

Interdisciplinary Studies Winter/Spring Calendar



January
to
May
1994

Interdisciplinary Studies

January - May 1994

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For other academies 228-9771

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Program Directors

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Shelley Rivkin 222-7233

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Co-ordinator, Marg Huber 222-7248

Karen Falk, Program Planner 222-7161

Kerry Gruber, Program Planner 222-7167

Kendra McEown, Program Planner 222-7213

Lorraine Filewood, Program Assistant 222-7156

Sally McMurray, Program Assistant 222-7287

Cheryl Redding, Program Assistant 222-7156

Justice, Family, and Agency Training

Cindy Bettcher, Co-ordinator 222-7232

Tad Dick, Program Planner 222-7271

Lori Owens, Program Assistant 222-7251

Management, Enforcement, and Training for Trainers

Patricia McNeill, Co-ordinator 222-7229

Michele Robinson, Program Assistant 222-7180

Residential Settings Management Training

Sandra Rice, Co-ordinator 222-7273

Sandy Johnson, Program Assistant 222-7285

Administrative Assistants

Dennette Retel 222-7295

Kim Howse 222-7282

Office Support Staff

Carolyn Eyres 222-7224

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Library

Information	222-3600
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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. Categories are listed alphabetically. Within each category, courses are arranged by suggested sequence or date order. Conflict Resolution elective courses are listed alphabetically by title.
3. Courses are also listed by date (see page 38).

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 8th Avenue (for MacDonald Hall).

Disabled designated parking: Disabled designated parking stalls are located beside the gymnasium in the parking lot adjacent to Blake Hall, and in front of MacDonald Hall (see map, page 47). Students with special needs should check with the Registration Office for the location of access ramps and washrooms.

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

Library: All students attending courses at the JI are welcome to use the library. The library is open from 8:00 am



In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.00.

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 \$7.00. Photocopy charges are \$.20 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 staff, firefighters, 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 and a small, deli-style store in Blake Hall, operated by Menu Setters caterers, is open from 7:00 am to 3:30 pm, Monday through Friday. The cafeteria, in a building just west of the gymnasium, is open from 7:00 am to 3:30 pm weekdays.

Out-of-town courses: Courses offered outside the Lower Mainland are listed at the end of each category.

The next Interdisciplinary Studies calendar will cover the period June, July, and August 1994. It will be available in April 1994.

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.

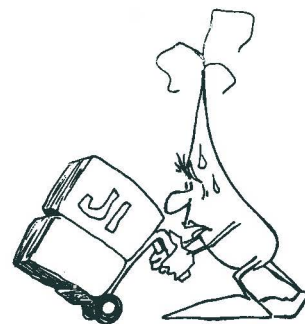
Interdisciplinary Studies occasionally undertakes special mail-outs for other organizations. We do not sell or give our mailing lists to others.

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 January 1995.

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 space.

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



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.

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

This planning workshop is directed toward 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. (An elective in the Management Development for Residential Settings certificate program.)

Length: One day
Date(s): **January 20**
March 10
Fee: \$90
Instructor(s): Sheila MacCallum

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

No matter where they work – a government, private or voluntary sector 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 workshop will learn practical techniques to help them cool down these difficult encounters. Topics to be examined include resolving conflict, managing anger, and the concept of perceived power versus real power.

Length: Two days
Date(s): **February 7-8**
Fee: \$165
Instructor(s): A consultant with Ryane Consulting Inc.

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 that will enable them to communicate more openly and honestly. This workshop will target key trouble spots that create stress, tension, and conflicts in the workplace, and will provide participants with practical, effective strategies and critical communication skills that will enable them to navigate their way through these 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 to their workplace setting.

Length: Two days
Date(s): **March 8-9**
Fee: \$165
Instructor(s): Paula Temrick

Instructors:

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

Ryane Consulting Inc. has designed and delivered workshops 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.

Out-of-Town Courses

Cranbrook

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

For course description, see page 4.

Length: One day

Date(s): **February 18**

For location and fee contact Community Services, East Kootenay Community College at 489-2751, local 242.

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.

Working with Troubled and Troubling Adolescents: A Certificate Program for Practitioners (#CY135)

This certificate program has been designed to increase the knowledge and skill level of practitioners currently working with adolescents in community or residential settings. The assessment/intervention framework presented in the program draws on three theoretical perspectives: 1) normative development; 2) a psycho-educational model of re-education of troubled youth; and 3) a stress-coping model of developmental outcome.

Participants who successfully complete the core program and electives will be awarded a certificate of achievement. For a brochure describing program structure, content, and eligibility, telephone 604/222-7271.

Length: 12 days

Date(s): **April 22-23, May 6-7, May 20-21, June 3-4, June 17-18 and June 24-25**

Fee: \$700 for the core program sessions

Course Co-ordinator: Debbie Verkerk, B.A., is a consultant and trainer with 13 years' experience with adolescents in residential and school settings with a focus on Positive Peer Culture. She is the Chair-person, Advisors Committee, School of Child Care, Douglas College, and former program co-ordinator, Avalon School.

Instructor(s): The program is delivered by instructors who have expertise in the field of youth and child care.

Youth in Conflict: A Skills Development Series

The courses in this series are designed for counsellors, social workers, child and youth care workers, and other professionals working with youth in conflict. The training progresses from simple management of anger in older children and adolescents, to the resolution of conflict, and, finally, to teaching young people the skills necessary to problem solve and avoid becoming trapped by verbal or physical challenges. Upon completion of the series, participants will receive a letter acknowledging their participation. The courses in this series can be taken individually (subject only to any prerequisites noted in the individual course descriptions), and need not be completed in any one calendar term. All titles are electives in the Working with Troubled and Troubling Adolescents and Conflict Resolution Certificate Programs.

The series currently offers the following courses:

Working with Anger and Aggression in Youth - two days

Engaging Withdrawn and Resistant Youth - two days

Mediating with Youth in Conflict - three days

Parent-Teen Conflict: Creating Agreements for Change - two days (summer 1994)

Problem Solving with Youth - two days

Responding to Put-downs and Bullying Behaviour: Assertion Skills for Youth - two days (summer 1994)

Please call 604/222-7271 for further information regarding this series.

Working with Anger and Aggression in 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 escalating the young person's anger. This workshop 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 children and adolescents who are angry. Specific attention will be directed toward the dynamics of conflict and anger arousal within the context of adolescent development. Skills to manage feelings of anger and defensiveness within conflict situations will be addressed. Participants will have extensive opportunities to observe, apply, and practise specific anger management and problem-solving skills. (An elective in the Working with Troubled and Troubling Adolescent and Conflict Resolution Certificate Programs.)

Length: Two days

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

Fee: \$175

Instructor(s): Paula Temrick

Electives

All of the following courses are electives in the Working with Troubled and Troubling Adolescents Certificate Program, but are also open to those not enrolled in the certificate program.

NEW

Preventing Peer Youth Violence (#CY159)

The apparent escalation of peer violence among youth has greatly concerned communities throughout BC. The behaviour ranges from bullying and theft of clothes or other personal items, to random physical assaults and use of weapons. Many of these violent situations occur among adolescents who are not members of gangs or organized groups. These behaviours are not restricted to teens; more than ever before, concern has been raised about violent behaviour at the primary school age. This course will explore the origins of violence in the home and community, and offer specific skills to help identify precursors to violence as well as skills to intervene and defuse potentially violent situations. A significant amount of course time will be devoted to conflict resolution concepts and skills. A particular focus will be on modelling ways to encourage community resources and youth to come together to build a community action plan in order to work toward a common goal of violence prevention. This workshop will be of particular interest to youth-serving professionals such as educators, counsellors, street workers, probation staff, police, and staff in residential homes. These workshops are co-sponsored with the Crime Prevention Branch, Ministry of Attorney General.

Length: Three days

Date(s): **February 15-17**, Surrey, Location TBA

March 1-3, North Vancouver, Location TBA

March 29-31, Vancouver, Justice Institute of BC

Fee: \$75

Instructor(s): Kelly Kennedy and Mark LaLonde

For further information contact Mark LaLonde at 222-7113.

Group Skills for Working with Adolescents (#CY129)

Peer relationships have a powerful influence in everyone's life. For adolescents, peer relationships are particularly important. Facilitating peer groups with youth is an extremely valuable tool for bringing about change. This participatory course is directed toward 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, and practical skills to facilitate groups and manage challenging group dynamics.

Length: Two days

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

Fee: \$175

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

Adolescents and Substance Abuse, Level I: Practical Strategies for Assessment and Treatment (#CY141)

This workshop is directed toward staff who want to develop practical strategies for collaborating with youth in an effort to overcome the problem of substance abuse. This workshop provides an overview of substance abuse

theories, explores techniques of assessment, and highlights counselling strategies for motivating youth to confront and overcome the difficult problems in substance abuse. Small group and roleplay sessions will be used to assist participants in developing strategies of relevance to their clients.

Length: Two days

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

Fee: \$175

Instructor(s): Rob Axsen, B.A., and Colin Sanders, M.A.

NEW

Using Story and Myth in Working with Youth (#CY146)

This workshop is designed to explore the use of story and myth in working with adolescents. Participants will have an opportunity to see how myths have impacted, enriched, and influenced both cultural and personal development. Stories to increase awareness of negative, destructive, and debilitating beliefs allow adolescents to understand the limitations and restrictions of their present frame of reference. Ultimately, this self-knowledge leads to a process of sifting, integrating, and choosing a more rewarding and satisfying manner of experiencing and perceiving life. Using story and mythology adds new dimensions, enhances spontaneity, and increases creativity. The journey into personal and cultural mythology can extend the resource base by which everyday situations are viewed. It offers a more empowered and problem solving prospective. (An elective in the Working with Troubled and Troubling Adolescents Certificate Program.)

Length: Two days

Date(s): **March 21-22**

Fee: \$175

Instructor(s): Ronald D. Conboy, M.S. (Counselling), R.C.C.

Engaging Withdrawn and Resistant Youth (#CR720A)

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. This workshop, directed toward staff working with resistant or challenging adolescents, will focus 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 practise the skills presented. **Prerequisite(s):** Working with Anger and Aggression in Youth (#CR720). (An elective in the Working with Troubled and Troubling Adolescent and Conflict Resolution certificate programs.)

Length: Two days

Date(s): **March 28-29**

Fee: \$175

Instructor(s): Paula Temrick

Mediating with 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 assist the participants to 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. (An elective in the Working with Troubled and Troubling Adolescent and Conflict Resolution certificate programs.)

Length: Three days
Date(s): **April 27-29**
Fee: \$195
Instructor(s): Paula Temrick

Problem Solving with Youth (#CY139)

In conflict, young people frequently make decisions based on impulse, assumption, fear, or revenge. As a result, their solutions may worsen or escalate the problems at hand. In an effort to assist, adults can get caught in "quick fixing" – solving the problem or giving advice based on the adult's interpretation and personal needs. In this workshop, participants will learn ways to respond to youth in conflict situations effectively and appropriately. Content will focus on developing constructive and meaningful consequences for problem behaviours and helping adolescents problem solve and successfully meet their needs in acceptable ways. Specific attention will be directed toward ways to negotiate and resolve conflicts with youth, and to facilitate their ability to resolve conflicts and problems on their own. Throughout the workshop, participants will have opportunities to observe, apply, and practise the skills presented. **Prerequisite(s):** Working with Anger and Aggression in Youth (#CR720) or one of the following: Conflict Resolution, Level I (#CR100), Conflict Resolution, Level II (#CR200), or Critical Skills for Communicating in Conflict (#CR735). (An elective in the Working with Troubled and Troubling Adolescent and Conflict Resolution certificate programs.)

Length: Two days
Date(s): **May 18-19**
Fee: \$175
Instructor(s): Paula Temrick

NEW

Working with Children Who Have Been Traumatized (#CY157)

This workshop is designed for child and youth care workers, school counsellors, mental health workers, and other practitioners working with children (6 - 12 years old) who have experienced some form of trauma in their lives. Their trauma may have resulted from a number of sources

including physical or sexual abuse, severe illness or injuries, death of a family member, or divorce. Participants will have an opportunity to examine the signs and behavioural symptoms of trauma in children, explore the developmental consequences of experiencing trauma, and consider specific approaches to assist children to recover. Through the use of case examples, participants will be able to observe and apply a variety of methods for working with these children.

Length: Two days
Date(s): **March 7-8**
Fee: \$175
Instructor(s): Kelly Kennedy

NEW

Anger Management with Children Under the Age of 12 Years (#CY158)

This course is designed for child and youth care workers, social workers, and other practitioners interested in exploring specialized skills and strategies when working with children who are angry. The dynamics of anger at this stage of development will be a focal point as it presents unique challenges for bridging the physical, emotional, and social impact of anger on the child's life and that of his/her family. Participants will learn how children choose a variety of ways to show anger, coming from their own world of "making sense," and how they develop interpretations about that world. This workshop will provide skills for participants to help children take the next step, moving through anger into being effective in understanding their choices, and look at alternatives in the expression of their anger. There will be ample opportunities to observe, explore, and practise these skills to assist children to direct their anger with more potency.

Length: Two days
Date(s): **April 11-12**
Fee: \$175
Instructor: Kelly Kennedy

NEW

An Introduction to the Use of Art Therapy with Troubled Adolescents (#CY153)

This workshop is directed toward youth counsellors, social workers, therapists, and mental health professionals who are interested in gaining an understanding of the use of art therapy as an adjunct to youth related services. Participants will explore a theoretical framework of the methods and approaches used in art therapy, examine the practical differences between directive and non-directive approaches, and consider the impact of each on the troubled adolescent. This issue of youth vulnerability in evoking personal content in their art will be discussed, with emphasis on ethical considerations regarding image ownership, identifying issues that surface (such as sexual abuse experiences, substance misuse, and conflict with the law), and interpreting and respectfully exploring the personal content of the adolescent's art. Opportunities to experience the nature, process, and value of using art therapy with adolescents will be provided.

Length: Two days
Date(s): **April 7-8**
Fee: \$175
Instructor(s): Heather Dawson, B.A.

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

This workshop is directed toward therapists, social workers, child care workers, and mental health professionals currently working with children 3-12 years of age. This introductory level course will cover the function of art and play through the developmental stages, an exploration of various approaches to play therapy, and an examination of 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): **April 18-19**
Fee: \$175
Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S

Child Centred Play Therapy (#CY104A)

This workshop is directed toward practitioners who use play and various expressive therapies in their work with children. Course content will include 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. Enrolment in this workshop will be limited to 18 participants. **Prerequisite(s):** Art and Play Therapy (#CY104).

