

II
**JUSTICE
INSTITUTE
OF B.C.**

**Centre
for
Conflict
Resolution**

**2002
CALENDAR**

**JANUARY
TO
AUGUST**





JI JUSTICE INSTITUTE OF B.C.

Did you know that the Centre for Conflict Resolution calendar is available on-line? Our course descriptions, schedules, and program information can be downloaded right to your desktop!

Did you know that each calendar printing involves over 17,000 copies, at a cost of more than \$1 per copy? These are costs that we must pass along to students through course fees.

We feel it's important to use paper resources and financial resources responsibly. We also need to ensure that you get the program information you need, in a format that's effective for you.

So, starting with our September-December, 2002 Calendar, the Centre for Conflict Resolution will be offering you a choice of calendar delivery methods.

- We can send you an email, including a link to our downloadable PDF calendar. You'll be able to save the file on your PC and open it whenever you wish. You'll have the added benefit of being able to search the calendar for keywords, and print only those pages you require.
- If the printed version of the calendar is more effective for your needs, we will continue to mail you our latest calendar as usual.

We're also in the process of upgrading our mailing list. In addition to updating our records, this project will help us to ensure that you receive notice of any special electives, new courses and program changes relevant to your particular areas of interest.

Our upgraded mail list will also include an expiry date, helping us to reduce the number of calendars mailed to those who are no longer interested in the program. If you have been receiving information from us for 2 years or more, you will only receive further mailings if you update your information with us.

Please take a few moments to complete the reverse side of this sheet, updating your personal information and specifying your interest areas and preferred method of delivery. Then, fax it to us at 604-528-5640 or drop it in the mail.

We want to keep you informed in the most effective way possible, and we appreciate your assistance in making that possible!

**This may be your last calendar!
Please help us to stay in touch with you!**



Contact Information Update

How do we currently know you? (affix your calendar mailing label or copy the information directly from it)			Areas of Interest (check all that apply)
			<input type="checkbox"/> General Conflict Resolution
			<input type="checkbox"/> Negotiation
How would you like us to update our records?	Name		<input type="checkbox"/> Mediation
	Title/Position		<input type="checkbox"/> Programs for Schools
	Company		<input type="checkbox"/> Programs for Teachers
	Street Address		<input type="checkbox"/> Certificate Specializations
	Additional Information (Suite, Apartment, Floor etc.)		<input type="checkbox"/> First Nations Negotiations
	City		<input type="checkbox"/> Restorative Justice
	Province	Postal Code	<input type="checkbox"/> Parent-Teen Mediation
	Daytime Phone	Evening Phone	<input type="checkbox"/> Dispute Resolution Systems
	Email Address		<input type="checkbox"/> Learning in my Workplace
How would you like us to send you information? (choose 1 only)	<input type="checkbox"/> Please send Email - I will download the calendar.		<input type="checkbox"/> Other:
	<input type="checkbox"/> Please continue to mail me information.		<input type="checkbox"/> Other:
	<input type="checkbox"/> Please remove me from your mailing list.		<input type="checkbox"/> Other:

**Fax your completed update to us at 604-528-5640
or mail it to**

**Centre for Conflict Resolution, Justice Institute of BC
715 McBride Blvd, New Westminster, BC V3L 5T4**

**Thank-you for helping us to
stay in touch with you!**

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Plan Your Program

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CENTRE FOR CONFLICT RESOLUTION

Supporting Participants

- Program Planning Advice
- Free Program and Career Information Sessions
- Prior Learning Assessment and Recognition
- Assessment Advising

Supporting Conflict Resolution in Workplaces

- Training
- Professional coaching
- Mediation and facilitation
- Needs assessment
- Effectiveness indicators

Supporting Conflict Resolution in Communities

- Tailored packages of courses designed to meet individual community's needs
- First Nations Negotiation Skills Certificate Program
- Parent-Teen Mediation Services
- Participation in the ADR community, provincially, nationally and internationally



CENTRE FOR CONFLICT RESOLUTION

A division of the Justice Institute of British Columbia

- **Providing quality training and services in interest-based dispute resolution.**
- **Assisting individuals, organizations and communities to resolve differences and build harmonious relationships.**

Training

AVAILABLE YEAR-ROUND

Offering over 300 courses a year in:

- Interpersonal and workplace conflict resolution
- Negotiation
- Mediation
- Facilitation
- Peacemaking and Restorative Justice

***Our courses can lead to a certificate in
Conflict Resolution with a specialization in:***

- Conflict Resolution/Negotiation
- Peacemaking & Restorative Justice
- First Nations Negotiation Skills

Our training is available:

- At our New Westminster and downtown Vancouver locations
- Around the province through partnerships with other colleges
- On a contract basis in your workplace or community

WHO TO CONTACT

COURSE CALENDAR & GENERAL INFORMATION

Within the Lower Mainland	604-528-5608
Outside the Lower Mainland	1-888-799-0801

JIBC CAMPUS & YWCA CAMPUS

Sue Crosato, Program Planner	scrosato@jibc.bc.ca	604-528-5618
Ximena Ibacache, Program Assistant	xibacache@jibc.bc.ca	604-528-5610

LOCATIONS THROUGHOUT BC/YUKON

To register, please contact individual colleges (starting page 40.)

Kerry Gruber, Program Planner	kgruber@jibc.bc.ca	604-528-5617
Nadine Wolitski, Program Assistant	nwolitski@jibc.bc.ca	604-528-5825

WORKPLACE TRAINING & CONFLICT MANAGEMENT SERVICES

Derm McNulty, Program Planner	dmcnulty@jibc.bc.ca	604-528-5615
Carol Burn, Program Assistant	cburn@jibc.bc.ca	604-528-5611

PLAN YOUR PROGRAM

See our website at www.jibc.bc.ca/ccr - attend a Program & Career Information Session see page 52. If you require additional advice please contact us at 1-888-799-0801:

Nym Hughes, Program Coordinator	nhughes@jibc.bc.ca	604-528-5622
Leslie Murray, Program Coordinator	lmurray@jibc.bc.ca	604-528-5614
Kerry Gruber, Program Planner	kgruber@jibc.bc.ca	604-528-5617
Sue Crosato, Program Planner	scrosato@jibc.bc.ca	604-528-5618
Derm McNulty, Program Planner	dmcnulty@jibc.bc.ca	604-528-5615

