in the areas of adult probation and specialized supervision.

Robert Chong is a trainer/instructor who has extensive experience in working with youth as a probation officer. He has given training sessions on youth gangs, youths at risk, and the Young Offenders Act. At present he teaches



in the Corrections Academy and specializes in the areas of youth probation and mentally disordered offenders. Kathleen Galarneau, M.A. (Communications), teaches media and communications studies and is a consultant specializing in written communication. Her courses show professional and business people how to write for today's readers: how to say more with less.

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

## Management

Unless otherwise indicated, Management courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. Please see the Administrative/Support Staff (page 7) and Training for Trainers (page 47) categories for additional listings. For more information, call the Program Coordinator, Patricia McNeill, at 604/222-7229. For detailed brochures, call the Program Assistant, Lynda Getz, at 604/222-7180.

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

### Basic Supervisory Program, Week 1 (#MGMT213)

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

Length: Five days  
Date(s): **January 23-27**  
**February 20-24**  
**May 1-5**  
**July 10-14**

Time: 9:00 am - 4:30 pm on day 1; 8:30 am - 4:30 pm on subsequent days

Fee: \$450

Instructor(s): A consultant with Ryane Consulting Inc.

### Basic Supervisory Program, Week 2 (#MGMT213A)

This second-level course uses short lectures, discussion groups, case studies, and practice sessions to build on the skills gained in the Basic Supervisory Program, Week 1. The course addresses three key challenges of supervisors: completing performance appraisals, dealing with problem employees, and building an effective team. It includes practical exercises to improve the team's co-operation and commitment, and the supervisor's own time management and meeting skills. Participants are encouraged to share ideas and concerns encountered in their role as supervisor. **Prerequisite(s):** Basic Supervisory Program, Week 1. Enrolment is limited to 16 participants.

Length: Five days

Date(s): **March 13-17**

Time: 9:00 am - 4:30 pm on day 1; 8:30 am - 4:30 pm on subsequent days

Fee: \$475

Instructor(s): A consultant with Ryane Consulting Inc.

### Program Evaluation/Project Evaluation (#MGMT304)\*

Evaluation of projects and programs is an aid to decision making and management. It is a source of information for resource allocation, program improvement, and accountability. While many program or project evaluations are carried out by external specialists, more and more organizations are conducting their own internal evaluations. Staff and managers must therefore acquire the knowledge and skills to manage and carry out evaluations. This two-day course is designed to give managers, supervisors, and individuals involved in program or project evaluation an understanding of what program evaluation is and how it can be used in an organization, and the knowledge and skills required to carry out successful program evaluations. Case studies, practical exercises, and real-life examples will be used throughout the two days. Each participant will leave the course with a guide for carrying out an evaluation.

Length: Two days

Date(s): **February 2-3**  
**May 17-18**

Fee: \$175

Instructor(s): Zena Simces Katz

### Writing Winning Proposals (#MGMT224)\*

"Foggy" writing can alienate and confuse its audience, waste time, and kill prospective contracts. During these hard times, proposals and resumes must be written in a dynamic, persuasive manner and be sensitive to the needs and wants of prospective clients. Through active writing, practical exercises, and examination of examples of persuasive writing, participants in this course will: understand the nature of proposal and resume writing; use practical strategies to achieve credibility, a specific purpose, audience appeal, and the desired results; apply guidelines for an effective, dynamic writing style; learn to write coherently,



completely, concisely, concretely, and correctly; and review documents with confidence. Participants should bring one or two samples of their writing and a copy of their resume to this course.

Length: One day  
Date(s): **February 13**  
Fee: \$115  
Instructor: Camille L. Tribe, M.A.

### Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307)\*

This course is designed to help participants become more aware of their rights and the rights of others under the B.C. Freedom of Information and Protection of Privacy Act. Greater demands are now placed on organizations to ensure that they comply with the spirit and provisions of this legislation. Staff at all levels of the organization need to understand their roles and responsibilities vis-à-vis protection of privacy and disclosure of information. Participants will explore the purpose of the Act; examine provisions of the Act dealing with access to information, exceptions to release information, and protection of personal privacy of third parties; examine the requirement for responding to requests for information; examine case studies which illustrate how the provisions of the Act apply; and identify what is required to implement the Act within their organization.

Length: One day  
Date(s): **February 15**  
**May 24**  
Fee: \$110  
Instructor(s): Zena Simces Katz

### Facilitating for Results: Helping Groups to Succeed (#MGMT306)\*

Facilitation skills are in demand on a daily basis as organizations change internally and change the way they do business. In this course, participants will identify and practice key skills which will help them become more skillful facilitators in a variety of settings, ranging from work and quality teams to community groups and others trying to get things done through collaborative processes. Participants will learn methods for dealing with difficult individuals and practice techniques to ensure that a desired outcome or result is achieved within a realistic time frame. Through group work, presentations, class discussions, and feedback from others, participants will develop a personal, flexible process for facilitating in a variety of situations.

Length: Two days  
Date(s): **February 27-28**  
**May 15-16**  
Fee: \$175  
Instructor(s): Sandra Heath, B.A.

### Together We Stand: Effective Team Building (#MGMT120)\*

Teamwork has long been seen as a basic organizational need. Today an increased focus on team formation and team development has created a need for managers to develop further competence in team building. This course explores the concept of team – what differentiates a group from a team, what a team really is, why teams exist in the first place, and how teams are developed – and looks at ways to measure and improve team effectiveness. The role of the leader in work teams is also explored. Participants will practice strategies for building and enhancing teams while developing an understanding of how teams function.

Length: Two days  
Date(s): **March 1-2**  
**June 21-22**  
Fee: \$175  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

### Influencing Decision Making and Change (#MGMT210)\*

This course is designed for managers in organizations where change is an ongoing process and an integral part of the workplace environment, and for managers responsible for implementing the structural change that occurs periodically in any organization. To create or influence change, individuals must be able to communicate the merit of their ideas persuasively; they must create both the opportunity for and interest in the presentation of their ideas. The skills and strategies presented and practiced in this two-day course will increase participants' understanding of their personal styles of influencing, and why their current influencing strategies and skills work in some circumstances but not in others. Participants will practice methods to build on what works and transform what does not. (An elective in the Conflict Resolution Certificate Program.)

Length: Two days  
Date(s): **March 15-16**  
**June 15-16**  
Time: 9:00 am - 5:00 pm  
Fee: \$175  
Instructor(s): Michael Fogel, LL.B., J.D., M.Ed. (Counseling Psychology)

### The Hiring Process (#MGMT301)

The most important decisions made by managers and supervisors relate to whom they hire to work in their organization. A wrong hiring decision is extremely costly, both in direct costs (actual money spent on salaries, etc.) and in indirect costs (the subtleties that impact on productivity). This course will guide participants through a sequence of steps to be followed in recruiting and selecting staff: understanding the duties of the job to be filled, writing an advertisement to attract the right applicants,





shortlisting, incorporating a variety of assessment methods, developing interview questions, structuring the evaluation of candidates, and interviewing references. In groups, participants will apply each step to a generic position and practice the skills required for each step. Human rights issues and employment equity considerations will be discussed. This is an energetic, hands-on learning experience; be prepared for a whole new outlook toward the hiring process at the end of the two days.

Length: Two days  
Date(s): **March 27-28**  
Fee: \$175  
Instructor(s): Diane Fru

#### Happy Ever After: The Post-Hiring Process (#MGMT301A)

How do some "good" applicants become "problems"? Sometimes it is the wrong fit, but more often the cause is the employer's lack of investment in the new employment relationship. This one-day course picks up from the first day a new employee appears on the job. It covers the following topics: orientation and what information to include; the probationary period; establishing performance standards and providing regular, specific feedback; and the importance of documentation. The course stands alone for those who have training or experience in hiring staff; it can provide an important follow-up for those who have completed The Hiring Process.

Length: One day  
Date(s): **March 29**  
Fee: \$125  
Instructor(s): Diane Fru

#### Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)\*

This course is directed toward supervisors and managers who know what they want to say but have difficulty putting it in writing. Course content is based on plain language principles. Days 1 and 2 will cover communication as a transaction, writing skills, business styles, and conveying

organizational messages. Day 3 will focus specifically on report writing and will cover planning, organizing, and special techniques. Participants are requested to submit two one-page samples of their written work when they register. This course is limited to 18 participants.

Length: Three days  
Date(s): **March 27-29**  
Fee: \$225  
Instructor(s): A consultant with Ryane Consulting Inc.

#### Building Strategies for Change (#MGMT229)

This two-day course uses case studies, small group work, and videos to demonstrate principles participants can apply to implement planned change in their workplace. Participants will become familiar with the stages of change, the ways in which people are affected by change, and what their responsibilities are as managers in guiding change. They will identify their own personality style and how this affects their reaction to change, examine methods of developing a climate for change, and understand the reasons for resistance and how to deal with them. Techniques for persuading others to give up the old ways and methods for generating excitement about change will be presented.

Length: Two days  
Date(s): **March 30-31**  
Fee: \$175  
Instructor(s): Sandra Heath, B.A.