Length: Two days
Date(s): **April 20-21**
Fee: \$175
Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S

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

This workshop is directed toward practitioners who use art and play therapy in their work with children who have experienced and disclosed neglect and abuse. Course content will review theoretical principles underlying the use of art and play therapy with traumatized children, illustrate ways of addressing the main clinical issues of neglected and abused children, and examine the recurring images that emerge in children's play and art (through the various stages of therapy). **Prerequisite(s):** Art and Play Therapy (#CY104) and Child Centred Play Therapy (#CY104A), and a basic understanding of child abuse issues. Applicants interested in attending this workshop must submit a resumé describing their relevant work experience. Enrolment will be limited to 18 participants.

Length: Two days
Date(s): **June 10-11**

Fee: \$175
Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S

NEW

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

This workshop is directed toward therapists, social workers, child care counsellors, and other mental health practitioners experienced in art and play therapy, who are familiar with the use of symbolic language in their work with clients. Participants will have the opportunity to explore the theoretical principles underlying the use of sandplay, review a list of necessary materials to create a sandtray, and explore ways of using sandplay and water-play in non-directive and structured interventions. Participants will experience the value of sandplay through making their own sandtrays, and through 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 cornmeal, and their favourite figurines. **Pre-requisite(s):** Art and Play Therapy: Treatment Approaches for Working with Children (#CY104).

Length: Two days
Date(s): **January 28-29**
Fee: \$175
Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S

NEW

Taking Care of the Play Therapist (#CY155)

This advanced level workshop is directed toward practitioners who have several years of experience in the field of play therapy, and who are familiar with the use of symbolic language in their work with children. In an informal and nurturing atmosphere, participants will discuss the personal and practical difficulties that are unique to being a play therapist, problem solve to address specific issues they encounter, and ask all those questions they never dared to ask. An opportunity to explore the importance of connecting with their own nature through the use of metaphor will be provided, and practical ways to promote self care will be identified. Registration priority will be given to those applicants who have attended previous art and play workshops and are familiar with the instructor's way of working.

Length: Two days
Date(s): **February 25-26**
Fee: \$175
Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S

NEW

Expressive Therapies to Help Children Cope with Immigration (#CY156)

This workshop is directed toward school counsellors, child care workers, social workers, therapists, and other professionals who work in a variety of settings with children who are dealing with issues of immigration. Participants will have the opportunity to develop a framework for understanding the issues for children and families

related to immigration, explore immigration and the process of adjusting to a new culture/society within the context of loss and trauma, and identify the needs of the child through the various stages of the grief process. Through the use of specific case material and expressive tools, participants will identify and discuss various practical ways to enable these children to cope.

Length: Two days

Date(s): **March 25-26**

Fee: \$175

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

Instructors:

Rob Axsen, B.A., is Program Director, Odyssey Substance Abuse Services for Youth, and is also in private practice. Ronald D. Conboy, M.S. (Counselling), R.C.C., is a counsellor/co-ordinator for Interlock Employee Assistance Programs, has worked as a correctional service worker and consultant/therapist with behaviourally disordered youth and their families. He also served as a consultant to and was on the faculty of the University College of the Cariboo and Vancouver Community College, where he contributed to the development of BC's post-secondary Substance Abuse Curriculum.

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 and the primary therapist for the Vancouver Art Therapy Institute.

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.

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

Mark LaLonde is a former police officer with extensive experience in youth violence and community safety issues.

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 BC, and operates a special care home.

Colin Sanders, M.A., is Supervisor of Residential Services, PEAK House (Pacific Youth and Family Addiction Services Society), and is also in private practice.

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, and has extensive experience with the Ministry of Social Services as a child care worker and counsellor in sexual abuse and family violence. She designed and taught conflict resolution skills programs for students in Vancouver East Side schools and worked as an instructor with young people in the visual and performing arts.

Debbie Verkerk, B.A., is a consultant and trainer with 13 years' 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 co-ordinator, Avalon School.

Child Sexual Abuse

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.

Child Sexual Abuse Intervention: A Training Program for Practitioners (Series #CSA105)

This program is designed for practitioners currently providing treatment for sexually abused children 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 resumé describing their relevant work experience, past training in the field, and academic background. A certificate of achievement will be available to registrants who successfully complete the program requirements. Call 604/222-7251 for a detailed brochure.

Children and Youth Option (#CSA105A)

Length: 14 days

Date(s): **April 8 - July 9** (Fridays and Saturdays on alternate weeks)

Fee: \$735 (upon acceptance applicants must pay a deposit of \$100)

Adult Survivor Option (#CSA105B)

Length: 12 days

Date(s): **February 4,5,18,19, March 4,5,18,19, and April 15,16,22,23**

or

July 4-19 (12 consecutive weekdays).

Fee: \$700 (upon acceptance applicants must pay a deposit of \$100)

Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A)

This certificate program training is directed toward experienced clinicians working with 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 adult survivors. Specific attention will be paid to socio-cultural, gender, and intergenerational issues and their relevance in treatment. Participants will be encouraged to bring cases from their own practice for group examination and feedback. Registration priority will be given to participants who have completed the basic level certificate program. Co-sponsored with the Victoria Women's Sexual Assault Centre. Call 604/222-7251 for a detailed brochure.

Length: Ten days

Date(s): **January 26-29, February 10-12, and February 24-26**

Fee: \$925

Location: Victoria, B.C.

**REVISED
PROGRAM**

Child Sexual Abuse Support Worker Training Program

This program is directed toward 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. The program offers two options: child and youth or adult survivor. It will provide participants with an understanding of the role and function of support, and will demonstrate specific skills for working with clients from the time of disclosure to the completion of treatment. A certificate of achievement will be available to registrants who successfully complete the program requirements. Interested applicants must submit a resumé describing their relevant training and work experience in the field. For a more detailed brochure, call 604/222-7251.

Core Module: Understanding Sexual Abuse

This three-day module is a required pre-requisite for both the child and youth option and the adult survivor option, and is the foundation for the skill building options that follow. The training will create a framework for understanding sexual abuse, explore sexual abuse within a societal and historical context, examine the impact of sexual abuse through the life cycle, provide an overview of the dynamics of abusive and non-abusive families, and highlight the legal and community service systems' responses to the children and adults who have been abused.

Length: Three days
Date(s): **February 24-26** (Child and Youth module)
March 17-19 (Adult Survivor module)

Supporting Child and Youth Survivors (#CSA134)

This three-day module will explore 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 practise in supportive interventions and effective advocacy on behalf of children and youth who have been sexually abused, and non-offending family members, will be provided through experiential exercises and roleplays.

Length: Six days (Core plus Child and Youth Module)
Date(s): **February 24-26** (Core) and **March 3-5**
Fee: \$325

Supporting Adult Survivors (#CSA134A)

This three-day module will explore the needs of adult survivors of child sexual abuse. The program will explore the impact of child sexual abuse on the adult, provide an overview of the coping mechanisms of survivors, examine common crises of the survivor that may prompt him/her to seek help, and discuss 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 practise 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 (Core plus Adult Survivor Module)
Date(s): **March 17-19** (Core) and **March 24-26**
Fee: \$325

NEW

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

Increasingly, counsellors and therapists working in the field of child sexual abuse intervention find themselves involved with the justice system. Counsellors working with children or families who are involved in criminal proceedings face the challenge of trying to find interventions that offer the necessary support to their clients while at the same time not interfering with the proceedings. They also face the possibility of being called as a witness. Recent charter decisions requiring that Crown counsel disclose all of their documentation to defense counsel have resulted in counsellors and therapists being placed in a position of releasing their case notes and files to the court. In civil actions, practitioners working with adult survivors also face the possibility of

being called upon to testify in court, having their case files and notes subpoenaed, or being sued by the alleged offender.

This training series will provide participants with an opportunity to examine the practices and procedures involved in civil, family, and criminal court proceedings; review relevant statutes and corresponding rules of evidence; explore critical issues surrounding the provision of support or therapeutic intervention with clients within the context of their legal proceedings; and discuss the limits of constraints on confidentiality and the client/practitioner relationship. Issues related to practitioner record keeping and documentation, including a step-by-step plan for responding to subpoenas, will be included. There will also be opportunities for skill development and practise.

Watch for the upcoming brochure detailing dates, times, and location for this new series.

NEW

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

This workshop is directed toward therapists, counsellors, social workers, and other mental health 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 have the opportunity to explore a process of planning and implementing a therapeutic group for survivors, including dispelling myths surrounding group work with this population, integrating an emotional component into the group work setting, and identifying common dynamics that emerge in group delivery. Participants will develop creative and expressive exercises to be incorporated into 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 practise. The one-day follow-up session will provide additional opportunities to practise, problem solve, and integrate the material presented. Registrants should have an understanding of the general dynamics and issues of adult survivors of sexual abuse.

Length: Three days
 Date(s): **February 18-19, and March 12**
 Fee: \$225
 Instructor(s): Heather Dawson, B.A., DVATI

Parenting Issues for Adult Survivors of Sexual Abuse: Implications for Practice (#CSA138)

This two-day workshop is directed toward counsellors, family support workers, and other front line practitioners. It will explore the working relationship of these practitioners with parents whose early experiences of childhood sexual abuse may impact on their present day parenting. Participants will have the opportunity to examine the multigenerational cycle of child sexual abuse, with specific emphasis on the conflict between a child's developmental needs and the survivor/parent's unmet dependency needs. Through small group work and structured exercises, participants will discuss and practise various approaches for working with survivors who may or may not be aware of the possible link between their experiences of abuse and their current parental functioning.

Length: Two days
 Date(s): **February 23-24**
 Fee: \$165
 Instructor(s): Faye Luxemburg-Hyam

NEW

Engaging Partners in Work with Survivors of Sexual Abuse (#CSA143)

This workshop is directed toward counsellors, therapists, and other mental health practitioners working in a therapeutic context with adult survivors of child sexual abuse. Participants will have the opportunity to consider the value of involving the partner in the therapeutic process

by exploring the impact of unresolved sexual abuse trauma on the developmental stages of a partner/couple relationship and identifying key issues that often emerge in intimate relationships for survivors. Through the use of case studies and small group exercises, participants will practise strategies to address these challenges and dilemmas in the context of that relationship.

Length: Two days
 Date(s): **March 11-12**
 Fee: \$175
 Instructor(s): Lisa Shatzky, B.A., M.S.W.

Instructors:

Heather Dawson, B.A., DVATI, is an art therapist in private practice, working with adolescent and adult survivors of child sexual abuse in individual and group settings. She is also a faculty member and the primary therapist for the Vancouver Art Therapy Institute.

Faye Luxemburg-Hyam is a family counsellor and educator who has worked both privately and in the school system with sexually abused children and their families. She has trained teachers and school support staff in child sexual abuse issues.

Lisa Shatzky, B.A., M.S.W., is a multigenerational family therapist working at Act II Child and Family Services, and in private practice. In her clinical work with individuals, couples, and families, she has specialized in the area of trauma.

Out-of-Town Courses

Victoria

Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A)

For course description, see page 9.

Length: Ten days
 Date(s): **January 26-29, February 10-12, and February 24-26**
 Location: TBA
 Fee: \$925

Computer

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 his or her own work station 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.

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

Introduction to DOS (#CORR402)*

Participants will be introduced to the basic DOS functions and will learn 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): **February 2-3** (Wednesday and Thursday)
April 6-7 (Wednesday and Thursday)
Time: 9:00 am - 5:00 pm
Fee: \$185

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): **February 7-8** (Monday and Tuesday)
March 19 and **26** (Saturdays)
April 19-20 (Tuesday and Wednesday)
Time: 9:00 am - 5:00 pm
Fee: \$185

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):** WP 5.1 Level I.

Length: Two full days
Date(s): **February 14-15** (Monday and Tuesday)
April 25-26 (Monday and Tuesday)
May 7 and **14** (Saturdays)
Time: 9:00 am - 4:00 pm
Fee: \$145

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

Participants will explore the advanced functions of WordPerfect 5.1 and will be able to use various merge features, macros, styles, and graphics, and will learn handy tips and tricks. **Prerequisite(s):** WP 5.1 Levels I and II.

Length: Two full days
Date(s): **March 9-10** (Wednesday and Thursday)
Time: 9:00 am - 4:00 pm
Fee: \$145

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): **February 16** (Wednesday)
April 16 (Saturday)
May 4 (Wednesday)
Time: 9:00 am - 4:00 pm
Fee: \$95

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
Dates(s): **February 19** (Saturday)
April 11 (Monday)
May 30 (Monday)
Time: 9:00 am - 4:00 pm
Fee: \$95

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 (recommended).

Length: Two full days
Date(s): **February 26** and **March 5** (Saturdays)
April 12-13 (Tuesday and Wednesday)
May 31-June 1 (Tuesday and Wednesday)
Time: 9:00 am - 5:00 pm
Fee: \$185

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):** WP 5.2 for Windows Level I.

Length: Two full days
Date(s): **March 7-8** (Monday and Tuesday)
May 2-3 (Monday and Tuesday)
Time: 9:00 am - 4:00 pm
Fee: \$145

WordPerfect Upgrade to WordPerfect for Windows (#CORR412)

This course is for present users of WordPerfect 5.1 and deals with the transition into WordPerfect for Windows.
Prerequisite(s): Introduction to Windows (recommended).

Length: One full day
Date(s): **March 16** (Wednesday)
Time: 9:00 am - 4:00 pm weekdays
Fee: \$95

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.
Pre-requisite(s): Knowledge of WordPerfect 5.1.

Length: One full day
Date(s): **February 9** (Wednesday)
March 14 (Monday)
April 9 (Saturday)
May 9 (Monday)
Time: 9:00 am - 4:00 pm
Fee: \$95

Advanced WordPerfect 6.0 (For Dos) (#CORR418)

Participants will learn about the new and advanced features such as tables, graphics, columns, merging and sorting, formatting long documents, etc. **Pre-requisite(s):** Knowledge of WordPerfect 5.1

Length: Two full days
Date(s): **May 10-11** (Tuesday and Wednesday)
Time: 9:00 am - 4:00 pm
Fee: \$145

Conferences/ Special Events

International Adoption: Current Issues and Challenges for the Practitioner (#EP128)

Co-sponsored with the BC Association of Social Workers, the Board of Registration for Social Workers, the Ministry of Social Services - Adoption Section, and the Adoptive Parents Association of BC.