PEACEMAKING & RESTORATIVE JUSTICE COURSES

Leslie Murray, Program Coordinator	lmurray@jibc.bc.ca	604-528-5614
Roberta Stewart, Program Coordinator	rstewart@jibc.bc.ca	604-528-5621

FIRST NATIONS NEGOTIATION SKILLS CERTIFICATE

Leslie Murray, Program Coordinator	lmurray@jibc.bc.ca	604-528-5614
Roberta Stewart, Program Coordinator	rstewart@jibc.bc.ca	604-528-5621

BRIDGING PROJECT

Michelle Tubbs, Program Coordinator	mtubbs@jibc.bc.ca	604-528-5638
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ASSESSMENTS

Nym Hughes, Program Coordinator	nhughes@jibc.bc.ca	604-528-5622
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EQUIVALENCIES & PRIOR LEARNING ASSESSMENT & RECOGNITION

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Leslie Murray, Program Coordinator	lmurray@jibc.bc.ca	604-528-5614

DIRECTOR

Carrie Gallant	cgallant@jibc.bc.ca	604-528-5613
Administrative Assistant		
Sandy Beauchesne	sbeauchesne@jibc.bc.ca	604-528-5612

STUDENT INFORMATION & SERVICES

Registration Office	604-528-5590
Library	604-528-5599

CENTRE FOR CONFLICT RESOLUTION

The Centre for Conflict Resolution is a division of the Justice Institute of BC and has been one of the top training programs in North America in the field of dispute resolution for the past fifteen years. Comprehensive, experiential training in interpersonal conflict resolution, interest-based negotiation, facilitative mediation and peacemaking and restorative justice is offered at the main JI Campus in New Westminster, in downtown Vancouver, at locations around British Columbia and on a contract basis provincially, nationally and internationally. The Centre also delivers a range of conflict management services to organizations.

Courses through the Centre for Conflict Resolution can be taken individually or may be credited toward a Certificate in Conflict Resolution with specializations in Conflict Resolution/Negotiation or Peacemaking & Restorative Justice. A third specialization, First Nations Negotiations, is offered on a contract basis only to First Nations Communities.

Training Format

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

Instructional Team

- Dispute resolution and peacemaking and restorative justice specialists bringing experience from their work in business, education, law, counselling, community programs, community development and human relations
- Actively involved in mediation, facilitation, consultation, negotiations, community justice programs, schools, First Nations communities and related areas

Participants

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

JUSTICE INSTITUTE OF BC

The Justice Institute of British Columbia (JI) is part of the public post secondary education system in British Columbia. The JI mandate is to provide education and training, province-wide, in areas that “make communities safer”.

The JI has earned an international reputation for its professional standards and for training that is innovative, adaptable and state-of-the-art. International demand for JI training expertise continues to increase as the Institute becomes recognized as a leader in the provision of training within the global community.

Partnerships & Joint Ventures

- The JI currently partners with SFU, Royal Roads and Dalhousie University to offer specific degree programs related to justice and public safety.
- In partnership with UBC, the JI created the Canadian Centre for Information Technology Security to address cyber-related crime.
- The Centre for Conflict Resolution has partnered with UBC to create a JI/UBC Certificate in Conflict Resolution Practices in an Educational/School Setting.
- An Aboriginal Leadership Diploma for Aboriginal Executive Directors was jointly developed and will be delivered through the JI and BCIT.
- The JI works with colleges and universities through a consortium model on specific projects. Examples include the Child Protection Training Program delivered through the Educational Alliance.
- We are currently discussing opportunities to develop an on-line Bachelor Degree program with the University of Athabasca in Alberta.

The JI facility in New Westminster, BC, includes fifty-five comfortable classrooms, a specialized library, a video-conferencing centre, a full-service cafeteria, a two-hundred-seat auditorium, a gymnasium, a firearms range, a simulated courtroom and an award-winning media production centre.

LEARNING IN THE WORKPLACE

Some businesses and organizations find it valuable to bring our courses to them. They recognize the benefits associated with providing a shared consistent learning experience to entire teams. They also enjoy the efficiency and cost effectiveness of training groups of employees at one time.

Here are some things you need to know when considering Learning in the Workplace with the Centre for Conflict Resolution:

- ♦ Most of our courses can be delivered in the workplace setting. We can also vary the format of our courses, and customize them to meet specific needs or circumstances in your organization.
- ♦ Programs generally accommodate a minimum of 10 participants and a maximum of 20.
- ♦ Participants in workplace training may be eligible for credit towards the Certificate in Conflict Resolution.
- ♦ The cost of Learning in the Workplace programs varies based on the location, course content, number of participants and degree of customization required. We will provide you with a quote once your specific needs have been determined.
- ♦ Our ability to offer Learning in the Workplace is conditional on the availability of suitable instructional staff. Booking early (minimum 6-8 weeks in advance) is the best way to ensure that we will be able to meet your needs on a timely basis.

If you would like information, wish to obtain a quote for your specific training needs, or would like to book your Learning in the Workplace experience, please contact our program planner at 604-528-5615 or 1-888-799-0801. We look forward to working with you.

LOCATIONS THROUGHOUT BC AND YUKON

The Centre for Conflict Resolution has formed partnerships with a variety of colleges and universities to improve accessibility of our programs outside the Lower Mainland. These partnerships allow us to bring our most popular training programs right to your community. Our college and university partners provide course information, registration, administrative services and local facilities. Inside the classroom, you'll find experienced and supportive members of the JI's instructional team, delivering programs consistent with our on-campus offerings.

For course listings in your community, consult the chronological listings by location, starting on page 40. For more information on our partnership program, contact our program planner at 604-528-5617 or at 1-888-799-0801, or your local college/university.

OTHER CONFLICT MANAGEMENT SERVICES

For more information on the many services of the Centre for Conflict Resolution, please contact our program planner at 604-528-5615 or 1-888-799-0801.

Consultation: If you are not sure what your group or organization requires, we can provide on-site consultation on an initial or periodic basis. We'll work with you to review your current situation, set objectives, determine options and make recommendations that support your organizational goals and needs.