#### Strategic Planning (#MGMT312)\*

Strategic planning is one of the most important elements in organizational effectiveness and success today. It is a process by which members of an organization envision its further development and introduce the necessary procedures and operations to achieve that future. Managers in organizations need strategic planning to assist them in setting priorities and dealing with change. This two-day course will provide participants with an understanding of strategic planning concepts and how to make them come alive; that is, how strategic planning can be meaningful and essential in managing an entire organization or a single program.

Length: Two days  
Date(s): **April 27-28**  
Fee: \$175  
Instructor(s): Zena Simces Katz

#### Developing Policy and Procedure Manuals (#MGMT226)\*

Every organization functions best with a set of clearly defined policies and procedures to help ensure consistency, professionalism, and credibility. To be effective, however, these policies and procedures must be available in an accessible form. This one-day course provides participants with information for developing and maintaining policy

and procedure manuals that meet the specific needs of their agencies.

Length: One day  
Date(s): June 1  
Fee: \$125  
Instructor(s): Christopher Curtis

### Coaching for Improved Performance (#MGMT313)\*

In today's workplaces, managers use a variety of skills to help employees deliver peak performance. Using coaching, rather than control and rules, increases accountability and results and helps build partnerships between managers and employees. This course will help employers define their coaching style and identify the types of performance problems that will benefit most from that style. An eight-step coaching model is used to illustrate the most effective way to conduct coaching. Participants will have the opportunity to practice in small groups, and to analyze employee performance problems and plan appropriate coaching sessions.

Length: Two days  
Date(s): June 7-8  
Fee: \$175  
Instructor(s): Sieglinde Malmberg

## Courses Around B.C.

### Victoria

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

See page 39 for course description. Students in the Management Development for Residential Settings Certificate Program will have first preference when registering for this course. Seats will be open to the general public by April 1.

Length: Two days  
Date(s): May 31 & June 1  
Location: University of Victoria  
Fee: \$225  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

### Instructors:

Christopher Curtis, B.A., is a communications consultant specializing in the development and maintenance of policy and procedure manuals.  
Michael Fogel, LL.B., J.D., M.Ed. (Counselling Psychology), is a mediator, group facilitator, and trainer in private practice. He works with public and private sector organizations teaching negotiation, mediation, and communication skills. He also works with managers, supervisors, support staff, and human resources personnel to create



and implement organizational changes, restructuring, and strategic plans.

Diane Fru is a management consultant whose background and specialties are training and human resources. She also has experience as a line manager and has developed and delivered a variety of human resources courses for the public sector and for private organizations.

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

Zena Simces Katz is a consultant and trainer specializing in management consulting. She has over 20 years of experience working in government and with community groups in a number of provinces. She has been responsible for co-ordinating freedom of information and protection of privacy functions within a government ministry setting in B.C. and Ontario, and has provided training on access and privacy issues to staff and managers. She has also had extensive experience in conducting and managing major program evaluations and strategic plans, and has provided practical training in how to carry out these processes.

Sieglinde Malmberg is the owner of Humanitas Services, a Vancouver-based human resource management consulting firm. She has over 20 years of experience assisting public and private sector organizations to solve challenging human resource problems. Her familiarity with a variety of organizations gives her the ability to make real-life, practical suggestions and draw on a wide range of examples to illustrate points.

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

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

Camille L. Tribe, M.A., has more than 20 years of experience in communications training. Her writing programs emphasize the practical application of methods to improve writing clarity and fluency.



# Residential Care

Unless otherwise indicated, Residential Care courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Co-ordinator, Sandra Rice, at 604/222-7273. For a brochure describing program structure, content, and eligibility, contact the Program Assistant, Sandy Johnson, at 604/222-7285.

## Management Skills

### Management Development for Residential Settings Certificate Program

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

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

Interested persons should request an application form from the Program Assistant at 604/222-7285. Participants must currently be supervising others or have proven supervisory experience. Participants in non-supervisory positions should contact the Co-ordinator at 604/222-7273, as limited seating is available for persons preparing for the supervisory role.

## Core Courses

Please register for each level directly with the Registration Office.

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

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

Length: Two days  
Date(s): **January 23-24**  
**April 24-25**  
Fee: \$165  
Instructor(s): Mario Govorchin

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

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

Length: Two days  
Date(s): **February 13-14**  
**May 16-17**  
Fee: \$165  
Instructor(s): Sandra Rice

### Management Development for Residential Settings, Level 3 (#MGMT230)

This two-day course is designed to help supervisors strengthen their supervisory skills and knowledge. Participants will have the opportunity to gain information regarding the legal constraints affecting ethical standards; discuss a plan to develop a set of ethical standards for their workplace; explore current information on professionalism and discuss a plan to develop professional standards for their workplace; and examine the supervisor's role in relation to ethical standards, values, and professionalism in residential settings. A panel of professionals will be available for a question-and-answer session on these topics. Participants will also examine the supervisor's role in promoting effective time and stress management within the team, identify sources of employee stress and strategies for coping, and examine the organizational hierarchy and communication flow to assess levels of stress.

Length: Two days  
Date(s): **March 6-7**  
**June 5-6**  
Fee: \$165  
Instructor(s): Marta Joy-Campbell



Out of consideration for the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.

#### Management Development for Residential Settings, Level 4 (#MGMT240)

This two-day course is designed to help supervisors develop a methodology for effective labour/management relations. Participants will have the opportunity to clarify existing policies and legalities, such as collective agreements and employment standards, which govern labour/management relations; identify discrepancies between policies (contracts) and practice; identify and practice the communication skills required for effective disciplinary action; explore the principles of clarity, consistency, and fairness which constitute due process; and examine the legal and ethical responsibilities of the employer/manager regarding labour relations and some areas of contention.

Length: Two days

Date(s): **April 6-7**

Fee: \$165

Instructor(s): Carol Cohen, M.A., and Marion Malcolmson, M.S.W., R.S.W.

#### Management Development for Residential Settings, Level 5 (#MGMT250)

This two-day course is designed to help supervisors identify and practice specific management problem-solving and decision-making techniques and their effectiveness; define existing management structures and roles; set agendas and practice basic facilitation skills for effective team meetings; and examine potential meeting challenges such as conflict, hidden agendas, content over process, and process over content.

Length: Two days

Date(s): **May 2-3**

Fee: \$165

Instructor(s): Pat Meyer

#### Management Development for Residential Settings, Level 6 (#MGMT260)

This two-day course is designed to help supervisors write job descriptions, interview and select staff, and provide effective orientation in the context of residential facilities. Participants will gain an understanding of the functions and elements of a job description, practice writing job descriptions, identify effective recruitment procedures for full-time and relief staff, practice methods for conducting an effective job interview that also complies with ethical standards, and identify the elements of a successful orientation.

Length: Two days

Date(s): **January 17-18**

**May 25-26**

Fee: \$165

Instructor(s): Pat Meyer

#### Management Development for Residential Settings, Level 7 (#MGMT270)

This two-day course is designed to help supervisors strengthen their financial management, budget projection, and report-writing skills. Participants will examine the tendering process for contracted house maintenance; methods for building a resource file for contractors; budget projection and petty cash management; various contractual arrangements with funding bodies; and techniques for writing successful letters, reports, and proposals.

Length: Two days

Date(s): **February 15-16**

**June 7-8**

Fee: \$165

Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

#### Management Development for Residential Settings, Level 8 (#MGMT280)

This two-day course is designed to help supervisors gain information and techniques needed to manage emergencies, and understand the legal obligations of managing a residential facility. Participants will examine the manager's role in managing fire safety, emergency response planning, and house security; and examine the protocol for critical incidents and the debriefing process.

Length: Two days

Date(s): **March 8-9**

**June 28-29**

Fee: \$165

Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

The Justice Institute and Capilano College in North Vancouver will be co-sponsoring the Management Development for Residential Settings Certificate Program. Registration will be managed by the Capilano College Extension Programs and Services Office, at 604/984-4901.

Four days (or 24 instructional hours) of electives from the JI or from Capilano College Extension Programs are required to complete the program.

Level 1: **February 23-24**

Level 2: **March 23-24**

Level 3: **April 27-28**

Level 4: **June 1-2**

Management Development for Residential  
Settings Certificate Program Graduation Ceremony

**September 29, 1995**



## Electives

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

Advanced Training for Trainers: Working with Groups (#MGMT223B)

Asserting Yourself Under Pressure (#CR702)

Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)

Coaching for Improved Performance (#MGMT313)

Conflict in Organizations: Symptoms, Origins, and Strategies (#CR704)

Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117)

Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117A)

Critical Skills for Communicating in Conflict (#CR735)

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

Dealing with Anger (#CR200)

Developing Policy and Procedure Manuals (#MGMT226)

Developmental Monitoring for Residential Settings (#SUP124)

Dynamics of Power in Dispute Resolution (#CR816)

Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307)

Facilitating for Results: Helping Groups to Succeed (#MGMT306)

Getting Conflict Resolved (#CR818)

Influencing Decision Making and Change (#MGMT210)

Interviewing Skills (#MGMT310)

Introduction to DOS (#CORR402)

Making It Hard to Say No – Negotiating with Difficult People (#CR767)

Managing the Hostile Individual (#CR753)

Mediation Skills, Level I (#CR300)

Negotiation Skills, Level I (#CR500)

Program Evaluation/Project Evaluation (#MGMT304)

Resolving Conflict in the Workplace (#CR763)

Strategic Planning (#MGMT312)

The Art of Self-Disclosure: Winning Yourself a Hearing (#CR813)

Together We Stand: Effective Team Building (#MGMT120)

Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E)

Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)

Training for Trainers: Ideas for Active Learning (#MGMT223D)

Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)

Trauma and Post-Traumatic Stress Reactions (#EP178)

## Trauma and Post-Traumatic Stress Reactions, Level II (#EP178A)

## Trauma in the Lives of Children: Critical Incident Stress Debriefing (#EP117C)

## Unfinished Business (#CR768)

## Workplace Stress and Trauma: Sources, Symptoms, and Solutions

## Writing Investigative Reports (#MGMT311)

## Writing Winning Proposals (#MGMT224)

# Front Line/Supervisory Skills

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

## Coaching Job Readiness Skills (#SUP122)

This two-day course is designed for youth care workers, community support workers, school liaison workers, life skills resource persons, and other front line workers who wish to coach their clients in job readiness skills. Participants will learn coaching techniques that will help their clients make the transition to the world of work; learn to use supporting resource materials provided for this course; explore ways to build confidence for persons preparing to compete in the job market; explore successful job search techniques; examine liaison and networking protocol with the business community and not-for-profit organizations; examine volunteer service opportunities; learn up-to-date information on current resume trends and reference-checking criteria; and identify selection interviewing protocol. Participants will be provided with a resource kit to further develop their expertise.