This two-day seminar is directed toward social workers and other professionals working in the field of international adoption who are authorized to provide adoption

support services. Participants will have the opportunity to explore the principles, standards, and issues of accountability for social work in the field of international adoption; examine the issue of international adoption within the principles of the Hague Convention on Intercountry Adoption, and within the context of current values (kinship, openness, and awareness); and discuss challenging ethical issues and value conflicts facing the practitioners in this work. The role of the practitioner in pre- and post-adoption planning and preparation will be highlighted, including assessment, completing a homestudy, and post-adoption services. Registration will be limited to practitioners actively engaged in international adoption (including Social Workers who are approved for private practice in adoption work).

Length: Two days
Date(s): **January 28-29**
Fee: \$190

For more detailed information on program content, speakers, and registration, please submit a request in writing to: International Adoption Seminar, c/o Cindy Bettcher, Justice Institute of BC.

Dissociation, Denial and Defensiveness in Victims and Offenders

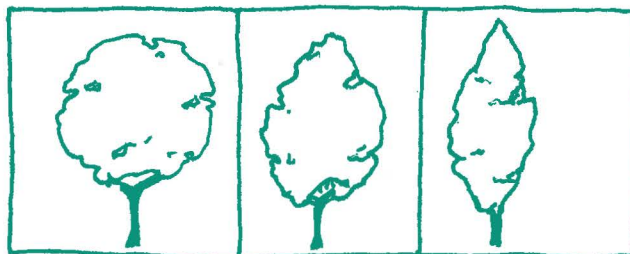
Third Annual Victoria Child Sexual Abuse Symposium

Sponsors: Ministry of Health, Ministry Responsible for Seniors, Ministry of Attorney General, Ministry of Social Services, University of Victoria, Justice Institute of BC, Victoria Child Sexual Abuse Society, Pacific Centre, Victoria Women's Sexual Assault Centre, and Saanich Mental Health Society.

Featuring: Dr. John Briere, Department of Psychiatry and Behavioral Sciences, University of Southern California Medical Centre.

Program format includes: plenary sessions, workshops, mock trial, special interest group meetings, and social activities. For more information on program content, presenters, and registration, contact Conference Management, Division of Continuing Studies, University of Victoria, P.O. Box 3030, Victoria, B.C. V8W 3N6. Phone: (604) 721-8465.

Length: Three days
Date(s): **March 18-20**
Fee: \$150 plus tax
Location: University of Victoria



Conflict Resolution

The Justice Institute's Certificate Program in Conflict Resolution is designed to meet the needs of a wide range of professionals for increased skill and knowledge in dealing with conflict. It is the only program of its kind in Canada. To receive a brochure on the Certificate Program, please telephone 604/222-7287.

To complete the Certificate Program, participants attend 210 hours of core and elective courses and complete competency assessments in both mediation and negotiation skills. Students interested in pursuing the Certificate are encouraged to begin their studies with course #CR100. Those who have had no previous training in this field would benefit from taking Critical Skills for Communicating in Conflict (#CR735) prior to Dealing with Interpersonal Conflict (#CR100). For further details, call 604/222-7287.

Courses in the program are highly experiential and require participation in skill practice exercises and role play. All students are expected to participate actively and are invited to bring a VHS videotape to record their simulations in all core courses. To receive credit for the program, participants must attend each course in its entirety. Please enrol early since many courses fill far in advance.

Course Times and Locations

Unless otherwise indicated under individual course listings, Vancouver courses will be held at the Justice Institute of BC, 4180 West 4th Ave., Vancouver, BC. Classes 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.

It may sometimes be necessary to substitute an 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 at least one week in advance of changes in course location.

Out-of-Town Courses

Courses in the Conflict Resolution Certificate Program are offered in a variety of locations in BC and the Yukon. For up-to-date information on course locations and dates call 604/222-7156.

Instructors

Most courses at the Centre are delivered by:

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
Marje Burdine, M.Ed., consultant, mediator, and counsellor in private practice specializing in family and organization conflicts
Sally Campbell, J.D., lawyer, mediator, and trainer in private practice
Michael Fogel, LL.B., J.D., M.Ed., mediator and counsellor in private practice

Mario Govorchin, trainer, organizational development consultant, and mediator in private practice
Karen Haddigan, trainer, facilitator, and mediator in private practice
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 and counsellor in private practice, specializing in youth and education
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 Raynolds, trainer and mediator in private practice
Arthur Ridgeway, Ph.D., registered psychologist, consultant, and trainer in private practice
Deborah White, M.A., ABS, organization 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)

Keith Barker, Janice Bateman, Gerry de la Garza, Sandy Dunlop, Donna Dussault, Angie Dyck, Marion Dyck, Cam Ellison, 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, Tracy Selinger, George Siudut, Pamela Theriault, Jim Toogood, Leanne Turnbull, Jacquie Waechter, Susan Yerxa.

Core Courses

Dealing with Interpersonal Conflict (#CR100)

This course explores the sources and implications of interpersonal conflict within 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. Emphasis will be on skill development through structured practise and role play simulations. **This course is a prerequisite for all other core courses.**

Length: Three days (21 hours)

Date(s): **January 26-28**, Deborah White
January 29, February 5 & 12 (9:00 am - 5:00 pm), Nancy McPhee
February 12, 19 & 26 (9:00 am - 5:00 pm), Wendy Hilliard
February 14-16, Michael Altshuler
March 5, 12 & 19 (9:00 am - 5:00 pm), Nym Hughes

March 7-9, Michael Altshuler
March 23-25, Marje Burdine
April 5-7, Randy Boychuck
April 20-22, Randy Boychuck
May 4-6, Mario Govorchin
May 25-27, Dale Zaiser

Time: 9:00 am - 5:00 pm
Fee: \$250

Resolving Conflict in the Workplace (#CR763)

This course is equivalent to Dealing with Interpersonal Conflict, but has additional information and focus on organizational issues. It may be taken in place of #CR100. The course will explore the dynamics of conflict both generally and within the work environment. Emphasis will be 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.

Length: Three days (21 hours)
Date(s): **February 1-3, Deborah White**
April 26-28, Marje Burdine
Time: 9:00 am - 5:00 pm
Fee: \$250

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. Emphasis will be on skill development through small group and individual exercises. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100), or by permission of the Co-ordinator.

Length: Three days (21 hours)
Date(s): **February 7-9, Marje Burdine**
March 16-18, Stacey Holloway
April 11-13, Stacey Holloway
May 11-13, Michael Altshuler
Time: 9:00 am - 5:00 pm
Fee: \$250

Mediation Skills, Level I (#CR300)

Mediation is a practical method for assisting other people to 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, and techniques needed to mediate disputes encountered on a day-to-day basis. Emphasis will be on skill development through simulated mediation.

Prerequisite(s): Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)
Date(s): **January 24-26, Mario Govorchin**
February 9-11, Michael Fogel
February 16-18, Deborah White
March 9-11, Karen Haddigan
March 28-30, Michael Altshuler
April 13-15, Kelly Henderson
May 9-11, Deborah White

Time: 9:00 am - 5:00 pm
Fee: \$250

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. Skill practice sessions are facilitated by trained coaches. **Prerequisite(s):** at least four other courses in the Certificate Program, including Mediation Skills, Level I (CR#300), or by permission of the Co-ordinator.

Length: Five days (35 hours)
Date(s): **February 23-25, 28 & March 1, Randy Boychuck**
April 25-29, Michael Fogel
May 18-20, 24-25, Stacey Holloway
Time: 9:00 am - 5:00 pm
Fee: \$425

Negotiation Skills, Level I (#CR500)

Negotiation skills are essential in daily interactions with others to assist individuals in getting what they need and want. Principled negotiation results in an agreement that responds to the interests of both parties involved. This course introduces the skills, theory, and techniques for applying interest-based negotiation in a variety of work and day-to-day situations. Participants will learn to build a collaborative climate and use the skills and concepts of principled negotiation. Recommended reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd Ed., 1992. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)
Date(s): **February 2-4, Stacey Holloway**
February 21-23, Dale Zaiser
March 14-16, Deborah White
March 22-24, Randy Boychuck
April 11-13, Dale Zaiser
April 25-27, Ron Monk
April 27-29, at Douglas College-Haney Campus, 23000 - 116 Avenue, Maple Ridge, Dale Zaiser
May 16-18, Michael Altshuler
Time: 9:00 am - 5:00 pm
Fee: \$250

Negotiation Skills, Level II (#CR600)

This course applies the negotiation process and techniques from the Level I course to more complex situations. Content will include negotiator assertiveness and style, factors that escalate or de-escalate competitiveness, resolving impasses, and overcoming resistance. Emphasis will be on skill development through simulated negotiations facilitated by trained coaches. Recommended reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd Ed., 1992. **Prerequisite(s):** at least four other courses in the Certificate Program, including Negotiation Skills, Level I (#CR500), or by permission of the Co-ordinator.

Length: Five days (35 hours)
Date(s): **March 2-4, 7-8**, Dale Zaiser
April 18-22, Karen Haddigan
May 30-31, June 1-3, Mario Govorchin
Time: 9:00 am - 5:00 pm
Fee: \$425

Mediation Skills Assessments (#CR499)

Negotiation Skills Assessments (#CR699)

Date(s): **January 17-28**
April 5-28
Fee: for January - \$100 per assessment
for April - \$150 per assessment

Please note that as of the end of the Justice Institute's fiscal year, March 31, 1994, the cost of assessments will be increased to \$150 each. Any assessments that are taken after this date will be subject to this increase.

Instructor(s): Co-ordinator, Centre for Conflict Resolution Training, Justice Institute of BC, and the Centre's instructors.

Note: The deadline for registering for the January assessments is December 31, 1993. The deadline for registering for the April assessments is March 18, 1994. We cannot make exceptions for requests after this date.

Electives

Listed alphabetically by title.

Asserting Yourself Under Pressure (#CR702)

This course is for people who are usually assertive but who either 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, even though strong feelings are involved.

Length: Two days (14 hours)
Date(s): **January 31-February 1**, Ron Monk
February 10-11, Randy Boychuck
February 14-15, Douglas College-Haney Campus, 23000 - 116 Avenue, Maple Ridge, Nym Hughes
March 17-18, Mario Govorchin
April 7-8, Mario Govorchin
May 7 & 14 (9:00 am - 5:00 pm), Nancy McPhee
May 30-31, Stacey Holloway
Time: 9:00 am - 5:00 pm
Fee: \$185

NEW

Being a Mediator (#CR718)

This course is designed to give participants the opportunity to examine and explore who they are and would like to be as a mediator, why they are a mediator, and the principles and values that underlie being a mediator. The workshop will focus on the special nature of being that person who joins with other people in times of emotional turmoil, chaos, and crisis to facilitate the resolution of conflict. Participants will be challenged to examine the ethics and values of mediation and determine if they are consistent with and/or reconcilable with their own.

Participants will discuss and ponder such questions as: Is mediation a white, middle-class process? What happens when those of other cultures are disputants? Can the mediator really balance power? Is mediation gender biased? What effect does the mediator's value system have on the mediated outcome or the process itself? Should the mediator's world view affect the mediation? Is there a spiritual aspect to mediation? What does "being neutral" really mean? Is there more to being an effective mediator than being skilled? What fears do we have? What is the heartwork of mediation?

Participants should be prepared to challenge themselves and their concepts related to mediation and be open to others' challenges. This workshop is designed to begin a process of ongoing inquiry with respect to what mediators are doing, how they are doing it, and who they are becoming in the process. **Those registering for this course will have completed Mediation Skills, Level II (#CR400) and Negotiation Skills, Level II (#CR600), or be graduates of the program or practising mediators.**

Length: Two days (14 hours)
Date(s): **March 14-15**, Michael Fogel
Time: 9:00 am - 5:00 pm
Fee: \$185

Building Consensus (#CR733)

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 and yet 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 assist participants to 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.

Length: Two days (14 hours)
Date(s): **February 17-18**, Arthur Ridgeway
May 4-5, Arthur Ridgeway
Time: 9:00 am - 5:00 pm
Fee: \$185

Caucusing in Mediation (#CR764)

Caucusing can be one of the most effective interventions a mediator can use in moving parties toward agreement. If not properly implemented, however, caucusing can prove hazardous. Knowing when, why, and how to use this tool is crucial to dealing effectively with some of the most difficult and perplexing situations in mediations. A structured caucusing process will be presented which is applicable in a variety of dispute contexts, including family and commercial. This process will help mediators to maximize the value of meeting separately with the parties while minimizing the potential for negative outcomes.

Prerequisite(s): Mediation Skills, Level I (#CR300).

Length: One day (7 hours)
Date(s): **May 5**, Michael Fogel
Time: 9:00 am - 5:00 pm
Fee: \$90

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 will shift 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): **April 18-19**, Michael Talbot
Time: 9:00 am - 5:00 pm
Fee: \$185
Instructor(s): Mike Talbot, M.A., M.Tech., organizational consultant in private practice with a particular interest in organizational evolution.

Critical Skills for Communicating in Conflict (#CR735)

This course is intended for those who have had little or no previous training in conflict resolution skills and should be taken prior to Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100). It will focus intensively on the micro-skills essential to effective mediating, negotiating, or resolving interpersonal conflict. It is recommended for anyone entering the Certificate Program and would also be helpful as an isolated learning experience. Each skill will be demonstrated and then practised in the context of a conflict situation. Specific skills will include: non-judgmental listening; probing; clarifying; refocusing; and assertive, non-defensive communication.

Length: Two days (14 hours)
Date(s): **January 27-28**, Kelly Henderson
February 24-25, Nym Hughes
March 21-22, Kelly Henderson
April 9 & 16 (9:00 am - 5:00 pm), Wendy Hilliard
May 2-3, Dale Zaiser
May 26-27, Marje Burdine
Time: 9:00 am - 5:00 pm
Fee: \$185

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 practise the essential elements of giving and receiving constructive criticism. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Two days (14 hours)
Date(s): **March 3-4**, Deborah White
Time: 9:00 am - 5:00 pm
Fee: \$185

Conflict Resolution Graduation Ceremony
June 23, 1994 7:30 pm

Influencing Decision Making and Change (#MGMT210)

For course description, see the Management category.

Length: Two days (14 hours)
Date(s): **February 2-3**, Michael Fogel
Time: 9:00 am - 5:00 pm
Fee: \$175.

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 applying 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 workshop 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*, and will develop skills to overcome the obstacles to successful negotiation.