Mediation/Facilitation: At times you may require the assistance of a mediator or facilitator to help individuals or groups deal with issues. We can connect you with trained and experienced professionals who can provide these services.

Individual Coaching: Program participants often encounter difficulties with the application of a particular skill or concept, or would like a little extra help in preparing for the assessment process. In these situations, a skills coach can be a real help. Many of our program coaches are available to assist students on a private basis, either by telephone or in person.

Alternative Dispute Resolution Processes: Your organization may want to set up dispute resolution processes or systems to address internal conflicts and complaints – ask how we can help.

Training Effectiveness Indicators: Staff at the Centre will work with businesses and organizations to develop methods to determine the impact of conflict resolution training on corporate objectives.

CERTIFICATE SPECIALIZATIONS

Certificate in Conflict Resolution

While all courses offered through the Centre for Conflict Resolution can be taken individually, we also offer a Certificate in Conflict Resolution with specializations in Conflict Resolution/Negotiation, Peacemaking and Restorative Justice and First Nations Negotiations.

Conflict Resolution/Negotiation Specialization

The specialization in Conflict Resolution/Negotiation is a 15 credit, 210-hour part-time program intended to be taken over a period of 1 to 3 years. There are five required courses totaling 119 hours or 17 days and the remaining 91 hours (13 days) is made up of electives. There is a final evaluation component at the end of the program (see page 17). People wanting to enhance their negotiation, mediation or facilitation skills would enrol in this specialization. See page 9 for information about program planning, course sequencing and choosing elective courses. Total cost for the specialization in Conflict Resolution/Negotiation is dependent on where you take your courses. If you complete the whole Certificate at our New Westminster campus it would cost approximately \$4,500 - \$5,000.

Peacemaking and Restorative Justice Specialization

The specialization in Peacemaking and Restorative Justice is a 15 credit, 210 hour part-time program intended to be taken over a 1 to 3 year period. This specialization will be of interest to people wanting to implement peacemaking and restorative justice processes in their communities, schools or organizations. There are 7 required courses totaling 105 hours (15 days) and 70 hours (10 days) chosen from Peacemaking and Restorative Justice elective courses. The remaining 35 hours (5 days) can be courses chosen from Peacemaking and Restorative Justice electives or Conflict Resolution/Negotiation electives. See page 13 for information about program planning, course sequencing and choosing elective courses. There will be a final evaluation component at the end of the program - see page 17. Cost will be determined by which courses you take and where you take them. If you took all the courses at the JI New Westminster Campus the total cost would be approximately \$4,800 - \$5000.

First Nations Negotiation Skills Specialization

This specialization is delivered on a contract basis to First Nations communities only. It is not available for public registration. It consists of 175 hours or 25 days of training, plus a skills-based final evaluation. Courses are customized within a First Nations context.

First Nations communities have found this training useful in preparing for treaty negotiations, contract negotiations, land use planning negotiations, as well as the day to day negotiations that go on in any community.

While four required courses plus the assessment are mandatory for the First Nations Negotiation Skills specialization, electives can be chosen to meet the particular needs and interests of the community.

Once the members of the community have decided on the program content, training is scheduled over a seven to ten month period, usually one week of training each month or six weeks. Assessments are also done in the community. See page 17 for details.

For information about the First Nations Negotiation Skills specialization contact: Roberta Stewart at 604-528-5621/rstewart@jibc.bc.ca or Leslie Murray at 604-528-5614/lmurray@jibc.bc.ca. See page 16 for detailed information.

See **page 8** for questions
we are often asked
about these specializations.

CERTIFICATE SPECIALIZATIONS

What specialization should I choose?

There are a number of courses which count towards both the specialization in Conflict Resolution/Negotiation and Peacemaking and Restorative Justice. If you haven't decided which specialization you wish to pursue, start by taking courses that count towards either - see page 9 and 13 for details.

I already have a Certificate in Conflict Resolution...Can I add a Peacemaking and Restorative Justice Specialization?

If you already have a certificate in Conflict Resolution and wish to add a specialization in Peacemaking and Restorative Justice, you will need to take the specific required and elective courses in the Peacemaking and Restorative Justice specialization and complete the Peacemaking and Restorative Justice evaluation.

Do I have to be enrolled in the Certificate Program to take courses?

No. You can enrol in the Certificate in Conflict Resolution specializing in either Conflict Resolution/Negotiation or Peacemaking and Restorative Justice at any time. You can take several, or all, or the courses in your specialization area before enrolling. You need to indicate your specialization area at the time of enrolling. You must be enrolled in the Certificate Program in order to complete your final evaluation and receive your Certificate. There is a fee of \$100 for enrolling in the Certificate Program. For an application package call 604-528-5608.

What if I have to miss part of a course?

To receive a certificate in Conflict Resolution with a specialization in Conflict Resolution/Negotiation, Peacemaking and Restorative Justice or First Nations Negotiations participants must attain a status of "credit granted" in all courses, plus successfully complete their final evaluation.

To receive a status of "credit granted" for a course, full attendance and participation is required. For a one or two day course, any absence will result in a "no credit granted" status and the course will have to be retaken.

In a three-day, four-day or five-day course an absence of one - half to one full day will result in a status of "incomplete". The course can be used to fulfil prerequisite requirements for further courses but will have "no credit granted". To change the status to "complete" and "credit granted" participants must enrol in and complete the one-day course "Use It or Lose It Clinic".

To discuss absences from courses, please contact Leslie Murray at 604-528-5614 (lmurray@jibc.bc.ca) or Nym Hughes at 604-528-5622 (nhughes@jibc.bc.ca)

What if I have to cancel a course?

You can withdraw from any course up to 7 days before the course starts. Your tuition will be refunded, minus a \$25 withdrawal fee, or transferred to a later course, upon payment of a \$25 transfer fee. If you withdraw after the 7-day cut-off, your tuition will not be refunded nor transferred to another course.

For dates and locations of
**PROGRAM & CAREER
INFORMATION SESSIONS**
see page 52.

For information on how to
**ENROL IN THE
CERTIFICATE PROGRAM**
see page 53.

Watch for the
**MEDIATION
SPECIALIZATION**
coming Fall 2002.