Length: Two days  
Date(s): **March 8-9**  
**June 21-22**  
Fee: \$165  
Instructor(s): Denise Grams



Out of consideration for the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.

**NEW**

## Developmental Monitoring for Residential Settings (#SUP124)\*

This two-day course is designed for supervisors, managers, and social workers who provide service to people with mental handicaps, and for others who are interested in introducing a monitoring system within their residential facility. Participants will examine the leadership role in developmental monitoring; assess conflicting and compatible values; develop standards and criteria for monitoring instruments; practice using specific monitoring instruments; evaluate approaches for the use of developmental monitoring in the area of staff development, and for individuals receiving service; and discuss methods for introducing change and providing support and follow-up when monitoring is complete.

Length: Two days  
Date(s): **February 22-23**  
**June 26-27**  
Fee: \$165  
Instructor(s): Patricia E. Woodward, Ed.D.

## Front Line Training for Residential Settings (#SUP119)

This five-day course is designed to provide front line workers with the basic skills required to work effectively within a residential setting. Participants will: identify and practice communication skills for effective relations with peers, and methods for managing conflict on the job; examine personal and work values, ethical standards, and practices; practice writing skills and writing Personal Service Plans (PSPs); identify and practice strategies for managing stress in the workplace; and develop a personal action plan for strengthening skills. A certificate of achievement will be granted to successful participants who complete all five days and an examination covering course content.

Length: Five days  
Date(s): **May 10-12** (Part 1); **May 30-31** (Part 2)  
Fee: \$265  
Instructor(s): Mario Govorchin, Kelly Kennedy, Suzu Speier, and Elaine Stoll

## Life Skills Training for Residential Settings (#SUP121)

This two-day course is designed for residential and vocational workers who wish to be a life skills resource person for their workplace. It will help participants explore the role of empowering residents through life skills training, identify and assess personal levels of self-esteem and methods for raising self-esteem, practice self-assertion and problem-solving techniques, and practice methods for coaching others through a problem to its resolution. Lesson plans for coaching specific life skills will be provided. This course is experiential and participants will practice each of these four skills.



Length: Two days  
Date(s): **February 7-8**  
**June 6-7**  
Fee: \$165  
Instructor(s): Denise Grams

**NEW**

### Responding to Health Care Issues and Planning (#SUP123)

This course has been designed in response to requests from community service providers for assistance in providing support to people with developmental disabilities who also have health care needs. The purpose of the course is to increase the competence and confidence of direct care and supervisory staff who do not have a nursing background, such as staff from the areas of residential, day program, and leisure and recreation. Participants will define proper techniques for providing personal care; identify common medical concerns; explore and define the use of health protocols and documentation; clarify the role of the caregiver within the team of health specialists and other professionals; and assist with the planning and implementation of health care plans.

Length: Two days  
Date(s): **April 27-28**  
**July 5-6**  
Fee: \$165  
Instructor(s): Pat Meyer and Nancy Noble

## Courses Around B.C.

The Management Development for Residential Settings Certificate Program is now offered in several locations outside the Lower Mainland. For information about the program and future locations, contact the Program Co-ordinator, Sandra Rice, at 604/222-7273.

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



## Core Courses

### Prince George

Registration will be managed by Direct Care Training Services in Prince George. Contact Kathie Scouten at 604/564-2477.

### Management Development for Residential Settings, Level 7 (#MGMT270G)

Length: Two days  
Date(s): **January 18-19**  
Location: Civic Centre, 855 Dominion Street  
Prince George, B.C.  
Fee: \$225

### Management Development for Residential Settings, Level 8 (#MGMT280G)

Length: Two days  
Date(s): **February 22-23**  
Location: Civic Centre, 855 Dominion Street  
Prince George, B.C.  
Fee: \$225

### Victoria

### Management Development for Residential Settings, Level 1 (#MGMT214V)

Length: Two days  
Date(s): **February 28 - March 1**  
Location: University of Victoria  
Fee: \$185

### Management Development for Residential Settings, Level 2 (#MGMT218V)

Length: Two days  
Date(s): **April 26-27**  
Location: University of Victoria  
Fee: \$185

### Management Development for Residential Settings, Level 3 (#MGMT230V)

Length: Two days  
Date(s): **May 18-19**  
Location: University of Victoria  
Fee: \$185

### Management Development for Residential Settings, Level 4 (#MGMT240V)

Length: Two days  
Date(s): **June 15-16**  
Location: University of Victoria  
Fee: \$185

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

Length: Two days  
Date(s): **February 1-2**  
Location: University of Victoria  
Fee: \$185

## Electives

See page 28 for community colleges co-sponsoring Justice Institute Conflict Resolution courses which can be used as electives for this program. Please refer to the Conflict Resolution category for course descriptions. **Electives must be Justice Institute courses.**

### Victoria

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

See the Management category (page 39) for course description. Students in the Management Development for Residential Settings Certificate Program will have first preference when registering for this course. Seats will be open to the general public by April 1.

Length: Two days  
Date(s): **May 31 & June 1**  
Location: University of Victoria  
Fee: \$225  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

### Instructors:

Carol Cohen, M.A., is a counsellor/co-ordinator with the Family Services Employee Assistance Group. She has worked in residential settings for youth and is experienced in both direct service and management.

Mario Govorchin is a consultant and trainer with extensive experience working with clients with disabilities. He has worked in residential settings. Mario is a senior trainer for the JI Centre for Conflict Resolution Training.

Denise Grams is a life skills counsellor, instructor, and trainer. She has 10 years of experience working in the social services field co-ordinating a child care program, and as a rehabilitation officer and counsellor. She has been in private practice (Life Unlimited – Life Management Skills Training) since 1990.

Marta Joy-Campbell is a consultant with extensive experience working with children, youth at risk, and persons with disabilities. She has worked in residential settings with youth and is experienced in both direct service and management.

Kelly Kennedy, M.A., is a mediator and counsellor in private practice. She has experience counselling, mediating, and training in a variety of human services settings.

Marion Malcolmson, M.S.W., R.S.W., works in cross-cultural settings as the Co-ordinator of Counselling Services at

Invergarry Adult Learning Centre. Her counselling and training experiences include employee assistance programs. She has been employed in both direct service and administration and currently maintains a private practice.

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

Nancy Noble has had hospital and resident-care experience in both Canada and the U.S. She has worked with Bernard C. Vinge and Associates (HCS) Ltd. to develop community-based health supports for individuals with mental and physical handicaps. She is currently director of the Health Care Access Project for people with disabilities in B.C.

Sandra Rice is the Co-ordinator of the Management Development for Residential Settings Certificate Program. She has extensive experience training and working in the management field and has worked in residential settings.

Elizabeth Robinson, M.S.W., R.S.W., is a social worker in private practice. She has extensive experience as a manager and trainer in child welfare and medical settings. She is also a sessional lecturer at the School of Social Work at UBC.

Suzu Speier is a consultant with Ryane Consulting Inc. She has designed and delivered courses on a variety of management, communications, and conflict topics.

Elaine Stoll is a counsellor and consultant in private practice. She is experienced in direct service and management in a variety of human services settings.

Patricia E. Woodward, Ed.D., is the Co-ordinator of the Provincial Review Team, an independent professional organization which monitors or reviews the quality of service for people with mental handicaps. Patricia manages a team of over 30 professionals.

## Training for Trainers

**Unless otherwise indicated, Training for Trainers courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Co-ordinator, Patricia McNeill, at 604/222-7229. For detailed brochures, call the Program Assistant, Lynda Getz, at 604/222-7180.**

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

### Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)\*

This practical course is for people who deliver training as part of their overall job and want to learn new skills or enhance existing ones. Content includes: characteristics of adult learners, positive learning environments, instructional styles and techniques, motivational strategies, and



instructional challenges. The number of registrants will be limited to 12 to allow opportunities for each participant to practice group and one-to-one training in a supportive setting.