Length: Two days (14 hours)
Date(s): **March 8-9**, Arthur Ridgeway
May 2-3, Arthur Ridgeway
Time: 9:00 am - 5:00 pm
Fee: \$185

Managing the Hostile Individual (for high risk professionals) (#CR753)

This course is specifically designed for enforcement personnel who have not taken other courses in the program, including: emergency health services workers, police, security guards, sheriffs, psychiatric workers, street workers, transit officers, and others involved in high-risk, high-stress situations. Many professionals find themselves to be 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 will provide alternatives for constructively managing hostile individuals when course participants are the recipient of their aggressive behaviour. Attention will be given to assessing risk factors and ensuring personal safety. Through lecture, group discussion, case studies, and role play, participants will have an opportunity to: identify factors that escalate the level of hostility, identify personal responses to hostile behaviour, develop self-management skills for responding to threatening behaviour, learn and practise a model for defusing hostility, and increase skills in constructively confronting problem behaviour.

Length: Two days (14 hours)
Date(s): **April 20-21**, Mario Govorchin
Time: 9:00 am - 5:00 pm
Fee: \$185

Mediation: Transcript Analysis and Skillcheck (#CR800)

Building competency requires the integration of skills and concepts that form the backbone of the mediation process. This course will isolate stumbling blocks that chronically arise in mediation and will enable participants to tape, script, and analyze role play work with the assistance of trained, skilled coaches. 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. This course is strongly recommended prior to taking Mediation Skills, Level II. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100), Mediation Skills, Level I (#CR300).

Length: Two days (14 hours)
Date(s): **February 14 & 16**, Marje Burdine
Time: 9:00 am - 5:00 pm
Fee: \$185

Mediation Competency: Assessment Preparation (#CR801)

This course provides participants with a comprehensive analysis of their mediation work through the review of scripted segments of videotaped role play. Script analysis reveals ineffective response patterns and micro-skill competency gaps, and gives insight into other possible intervention strategies. It is recommended for those who have taken Mediation Skills, Level II, and wish to proceed to the Mediation Assessment with a clearer focus on where their work needs to be strengthened. There is no instructional component to this course in order to allow participants the maximum possible time for role play. Extended role play should enable 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/videotape on day 1 of the course. **Prerequisite(s):** Mediation Skills, Level II (#CR400).

Length: Two days (14 hours)
Date(s): **March 22 & 24**, Michael Fogel
April 26 & 29, Marg Huber
Time: 9:00 am - 5:00 pm
Fee: \$185

Negotiation: Transcript Analysis and Skillcheck (#CR802)

Building competency requires the integration of skills and concepts that form the backbone of negotiation. This course will isolate stumbling blocks that chronically arise in negotiation and will enable participants to tape, script, and analyze role play work with the assistance of trained, skilled coaches. 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. This course is strongly recommended prior to taking Negotiation Skills, Level II (#CR 600).

Prerequisite(s): Dealing with Interpersonal Conflict (#CR100), Negotiation Skills, Level I (#CR500).

Length: Two days (14 hours)

Date(s): **February 17 & 21**, Karen Haddigan

Time: 9:00 am - 5:00 pm

Fee: \$185

Negotiation Competency: Assessment Preparation (#CR803)

This course provides participants with a comprehensive analysis of their negotiation work through the review of scripted segments of videotaped role play. Script analysis reveals ineffective response patterns and micro-skill competency gaps, and gives insight into other possible intervention strategies. It is recommended for those who have taken Negotiation Skills, Level II, and wish to proceed to Negotiation Assessment with a clearer focus on where their work needs to be strengthened. There is no instructional component to this course in order 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/videotape on day 1 of the course. **Prerequisite(s):** Negotiation Skills, Level II (#CR600).

Length: Two days (14 hours)

Date(s): **March 29 & 31**, Michael Fogel

April 19 & 22, Marg Huber

Time: 9:00 am - 5:00 pm

Fee: \$185

Resolving Inner Conflict (#CR744)

Many people feel stuck when faced with a major decision, and others repeatedly make decisions which do not seem to work out well for them. They may be confused by the message they are receiving from the head versus the heart, or may feel overwhelmed by the multitude and complexity of the influencing factors. As a result, they postpone decision making beyond the optimal time, or plunge ahead and risk making a poor decision. This course will present a set of skills and processes to facilitate personal decision making when values or needs are in conflict. Participants will assess their own styles of decision making and will focus on one of their own inner conflicts in order to learn an innovative and systematic approach to personal decision making. Participants should come prepared to apply this method to a significant decision they are facing.

Length: Two days (14 hours)

Date(s): **April 23 & 30**, Randy Boychuck

Time: 9:00 am - 5:00 pm

Fee: \$185

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 assist participants to 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:** Critical Skills for Communicating in Conflict (#CR735).

Length: Two days (14 hours)

Date(s): **February 15-16**, Arthur Ridgeway

April 28-29, Arthur Ridgeway

Time: 9:00 am - 5:00 pm

Fee: \$185

Unfinished Business - Getting Past the Past (#CR768)

Unspoken or 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 the present issues. Judgements prevailing throughout the relationship lock our perceptions of the other and limit the options for resolution. These judgements need to be cleared in order to begin to re-establish trust and build a foundation of co-operation. This course will focus on developing skills for getting past unfinished business by clearing judgements, acknowledging hurt, reducing defensiveness, and working toward a trusting relationship. This course will focus on personal and work-related conflicts. **Prerequisite(s):** two core courses. **Recommended:** Critical Skills for Communicating in Conflict (#CR735).

Length: Two days (14 hours)

Date(s): **March 10-11**, Arthur Ridgeway

Time: 9:00 am - 5:00 pm

Fee: \$185

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

This clinic provides more opportunity to practise 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. This session will also provide an opportunity to network with colleagues in the field. Please bring your own VHS videotape if you wish to record your work. **Prerequisite(s):** at least two core courses.

Length: One day (7 hours)
Date(s): **March 30**
April 8
Time: 9:00 am - 4:00 pm (half hour for lunch)
Fee: \$50
Instructor(s): Coaches from the Centre for Conflict Resolution Training

Working Together: Bridging the Gender Gap (#MGMT202)

For course description, see the Management category.

Length: Two days (14 hours)
Date(s): **April 19-20**, Michael Fogel and Kelly Henderson
Time: 9:00 am - 5:00 pm
Fee: \$175

Youth in Conflict: A Skills Development Series

The series includes the following courses: Working with Anger and Aggression in Youth, Working with Withdrawn and Resistant Youth, Mediating with Youth in Conflict, Parent-Teen Conflict: Creating Agreements for Change, Problem Solving with Youth, and Responding to Put-downs and Bullying Behaviour: Assertion Skills for Youth. For course descriptions, see the Child and Youth Care category.

Diploma in Conflict Resolution

Jointly sponsored by the Justice Institute and Kwantlen College

The Diploma in Conflict Resolution is a unique program resulting from the amalgamation of Kwantlen College's criminology program and the Justice Institute's applied skills program in conflict resolution. Students already enrolled in either institution are welcome to apply. Applicants will be interviewed. For more information, please contact Marg Huber at 604/222-7248.

This Diploma program is a specialized option not to be confused with the Certificate program.

Counselling

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.

NEW

Practitioner as Survivor: Addressing the Impact of Client Suicide (#EP133)

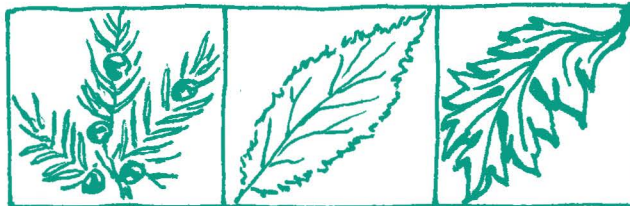
Threats or attempts of suicide may raise the anxiety of even the most experienced practitioner. If the client dies by suicide, the practitioner is left in a unique and difficult situation. This workshop is directed towards counsellors, therapists, social workers, and other mental health practitioners who have lost a client by suicide. Participants will examine a framework of suicide bereavement, consider how this differs from normal bereavement, and explore the impact of client suicide on themselves, including identifying feelings experienced and factors that make death by suicide more difficult to deal with. An opportunity to look at ways to manage these feelings in their professional and personal lives will be provided, with an emphasis on establishing a therapeutic alliance with other clients, and defining ways to nurture themselves.

Length: One day
Date(s): **March 25**
Fee: \$95
Instructor(s): Linda Rosenfeld

Sharing the Questions: Alternative Views of Suicide (#EP123)

This course is intended to give counsellors, therapists, clergy, and medical personnel a forum to explore alternative views of suicide. As society enters into the debate about the right to die, withdrawal of life support, assisted suicide, and the rationale for ending a life, many practitioners are faced with conflicts between their expected role to maintain and sustain life and their client's desire to end it. This facilitated inquiry is intended to give participants an opportunity to examine a number of perspectives on the decisions to "end one's life." Participants will explore personal beliefs, values, and attitudes about these issues and debate the ethical issues and challenges for practitioners working with clients who are also struggling with these decisions.

Length: Two days
Date(s): **May 16-17**
Fee: \$165
Instructor(s): Larry Green, M.A.



Family Issues

NEW

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

This two-day workshop is directed toward alcohol and drug counsellors, therapists, family counsellors, and mental health practitioners working within an individual or family context where substance misuse is a problem. This workshop will provide an introduction to solution-focused family therapy in treating the substance abuser and his or her family. 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 discuss ways to orient the client (or client system) toward solutions. Opportunities to develop and practise 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, role play demonstrations, and small group practise.

Length: Two days

Date(s): **April 22-23**

Fee: \$175

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

Supporting Women in Difficult Relationships (#EP175)

This introductory workshop is directed toward 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 women'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): **April 29-30**

Fee: \$165

Instructor(s): Denise Hall and Ronni Richards, M.A.

Group Skills for Supporting Women in Difficult Relationships (#EP175A)

This two-day workshop is directed toward front line workers and counsellors who currently lead support groups or are planning to facilitate groups for women involved in difficult or abusive relationships. Participants will consider the needs of women involved in difficult relationships and examine key issues in group planning and delivery such as group design, stages, dynamics, and group process issues. The opportunity to explore challenging issues that arise in running groups and to develop strategies to address these issues in the context of the group will be provided.

Participants are encouraged to bring case examples of difficulties that have arisen in groups they have run, as time for practical problem solving with other participants will be provided. **Prerequisite(s):** Supporting Women in Difficult Relationships (#EP175).

Length: Two days

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

Fee: \$165

Instructor(s): Denise Hall and Ronni Richards, M.A.

International Adoption: Current Issues and Challenges for the Practitioner (#EP128)

For a description of this special seminar, see the Conferences/Special Events category.

Length: Two days

Date(s): **January 28-29**

Trauma and Post Traumatic Stress

Working with Children Who Have Been Traumatized (#CY157)

For course description, see the Child and Youth Care category.

Length: Two days

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

Fee: \$175

Instructor(s): Kelly Kennedy

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

This workshop is directed toward counsellors and therapists working with adults in a therapeutic context, and will explore 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, consider the theoretical basis for understanding the art work of their clients within the context of the therapeutic process. Opportunities will be provided to experience a variety of creative media, including art, writing and visualization, and to discuss the creative process.

Length: Three days

Date(s): **March 14-16**

Fee: \$225

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

Trauma and Post Traumatic Stress Reactions (#EP178)

This introductory workshop is designed for front line workers, support workers, victim service workers, and other service providers working with trauma survivors in an individual, group, or community context. It will provide an introduction to key concepts in the field of trauma and traumatic stress. 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. In addition, the impact of trauma work on service providers will be explored. This workshop is relevant to people involved in diverse trauma populations such as refugees or survivors of accidents, natural disasters, family violence, sexual assault, or other crimes.

Length: Two days

Date(s): **March 28-29**

Fee: \$165

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

NEW

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

This second level workshop is directed toward front line workers, support workers, victim support 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 have the opportunity to 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 for self care for the support worker will be addressed.

Length: Two days

Date(s): **April 25-26**

Fee: \$165

Instructor(s): Joseph Solanto, Ph.D.

Instructors:

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.

Larry Green, M.A., is a counsellor and trainer in private practice.

Denise Hall is a family therapist working in a substance abuse treatment centre.

Margaret Jones, M.A., is a therapist in private practice and a consultant and trainer in the area of working with children and adult survivors of sexual abuse.

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

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

Linda Rosenfeld is the Director of SAFER (Suicide Attempt, Follow-up, Education and Research), and has been a counsellor with the program since its inception in 1972. She has extensive experience in crisis intervention, individual, family, and group counselling, and 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.

Maggie Ziegler, M.A., is a therapist, trainer and consultant in private practice. She has a special interest in trauma survivors and the long-term impact of violence.

NEW

Critical Incident Stress Debriefing

Distance Education Package

Educational Services and Interdisciplinary Studies have produced a distance education package 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:

A video that follows a fictional critical incident and illustrates the stages of critical incident stress support that precede and follow it.

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 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 BC); \$95 (out-of-province). For information or to order a copy, call 222-7295.

Out-of-Town Courses

Vanderhoof

Suicide Prevention and Family Violence Intervention Certificate Program

Co-sponsored with the College of New Caledonia

For location and fees for the following courses, contact the College of New Caledonia at 604/567-9291.

Intervention with Families of Suicide

This course will provide participants with the opportunity to explore the impact of suicide on surviving family members, consider the framework for understanding family functioning and the range of issues surviving members must address following suicide, examine the role of the support worker working with families where suicide has occurred, and identify and practise culturally relevant healing approaches with families.

Length: Two days
Date(s): February 16-17

Adolescent Suicide: Prevention and Postvention

This course will provide participants with the opportunity to develop a framework for understanding adolescent concerns and coping strategies in a developmental context; review the relationship between negative life experiences, depression, and suicide in the lives of adolescents; examine a suicide continuum and high risk profiles; discuss the needs of the "at risk" adolescent, the adolescent who has attempted, and the adolescent affected by the suicide of another; and practise supportive counselling skills with this population.

Length: One day
Date(s): February 18

The Role of the Practitioner in the Court System

This course will provide participants with the opportunity to discuss the criminal justice system's response to wife assault, examine the role of the practitioner in the justice system as it relates to the assaulted woman and the assaultive partner, explore the role of support and advocacy in this process, and practise intervention skills within this context.