PLAN YOUR SPECIALIZATION

CONFLICT RESOLUTION/NEGOTIATION

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

Required Courses (starting page 19)

Required courses provide a theoretical framework and emphasize skill development. Course learning objectives are achieved through instructor presentations and demonstrations, large and small group exercises, discussions, and structured practice sessions. The last day of each course consists of small group videotaped role-play sessions facilitated by trained coaches. Students receive verbal and written feedback on their role-play and are encouraged to bring a VHS videotape to record their simulations.

	Page		Page
• Dealing with Interpersonal Conflict (CR110A)	19	• Dealing with Anger (CR200)	20
• OR Resolving Conflict in the Workplace (CR110B) .	19	• Mediation Skills Level I (CR250)	21
• Negotiation Skills Level I (CR260)	20	• Negotiation Skills Level II (CR360)	21

Electives (starting page 23)

Electives provide specialized training in the dispute resolution functions of mediation, negotiation and facilitation. In addition, there are general electives that develop skills and provide theoretical frameworks that are applicable to negotiation, mediation and facilitation (see "Plan Your Specialization" on page 10 for more information on how to choose your electives).

Skill Building Electives	Page
(The) Art of Reframing (CR366)	23
Asserting Yourself in Conflict Situations (CR105)	23
Balancing Empathy & Assertion (CR325)	23
Circle of Forgiveness (CR313)	24
Critical Skills for Communicating in Conflict (CR102)	22
Criticism: How to Give and Receive It (CR206)	25
Dealing with Defensiveness in Conflict (CR319)	26
Designing Conflict Management Systems (CR848) ..	26
Dynamics of Power in Dispute Resolution (CR314) .	27
Handling Conflict on the Telephone (CR101)	28
Letting Go of Fear (CR323)	28
Managing the Hostile Individual (CR108)	28
Reconciling Differences (CR834)	32
Shifting from Positions to Interests (CR302)	33
Storytelling in Dispute Resolution (CR405)	33
Unfinished Business (CR316)	34
Use It or Lose It (CR930)	34

Mediation Electives	Page
Applying the Wisdom of Meditation in Everyday Conflict (CR109)	23
Civil Procedure (CR846)	25
(The) Creative Mediator/Negotiator (CR367)	26
Mediating Court-Based & Non-Relationship Cases (CR460)	30
Mediating Consciously: Being Real and Becoming Aware (CR858)	29
Mediating Dangerously: The Frontiers of Conflict Resolution, Transformation & Forgiveness(CR407) .	30
Mediation Skills Level II (CR400)	28
Mediation Skills Level III (CR829)	29
Parent/Teen Mediation (CR419)	31
Parent/Teen Mediation Practice (CR420)	31
Separate Meetings: Pre-Mediation and Caucusing (CR415)	33

Negotiation Electives	
Negotiating within a Labour Context (CR501)	30
Negotiating with Difficult People: Making It Hard to Say No (CR362)	31
Reality Check: Negotiation (CR910)	33
Working Through Impasse to Agreement (CR368)	34

See page 10 for information on
how to choose your electives.

Program Graduates have:


- Practice in resolving interpersonal conflict, negotiating mutually satisfactory outcomes in both informal and formal settings and mediating disputes
- A broad base of collaborative conflict resolution/negotiation skills and theory
- An appreciation of the values underlying collaboration: cooperation, empathy, respect for differences, curiosity and clarity
- Strategies for analysing conflict situations and choosing an appropriate response
- Skills in non-defensive listening and clear, direct speaking




PLAN YOUR SPECIALIZATION

CONFLICT RESOLUTION/NEGOTIATION


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




Otherwise, you would start with one of the required foundation courses, either CR110A: Dealing with Interpersonal Conflict, or CR110B: Resolving Conflict in the Workplace. These are equivalent courses, so take only one. You will receive credit for one or the other, not both. CR110A or CR110B is a prerequisite for the other required courses.



After you have taken CR110A or CR110B you could either take some other elective courses such as CR105: Assertiveness in Conflict Situations and any other elective with a CR110A/B pre-requisite, or you could take CR260: Negotiation Skills Level I.




After CR260 take other elective courses and the 2 required courses CR250: Mediation Skills Level I and CR200: Dealing with Anger. Then complete the rest of your elective courses.




The elective courses are your choice. When you are designing your program, choose electives that will strengthen your overall dispute resolution skills and that focus on your area of interest. Take into consideration where and how you might use your skills. If you are interested in private practice mediation, make sure to choose most of your electives from the "mediation electives" list.