Length: Two days  
Date(s): **January 19-20**, Reva Kalef  
**February 2-3**, Reva Kalef  
**March 2-3**, Margaret Owens  
**May 4-5**, Margaret Owens  
**June 1-2**, Reva Kalef  
Fee: \$225

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### Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)\*

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This interactive two-day course is for trainers who are responsible for planning instruction for adult learners. Participants will have an opportunity to increase their understanding of the instructional planning process and apply the knowledge and skills to their own planning situation. They should have a project in mind to work on over the course of the two days. The number of registrants will be limited to 16 to allow opportunities for each participant to receive coaching.

Length: Two days  
Date(s): **March 23-24**  
Fee: \$225  
Instructor(s): Reva Kalef

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### Advanced Training for Trainers: Working with Groups (#MGMT223B)\*

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This practical, advanced course is for trainers who instruct in a group setting. Participants will have an opportunity to increase their understanding of group dynamics and will learn specific facilitation strategies that encourage adult learning. This highly interactive course will focus on climate setting, stages of group development, roles assumed by group members, common group issues and effective responses, and observation guidelines for analyzing group behaviour. **Prerequisite(s)**: Training for Trainers: Tips, Techniques, and Tactics (#MGMT223), or permission of the Co-ordinator. The number of registrants will be limited to 16.

Length: Two days  
Date(s): **April 10-11**  
Fee: \$225  
Instructor(s): Reva Kalef

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### Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E)\*

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This interactive two-day course is designed for people who create instructional materials for adults. It applies principles of plain language and design to the special needs of the adult learner and instructional designer. The course

will allow participants to apply the knowledge and skills that they learn to their own projects. Content focuses on creating overheads, flipcharts, handouts, workbooks, and materials used to plan and design instruction. Although the course discusses manuals and other "stand-alone" materials, it concentrates on materials used for classroom instruction. **Recommended**: Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A). The number of participants is limited to 16.

Length: Two days  
Date(s): **January 26-27**  
Fee: \$200  
Instructor(s): Dianne Bodnar

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### Training for Trainers: Ideas for Active Learning (#MGMT223D)\*

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Participants in this course will come away with a repertoire of ideas for introductions, warm-ups, goal setting, energizers, retention, transfer of learning, and closure. The course is for trainers who want to explore ways to increase interaction and add variety to the courses they instruct. It highlights the importance of using interactive strategies and the instructor qualities and skills that complement the use of such strategies. **Prerequisite(s)**: Training for Trainers: Tips, Techniques, and Tactics (#MGMT223), or permission of the Co-ordinator. The number of registrants will be limited to 16.

Length: Two days  
Date(s): **February 16-17**  
**April 6-7**  
Fee: \$225  
Instructor(s): Reva Kalef

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### Instructors:

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Dianne Bodnar, M.A., is a program developer, trainer, and editor who specializes in instructional design and plain language services. Formerly the Education Director of the Plain Language Institute of B.C., she is also experienced in working with educational institutions, government agencies, community groups, and businesses to create training programs and materials.

Reva Kalef, M.Ed., has been involved in the field of adult education as a course leader, instructional designer, curriculum developer, and consultant for over 10 years. She has extensive experience working with educational institutions, government agencies, non-profit organizations, and business and industry.

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

# Computer

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The following computer courses are designed to give participants practical, hands-on training. They are open to anyone who wishes to develop computer operating skills. Class size will be limited to eight to allow individualized instruction. Each participant will have an individual workstation equipped with a Compaq 486 with a colour monitor. Course fee includes a manual and a diskette. For further information about these courses, contact Margot D'souza, Corrections Academy, 604/222-7298.

Classes will be in session from 9:00 am to 4:00 pm.

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

## Introduction to DOS (#CORR402)\*

Participants will be introduced to the basic DOS functions and will learn how to create directories, subdirectories, and batch files, and how to format disks and manage files. **Prerequisite(s):** Basic keyboarding skills.

Length: Two full days  
Date(s): **May 17-18** (Wednesday and Thursday)  
Fee: \$225

## WordPerfect 5.1 (for DOS) Level I (#CORR400)

This course covers the basic functions of WordPerfect 5.1. On completion of the course, participants will be able to create documents, save and retrieve, print, enhance text, use the spell check feature, search and replace text, and do a simple merge. **Prerequisite(s):** Basic keyboarding skills.

Length: Two full days  
Date(s): **May 23-24** (Tuesday and Wednesday)  
Fee: \$225

## WordPerfect 5.1 (for DOS) Level II (#CORR407)

WordPerfect advanced functions will be covered in this course. Participants will learn to do keyboard merging, tables, and columns; how to import data from other programs; and additional formatting techniques. The course will include an introduction to macros. **Prerequisite(s):** WordPerfect 5.1 (for DOS) Level I.

Length: Two full days  
Date(s): **June 5-6** (Monday and Tuesday)  
Fee: \$225

## WordPerfect 5.1 (for DOS) Level III (#CORR408)

Participants will explore the advanced functions of WordPerfect 5.1; will be able to use various merge features, macros, styles, and graphics; and will learn handy tips and

tricks. **Prerequisite(s):** WordPerfect 5.1 (for DOS) Levels I and II.

Length: Two full days  
Date(s): **June 19-20** (Monday and Tuesday)  
Fee: \$225

## WordPerfect Tips, Tricks and Traps (#CORR409)

Participants will perfect their "working knowledge" of WordPerfect by taking advantage of the many features this program offers which are often lost in the process of acquiring the basic skills. **Prerequisite(s):** Currently using WordPerfect.

Length: One full day  
Date(s): **May 11** (Thursday)  
**June 15** (Thursday)  
Fee: \$135

## Upgrade to WordPerfect 6.0 (for DOS) (#CORR410)

This latest version of WordPerfect looks like a Windows program but it isn't. Experienced users can still use their function-key skills but will also learn to use the mouse and the drop-menu feature, learn to identify the icons, and learn such basics as how to create documents, save and retrieve, print, enhance text, search and replace, etc. **Prerequisite(s):** Knowledge of WordPerfect 5.1.

Length: One full day  
Date(s): **May 8** (Monday)  
Fee: \$135

## Introduction to Windows (#CORR405)

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

Length: One full day  
Date(s): **May 29** (Monday)  
Fee: \$135

## WordPerfect 5.2 Level I for Windows (#CORR401)

This course is for new users and covers the basic functions of WordPerfect 5.2 for Windows. Participants will be able to create documents, save and retrieve, print, enhance text, use the spell check feature, search and replace text, and do a simple merge. **Prerequisite(s):** Introduction to Windows.

Length: Two full days  
Date(s): **May 30-31** (Tuesday and Wednesday)  
Fee: \$225



### WordPerfect 5.2 Level II for Windows (#CORR417)

The more advanced functions will be covered in this course. Participants will learn the merge process, graphics, tables, and columns. There will also be an introduction to macros.

**Prerequisite(s):** WordPerfect 5.2 Level I for Windows.

Length: Two full days

Date(s): **May 9-10** (Tuesday and Wednesday)

**June 12-13** (Monday and Tuesday)

Fee: \$225

### Upgrade to Word for Windows (#CORR420)

This course is designed for experienced users in word processing who are switching to Word for Windows. On completion of the course, participants will be able to create and edit documents, save and open, print and format text, set up tables and columns, create headers, footers, and page numbers. **Prerequisite(s):** Introduction to Windows, experience in word processing.

Length: One full day

Date(s): **May 1** (Monday)

**June 1** (Thursday)

Fee: \$135

### Word for Windows Level I (#CORR419)

This course covers the basic functions of Word for Windows. On completion of the course, participants will be able to create and edit documents, save and open, print and format text, set up columns and tables, create headers, footers, and page numbers. **Prerequisite(s):** Introduction to Windows.

Length: Two full days

Date(s): **May 2-3** (Tuesday and Wednesday)

**June 7-8** (Wednesday and Thursday)

Fee: \$225

**NEW**

### Word for Windows Level II (#CORR422)

The more advanced functions of Word will be covered in this course. Participants will learn to merge documents, set up tables and columns, and create graphics. **Prerequisite(s):** Word for Windows Level I.

Length: Two full days

Date(s): **May 15-16** (Monday and Tuesday)

**June 21-22** (Wednesday and Thursday)

Fee: \$225

### Introduction to Excel (#CORR421)

Participants will enjoy this user-friendly spreadsheet program. The basic functions, such as create and edit worksheets, enter data and formulas, save, open, and print worksheets, will be covered. **Prerequisite(s):** Introduction to Windows.



Length: One full day

Date(s): **May 4** (Thursday)

**June 14** (Wednesday)

Fee: \$135

## Fire Safety

### Introduction to the Fire Service (#NC-01)

This course allows students to explore the possibility of a career in the fire service. On each of six evenings, fire service professionals will present a topic of interest to the fire service. Topics may include: Career Planning, Physical Testing for the Fire Service, Safety and Equipment, Fire Prevention Inspection, Dangerous Goods, Vancouver Fire Department Perspective, Critical Incident Stress, and Fire Service Organization. Classes are offered one evening a week for six consecutive weeks, or over a weekend. Enrolment is limited to 40 participants.

Length: Six 2-1/2 hour sessions

Location: Justice Institute of B.C.