Length: One day
Date(s): March 2

Intervention in Families where Violence is Present

This course will provide participants with the opportunity to review a framework for understanding the interactive patterns and dynamics in families where violence occurs, explore the developmental stages of children and consider

the impact of violence on the completion of these developmental tasks, examine issues related to assessing the child's safety and related reporting issues, explore ethical dilemmas and challenges in working with families where violence occurs, and identify and practise intervention skills with children and families where violence occurs.

Length: Two days
Date(s): March 3-4

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.

NEW

Developing Investigative Skills (#EP152)

This introductory course is designed to assist persons who must conduct investigations that may result in alleged violators being brought before the courts. The course will focus 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 practise methods for gathering statements, keeping notes, and conducting interviews.

Length: Two days
Date(s): May 24-25
Fee: \$175

Instructor(s): Mark LaLonde, a former police officer with extensive investigative experience. He has conducted training in investigative skills for a variety of organizations.

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. The course 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. For further information, or to discuss a course specifically designed for your agency, please contact Patricia McNeill at 604/222-7229.

Instructor(s): Courses are conducted by attorneys with experience in prosecuting and defending cases in the British Columbia court system. They are assisted by other resource people with expertise in specific fields related to the topics presented.

Executing a Court Order (#EP159)

Court Services Branch now contracts with private companies to perform a variety of court bailiff functions. Employees of companies awarded the contracts are required to demonstrate their familiarity with execution procedures and legal requirements through successful completion of a written examination. This purpose of this course is to ensure that participants are familiar with the documents and procedures involved in the provision of execution services in BC, and to prepare them for the exam. This course is run 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: Bill Bradshaw, a retired sheriff with extensive experience in executing court orders. He instructed the Basic Deputy Sheriff course on execution procedures for approximately ten years at BCIT and the Justice Institute. **Witness Skills**

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

For information, see the Child Sexual Abuse category.

Length: Two days or three days
Date(s): TBA
Fee(s): TBA

Presenting Evidence: Being an Expert Witness in Environmental Cases (#EP119)

With increasing demand for enforcement of environmental controls and the growing importance of environmental assessments, private and public sector employees can expect to be called upon more and more often to present expert evidence before the courts or administrative tribunals. This two-day course will prepare experts from a range of disciplines to present their evidence more knowledgeably and effectively. It will include an overview of new environmental legislation in BC and will focus on: expert reports, including preparation of reports and the use of expert reports in environmental assessment planning or development hearings; the use of experts to conduct investigations for government agencies; and direct and cross-examination in environmental cases. Depending on the requirements of course participants, a mock trial may be conducted on the second day to enable participants to practise presenting evidence. Enrolment in the course is limited to 16 participants. This course is co-sponsored with the law firm of Blake, Cassels & Graydon.

Length: Two days
Date(s): TBA
Time: 9:00 am - 4:30 pm
Fee: \$225

Instructors:

Donald J. Jordan, Q.C., Margaret L. Eriksson, Randal J. Kaardal and Blair Lockhart. All are attorneys with the Vancouver office of Blake, Cassels & Graydon with experience in environmental law.
Tom A. Watson, M.Sc., Ph.D., R.P.Bio. Dr. Watson is Vice-President and Senior Environmental Scientist with Triton Environmental Consultants Ltd., specializing in issues relating to fisheries ecology and toxicology, water quality, and contaminated sites.

Fire Safety

Introduction to the Fire Service (#NC-01)

Introduction to the Fire Service 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 BC
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. Course topics include: Fire Behaviour, Safety and Protective Clothing, Extinguishers (with live fire training), SCBA, and Hose and Nozzle familiarization. **Prerequisite(s):** Completion of Introduction to the Fire Service (#NC-01). Class size is limited to 20.
Location: Safety Training Centre, Maple Ridge, BC
Date(s): A waiting list is maintained for this course. Telephone the Fire Academy at 604/222-3630.
Fee: \$250
Instructor(s): Fire Academy Instructors

Distance Education Courses

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 BC should contact the Fire Academy directly to obtain these self-study courses.)

Fire Safety at Work (#DE02)

Designed in the distance education format and developed in co-operation with the Open College component of the Open Learning Agency, this course is intended 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.)

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

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

This course has been 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 level 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: \$165

Technical Math (#DE05)

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 covered 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.

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

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.

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 the information participants need in order to develop and maintain policy and procedures manuals that meet the specific needs of their agencies. (An elective in the Management Development for Residential Settings certificate program.)

Length: One day
Date(s): January 25
Fee: \$110
Instructor(s): Christopher Curtis

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; and
- laser jet printed labels.

Special orders for coloured, full-sleeve vinyl library cases may be ordered at an additional charge.

For further information or to receive a price list, contact Bob Walker at 604/222-3686.

NEW

Dealing with Workplace Harassment Series

With the changes that are taking place in the Canadian work force, employers must develop and implement appropriate policies to respond to a range of harassment issues. This series of courses focuses on the broad scope of workplace harassment and provides participants with an understanding of the protection provided to specific groups under the BC Human Rights Act. Throughout the courses, participants will have an opportunity to position harassment within an overall framework which will encourage and value diversity within the workplace.

Understanding Harassment (#MGMT222A)

In this one-day course participants will address such questions as: What is harassment? How can it be prevented? What are your responsibilities when harassment does occur? Discussion will focus on understanding the legal definition of harassment and its application in real situations, as well as understanding employer, union, and employee liability and responsibility.

Length: One day
Date(s): **January 26**
Fee: \$125

Instructor(s): Samantha Sanderson or Stephen Hammond

Developing Policies and Procedures for Dealing with Harassment (#MGMT222B)

This course will focus on the essential elements of harassment policies and procedures. Participants will review different types of policies and procedures and develop guidelines for policies and procedures for

their own workplace. Participants will have an opportunity to address specific issues with an expert panel.

Length: One day
Date(s): **February 16**
Fee: \$125

Instructor(s): Samantha Sanderson or Stephen Hammond

Resolving Harassment Problems (#MGMT222C)

In this session, participants will develop guidelines for handling interviews and investigations, and will have an opportunity to practise interviewing techniques.

Length: One day
Date(s): **March 9**
Fee: \$125

Instructor(s): Samantha Sanderson or Stephen Hammond

Dealing with Workplace Harassment: Changing the Climate (#MGMT222D)

In this course, participants will assess the existing climate within their organization and will look at a variety of ways to introduce changes that will help to create a more welcome workplace. The course will also address methods for dealing with backlash and the role of training in introducing change.

Length: One day
Date(s): **March 23**
Fee: \$125

Instructor(s): Samantha Sanderson or Stephen Hammond

Influencing Decision Making and Change (#MGMT210)

This two-day 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 the implementation of structural change that periodically occurs 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 practised in this two-day workshop will increase participants' understanding of their own personal styles of influencing and why their current influencing strategies and skills work in some circumstances and may not work in others. Participants will practise methods to build on what works and transform what does not. (An elective in the Conflict Resolution and Management Development for Residential Settings certificate programs.)

Length: Two days
Date(s): **February 2-3**
Time: 9:00 am - 5:00 pm
Fee: \$175

Instructor(s): Michael Fogel, LL.B., J.D., M.Ed. (counseling psychology)

NEW

The Hiring Process (#MGMT301)

The most important decisions made by managers and supervisors relate to who they hire to work in their organization. A wrong hiring decision is extremely costly: both direct costs (actual money spent in salaries, etc.), and indirect costs (the subtleties that impact on productivity). This two-day course will guide participants through a sequence of steps to be followed in the recruitment and selection of staff: understanding the duties of the job to be

Basic Supervisory Competency 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. Basic Supervisory Competency, Week 1 is intended for first level supervisors, or those who aspire to be supervisors, in both government and private agencies. Before coming to the course, participants and their managers will complete an inventory assessment of participants' skills and knowledge. BC Corrections Branch employees who successfully complete the course will be granted certification for the Basic Supervisor Competency Course, Week I. Co-sponsored with the Corrections Academy. Enrolment is limited to 16 participants.

Length: Five days
Date(s): **January 31 - February 4**
February 28 - March 4
April 11-15

Time: 9:00 am - 4:30 pm on day one; 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 Basic Supervisory Competency 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 Competency Program, Week 1. Enrolment is limited to 16 participants.

Length: Five days
Date(s): **May 9-13**
Time: 9:00 am - 4:30 pm on day one; 8:30 am - 4:30 pm on subsequent days
Fee: \$475
Instructor(s): A consultant with Ryane Consulting Inc.

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 will practise the required skills involved in 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 these two days.

Length: Two days
Date(s): **February 21-22**
May 26-27
Fee: \$175
Instructor(s): Diane Fru

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 it. Tech-

niques 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 17-18**
Fee: \$175
Instructor(s): Sandra Heath

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

This workshop 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 one and two will cover communication as a transaction, writing skills, business styles, and conveying organizational messages. Day three 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 workshop is limited to 18 participants. (An elective in the Management Development for Residential Settings certificate program.)

Length: Three days
Date(s): **March 21-23**
Fee: \$225
Instructor(s): A consultant with Ryane Consulting Inc.

Managing Your Video Project (#MGMT227)

The power to communicate through video is now widely recognized in business, government, and non-profit organizations. As a vehicle for promotion, training, education, and motivation, video will be one of the most powerful communications tools of the 90s. But having a video produced can be a daunting task. The manager of the video project will have to set and control costs, choose the best producer, understand production jargon and technology, and oversee the entire production process. This workshop is directed toward program managers, communications specialists, project directors, and others planning to use video as part of their training and communications programs. The course is divided into two sessions focusing on the practical information and skills needed to manage a video project successfully. The morning session covers production processes and methods, with particular emphasis on how to develop a communications plan and how video can best be integrated into an overall business strategy. In the afternoon, participants will use the information and planning materials introduced in the morning in a hands-on planning session to map out a communications plan and video project.

Length: One day
Date(s): April 18
Fee: \$125
Instructor(s): Terry Hoffman and Iain Young

Working Together: Bridging the Gender Gap (#MGMT202)

Research and personal experiences confirm that cross-gender communication is often less precise, complete, accurate, and effective than is generally presumed. As a result of gender-specific ways of communicating, addressing conflict, and problem solving, men and women working together will experience misunderstandings, misperceptions, and invalid or faulty assumptions. Gender gap glitches may occur, for example, when the fact that one person wants to work on a project as a team and the other wants to work independently is misinterpreted, or when the inability to work out a problem because of different approaches alienates one from the other. Gender-related differences can offer opportunities for an enhanced working relationship, but a failure to understand and effectively employ these differences is likely to prove problematic. Participants in this workshop will enhance their ability to value and understand gender-related communication styles, conceptual frameworks, and problem-solving processes, and will explore ways to move from misunderstanding to fuller comprehension, and from missed opportunities to effective options. (An elective in the Conflict Resolution and Management Development for Residential Settings certificate programs.)

Length: Two days
Date(s): April 19-20
Time: 9:00 am - 5:00 pm
Fee: \$175
Instructor(s): Michael Fogel, LL.B., J.D., M.Ed., and Kelly Henderson, M.Ed.

Together We Stand: Effective Team Building (#MGMT120)

Teamwork has long been seen as a basic organizational need. Currently, however, an increased focus on team formation and team development has created a need for managers to develop further competence in team building. This workshop 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 practise strategies for building and enhancing teams while developing an understanding of how teams function.

Length: Two days
Date(s): April 25-26
Fee: \$175
Instructor(s): Elizabeth Robinson

Creative Problem Solving (#MGMT207)

Recent research has demonstrated that creativity, like any other skill, can be developed. This workshop is designed to help participants think more creatively and solve problems more efficiently and effectively. Participants will examine the basic concepts of creativity, problem solving, and lateral thinking; identify the obstacles that block creativity; demonstrate how creative thinking complements logical thinking; select specific tools and techniques for developing creative thinking and solutions; and tailor creative ideas to their own specific needs. (An elective in the Management Development for Residential Settings certificate program.)

Length: One day
Date(s): May 6
Fee: \$90
Instructor(s): Maureen Hannah

Writing Winning Proposals (#MGMT224)

"Foggy" writing can alienate and confuse its audience. It wastes time and can kill prospective contracts. Particularly during these hard times, proposals and resumés must be written in a dynamic, effective, persuasive manner and be sensitive to the needs and wants of prospective clients. This course focuses upon gaining a meaningful edge when writing proposals and resumés. Through active writing, practical exercises, and the examination of examples and models of persuasive writing, participants will: understand the unique nature of proposal and resumé 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 revise documents with confidence. Participants should bring one or two samples of their writing and a copy of their resumé to this course.

Length: One day

Date(s): May 16

Fee: \$115

Instructor(s): Camille L. Tribe, M.A.

See the Administrative/Support Staff and Training for Trainers categories for additional listings.

Instructors:

Christopher Curtis, B.A., is a communications consultant specializing in the development and maintenance of policy and procedures 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 in creating and implementing organizational changes and restructuring, and strategic plans.

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

Stephen Hammond, B.A., LL.B., is a training consultant with the Hastings Institute, working for private and public organizations. He has experience in employee and labour relations and works with staff and management to create a working environment that is safe for a diverse workforce.

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 management programs for a variety of settings.

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 BC and Alberta and in the federal public sector.

Kelly Henderson, M.Ed., is a mediator in private practice with extensive experience in the health care industry.

Terry Hoffman is a partner in Creative Change, a video production, consulting, and training company that has produced videos for a wide variety of clients including: Workers Compensation Board of BC, ICBC, Vancouver School Board, BC Ministry of Education, and Environment Canada.

Samantha Sanderson, B.A., LL.B., has a background in law, social policy analysis, advocacy, and counselling. She is well-versed in the theory and practice of individual attitudinal change and has extensive experience in developing harassment policy and introducing workplace harassment concepts to a wide variety of employee groups. She spearheads the Hastings Institute's Welcoming Workplace program and is currently managing a number of valuing diversity and harassment projects with organizations ranging from municipalities and hospitals, to Crown corporations.

Elizabeth Robinson, M.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, UBC.

Ryane Consulting Inc. has designed and delivered workshops on topics related to leadership and management, communications and conflict, and business writing for 20 years. Ryane's 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' experience in communications training. Her writing programs emphasize the practical application of methods to improve writing clarity and fluency.

Iain Young is a partner in Creative Change, a video production, consulting, and training company that has produced videos for a wide variety of clients including: Workers Compensation Board of BC, ICBC, Vancouver School Board, BC Ministry of Education, and Environment Canada.

Out-of-Town Courses

Victoria

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

For course description, see page 28.

Length: Two days

Date(s): May 16-17

Location: TBA

Fee: \$225

*Seats will be open for registration on April 15.