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


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



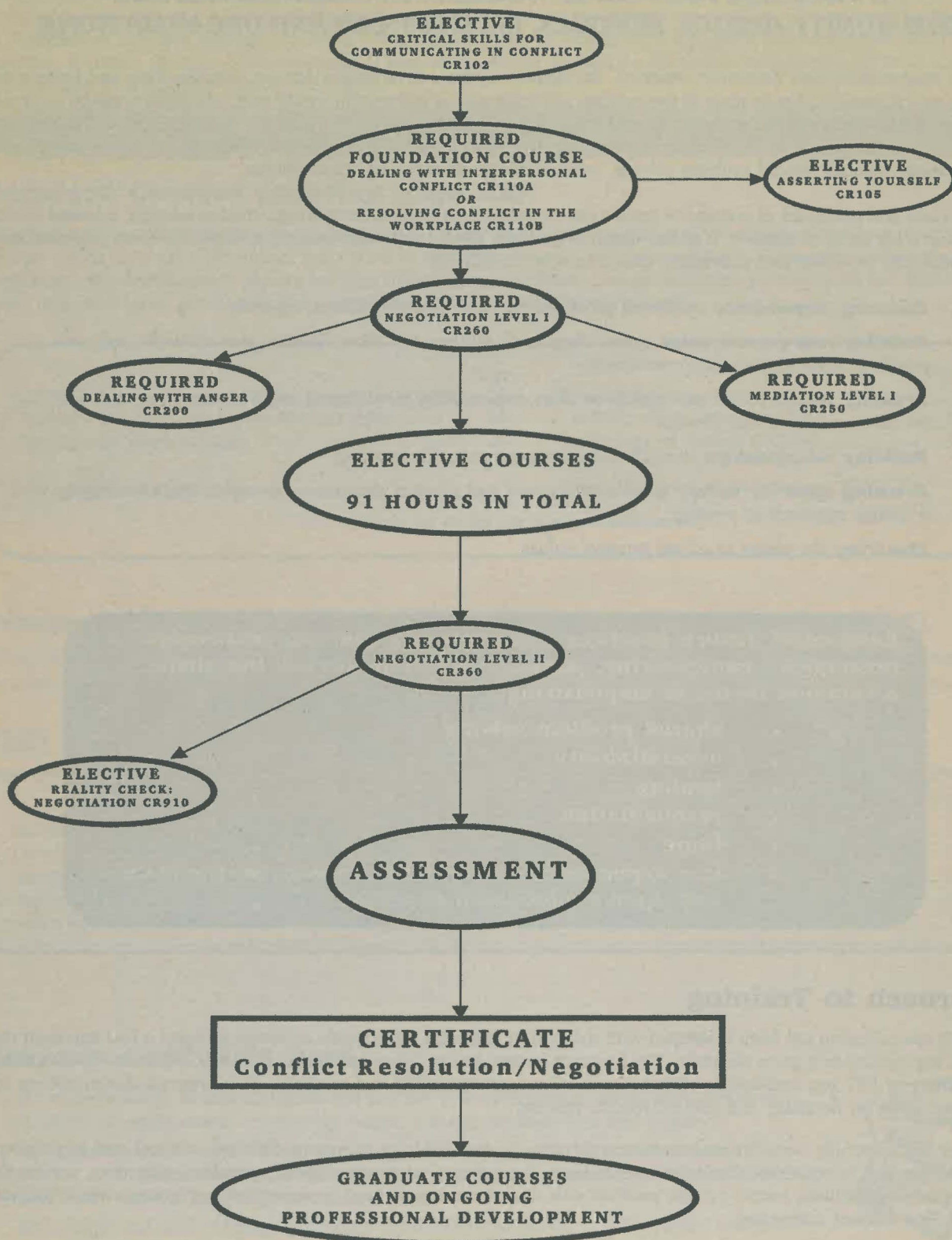
CR910: Reality Check: Negotiation can be taken at anytime if you want feedback on your skill development. It is especially recommended prior to taking your assessment to give you an indication of your assessment readiness. Now register for your Conflict Resolution/Negotiation Assessment. It is best to do your assessment 1 to 3 months after CR360 (Negotiation Skills Level II).



If you are successful on your first assessment attempt, you have finished the program and will receive your Certificate in Conflict Resolution. If you are not successful in your assessment, we strongly recommend that you try again. About 2 out of 3 candidates are successful on their first assessment; of those who try again, another 2 out of 3 are successful the second time.



PLAN YOUR SPECIALIZATION CONFLICT RESOLUTION/NEGOTIATION



PLAN YOUR SPECIALIZATION

PEACEMAKING & RESTORATIVE JUSTICE

A PROGRAM FOR PEOPLE WORKING IN COMMUNITIES AND COMMUNITY JUSTICE, SCHOOLS, INSTITUTIONS AND ORGANIZATIONS.

What is Peacemaking and Restorative Justice? The answer is, there is no simple answer. Peacemaking and Restorative Justice, as a philosophy, has its roots in the customs and traditions of cultures the world over. Its practice can be as varied as the people involved and the situations to which it is applied. Most would agree, however that PRJ practice involves not only resolving a conflict or issue, but transforming and strengthening the affected relationships, communities and organizations through shared problem solving, accountability, healing and reconciliation.

The practice and principles of restorative justice can be adapted to schools, institutions, child protection, criminal justice and many other kinds of conflict. It is also useful in problem solving and team building in large and small organizations. PRJ philosophy processes and techniques work to resolve conflict by:

- **Reducing dependence** on formal processes, the state and professional expertise
- **Building new partnerships** across disciplines, cultures and other divisions that normally separate people in organizations and communities
- **Creating spaces** for all participants to share responsibility for designing and running the process and for the outcomes of that process
- **Building relationships** through mutual respect and understanding
- **Drawing upon** the mental, spiritual, emotional and physical dimensions of conflict and encouraging a holistic approach to practice
- **Fostering** the ability to act on personal values

Restorative Justice practices and processes can vary immensely (examples: conferencing, panels, mediation, circles) but shape a common theme in emphasizing:

- shared problem solving
- accountability
- healing
- reconciliation
- hope
- less dependence on formal processes, on the state and upon professional expertise

Approach to Training

The PRJ specialization has been developed with the goal of preparing participants to design or select a PRJ approach that is most appropriate in a given situation. The program focuses on the values and purposes of PRJ, supported by instruction in a variety of PRJ and traditional collaborative conflict resolution skills and methods. This program design reflects the value we place on flexibility and context specific process.

Courses are culturally sensitive and co-instructed whenever possible to represent differing cultural and professional perspectives and orientations. Our instructional team is comprised of organizational specialists, educators, community development specialists, justice system professionals and those experienced in community programs, which includes several First Nations instructors.

PLAN YOUR SPECIALIZATION

PEACEMAKING & RESTORATIVE JUSTICE

The Certificate in Conflict Resolution: Peacemaking & Restorative Justice (PRJ) is a 210-hour (30-day) program that is intended to be taken over a period of one to three years to allow for the integration of skills. The program is made up of **7 required courses** totaling 105 hours (15 days), 70 hours (10 days) of Peacemaking and Restorative Justice electives, 35 hours (5 days) of Peacemaking & Restorative Justice or Conflict Resolution/Negotiation electives, and a Peacemaking & Restorative Justice assessment.

For information on how to enrol in the Certificate Program see page 53.

Required Courses (starting page 22)

Required courses are a combination of Conflict Resolution/Negotiation courses and Peacemaking & Restorative Justice courses which focus on a theoretical framework in conflict resolution and Peacemaking & Restorative Justice and emphasize skill development. Course learning objectives are achieved through instructor presentations and demonstrations, large and small group exercises, discussions and structured practice sessions.

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Critical Skills for Communicating in Conflict (CR102) ..	22	Fundamentals in Peacemaking	
Dealing with Interpersonal Conflict (CR110A)	19	& Restorative Justice (PRJ100)	22
Dealing with Anger (CR200)	20	Psychology of Victims (PRJ103)	22

Dealing with Emotions

Power Dynamics & Imbalances (PRJ221)

Courses in italics are under development.