Date(s): Call the Fire Academy at 604/222-3630 for the dates of the next scheduled course

Fee: \$125 (includes textbook)

Instructor(s): Instructors are leaders in their specific area of the fire service.

### Introduction to the Fire Service: Field Exercises (#NC-04)

This course is the second phase of #NC-01. Topics include: Fire Behaviour, Safety and Protective Clothing, Extinguishers (with live fire training), Self-Contained Breathing Apparatus, and Hose and Nozzle familiarization. Class size is limited to 12. **Prerequisite(s):** Completion of Introduction to the Fire Service (#NC-01).

Location: Safety Training Centre, Maple Ridge, B.C.

Date(s): A waiting list is maintained for this course. Call the Fire Academy at 604/222-3630.

Fee: \$250

Instructor(s): Fire Academy instructors

## Distance Education Courses

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

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

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Designed in the distance education format and developed in co-operation with the Open College component of the Open Learning Agency, this course is for employees and supervisors with job responsibilities in fire safety, and others with an interest in fire prevention and response. Course materials explore the nature of fire, common fuels, and ignition sources; hazards for each building type; fire prevention, fire drills, and using portable extinguishers; and a fire safety plan. After completing the course, students will be able to conduct basic fire prevention inspections, educate other employees on safe ways to respond to fire, lead fire drills, and prepare a full fire safety plan for any organization. Students are required to submit four written projects and pass a multiple choice exam to complete the course. Successful candidates will receive a certificate. (This course is not designed for professional or volunteer fire service personnel. The course will be offered in classroom format if there is sufficient demand.)

Length: 120 self-study hours  
Fee: \$250

### Basic Fire Science (#DE00 or #NC-02)

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This course is designed for fire service personnel but is also applicable to non-fire service personnel who need a fundamental understanding of fire and flammable materials, and to members of the general public with an interest in this safety area. The course provides an introductory study of basic chemical and physical principles underlying fire and dangerous goods behaviour in emergency situations. Topics include vapour pressure and combustion, elements of fire suppression, and general methods of fire control.

Length: 40 self-study hours (#DE00), or six 2-hour classroom sessions offered at least twice a year (#NC-02)  
Fee(s): \$165 (#DE00); \$195 (#NC-02)

### Technical Math (#DE05)

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This course presents the basic math skills needed for fire flow calculations, such as volume and surface area, and provides frequent opportunities to apply the information to practical situations. Units include whole numbers, fractions and decimals, percentages, averages, algebraic equations, powers and square roots, ratios and proportions, and measurements of length, area, and volume.

**Prerequisite(s):** Basic skills in addition, subtraction, multiplication, and division. (The course will be offered in classroom format if there is sufficient demand.)

Length: 40 self-study hours  
Fee: \$165

## Professional Health Programs

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**P**rofessional Health Programs at the Justice Institute offers courses for physicians, nurses, and pre-hospital care providers. The following courses are held at the Justice Institute or may be held in other communities on request. For more information, or to inquire about the possibility of courses in your area, contact Professional Health Programs at 604/222-3621. **Unless otherwise indicated, the courses listed below will be held at the Justice Institute and will be in session from 8:00 am to 5:00 pm.**

### Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)

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This two-day course is intended for physicians, nurses, and pre-hospital care workers who are involved in the management of cardiac arrest victims. The two days are divided into lecture and practice components. The lectures highlight important information in pharmacology, dysrhythmia interpretation, sudden cardiac death, and post-resuscitation care as related to cardiac arrest management. Practice time is provided to enable participants to manage a cardiac arrest simulation and review cardiac dysrhythmias. Each participant will be given at least one opportunity to manage a cardiac arrest scenario. Pre-reading from the ACLS manual is required; allow at least eight hours to adequately prepare for this course. Successful completion is based on:

1. Demonstrating leadership during a cardiac arrest scenario.
2. Obtaining 80% correct on the written exam.
3. Demonstrating ventilation and endotracheal intubation techniques.
4. Providing evidence of current BCLS, level C, status.

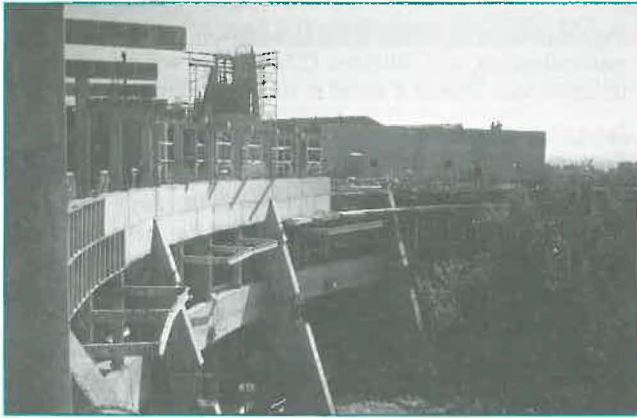
Length: Two days  
Date(s): **February 4-5**  
**April 22-23**  
**June 10-11**  
Fee: \$350

### Advanced Cardiac Life Support Update (#PHP110)

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This one-day course provides an opportunity for persons who have successfully completed ACLS to update to current ACLS standards. Pre-reading is required to supplement the theory and practice sessions held during the day. Successful completion is based on:





1. Demonstrating leadership during a cardiac arrest scenario.
2. Obtaining 80% correct on each exam, theory, and dysrhythmia interpretation.
3. Demonstrating ventilation and endotracheal intubation techniques.
4. Providing evidence of current BCLS, level C, status.

Length: One day  
 Date(s): **February 4**  
**March 14 & 16 (6:00-10:00 pm)**  
**April 22**  
**June 10**  
 Fee: \$225

#### Advanced Cardiac Life Support Instructor Course (#PHP120)

ACLS providers with exceptional ACLS skills, which includes current knowledge of the new standards and changes, and who have frequent exposure to cardiac arrest situations, are invited to register. All participants will be reassessed for competency in their ACLS skills on the first day and those who do not meet the criteria will be required to withdraw from the course. Preparation for the course includes developing cardiac arrest scenarios; allow two weeks to adequately prepare.

Length: Two half days (limited registration)  
 Date(s): **January 13-14**  
 Fee: \$425

#### Cardiac Arrest Management (#PHP115)

A one-day course, primarily for nurses, to develop confidence in cardiac arrest situations. The course is a combination of lectures and small group practice sessions. It covers the pharmacology of cardiac arrest drugs, lethal dysrhythmia interpretation, compromised airway management, and cardiac arrest practice scenarios.

Length: One day  
 Date(s): **January 26**  
**March 28**  
**May 19**  
 Fee: \$125

#### Dysrhythmia Interpretation: Introductory/ACLS Prep (#PHP101)

An introductory program for health professionals who are not routinely responsible for interpreting cardiac rhythms. This one-day course develops participants' confidence in interpreting cardiac dysrhythmias and prepares them for dysrhythmia interpretation in an ACLS course. The day is a combination of lectures and small group work.

Length: One day  
 Date(s): **January 25**  
**March 27**  
**May 18**  
 Fee: \$125

#### Basic Life Support (BLS or CPR) Instructor Update

A one-day program to update CPR/BLS instructors to the current Heart and Stroke Foundation guidelines. The program will review the latest scientific changes to BLS and provide opportunities for group discussion related to classroom management strategies. Prerequisite is registration as a current BLS instructor within Canada through the Heart and Stroke Foundation of Canada or through recognized training agencies, such as the Royal Life Support Society, Canadian Red Cross, St. John Ambulance, and Canadian Ski Patrol. Reference materials will be from the Heart and Stroke Foundation of Canada.

Length: One day  
 Date(s): **February 23**  
**May 6**  
 Fee: TBA

#### Basic Life Support (BLS or CPR) Instructor

A two-day program for individuals with proficient CPR skills and knowledge related to cardiovascular disease and emergency cardiac care. The course is a series of lectures and practice sessions to develop your ability to present interactive and informative CPR classes. Heart and Stroke Foundation of Canada reference materials will be resources for the course. Upon satisfactory course completion, participants will be registered as Heart and Stroke Foundation BLS instructors.

Length: Two days  
 Date(s): **March 10-11**  
 Fee: TBA

#### First Line Trauma Management for Nurses

Program content is related to the "must-dos" of multi-trauma assessment, treatment, and stabilization, and can be presented in one- or two-day seminars. Program presentation is a combination of lecture and group practice sessions.

## First Line Trauma Management for Physicians

This one-day course is designed for physicians responsible for managing the trauma victim in a non-tertiary facility. Course content is provided by two emergency physicians and covers appropriate management of the ABCs and the assessment, treatment, and management of the multi-trauma victim.

## Basic Trauma Life Support (#PHP202)

A two-day program that covers essential early trauma management. The course is directed to pre-hospital care providers, nurses, and medical students. During the two-day program a series of lectures and practice sessions are held to reinforce the key concepts. Course textbook provided with course tuition.

Length: Two days  
Date(s): **February 17-18**  
**May 11-12**  
Fee: TBA

The courses listed above can be held outside the Lower Mainland. For more information, or to inquire about the possibility of courses in your area, contact Professional Health Programs at 604/222-3621.