Professional Health Programs

Professional 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 enquire 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)

This two-day workshop 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): **January 22-23**
March 5-6
April 23-24
June 4-5
Fee: \$325

Advanced Cardiac Life Support Update (#PHP110)

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): **January 22**
February 13
March 5
April 23
June 4
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 lectures and cardiac arrest scenarios; allow two weeks to adequately prepare.

Length: Two and half days (limited registration)
Date(s): TBA
Fee: TBA

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 paediatric 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): TBA
Fee: TBA

Pediatric Advanced Life Support Instructor Course (#PHP206)

Length: TBA
Date(s): TBA
Fee: TBA

Cardiac Arrest Management (#PHP115)

A one-day course, primarily for nurses, to develop confidence in cardiac arrest situations. The workshop 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): **February 10**
March 16
April 20
May 27
June 10
Fee: \$125

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.

NEW

Basic Trauma Life Support (#PHP 202)

A two-day program that covers essential early trauma management. The course is directed to pre-hospital care providers, nurses, and physicians. 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): TBA
Fee: TBA

NEW

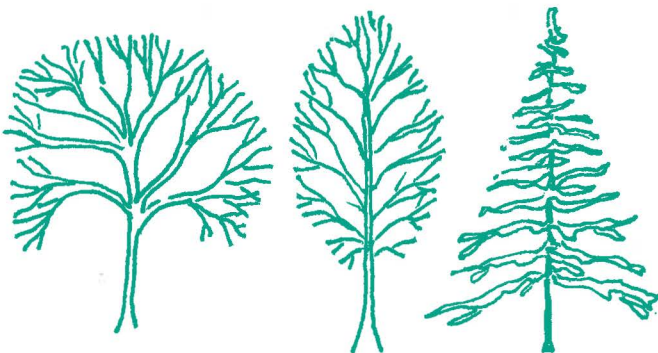
Hiring Assessment (#PHP207)

A one-day program that teaches a system for interviewing, screening, and motivating individuals who hire new employees. Following this system improves efficiency in hiring and assures that the time and money invested in selecting the new employee will be a wise and lasting investment. Course materials included with tuition.

Length: One day
Date(s): TBA
Fee: \$195
Instructor(s): Peter Watson

Out-of-Town Courses

The courses listed above can be held outside the Lower Mainland. For more information, or to enquire about the possibility of courses in your area, contact Professional Health Programs at 604/222-3621.



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.

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 field. It has been specifically 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 Sandy Johnson at 604/222-7285. Participants must currently be supervising others or have proven supervisory experience. Applicants without supervisory experience should contact the Co-ordinator at 604/222-7273.

For a brochure describing program structure, content, and eligibility contact the Registration Office at 604/222-7111.

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. The course will cover 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 31-February 1**
May 2-3
Fee: \$155
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, practise writing performance standards, examine methods for conducting effective performance reviews, develop action plans for staff development, practise 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 21-22**
June 8-9
Fee: \$155
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 14-15**
Fee: \$155
Instructor(s): Marta Joy-Campbell

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

This two-day course is designed to assist supervisors to 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 practise; identify and practise 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 21-22**
Fee: \$155

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 practise specific management problem solving and decision making techniques and their effectiveness; define existing management structures and roles; set agendas and practise 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 9-10**
Fee: \$155
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 within the context of residential facilities. Participants will gain an understanding of the functions and elements of a job description, practise writing job descriptions, identify effective recruitment procedures for full time and relief staff, practise 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): **May 11-12**
Fee: \$155
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): June 6-7

Fee: \$155

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): June 27-28

Fee: \$155

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

Electives

Four days of Justice Institute electives are required in the Management Development for Residential Settings program. See course descriptions in this calendar under the Computer, Conflict Resolution, Management, and Training for Trainers categories. **Electives must be Justice Institute courses.** Please note out-of-town electives on page 35.

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

Asserting Yourself Under Pressure (#CR702)

Building Consensus (#CR733)

Building Strategies for Change (#MGMT229)

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

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

Creative Problem Solving (#MGMT207)

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

Dealing with Anger (#CR200)

Dealing with Interpersonal Conflict (#CR100)

Dealing with Workplace Harassment: Changing the Climate (#MGMT222D)

Developing Policies and Procedures for Dealing with Harassment (#MGMT222B)

Developing Policy and Procedure Manuals (#MGMT226)

Influencing Decision Making and Change (#MGMT210)

Introduction to DOS (#CORR402)

Making it Hard to Say No - Negotiating with Difficult People (#CR767)

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

Mediation Skills, Level I (#CR300)

Mediation Skills, Level II (#CR400)

Negotiation Skills, Level I (#CR500)

Negotiation Skills, Level II (#CR600)

Resolving Conflict in the Workplace (#CR763)

Resolving Harassment Problems (#MGMT222C)

Shifting from Positions to Interests (#CR748)

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: Tips, Techniques, and Tactics (#MGMT223)

Understanding Harassment (#MGMT222A)

Working Together: Bridging the Gender Gap (#MGMT202)

Writing Winning Proposals (#MGMT224)

Front Line Skills

Front Line Training for Residential Settings (#SUP119)

This five-day training program is designed to provide front line workers with the basic skills required to work effectively within a residential setting. Participants will: identify and practise communication skills for effective relations with peers, and methods for managing conflict on the job; examine personal and work values, ethical standards, and practices; practise writing skills and writing PSPs; identify and practise 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. To receive certification, participants must complete all five days.

Length: Five days

Date(s): May 12-14 and 26-27

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. The workshop 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, practise self-assertion and problem solving techniques, and practise methods for coaching others through a problem to its resolution. Lesson plans for coaching specific life skills will be provided to participants. This workshop is experiential and participants will practise each of these four skills.

Length: Two days

Date(s): April 28-29

Fee: \$155

Instructor(s): Denise Grams

Instructors:

Carol Cohen, M.A., is a counsellor/co-ordinator with the Family Services Employee Assistance Group. She also designs and provides training in a variety of areas in both the private and public sectors. She has worked in residential settings for youth and is experienced in both direct service and management.

Mario Govorchin is a consultant and trainer who has extensive experience working with clients with disabilities. He has worked in residential settings.

Denise Grams is President of Life Unlimited - Life Management Skills Training. She has extensive experience working in a variety of human service settings.

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

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

Marion Malcolmson, M.S.W., R.S.W., works in a cross-cultural setting as the Co-ordinator of Counselling Services at Invergarry Adult Learning Centre. Her background spans a variety of counselling and training experiences including employee assistance programs. She has been employed in both direct service and administration and currently maintains a private practice.

Pat Meyer is a consultant and trainer with extensive residential management experience. She has published several books and articles and has produced films for professional and public education. Her current work includes the transition of people with complex health needs from institutions to community living.

Sandra Rice is the Co-ordinator of the Management Development for Residential Settings Certificate Program training. 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 had 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, UBC.

Suzu Speier is a consultant with Ryane Consulting Inc. She has designed and delivered workshops 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 service settings.

Out-of-Town Courses

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

Elective Information

Please contact your local community college for Conflict Resolution electives for this program, and note those conflict resolution electives that are listed below. Students in the Management Development for Residential Settings Certificate Program will have first preference when registering for the Asserting Yourself Under Pressure course in Mission and Parksville and the Together We Stand: Effective Team Building course in Victoria. Deadline for registration is listed under course fee. For course descriptions, see the Conflict Resolution and Management categories.

Kootenays

These courses will be offered in the Nelson, Creston, and Cranbrook areas.

Management Development for Residential Settings, Level 1 (#MGMT214T)

Length: Two days
Date(s): **April 26-27**
Location: TBA
Fee: \$225

Management Development for Residential Settings, Level 2 (#MGMT218T)

Length: Two days
Date(s): **May 24-25**
Location: TBA
Fee: \$225

Management Development for Residential Settings, Level 3 (#MGMT230T)

Length: Two days
Date(s): **May 26-27**
Location: TBA
Fee: \$225

Mission

*Asserting Yourself Under Pressure (#CR702M)

Length: Two days
Date(s): **February 10-11**
Location: Mission Association for Community Living,
33345 Second Avenue, Mission, BC
Fee: \$185

*Deadline for registration is January 28. After that date, seats will be open to the general public.

Parksville

*Asserting Yourself Under Pressure (#CR702P)

Length: Two days
Date(s): **January 26-27**
Location: Tigh-Na-Mara Resort Hotel, 1095 East Island
Highway, Parksville, BC
Fee: \$225

*Deadline for registration is January 10. After that date, seats will be open to the general public.

Prince George

Management Development for Residential Settings, Level 1 (#MGMT214G)

Length: Two days
Date(s): **April 18-19**
Location: TBA
Fee: \$225

Management Development for Residential Settings, Level 2 (#MGMT218G)

Length: Two days
Date(s): **May 10-11**
Location: TBA
Fee: \$225

Management Development for Residential Settings, Level 3 (#MGMT230G)

Length: Two days
Date(s): **June 29-30**
Location: TBA
Fee: \$225

Victoria

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

Length: Two days
Date(s): **March 22-23**
Location: PEP Headquarters, 455 Boleskine Road,
Victoria, BC
Fee: \$175

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

Length: Two days
Date(s): **May 2-3**
Location: Executive House Hotel, 777 Douglas Street,
Victoria, BC
Fee: \$175

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

Length: Two days
Date(s): **June 14-15**
Location: PEP Headquarters, 455 Boleskine Road,
Victoria, BC
Fee: \$175



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

Length: Two days
Date(s): **June 16-17**
Location: PEP Headquarters, 455 Boleskine Road,
Victoria, BC
Fee: \$175

Management Development for Residential Settings, Level 5 (#MGMT250V)

Length: Two days
Date(s): **January 26-27**
Location: PEP Headquarters, 455 Boleskine Road,
Victoria, BC
Fee: \$175

Management Development for Residential Settings, Level 6 (#MGMT260V)

Length: Two days
Date(s): **February 24-25**
Location: Executive House Hotel, 777 Douglas Street,
Victoria, BC
Fee: \$175

Management Development for Residential Settings, Level 7 (#MGMT270V)

Length: Two days
Date(s): **March 24-25**
Location: PEP Headquarters, 455 Boleskine Road,
Victoria, BC
Fee: \$175

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

Length: Two days
Date(s): **April 28-29**
Location: Executive House Hotel, 777 Douglas Street,
Victoria, BC
Fee: \$175

Life Skills Training for Residential Settings (#SUP121V)

Length: Two days
Date(s): **March 2-3**
Location: Executive House Hotel, 777 Douglas Street,
Victoria, BC
Fee: \$175

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

Length: Two days
Date(s): **May 16-17**
Location: PEP Headquarters 455 Boleskine Road, Victoria,
BC
Fee: \$225
*Deadline for registration is April 15. After that date, seats
will be open to the general public.

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.

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

This practical workshop is directed toward people who
deliver training programs as part of their overall job and want
to learn new skills or enhance existing ones. Content will
include: characteristics of adult learners, positive learning
environments, instructional styles and techniques, motiva-
tional strategies, and instructional challenges. The number
of registrants will be limited to 12 to allow opportunities for
each participant to practise group and one-to-one training in
a supportive setting. (An elective in the Management Devel-
opment for Residential Settings Certificate Program.)

Length: Two days
Date(s): **January 27-28**
February 17-18
March 10-11
June 2-3
Fee: \$225
Instructor(s): Reva Kalef

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

This course is directed toward trainers who are responsi-
ble for planning instruction for adult learners. During this
interactive, two-day workshop, participants will have an
opportunity to increase their understanding of the instruc-
tional planning process and apply the knowledge and
skills to their own planning situation. Participants should
have a project in mind to work on over the course of the
two-day workshop. The number of registrants will be
limited to 16 to allow opportunities for each participant to
receive coaching. (An elective in the Management Devel-
opment for Residential Settings Certificate Program.)

Length: Two days
Date(s): **April 14-15**
Fee: \$225
Instructor(s): Reva Kalef

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

This practical, advanced-level workshop is directed toward 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 workshop 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 by permission of the Co-ordinator. The number of registrants will be limited to 16. (An elective in the Management Development for Residential Settings Certificate Program.)

Length: Two days
Date(s): **February 24-25**
Fee: \$225
Instructor(s): Reva Kalef

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

Participants in this workshop will come away with a repertoire of ideas for introductions, warm-ups, goal-setting, energizers, retention, transfer of learning, and closure. The workshop is directed toward trainers who want to explore ways to increase interaction and add variety to the courses they instruct. It will highlight 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 by permission of the Co-ordinator. The number of registrants will be limited to 16. (An elective in the Management Development for Residential Settings Certificate Program.)

Length: Two days
Date(s): **May 12-13**
Fee: \$225
Instructor(s): Reva Kalef

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

This workshop 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 interactive, two-day workshop will allow participants to apply knowledge and skills learned to their own projects. Content will focus on creating overheads, flipcharts, handouts, workbooks, and materials used to plan and design instruction. The workshop will discuss manuals and some other "stand-alone" materials, but it will concentrate on materials used for classroom-type instruction. **Prerequisite(s):** Training

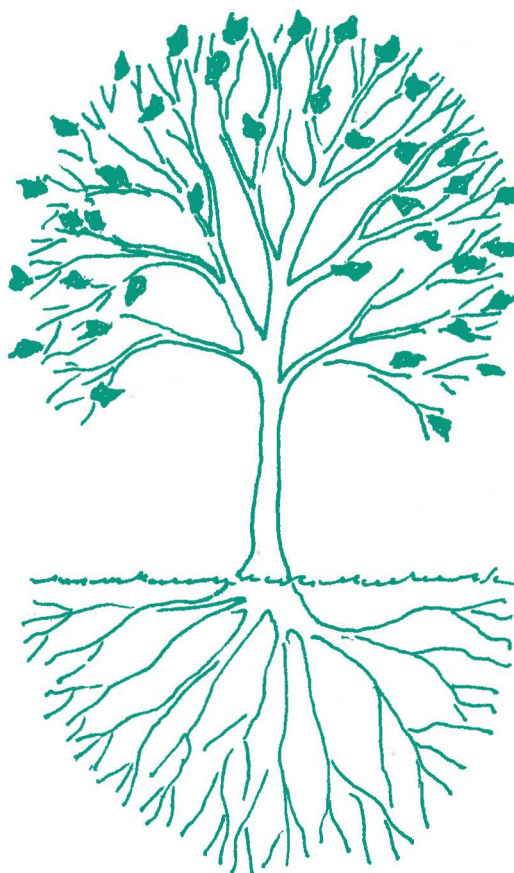
for Trainers: Fundamentals of Instructional Planning (#MGMT223A), or by permission of the Co-ordinator. The number of participants is limited to 16.