Peacemaking & Restorative Justice Electives (starting page 23)

These electives provide theoretical concepts and skills training that can be applied to all applications of Peacemaking, and electives that provide specialized training in work in community justice, schools, organizations and business.

Skill Building Electives

	Page
Building Constructive Connections within Institutions and Communities (PRJ201)	24
Community Conferencing (PRJ204)	25
Designing & Implementing Peacemaking/Restorative Justice Processes in Schools (PRJ212)	27
Designing & Implementing Peacemaking/Restorative Justice Processes in Organizations (PRJ213)	27
Peacemaking Circles: A Process for Building Consensus & Relationships (PRJ205)	32

Program Graduates have:


- An understanding of the principles and practice of Peacemaking & Restorative Justice in a variety of applications: community justice, schools, organizations and business
- An appreciation of the values and knowledge underlying Peacemaking & Restorative Justice; an understanding of the difference between PRJ and alternative justice and skills associated with various PRJ processes and practice
- Knowledge and skills relating to building relationships necessary to PRJ practice within institutions, organizations, agencies, schools and the justice system, as well as between these constituent groups




PLAN YOUR SPECIALIZATION

PEACEMAKING & RESTORATIVE JUSTICE


Start with the required course CR102: Critical Skills for Communicating in Conflict. You will benefit from either taking this course first, or before taking any PRJ electives.



Then take CR110A: Dealing with Interpersonal Conflict and PRJ100: Fundamentals in Peacemaking and Restorative Justice. The order in which you take these courses is up to you, and how you want to schedule your program. Both of these courses are prerequisites for the following courses (CR110A for CR200: Dealing with Anger and other CR courses; and PRJ100 for all PRJ courses excepting PRJ205: Peacemaking Circles: A Process for Building Consensus & Relationships).




After taking CR110A and PRJ100, you could take any of the other required courses, PRJ103 Psychology of Victims or *PRJ221 Power Dynamics and Imbalances (under development)* and any of the elective courses you choose.



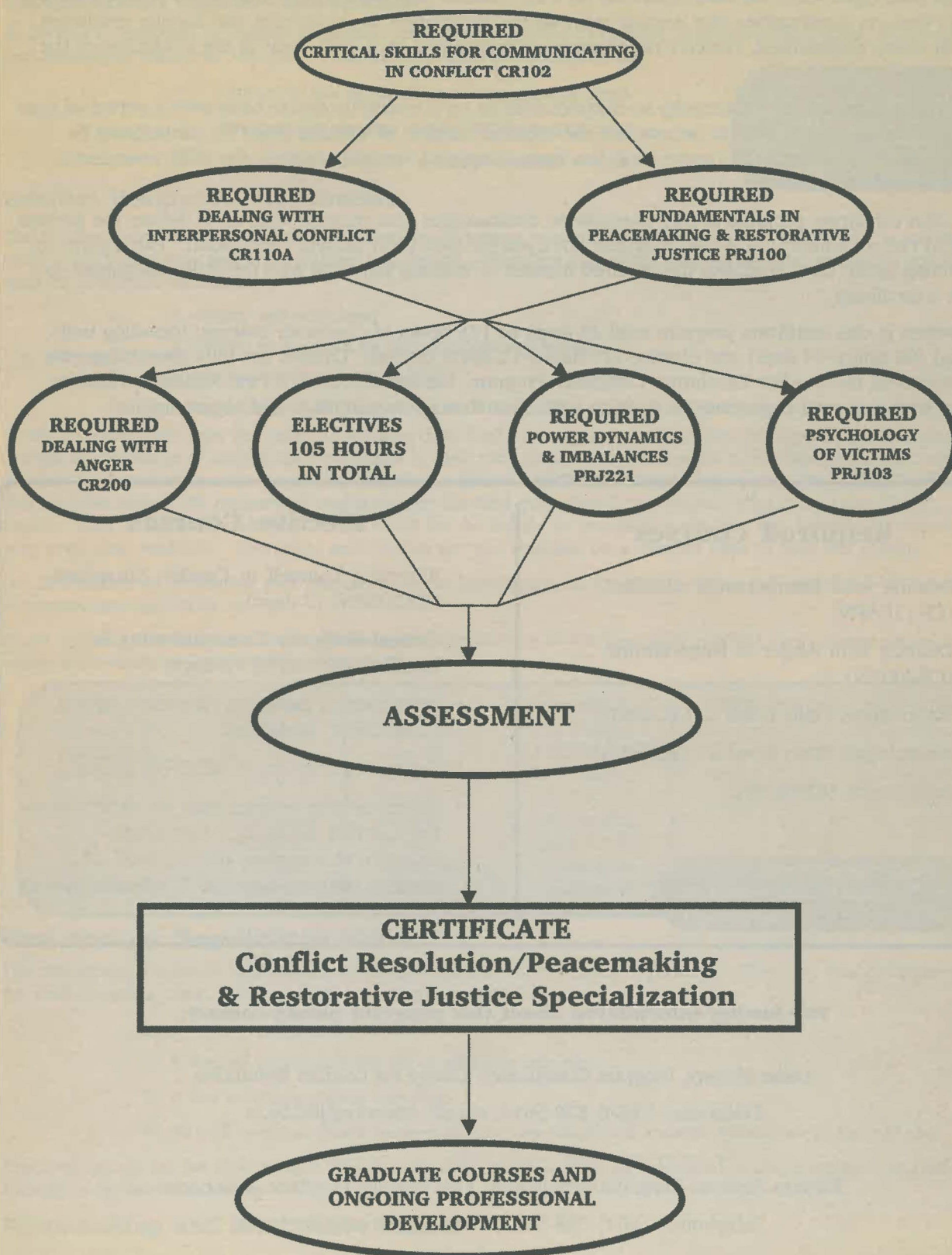
The PRJ Specialization requires 70 hours (10 days) of PRJ electives (see page 13) and 35 hours (5 days) of PRJ or CCR/Negotiation electives.

The elective courses are your choice. When you are designing your program, choose electives that strengthen your overall dispute resolution/peacemaking skills and that focus on your areas of interest (PRJ practice as it applies to the justice system, schools, or organizations).