## Courses Around B.C.

### Sechelt

## Advanced Cardiac Life Support Update (#PHP110)

See course description earlier.  
Date(s): **January 7**

### Powell River

## Advanced Cardiac Life Support Update (#PHP110)

See course description earlier.  
Date(s): **January 22**

## Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)

See course description earlier.  
Date(s): **January 20-21**

### Victoria

## Pediatric Advanced Life Support (#PHP204)

An advanced life support course developed by the American Heart Association and endorsed by the Heart and Stroke Foundation of Canada. This course is for physicians, nurses, paramedics, and respiratory therapists caring for critically ill pediatric patients. Course content covers management of the acute pediatric patient with difficulties related to cardiopulmonary arrest, respiratory failure, and shock. The information in this two-day course is presented through a series of lectures and small group practice stations. Successful completion is based on:

1. Obtaining 84% correct on the written exam.
2. Demonstrating acceptable performance during simulated scenario stations for:
  - a. newborn resuscitation, cardiopulmonary arrest; and
  - b. respiratory failure and shock.
3. Attending all sessions.

Date(s): **April 28-29**  
Fee: **\$325**



# Course Listings by Title

Adult Survivor Option (#CSA105B).....	12	Critical Skills for Communicating in Conflict (#CR735).....	22
Advanced Adult Survivor Option (#CSA130A).....	12	Criticism: How to Give and Receive It (#CR706).....	23
Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100).....	51, 53	Dealing with Anger (#CR200).....	20
Advanced Cardiac Life Support Instructor Course (#PHP120).....	52	Dealing with Interpersonal Conflict (#CR100).....	19
Advanced Cardiac Life Support Update (#PHP110).....	51, 53	Developing Investigative Skills (#EP152).....	36
Advanced Child and Youth Option (#CSA130B).....	12	Developing Policy and Procedure Manuals (#MGMT226).....	40
Advanced Training for Trainers: Working with Groups (#MGMT223B).....	48	Developmental Monitoring for Residential Settings (#SUP124).....	45
Advanced Training in Working with Men Who Assault Their Partners (#EP140A).....	30	Dynamics of Power in Dispute Resolution (#CR816).....	23
Art and Play Therapy with Neglected and Abused Children (#CY104B).....	31	Dysrhythmia Interpretation: Introductory/ACLS Prep (#PHP101).....	52
Art and Play Therapy: Treatment Approaches for Working with Children (#CY104).....	31	Empowering Gay, Lesbian and Bisexual Clients (#EP194).....	29
Asserting Yourself Under Pressure (#CR702).....	22	Enforcement and Investigative Skills.....	36
Assessing and Treating Children with Sexual Behaviour Problems (#CSA156A).....	13	Engaging Withdrawn and Resistant Youth (#CY720A).....	10
Assessment Preparation: Mediation (#CR801) and Negotiation (#CR803).....	26	Enhancing School Safety (#CY160).....	10
Basic Fire Science (#DE00 or #NC-02).....	51	Executing a Court Order (#EP159).....	36
Basic Life Support (BLS or CPR) Instructor.....	52	Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307).....	39
Basic Life Support (BLS or CPR) Instructor Update.....	52	Facilitating for Results: Helping Groups to Succeed (#MGMT306).....	39
Basic Supervisory Program, Week 1 (#MGMT213).....	38	Facilitating Multi-Party Disputes (#CR805).....	26
Basic Supervisory Program, Week 2 (#MGMT213A).....	38	Facilitating Youth through Problem Solving (#CY139A).....	10
Basic Trauma Life Support (#PHP202).....	53	Fire Safety at Work (#DE-02).....	51
Building Consensus (#CR733).....	26	First Line Trauma Management for Nurses.....	52
Building on Client Strengths (#EP196).....	29	First Line Trauma Management for Physicians.....	53
Building Strategies for Change (#MGMT229).....	40	Front Line Training for Residential Settings (#SUP119).....	45
Bully-Proofing: Violence Prevention and Assertion Skills Training for Youth (#CY150).....	10	Front Line/Firing Line I: Handling the Angry Client (#SUP109).....	7
Cardiac Arrest Management (#PHP115).....	52	Front Line/Firing Line II: Handling Unique Challenges (#SUP109A).....	7
Child-Centred Play Therapy (#CY104A).....	31	Getting Conflict Resolved (#CR818).....	23
Children and Youth Option (#CSA105A).....	12	Grief and Bereavement (#EP155).....	29
Children Who Witness Violence (#CY111).....	30	Group Dynamics (#CR804).....	27
Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212).....	40	Group Skills for Working with Adolescents (#CY129).....	8
Coaching for Improved Performance (#MGMT313).....	41	Group Work with Adult Survivors of Sexual Sexual Abuse (#CSA107).....	13
Coaching Job Readiness Skills (#SUP122).....	45	Happy Ever After: The Post-Hiring Process (#MGMT301A).....	40
Conciliation and Caucusing: Conducting Separate Meetings (#CR807).....	27	Influencing Decision Making and Change (#MGMT210).....	39
Conflict in Organizations: Symptoms, Origins, and Strategies (#CR704).....	22	Interviewing Skills (#MGMT310).....	37
Court-Proofing for Practitioners Working with Children or Adults Who Have Been Sexually Abused (#CSA112).....	14, 36	Introduction to DOS (#CORR402).....	49
Courtproofing for Enforcement Personnel (#EP177).....	35	Introduction to Excel (#CORR421).....	50
Creativity and Trauma: Using Art as a Tool for Healing (#EP179).....	33	Introduction to Government Process and the Criminal Justice System (#MGMT309).....	37
Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117).....	33, 34	Introduction to the Fire Service (#NC-01).....	50
Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117A).....	33, 34	Introduction to the Fire Service: Field Exercises (#NC-04).....	50
		Introduction to Windows (#CORR405).....	49

Life Skills Training for Residential Settings (#SUP121).....	45	Supporting Child and Youth Survivors (#CSA134) .....	12
Making It Hard to Say No — Negotiating with Difficult People (#CR767) .....	23	Supporting Children with Sexual Behaviour Problems (#CSA156) .....	13
Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110) .....	7	Supporting Women in Difficult Relationships (#EP175) ....	31
Management Development for Residential Settings, Level 1 (#MGMT214) .....	42, 46	Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115).....	7
Level 2 (#MGMT218) .....	42, 46	Technical Math (#DE05) .....	51
Level 3 (#MGMT230) .....	42, 46	The Art of Self-Disclosure: Winning Yourself a Hearing (#CR813).....	22
Level 4 (#MGMT240) .....	43, 46	The Hiring Process (#MGMT301) .....	39
Level 5 (#MGMT250) .....	43	The Impact of Child Sexual Abuse on Intimate Relationships (#CSA169).....	14
Level 6 (#MGMT260) .....	43	Together We Stand: Effective Team Building (#MGMT120) .....	39, 41, 47
Level 7 (#MGMT270) .....	43, 46	Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E) .....	48
Level 8 (#MGMT280) .....	43, 46, 47	Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A) .....	48
Managing the Emotional Climate (#CR806) .....	27	Training for Trainers: Ideas for Active Learning (#MGMT223D) .....	48
Managing the Hostile Individual (#CR753).....	24	Training for Trainers: Tips, Techniques, and Tactics (#MGMT223).....	47
Mediating in a Family Systems Context (#CR815) .....	27	Transference, Counter-Transference and Vicarious Traumatization in Work with Adult Survivors of Child Sexual Abuse (#CSA114) .....	14
Mediating Parent-Teen Conflict: Creating Agreements for Change (#CY148).....	9	Trauma and Dissociation in Children and Adolescents (#EP168).....	14, 16, 32
Mediating the Financial Divorce (#CR817) .....	27	Trauma and Post-Traumatic Stress Reactions (#EP178) ..	32
Mediating Youth in Conflict (#CY122).....	9	Trauma and Post-Traumatic Stress Reactions, Level II (#EP178A) .....	32
Mediation Skills Assessments (#CR499) .....	21	Trauma in the Lives of Children: Critical Incident Stress Debriefing (#EP117C).....	33
Mediation Skills, Level I (#CR300) .....	21	Understanding and Responding to the Defensive Themes of Assaultive Men, Level I (#EP140) .....	30
Mediation Skills, Level II (#CR400) .....	21	Unfinished Business (#CR768) .....	25
Negotiating Stage 4: Building the Agreement (#CR812).....	24	Upgrade to Word for Windows (#CORR420) .....	50
Negotiation Skills Assessments (#CR699) .....	21	Upgrade to WordPerfect 6.0 (for DOS) (#CORR410) .....	49
Negotiation Skills, Level I (#CR500)* .....	21	Use-It-or-Lose-It Clinic (#CR750) .....	26
Negotiation Skills, Level II (#CR600) .....	21	Violence Against Women in Relationships – Core Training (#EP193) .....	15
Partnering (#CR814) .....	24	Word for Windows Level I (#CORR419) .....	50
Pediatric Advanced Life Support (#PHP204) .....	53	Word for Windows Level II (#CORR422) .....	50
Planning for Workplace Changes (#SUP125).....	7	WordPerfect 5.1 (for DOS) Level I (#CORR400) .....	49
Preventing Peer Youth Violence (#CY159) .....	11	WordPerfect 5.1 (for DOS) Level II (#CORR407) .....	49
Preventing Peer Youth Violence: Training For Community Facilitators (#CY164) .....	11	WordPerfect 5.1 (for DOS) Level III (#CORR408) .....	49
Program Evaluation/Project Evaluation (#MGMT304).....	38	WordPerfect 5.2 Level I for Windows (#CORR401) .....	49
Reclaiming the Self: Solution-Focused Therapy for Treatment of Sexual Abuse and Other Traumas (#CSA155).....	14, 15, 32	WordPerfect 5.2 Level II for Windows (#CORR417) .....	50
Resolving Conflict in the Workplace (#CR763).....	20	WordPerfect Tips, Tricks and Traps (#CORR409) .....	49
Responding to Health Care Issues and Planning (#SUP123) .....	46	Working It Out: Resolving Problems and Conflicts with Youth (#CY139) (formerly Problem Solving with Youth) ..	9
Sandplay: A Healing Journey for All Ages (#CY154) .....	31	Working with Angry and Aggressive Youth (#CR720) .....	9
Self-Management (#CR811) .....	24	Working with Families in Crisis (#CY121) .....	30
Sexual Abuse Trauma, Dissociation and Memory (#CSA147) .....	13	Workplace Stress and Trauma: Sources, Symptoms, and Solutions .....	15, 34
Shifting from Positions to Interests (#CR748) .....	24	Writing Investigative Reports (#MGMT311) .....	37
Silent Messages: Communicating Non-Verbally in Conflict (#CR758) .....	25	Writing Winning Proposals (#MGMT224).....	38
Solution-Focused Family Counselling with the Substance Abuser (#EP149) .....	30		
Spirituality Issues in Trauma Recovery (#EP162) .....	14, 32		
Strategic Planning (#MGMT312) .....	40		
Suicide Assessment and Intervention (#EP126).....	29		
Supporting Adult Survivors (#CSA134A) .....	12		