Length: Two days
Date(s): **May 30-31**
Fee: \$200
Instructor(s): Dianne Bodnar

Instructors:

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 BC, 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 workshop leader, instructional designer, curriculum developer, and consultant for over ten years. She has extensive experience working with educational institutions, government agencies, non-profit organizations, and business and industry.



Course Listings by Date (Lower Mainland)

Courses are listed by start date.

CORR - Computer
CR - Conflict Resolution or Child and Youth Care
CSA - Child Sexual Abuse
CY - Child and Youth Care or Counselling
EP - Counselling or Prosecution
MGMT - Management, Residential Care, or Administrative/Support Staff
SUP - Administrative/Support Staff or Residential Care

January

- 17 Mediation Skills Assessments (#CR499)
- 17 Negotiation Skills Assessments (#CR699)
- 20 Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)
- 22 Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)
- 22 Advanced Cardiac Life Support Update (#PHP110)
- 24 Mediation Skills, Level I (#CR300)
- 25 Developing Policy and Procedure Manuals (#MGMT226)
- 26 Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A)
- 26 Dealing with Interpersonal Conflict (#CR100)
- 26 Understanding Harassment (#MGMT222A)
- 27 Critical Skills for Communicating in Conflict (#CR735)
- 27 Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)
- 28 International Adoption: Current Issues and Challenges for the Practitioner (#EP128)
- 28 Sandplay: A Healing Journey for All Ages (#CY154)
- 29 Dealing with Interpersonal Conflict (#CR100)
- 31 Asserting Yourself Under Pressure (#CR702)
- 31 Basic Supervisory Competency Program, Week 1 (#MGMT213)
- 31 Management Development for Residential Settings, Level 1 (#MGMT214)

February

- 1 Resolving Conflict in the Workplace (#CR763)
- 2 Influencing Decision Making and Change (#MGMT210)
- 2 Introduction to DOS (#CORR402)
- 2 Negotiation Skills, Level I (#CR500)
- 4 Child Sexual Abuse Intervention: Adult Survivor Option (#CSA105B)
- 7 Dealing with Anger (#CR200)
- 7 Front Line/Firing Line: Handling the Angry Client (#SUP109)
- 7 WordPerfect 5.1 (for DOS) Level I (#CORR400)
- 8 Working with Anger and Aggression in Youth (#CR720)
- 9 Mediation Skills, Level I (#CR300)

- 9 Upgrade to WordPerfect 6.0 (for Dos) (#CORR410)
- 10 Asserting Yourself Under Pressure (#CR702)
- 10 Cardiac Arrest Management (#PHP115)
- 12 Dealing with Interpersonal Conflict (#CR100)
- 13 Advanced Cardiac Life Support Update (#PHP110)
- 14 Asserting Yourself Under Pressure (#CR702) at Douglas College-Haney Campus
- 14 Dealing with Interpersonal Conflict (#CR100)
- 14 Mediation: Transcript Analysis and Skillcheck (#CR800)
- 14 WordPerfect 5.1 (for DOS) Level II (#CORR407)
- 15 Preventing Peer Youth Violence (#CY159)
- 15 Shifting from Positions to Interests (#CR748)
- 16 Developing Policies and Procedures for Dealing with Harassment (#MGMT222B)
- 16 Mediation Skills, Level I (#CR300)
- 16 WordPerfect Tips, Tricks and Traps (#CORR409)
- 17 Building Consensus (#CR733)
- 17 Negotiation: Transcript Analysis and Skillcheck (#CR802)
- 17 Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)
- 18 Approaches to Group Work with Adult Survivors of Sexual Abuse (#CSA107)
- 19 Introduction to Windows (#CORR405)
- 21 Management Development for Residential Settings, Level 2 (#MGMT218)
- 21 Negotiation Skills, Level I (#CR500)
- 21 The Hiring Process (#MGMT301)
- 23 Mediation Skills, Level II (#CR400)
- 23 Parenting Issues for Adult Survivors of Sexual Abuse: Implications for Practice (#CSA138)
- 24 Advanced Training for Trainers: Working with Groups (#MGMT223B)
- 24 Critical Skills for Communicating in Conflict (#CR735)
- 24 Supporting Child and Youth Survivors (#CSA134)
- 25 Taking Care of the Play Therapist (#CY155)
- 26 WordPerfect 5.2 Level I for Windows (#CORR401)
- 28 Basic Supervisory Competency Program, Week 1 (#MGMT213)

March

- 1 Preventing Peer Youth Violence (#CY159)
- 2 Group Skills for Working with Adolescents (#CY129)
- 2 Negotiation Skills, Level II (#CR600)
- 3 Criticism: How to Give and Receive It (#CR706)
- 4 Adolescents and Substance Abuse, Level I: Practical Strategies for Assessment and Treatment (#CY141)
- 5 Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)
- 5 Advanced Cardiac Life Support Update (#PHP110)

5 Dealing with Interpersonal Conflict (#CR100)
 7 Dealing with Interpersonal Conflict (#CR100)
 7 WordPerfect 5.2 Level II for Windows (#CORR417)
 7 Working with Children Who Have Been Traumatized (#CY157)
 8 Making it Hard to Say No - Negotiating with Difficult People (#CR767)
 8 Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115)
 9 Mediation Skills, Level I (#CR300)
 9 Resolving Harassment Problems (#MGMT222C)
 9 WordPerfect 5.1 (for DOS) Level III (#CORR408)
 10 Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)
 10 Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)
 10 Unfinished Business - Getting Past the Past (#CR768)
 11 Engaging Partners in Work with Survivors of Sexual Abuse (#CSA143)
 14 Being a Mediator (#CR718)
 14 Creativity and Trauma: Using Art as a Tool for Healing (#EP179)
 14 Management Development for Residential Settings, Level 3 (#MGMT230)
 14 Negotiation Skills, Level I (#CR500)
 14 Upgrade to WordPerfect 6.0 (for Dos) (#CORR410)
 16 Cardiac Arrest Management (#PHP115)
 16 Dealing with Anger (#CR200)
 16 WordPerfect Upgrade to WordPerfect for Windows (#CORR412)
 17 Asserting Yourself Under Pressure (#CR702)
 17 Building Strategies for Change (#MGMT229)
 17 Supporting Adult Survivors (#CSA134A)
 18 Dissociation, Denial and Defensiveness in Victims and Offenders
 19 WordPerfect 5.1 (for DOS) Level I (#CORR400)
 21 Clear and Simple: A Workshop on Writing Memos, Letters, and Reports (#MGMT212)
 21 Critical Skills for Communicating in Conflict (#CR735)
 21 Using Story and Myth in Working with Youth (#CY146)
 22 Mediation Competency: Assessment Preparation (#CR801)
 22 Negotiation Skills, Level I (#CR500)
 23 Dealing with Interpersonal Conflict (#CR100)
 23 Dealing with Workplace Harassment: Changing the Climate (#MGMT222D)
 25 Expressive Therapies to Help Children Cope with Immigration (#CY156)
 25 Practitioner as Survivor: Addressing the Impact of Client Suicide (#EP133)
 28 Engaging Withdrawn and Resistant Youth (#CR720A)
 28 Mediation Skills, Level I (#CR300)
 28 Trauma and Post Traumatic Stress Reactions (#EP178)

29 Negotiation Competency: Assessment Preparation (#CR803)
 29 Preventing Peer Youth Violence (#CY159)
 30 Use-It-Or-Lose-It Clinic (#CR750)

April

5 Dealing with Interpersonal Conflict (#CR100)
 5 Mediation Skills Assessments (#CR499)
 5 Negotiation Skills Assessments (#CR699)
 6 Introduction to DOS (#CORR402)
 7 An Introduction to the Use of Art Therapy with Troubled Adolescents (#CY153)
 7 Asserting Yourself Under Pressure (#CR702)
 8 Child Sexual Abuse Intervention: Children and Youth Option (#CSA105A)
 8 Use-It-Or-Lose-It Clinic (#CR750)
 9 Critical Skills for Communicating in Conflict (#CR735)
 9 Upgrade to WordPerfect 6.0 (for Dos) (#CORR410)
 11 Anger Management with Children Under the Age of 12 Years (#CY158)
 11 Basic Supervisory Competency Program, Week 1 (#MGMT213)
 11 Dealing with Anger (#CR200)
 11 Introduction to Windows (#CORR405)
 11 Negotiation Skills, Level I (#CR500)
 12 WordPerfect 5.2 Level I for Windows (#CORR401)
 13 Mediation Skills, Level I (#CR300)
 14 Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)
 16 WordPerfect Tips, Tricks and Traps (#CORR409)
 18 Art and Play Therapy: Treatment Approaches for Working with Children (#CY104)
 18 Conflict in Organizations: Symptoms, Origins, and Strategies (#CR704)
 18 Managing Your Video Project (#MGMT227)
 18 Negotiation Skills, Level II (#CR600)
 19 Negotiation Competency: Assessment Preparation (#CR803)
 19 WordPerfect 5.1 (for DOS) Level I (#CORR400)
 19 Working Together: Bridging the Gender Gap (#MGMT202)
 20 Cardiac Arrest Management (#PHP115)
 20 Child Centred Play Therapy (#CY104A)
 20 Dealing with Interpersonal Conflict (#CR100)
 20 Managing the Hostile Individual (for high risk professionals) (#CR753)
 21 Management Development for Residential Settings, Level 4 (#MGMT240)
 22 Solution-Focused Family Counselling with the Substance Abuser (#EP149)
 22 Working with Troubled and Troubling Adolescents: A Certificate Program for Practitioners (#CY135)
 23 Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)
 23 Advanced Cardiac Life Support Update (#PHP110)
 23 Resolving Inner Conflict (#CR744)
 25 Mediation Skills, Level II (#CR400)

- 25 Negotiation Skills, Level I (#CR500)
- 25 Together We Stand: Effective Team Building (#MGMT120)
- 25 Trauma and Post Traumatic Stress Reactions, Level II (#EP178A)
- 25 WordPerfect 5.1 (for DOS) Level II (#CORR407)
- 26 Mediation Competency: Assessment Preparation (#CR801)
- 26 Resolving Conflict in the Workplace (#CR763)
- 27 Mediating with Youth in Conflict (#CY122)
- 27 Negotiation Skills, Level I (#CR500) at Douglas College-Haney Campus
- 28 Life Skills Training for Residential Settings (#SUP121)
- 28 Shifting from Positions to Interests (#CR748)
- 29 Supporting Women in Difficult Relationships (#EP175)

May

- 2 Critical Skills for Communicating in Conflict (#CR735)
- 2 Making it Hard to Say No - Negotiating with Difficult People (#CR767)
- 2 Management Development for Residential Settings, Level 1 (#MGMT214)
- 2 WordPerfect 5.2 Level II for Windows (#CORR417)
- 4 Building Consensus (#CR733)
- 4 Dealing with Interpersonal Conflict (#CR100)
- 4 WordPerfect Tips, Tricks and Traps (#CORR409)
- 5 Caucusing in Mediation (#CR764)
- 6 Creative Problem Solving (#MGMT207)
- 7 Asserting Yourself Under Pressure (#CR702)
- 7 WordPerfect 5.1 (for DOS) Level II (#CORR407)
- 9 Basic Supervisory Program, Week 2 (#MGMT213A)
- 9 Management Development for Residential Settings, Level 5 (#MGMT250)
- 9 Mediation Skills, Level I (#CR300)
- 9 Upgrade to WordPerfect 6.0 (for Dos) (#CORR410)
- 10 Advanced WordPerfect 6.0 (For Dos) (#CORR418)
- 11 Dealing with Anger (#CR200)
- 11 Management Development for Residential Settings, Level 6 (#MGMT260)
- 12 Front Line Training for Residential Settings (#SUP119)

- 12 Training for Trainers: Ideas for Active Learning (#MGMT223D)
- 16 Negotiation Skills, Level I (#CR500)
- 16 Sharing the Questions: Alternative Views of Suicide (#EP123)
- 16 Writing Winning Proposals (#MGMT224)
- 18 Mediation Skills, Level II (#CR400)
- 18 Problem Solving with Youth (#CY139)
- 24 Developing Investigative Skills (#EP152)
- 25 Dealing with Interpersonal Conflict (#CR100)
- 26 Critical Skills for Communicating in Conflict (#CR735)
- 26 The Hiring Process (#MGMT301)
- 27 Cardiac Arrest Management (#PHP115)
- 27 Group Skills for Supporting Women in Difficult Relationships (#EP175A)
- 30 Asserting Yourself Under Pressure (#CR702)
- 30 Introduction to Windows (#CORR405)
- 30 Negotiation Skills, Level II (#CR600)
- 30 Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E)
- 31 WordPerfect 5.2 Level I for Windows (#CORR401)

June

- 2 Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)
- 4 Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)
- 4 Advanced Cardiac Life Support Update (#PHP110)
- 6 Management Development for Residential Settings, Level 7 (#MGMT270)
- 8 Management Development for Residential Settings, Level 2 (#MGMT218)
- 10 Art and Play Therapy with Neglected and Abused Children (#CY104B)
- 10 Cardiac Arrest Management (#PHP115)
- 27 Management Development for Residential Settings, Level 8 (#MGMT280)

July

- 4 Child Sexual Abuse Intervention: Adult Survivor Option (#CSA105B)



Course Listings by Date (Out-of-Town)

Courses are listed by start date.