Finally, take your assessment. The assessment is currently under development and as we finalize the elements of the assessment, we may design a Reality Check course for PRJ so that you can have feedback on your skills prior to the assessment.



PLAN YOUR SPECIALIZATION
PEACEMAKING & RESTORATIVE JUSTICE



FIRST NATIONS NEGOTIATION SKILLS SPECIALIZATION

Over the past eight years, we have delivered the First Nations Negotiation Skills Certificate Program on a contract basis to communities that wish to train up to 25 members in negotiation and dispute resolution skills for treaty negotiations, contract negotiations or negotiating on a daily basis in the workplace or the community.

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

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

The courses in this certificate program total 25 days, or 175 hours of classroom training; including both required (98 hours/14 days) and elective (77 hours/11 days) courses. Courses are fully interchangeable with courses in the Conflict Resolution Certificate Program, but are offered in a First Nations context by trainers with extensive experience in working with First Nations communities and organizations.

Required Courses

- Dealing with Interpersonal Conflict (CR110AFN)
- Dealing with Anger in Negotiations (CR200FN)
- Negotiation Skills Level 1 (CR260FN)
- Negotiation Skills Level 2 (CR360FN)
- Assessment (CR950FN)

Elective Courses

- Asserting Yourself in Conflict Situations (CR105FN) (2 days)
- Critical Skills for Communicating in Conflict (CR102FN) (2 days)
- Intercultural Issues in Negotiations (CR833FN) (2 days)
- Team Negotiations (CR832FN) (2 days)
- Other elective courses may be chosen from the Conflict Resolution Certificate program to complete the required 11 elective training days (or 77 elective hours).

For further information about this program please contact:

Leslie Murray, Program Coordinator, Centre for Conflict Resolution

Telephone: (604) 528-5614; e-mail: lmurray@jibc.bc.ca

Roberta Stewart, Program Coordinator, First Nations Programs & Services

Telephone: (604) 528-5621; e-mail: rstewart@jibc.bc.ca

ASSESSMENT

Certificate In Conflict Resolution

To receive a certificate in Conflict Resolution with a Specialization in Conflict Resolution/Negotiation, Peacemaking and Restorative Justice or First Nation Negotiation Skills, participants must:

1. Complete the required classroom training hours.
2. Be formally enrolled in the Certificate program.
3. Successfully complete a final evaluation component.

You must receive an
**INFORMATION
PACKAGE**
prior to attending your
ASSESSMENT.

Conflict Resolution/Negotiation

The Conflict Resolution/Negotiation Specialization assessment consists of skill and theory competencies in interpersonal conflict resolution and interest-based negotiation. There are four components to the final evaluation and all four must be completed successfully:

1. A written self-evaluation.
2. A written preparation for the negotiation role-play.
3. A one hour negotiation role-play.
4. An oral question period focused on how key theoretical concepts are played out in the role-play.

Certificate candidates have the option of booking their final evaluation at the JI in New Westminster, at Camosun College in Victoria or of making their videotape in their own community and sending it in. Candidates may register for their final evaluation after completing Negotiation Skills Level II even though they may not have completed all of their elective hours. We recommend registering for the final evaluation 1 to 3 months after completing CR360. Reality Check is a one-day role-play course which can be helpful in providing immediate and individual feedback on your evaluation readiness. Instructors and coaches are also available on a contract basis to help you prepare.

For information on scheduling your assessment or for information on the mail-in option call: 604-528-5622 or e-mail conresassessment@jibc.bc.ca.

Please call 604-528-5622 or e-mail conresassessment@jibc.bc.ca if you have NOT received your assessment package within three weeks of registering for your assessment.

<u>Dates</u>	<u>Location</u>	<u>Dates</u>	<u>Location</u>	<u>Dates</u>	<u>Location</u>
January 30	Camosun	April 12	JI Campus	August 8	JI Campus
February 21	JI Campus	May 22	JI Campus	August 9	JI Campus
February 22	JI Campus	May 23	JI Campus	August 15	JI Campus
February 28	JI Campus	May 24	JI Campus	August 16	JI Campus
March 1	JI Campus	June 6	JI Campus		
April 4	JI Campus	June 7	JI Campus		
April 5	JI Campus	June 28	Camosun		
April 11	JI Campus	July 29	Camosun		

Assessment Fee:
JI Campus & Mail-in: \$245
Camosun: \$275

First Nations Negotiations Skills

The assessment consists of skill and theory competencies in interest-based negotiation. There are four components to the final evaluation and all four must be completed successfully:

1. A written self-evaluation.
2. A written preparation for the negotiation role-play.
3. A one hour negotiation role-play.
4. An oral question period focused on how key theoretical concepts played out in the role-play.

Final evaluations for the First Nations Negotiations Skills specialization are scheduled at the completion of classroom training in the host community.

Peacemaking and Restorative Justice

The final evaluation for the Peacemaking and Restorative Justice specialization is currently being developed.

JIBC/UBC CERTIFICATE IN CONFLICT RESOLUTION PRACTICES IN AN EDUCATIONAL/SCHOOL CONTEXT

The Justice Institute of BC and The University of BC, in partnership with the New Westminster School District #40, is piloting this new certificate program of particular relevance for teachers, school counsellors and administrators.

The primary purpose of this specialized certificate is to provide an opportunity for educators to acquire fundamental skills and understanding in collaborative conflict resolution, that will assist them with resolving conflicts within their classrooms and schools. The completion of this program will also lead to an increased capacity to teach the four modules in the new JIBC/NWSD high school conflict resolution resource "Interpersonal Conflict Resolution Skills for Youth".

This certificate will be jointly awarded by UBC and JIBC, upon the successful completion of four JIBC courses (CR110A/B, CR200, CR250, CR260), a UBC Conflict Resolution/Analysis theory course (EPSE462), a Skills Assessment (CR960) and a Train-the-Trainer Workshop (CR425).

Applicants for this certificate are required to submit a completed application form with the appropriate fee and a copy of their BC Teaching Certificate to the Registrar at the Justice Institute of BC. Once an individual has been accepted into the Certificate program, they may register for the applicable JIBC courses which best fit their schedules.