## Video: *Choosing the Guardians*

This video describes two primary policing service models — First Nations Tribal Police and Royal Canadian Mounted Police Aboriginal Service — currently available to First Nations communities in British Columbia. The video also discusses issues which First Nations communities must consider in determining which of these models is most appropriate to their community. Some of these issues include: community support, accountability, funding, recruiting and training, and establishment of First Nations Police Boards.

Although the video examines the situation in B.C., the information will be applicable to First Nations communities throughout Canada. As well, this video will be of interest to individuals working in the criminal justice system, police agencies, and educational institutions.

**For further information, please contact:**

Program Developer  
Police Academy  
Justice Institute of B.C.  
4180 West 4th Avenue  
Vancouver, B.C. V6R 4J5  
  
Telephone: 604/222-7269

**Produced by:**

Police Academy, Justice Institute of B.C.  
with  
Solicitor General Canada/Solliciteur general Canada  
B.C. Ministry of Attorney General  
July 1993  
  
**Cost: \$25.95**

## Contract Services

Interdisciplinary Studies can provide many of the courses listed in this calendar on a contract basis. As well, Interdisciplinary Studies responds to requests for specially designed staff training, ranging from short courses to fully co-ordinated conferences.

### Specialized training

Interdisciplinary Studies staff will work with your agency or organization to adapt an existing program or design a special, skill development workshop to fit your specific needs. Our services include needs assessment, curriculum design, program development, instruction, and course co-ordination.

### Conference management

Interdisciplinary Studies staff have expertise in managing major national and international conferences. Services include agenda design, program planning, and co-ordinating on-site logistics. Depending on your agency's needs and budget we can make all facility arrangements, prepare conference advertising and other printed material, arrange for translation services, and co-ordinate conference follow-up, including proceedings and evaluations.

**For more information, call 604/222-7224.**

## Video Tape Duplication

The Justice Institute offers complete in-house video duplication services. Our Media Centre can produce VHS copies of any quantity from Betacam SP, Betacam, 3/4 U-matic, S-VHS, or VHS master tapes.

All dub orders include:

- time base correction
- tape stock
- vinyl library case
- laser-printed labels

Special orders for coloured, full-sleeve vinyl library cases may be ordered at an additional charge.

For further information about Media Centre services or to receive a price list, contact Bob Walker at 604/222-3686.

## Private Security Training Program

### Train for the private security industry

The Private Security Training Program of the Police Academy at the Justice Institute of British Columbia is designed to provide instruction to the private security industry for application in most general security settings. It has been developed to meet the needs of both prospective security personnel and those presently working in the industry. This program will be of interest to organizations using both contract and in-house security services.

Basic security programs, including weekend programs, will start in January.

Specialized training programs are available for organizations with specific security training needs.

**FOR MORE INFORMATION, CONTACT THE POLICE ACADEMY AT 604/222-7113.  
TO REGISTER, CALL THE REGISTRATION OFFICE AT 604/222-7111 or 222-7171.**

## Looking for Information ... try the Library

The JI Library has books, videos, and journals to support Interdisciplinary Studies courses. Bibliographies that list some of these materials are available on the following topics:

Conflict Resolution	Violence Against Women
Child Sexual Abuse	Negotiation
Mediation	Critical Incident Stress
Study Skills	Sexual Harassment
Employment Equity	Elder Abuse

Include a visit to the Library in MacDonald Hall while you're on course at the Justice Institute.

For information on who can borrow, see page 5 or call 604/222-3600.



# Critical Incident Stress Debriefing

## Video and Support Materials



### Winner of Three Video Awards

Police Video Awards of Canada

Award of Excellence - GOLD

Award of Excellence - Craftsmanship: JUDGE'S CHOICE

The Association for Media and Technology in Education in Canada

Award of Excellence

Educational Services and Interdisciplinary Studies have produced a video and support materials designed to assist people in a variety of occupations and organizations to identify the stages and procedures of critical incident stress support. In addition to those working in emergency response and high-risk occupations, the package will be of interest to people working in:

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

The package consists of:

- **An award-winning video** that follows a fictional critical incident and illustrates the stages of critical incident stress support that precede and follow it. (Please note: This video contains language which may be offensive to some viewers.)
- **A workshop facilitator's guide** that will assist the facilitator to conduct a half-day workshop which explains the concepts and rules of critical incident stress support. The guide includes group exercises based on the written material and the video.
- **A self-directed study guide** that explains the concepts and rules of critical incident stress support in detail. It includes a short self-test at each stage.

The cost of the complete package is \$60 (within B.C.); \$95 (out-of-province).

To order, please complete the form below and mail it, together with a cheque in the correct amount, to the address on the order form.

## ORDER FORM

### Critical Incident Stress Debriefing Video and Support Materials

Date: \_\_\_\_\_

Name: \_\_\_\_\_

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

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

Price in B.C.: \$60 (includes GST, shipping, and handling)

Price out-of-province: \$95 (includes GST, shipping and handling)

This price includes a video, a facilitator's guide, and a self-directed study guide enclosed in a binder.

Please send orders to:

Justice Institute of B.C.

**Until March 1995:**

4180 West 4th Avenue  
Vancouver, B.C.  
V6R 4J5

Attn: Dennette Retel

**After March 1995:**

715 McBride Boulevard  
New Westminster, B.C.

Attn: Dennette Retel

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

#### WARNING:

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

## Employment Readiness Program

**Are you interested in pursuing a challenging career in the community corrections field?**

**This intensive 85-day program may be of interest to you.**

Graduates of the program will be granted certificates of achievement which will be a recognized standard for entry into community program worker roles with a variety of employers, e.g., Probation Officer/Family Court Counsellor.

**Minimum qualifications for program entry:**

University graduation preferably in a related discipline (e.g., social work, criminology, sociology, psychology);

**OR**

Completion of two years at a recognized college or university in a related field plus five years of varied experience as a corrections worker or work in a related field;

**PLUS**

Canadian citizen or permanent resident.

Members of designated groups (women, visible minorities, and Aboriginal people) are encouraged to apply.

**FOR AN INFORMATION PACKAGE,  
PLEASE CALL: 604/222-7291**

**Are you interested in becoming a corrections worker?**

The Corrections Academy, Justice Institute of B.C., is offering a five-week Employment Readiness Program for Corrections Workers. This unique program is directed toward individuals interested in pursuing a career in the corrections, security, or public safety fields. The program will be offered to 24 carefully screened, qualified, and motivated applicants.

**Minimum qualifications  
for application to program:**

Grade 12 graduation or G.E.D.

19 years or older

Canadian citizen or permanent resident

Valid driver's licence

**Program Cost:**

\$350

Members of designated groups (women, visible minorities, and Aboriginal people) are encouraged to apply.

**FOR AN INFORMATION PACKAGE,  
PLEASE CALL: 604/222-7188**

## Pacific Traffic Education Centre (PTEC)

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

PTEC offers the following courses: **Driving with Finesse**

**Total Control Driving**

**Traffic Accident Investigation Levels I - IV**

**Industrial Accident Investigation**

For information on any of the courses offered by PTEC, please call 604/222-7139.



## Conflict Resolution Courses for Businesses and Professionals

The Centre for Conflict Resolution Training and Simon Fraser University are jointly offering courses in Conflict Resolution. The courses are designed to assist those working in organizations that are dealing with issues arising from change, restructuring, teamwork, and conflict. Such individuals may include executives, managers, supervisors, and others working in an organizational setting.

Courses are held in downtown Vancouver at the SFU Harbour Centre campus. See course listings beginning on page 19 in this calendar.