January

26 Parksville	Asserting Yourself Under Pressure (#CR702P)
26 Victoria	Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A)
26 Victoria	Management Development for Residential Settings, Level 5 (#MGMT250V)

February

10 Mission	Asserting Yourself Under Pressure (#CR702M)
16 Vanderhoof	Intervention with Families of Suicide
18 Vanderhoof	Adolescent Suicide: Prevention and Postvention
18 Cranbrook	Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)
24 Victoria	Management Development for Residential Settings, Level 6 (#MGMT260V)

March

2 Vanderhoof	The Role of the Practitioner in the Court System
2 Victoria	Life Skills Training for Residential Settings (#SUP121V)
3 Vanderhoof	Intervention in Families where Violence is Present
18 Victoria	Dissociation, Denial and Defensiveness in Victims and Offenders Third Annual Victoria Child Sexual Abuse Symposium
22 Victoria	Management Development for Residential Settings, Level 1 (#MGMT214V)

24 Victoria	Management Development for Residential Settings, Level 7 (#MGMT270V)
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April

18 Prince George	Management Development for Residential Settings, Level 1 (#MGMT214G)
26 Kootenays	Management Development for Residential Settings, Level 1 (#MGMT214T)
28 Victoria	Management Development for Residential Settings, Level 8 (#MGMT280V)

May

2 Victoria	Management Development for Residential Settings, Level 2 (#MGMT218V)
10 Prince George	Management Development for Residential Settings, Level 2 (#MGMT218G)
16 Victoria	Together We Stand: Effective Team Building (#MGMT120V)
24 Kootenays	Management Development for Residential Settings, Level 2 (#MGMT218T)
26 Kootenays	Management Development for Residential Settings, Level 3 (#MGMT230T)

June

14 Victoria	Management Development for Residential Settings, Level 3 (#MGMT230V)
16 Victoria	Management Development for Residential Settings, Level 4 (#MGMT240V)
29 Prince George	Management Development for Residential Settings, Level 3 (#MGMT230G)

Course Listings by Title

Adolescent Suicide: Prevention and Postvention	23
Adolescents and Substance Abuse, Level I: Practical Strategies for Assessment and Treatment (#CY141)	6
Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)	29
Advanced Cardiac Life Support Instructor Course (#PHP120)	30
Advanced Cardiac Life Support Update (#PHP110)	30
Advanced Training for Trainers: Working with Groups (#MGMT223B)	37

Advanced WordPerfect 6.0 (For Dos) (#CORR418)	13
An Introduction to the Use of Art Therapy with Troubled Adolescents (#CY153)	7
Anger Management with Children Under the Age of 12 Years (#CY158)	7
Approaches to Group Work with Adult Survivors of Sexual Abuse (#CSA107)	11
Art and Play Therapy with Neglected and Abused Children (#CY104B)	8

Art and Play Therapy: Treatment Approaches for Working with Children (#CY104).....	8	Influencing Decision Making and Change (#MGMT210) ..	26
Asserting Yourself Under Pressure (#CR702)	16	International Adoption: Current Issues and Challenges for the Practitioner (#EP128)	13
Basic Fire Science (#DE00) or (#NC-02)	25	Intervention in Families where Violence is Present	23
Basic Supervisory Competency Program, Week 1 (#MGMT213)	27	Intervention with Families of Suicide	23
Basic Supervisory Program, Week 2 (#MGMT213A)	27	Introduction to DOS (#CORR402)	12
Basic Trauma Life Support (#PHP 202)	31	Introduction to the Fire Service (#NC-01)	24
Being a Mediator (#CR718)	16	Introduction to the Fire Service: Field Exercises (#NC-04)	24
Building Consensus (#CR733)	17	Introduction to Windows (#CORR405)	12
Building Strategies for Change (#MGMT229)	27	Life Skills Training for Residential Settings (#SUP121)	34
Cardiac Arrest Management (#PHP115)	30	Making it Hard to Say No - Negotiating with Difficult People (#CR767)	18
Caucusing in Mediation (#CR764)	17	Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)	4
Child Centred Play Therapy (#CY104A)	8	Management Development for Residential Settings Certificate Program	31
Child Sexual Abuse Intervention: A Training Program for Practitioners (Series CSA105)	9	Management Development for Residential Settings Level 1 (#MGMT214)	31
Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A)	9	Level 2 (#MGMT218)	32
Child Sexual Abuse Support Worker Training Program ...	10	Level 3 (#MGMT230)	32
Clear and Simple: A Workshop on Writing Memos, Letters, and Reports (#MGMT212)	27	Level 4 (#MGMT240)	32
Conflict in Organizations: Symptoms, Origins, and Strategies (#CR704)	17	Level 5 (#MGMT250)	32
Court-proofing for Practitioners Working with Children or Adults Who Have Been Sexually Abused (#CSA112) ..	10	Level 6 (#MGMT260)	32
Creative Problem Solving (#MGMT207)	28	Level 7 (#MGMT270)	32
Creativity and Trauma: Using Art as a Tool for Healing (#EP179)	21	Level 8 (#MGMT280)	33
Critical Skills for Communicating in Conflict (#CR735)	17	Managing the Hostile Individual (for high risk professionals) (#CR753)	18
Criticism: How to Give and Receive It (#CR706)	17	Managing Your Video Project (#MGMT227)	28
Dealing with Anger (#CR200)	15	Mediating with Youth in Conflict (#CY122)	7
Dealing with Interpersonal Conflict (#CR100)	14	Mediation Competency: Assessment Preparation (#CR801)	18
Dealing with Workplace Harassment Series	26	Mediation Skills Assessments (#CR499)	16
Dealing with Workplace Harassment: Changing the Climate (#MGMT222D)	26	Mediation Skills, Level I (#CR300)	15
Developing Investigative Skills (#EP152)	23	Mediation Skills, Level II (#CR400)	15
Developing Policies and Procedures for Dealing with Harassment (#MGMT222B)	26	Mediation: Transcript Analysis and Skillcheck (#CR800) ..	18
Developing Policy and Procedure Manuals (#MGMT226)	25	Negotiation Competency: Assessment Preparation (#CR803)	19
Dissociation, Denial and Defensiveness in Victims and Offenders	13	Negotiation Skills Assessments (#CR699)	16
Enforcement and Investigative Skills	23	Negotiation Skills, Level I (#CR500)	15
Engaging Partners in Work with Survivors of Sexual Abuse (#CSA143)	11	Negotiation Skills, Level II (#CR600)	16
Engaging Withdrawn and Resistant Youth (#CR720A)	6	Negotiation: Transcript Analysis and Skillcheck (#CR802)	18
Executing a Court Order (#EP159)	24	Parenting Issues for Adult Survivors of Sexual Abuse: Implications for Practice (#CSA138)	11
Expressive Therapies to Help Children Cope with Immigration (#CY156)	8	Pediatric Advanced Life Support (#PHP204)	30
Fire Safety at Work (#DE02)	25	Pediatric Advanced Life Support Instructor Course (#PHP206)	30
First Line Trauma Management for Nurses	30	Practitioner as Survivor: Addressing the Impact of Client Suicide (#EP133)	20
First Line Trauma Management for Physicians	31	Presenting Evidence: Being an Expert Witness in Environmental Cases (#EP119)	24
Front Line/Firing Line: Handling the Angry Client (#SUP109)	4	Preventing Peer Youth Violence (#CY159)	6
Front Line Training for Residential Settings (#SUP119)	34	Problem Solving with Youth (#CY139)	7
Group Skills for Supporting Women in Difficult Relationships (#EP175A)	21	Resolving Conflict in the Workplace (#CR763)	15
Group Skills for Working with Adolescents (#CY129)	6	Resolving Harassment Problems (#MGMT222C)	26
Hiring Assessment (#PHP207)	31	Resolving Inner Conflict (#CR744)	19
		Sandplay: A Healing Journey for All Ages (#CY154)	8
		Sharing the Questions: Alternative Views of Suicide (#EP123)	20

Shifting from Positions to Interests (#CR748)	19
Solution-Focused Family Counselling with the Substance Abuser (#EP149)	21
Suicide Prevention and Family Violence Intervention Certificate Program	23
Supporting Adult Survivors (#CSA134A)	10
Supporting Child and Youth Survivors (#CSA134)	10
Supporting Women in Difficult Relationships (#EP175)	21
Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115)	4
Taking Care of the Play Therapist (#CY155)	8
Technical Math (#DE05)	25
The Hiring Process (#MGMT301)	26
The Role of the Practitioner in the Court System	23
Together We Stand: Effective Team Building (#MGMT120)	28
Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E)	37
Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)	36
Training for Trainers: Ideas for Active Learning (#MGMT223D)	37
Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)	36
Trauma and Post Traumatic Stress Reactions (#EP178)	22

Trauma and Post Traumatic Stress Reactions, Level II (#EP178A)	22
Understanding Harassment (#MGMT222A)	26
Unfinished Business - Getting Past the Past (#CR768)	19
Upgrade to WordPerfect 6.0 (for Dos) (#CORR410)	13
Use-It-Or-Lose-It Clinic (#CR750)	19
Using Story and Myth in Working with Youth (#CY146)	6
WordPerfect 5.1 (for DOS) Level I (#CORR400)	12
WordPerfect 5.1 (for DOS) Level II (#CORR407)	12
WordPerfect 5.1 (for DOS) Level III (#CORR408)	12
WordPerfect 5.2 Level I for Windows (#CORR401)	12
WordPerfect 5.2 Level II for Windows (#CORR417)	12
WordPerfect Tips, Tricks and Traps (#CORR409)	12
WordPerfect Upgrade to WordPerfect for Windows (#CORR412)	13
Working Together: Bridging the Gender Gap (#MGMT202)	28
Working with Anger and Aggression in Youth (#CR720)	5
Working with Children Who Have Been Traumatized (#CY157)	7
Working with Troubled and Troubling Adolescents: A Certificate Program for Practitioners (#CY135)	5
Writing Winning Proposals (#MGMT224)	28
Youth in Conflict: A Skills Development Series	5

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.

Employment Readiness Program

Are you interested in pursuing a challenging career in the community corrections field?

This intensive 75 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 varied experience as a corrections worker or work in a related field;

PLUS

Canadian citizen or permanent resident and successful completion of the Justice Institute's prerequisite modules.

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/security worker?

The Corrections Academy, Justice Institute of BC, is offering a five week Employment Readiness Program for Corrections/Security Worker. This unique program is directed toward individuals interested in pursuing a career in the corrections, security, or public safety field. 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 drivers licence

Program Cost:

\$250

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 BC and the Insurance Corporation of BC. 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.

What is the Justice Institute?

The Justice Institute of BC was established as a post-secondary educational institute in 1978. The Institute is funded through a core budget provided by the Ministry of Labour, Skills and Training, and is governed by a Board of Directors.

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

- **Corrections Academy** trains security and probation officers and other Corrections Branch employees who work in institutional and community settings. The Academy develops courses for both recruit and advanced levels.
- **Courts Academy** provides courses for managers and supervisors, deputy sheriffs, and other court services staff. The Academy also undertakes special projects on behalf of Court Services Branch.
- **Fire Academy** trains volunteer and full-time firefighters 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** trains emergency medical attendants and advanced level paramedics employed in the provincial ambulance system. Other persons employed in emergency medical care may also receive training through the Academy.
- **Provincial Emergency Program (PEP) Academy** provides emergency management and emergency social services training for volunteers, municipal authorities, and government emergency personnel. The Academy also assists in training over 3500 volunteers involved in search and rescue operations to locate lost persons.
- **Police Academy** trains the recruits and career officers of BC's 12 municipal police departments. Employees of other enforcement agencies also participate in Academy training, when appropriate.
- **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.

- **Educational Services Division** provides library, media, registration, and curriculum development services to the Institute.
- **Interdisciplinary Studies** is described below.

What is Interdisciplinary Studies?

Interdisciplinary 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 and Troubling 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. Most 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 put on the general mailing list.

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; and
- laser jet printed labels.

Special orders for coloured, full-sleeve vinyl library cases may be ordered at an additional charge.

For further information or to receive a price list, contact Bob Walker at 604/222-3686.

How to Register for a Course

• **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 BC
4180 West 4th Avenue
Vancouver, BC V6R 4J5

Courses are GST-exempt.

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 course payment.

If the Justice Institute is not handling registration, call the number listed in the program description for further information.

• **Register by Phone:** To register by phone using VISA or MasterCard, call 222-7111 between 8:30 am and 4:30 pm, weekdays. Please have the credit card number ready when you call.

• **Register in Person:** You can register in person at the Justice Institute, Room 119, Blake Hall (two doors down from receptionist on the main floor). Hours are 8:30 am to 4:30 pm, Monday-Friday. Please telephone in advance to ensure there is space for you in the course(s).

• **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 BC, at 604/222-7292.

• **Tax Deduction:** You may deduct tuition fees from your income tax if the total amount exceeds \$100 and is paid to one educational institution. Deductions may be claimed for one or more courses taken during the tax year. **Save your registration receipts – we cannot provide duplicates.**

• **Refund Policy:** Registration fees are refundable provided we receive notification of cancellation **seven working days** in advance of the course date. **Refunds are subject to an administrative charge of \$15.** The white copy of the registration receipt must be returned to the Registration Office in order to receive a refund.

• **NSF Cheques:** A fee of \$15 applies to all cheques returned "NSF."

• **Transfer Policy:** Notification regarding transfer from one course to another must be received **seven working days** in advance of the course date. There is an administrative fee of \$15 for all transfers.

• **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 if a course must be cancelled because of low enrolment (e.g., airline or hotel reservations). 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:** 604/222-7111.

Registration Form

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

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

PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE

SURNAME _____ GIVEN NAME _____

POSITION _____ ORGANIZATION _____

The following is my: ☐ WORK ADDRESS
☐ HOME ADDRESS

STREET _____

CITY _____ POSTAL CODE _____

PHONE (DAY) _____

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

NAME OF CARDHOLDER: _____

VISA CARD Expiry date: _____

- -

MASTERCARD Expiry date: _____

- -

West 8th Avenue

BLAKE HALL

Main Floor

Reception
Registration
Lecture Theatre
Classrooms 1 -19
Corrections Academy
Courts Academy
Provincial Emergency
Program Academy
Snack Shop

2nd Floor

Police Academy
Educational Services and
Interdisciplinary Studies
Finance and Administration

Parking

RECREATION CENTRE

Washroom
Gymnasium
Swimming Pool
First Aid

MacDonald Hall

Portable
Rooms
15-19

Gymnasium

Classrooms

Portable Room 14

Blake Hall

Cafeteria

MACDONALD HALL - MAIN BUILDING

Classrooms

Main Floor 102 - 105

2nd Floor 201, 202 and 207 - 214

Library - 2nd Floor

Paramedic Academy

MACDONALD HALL - ANNEX

Fire Academy

Media Centre

Parking

Faculty and Staff

Parking

JIBC

Bus Stop

Bus Stop

West 4th Avenue

Bus Stop

Indicates
Restricted
Parking



To cut costs, and for environmental reasons, we have switched to a bulk mailing system for the Interdisciplinary Studies calendar. We are constantly reorganizing our mailing lists. If you have any concerns about our advertising process, please contact Kate Walker at 222-7221.



Interdisciplinary Studies
Justice Institute of B.C.
4180 West 4th Avenue
Vancouver, B.C.
V6R 4J5
Address change requested