**For more information on the program, call Maureen Carroll at 604/222-7219. To register for the courses, call Kirsten Hunter at SFU, 604/291-5067.**



# Interdisciplinary Studies Special Events

Join us this spring for the following special events, which will be facilitated by a distinguished group of experts. For detailed descriptions, see pages 15 and 16.

## **Workplace Stress and Trauma: Sources, Symptoms and Solutions**

Length: Three days  
Date(s): **March 5 (evening) - March 7**  
Location: Coast Plaza Hotel, Vancouver  
Fee: \$195 (before January 30, 1995)  
\$215 (after January 30, 1995)  
Keynote Speakers: Diane Everstine, Ph.D.; Charles Figley, Ph.D.; Toby Snelgrove, Ph.D.

## **Reclaiming the Self: Solution-Focused Therapy for Treatment of Sexual Abuse and Other Traumas (#CSA155)**

Length: Two days  
Date(s): **March 24-25**  
Fee: \$185  
Instructor(s): Yvonne Dolan, M.A.

## **Trauma and Dissociation in Children and Adolescents (#EP168)**

Length: Two days  
Date(s): **April 7-8**  
Fee: \$175  
Instructor(s): Jean Bellows, Psy.D., and Yaya M. de Andrade, Ph.D. (cand.)

### **Instructors:**

**Yaya M. de Andrade**, Ph.D. (cand.), works locally in private practice. She is a part-time area counsellor with the Vancouver School Board and a part-time clinical psychologist at Children's Hospital. Her current research focuses on psychosocial trauma and dissociative processes in immigrant children and youth.

**Jean Bellows**, Psy.D., is a therapist in private practice with Trauma Recovery Associates in Boston. She has worked with children and adults in clinical settings for over 25 years. Her clinical specialties focus on trauma and dissociation, working with individuals or groups. Her current research explores dissociative processes in children from various cultures.

**Yvonne Dolan**, M.A., is a psychotherapist, consultant, and internationally renowned trainer in private practice in Colorado. She is the author of *Resolving Sexual Abuse: Solution-Focused Therapy and Ericksonian Hypnosis for Adult Survivors* and *A Path with a Heart: Ericksonian Utilization with Resistant and Chronic Clients*.

**Diane Everstine**, Ph.D., is a California clinical psychologist and co-author of three books: *People in Crisis*, *Sexual Trauma in Children and Adolescents*, and *The Trauma Response*. She is a member of the Santa Clara Sheriff's Department hostage negotiation team, a faculty member at the San Jose State University Administration of Justice and Criminal Justice Training Center, and the director of the San Jose Trauma Center.

**Charles Figley**, Ph.D., is Professor of Family Therapy and Director of the Psychosocial Stress Research Program at Florida State University. He is a founder of the International Society for Trauma Stress, and the author of numerous books, including *Treating Traumatized Families* and *Compassion Fatigue*.

**Toby Snelgrove**, Ph.D., is a clinical psychologist, consultant, and trainer specializing in traumatic stress, grief, and loss issues. For the past seven years, he has been a debriefer, educator, and program developer assisting emergency and human services organizations to recognize and manage occupational stress.



## The Justice Institute is Moving

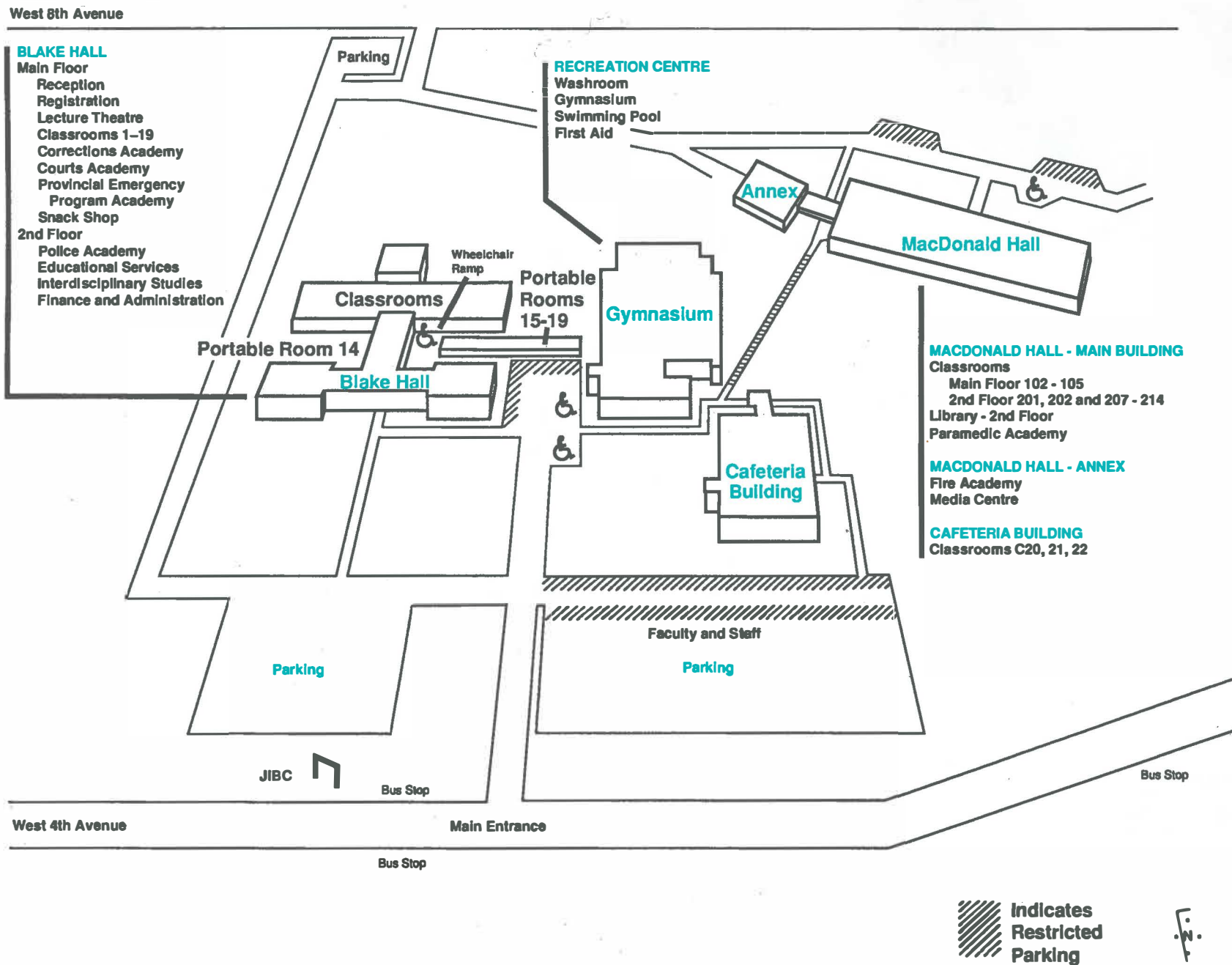
Many of you may already know that the Justice Institute will be moving to a new campus in New Westminster. The move is scheduled for March 1995. The first classes are expected to be offered at the new campus within two weeks of the move. Students will be notified of the location of their classes when they register or as soon as the location can be confirmed.

Our new campus will total approximately 170,000 square feet, about 10% more space than the present site. The facility will include an office block, classroom/simulation block, library, lecture theatre, cafeteria, gym, indoor firearms range, media centre, and more. The design of the buildings integrates an exterior courtyard area with an interior atrium.

Colour photos of the new site are on display in the main hallways of the Blake Hall classroom building and the MacDonald Hall main entrance. Please stop by and have a look if you are attending a course or a meeting at the Jericho site.

## Facts about the new JI campus

- Architectural design commenced in July 1992.
- Campus is housed on a 12.3-acre site in suburban New Westminster.
- Total project cost estimated at \$34 million.
- Construction began August 1993. Completion is scheduled for March 1995.
- Building area totals 170,000 sq. ft. consisting of classroom block, office block, and gymnasium.
- Average daily population – 700 students and staff.
- Exterior areas of campus include:
  - on-site parking for more than 400 vehicles
  - simulation intersection
  - courtyard area
  - natural space
- Functional areas include:
  - classrooms and breakout rooms
  - 200-seat lecture theatre
  - simulation classrooms and theatre
  - library
  - media production centre
  - cafeteria
  - offices
  - board and meeting rooms
  - gymnasium with shower/change facilities
  - 12-position indoor firearms range
- Building structure is primarily cast-in-place concrete consisting of three to four levels.
- Building exterior surfaces blend cast-in-place concrete, masonry brick, and metal cladding.
- Points of special interest:
  - project design has incorporated energy efficient components such as lighting, lighting controls, and mechanical equipment;
  - a number of existing mature trees have been transplanted on the site to minimize damage during construction;
  - construction will initiate a recycling program for building materials;
  - courtyard area occupies same location as the original Douglas College courtyard;
  - architectural items such as sun shade beams will be used to reduce the heat gain to interior spaces;
  - offices and classrooms have opening windows for natural air circulation; and
  - the campus is adjacent to the Canada Games pool.





Out of consideration for the environment and to reduce costs, we are continually trying to update our mailing lists. If you are receiving more than one calendar or have any other concerns about our advertising process, please contact Margot D'souza at 604/222-7221.

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

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Address change requested