For complete JIBC course descriptions and a full schedule of weekday, evening and weekend courses offered at various locations, see pages 19-21. See below for descriptions and schedules of the specialized components for this certificate.

FOR MORE INFORMATION ABOUT THE PROGRAM PLEASE CONTACT:

JIBC, Centre for Conflict Resolution
Michelle Tubbs, Bridging Project Coordinator
604-528-5638 / mtubbs@jibc.bc.ca

UBC, Faculty of Education
Elaine Decker, Director
604-822-1974 / elaine.decker@ubc.ca

New Westminster School District
Russ Pacey, Assistant Superintendent
604-517-6270 / rpacey@sd40@bc.ca

COURSE DESCRIPTIONS

UBC CONFLICT RESOLUTION/ANALYSIS (EPSE462)

This 3 credit undergraduate course provides a background in social and emotional development from early childhood through adolescence in relation to schooling and education, and in conflict theory and analysis. Students critically review theoretical and empirical literature with a view to understanding how theory translates into best practices in implementing effective interventions and in resolving conflict.

Date: January-April - Call us for dates.
July 8-12 / 9am-5pm

Fee: \$218.00 plus materials

Are you interested
in working with high
school students in grades
9 to 12 taking Conflict
Resolution courses at
New Westminster
Secondary School?

See page 31.

SKILLS ASSESSMENT (CR960)

This component of the certificate includes activities such as: the completion of a reflection journal; case studies; demonstration of effective utilization of skills in videotaped role-plays; identification of individual areas of growth and strengths to develop.

Date: August 19
August 20
August 21
August 22

Fee: \$245

TRAIN-THE-TRAINER SESSIONS (CR425)

This one day session is intended to equip teachers with the knowledge they need to effectively teach the four modules within the JIBC/NWSD high school resource "Interpersonal Conflict Resolution Skills for Youth" and to implement a successful peer mediation program within their school.

Date: August 23

Fee: \$165.00

REQUIRED COURSES

Take either CR110A or CR110B as you will receive credit for one or the other, not both.
Courses marked with PRJ may be credited towards PRJ specialization.

DEALING WITH INTERPERSONAL CONFLICT

REQUIRED COURSE FOR PRJ (CR110A) (PRJ)

Prerequisite: None
Length: Three Days (21 hours)
Credit: 1.5

This course gives participants an overview of collaborative conflict resolution. Participants examine the dynamics and sources of conflicts, attitudes and beliefs, conflict styles, conflict theory, defensiveness, and the role of assumptions and emotions. Participants will practice approaches useful in resolving interpersonal conflicts. This highly participatory course emphasizes self-awareness and skill development through structured exercises and simulations. Students are asked to bring a VHS videotape to record their role-play on the final day of the course. This course is equivalent to CR110B and is a prerequisite for all other required courses.

Date	Instructor	Location / Fee
Jan 23-25	J. Toogood	JI/New West/\$405
Jan 24-26	D. Stewart	Camosun/Victoria/\$450
Feb 13-15	J. Balmer	JI/New West/\$405
Feb 21-23	S. Dunlop	NIC/C. River/\$572
Mar 4-6	J. Bateman	JI/New West/\$405
Mar 25-27	G. Harper	JI/New West/\$405
Apr 3-5	J. Bateman	UCFV/Abbotsford/\$425
Apr 10-12	E. Jackson	JI/New West/\$405
Apr 23-25	W. Hilliard	JI/New West/\$405
May 6-8	J. Toogood	JI/New West/\$405
May 6-8	B. Frank	Camosun/Victoria/\$450
May 28-30	T. Harris	JI/New West/\$405
June 12-14	J. Balmer	YWCA/Vancouver/\$405
July 15-17	D. Zaiser	JI/New West/\$405
Aug 6-8	K. Henderson	JI/New West/\$405
Aug 21-23	L. Dobson-Sayer	JI/New West/\$405

Evenings: 6pm-10pm
Saturday: 9:00am-5:00pm

Apr 29, 30, May 1 & 4 T. Harris JI/New West/\$405

Saturday: 9:00am-5:00pm

June 8, 15, 22 E. Jackson JI New West/\$405

RESOLVING CONFLICT IN THE WORKPLACE

(CR110B)

Prerequisite: None
Length: Three Days (21 hours)
Credit: 1.5

This course is equivalent to Dealing with Interpersonal Conflict with a specific focus on workplace conflict situations. Participants assess their own conflict style and broaden their range of ways to resolve conflicts effectively. Emphasis is on effective communication and on skills, concepts and approaches for collaborative conflict resolution. This highly participatory course emphasizes increasing self-awareness and skill development through structured exercises and simulations. Students are asked to bring a VHS videotape to record their role-play on the final day of the course. This course is equivalent to CR110A and is a prerequisite for all other required courses.

Date	Instructor	Location / Fee
Jan 16-18	J. Balmer	JI/New West/\$405
Feb 4-6	W. Hilliard	JI/New West/\$405
Feb 7-9	R. Monk	Camosun/Victoria/\$450
Feb 19-21	E. Jackson	JI/New West/\$405
Feb 21-23	S. Yerxa	OUC/Vernon/\$495
Mar 6-8	G. Harper	YWCA/Vancouver/\$405
Mar 7-9	N. Baker	Malaspina/Nanaimo/\$460
Mar 21-23	J. Toogood	JI/New West/\$405
Apr 2-4	J. Balmer	JI/New West/\$405
Apr 11-13	S. Yerxa	JI/New West/\$405
Apr 23-25	D. Stewart	Camosun/Victoria/\$450
May 22-24	L. Dobson-Sayer	JI/New West/\$405
June 25-27	J. Toogood	JI/New West/\$405
July 3-5	J. Schroder	JI/New West/\$405
July 11-13	B. Frank	Camosun/Victoria/\$450
July 17-19	L. Dobson-Sayer	JI/New West/\$405
Aug 12-14	J. Toogood	JI/New West/\$405
Aug 26-28	J. Balmer	JI/New West/\$405

Evenings: 6pm-10pm
Saturday: 9:00am-5:00pm

Mar 12, 13, 14 & 16 E. Jackson JI/New West/\$405

Saturday: 9:00am-5:00pm

July 6, 13, 20 N. Hughes JI/New West/\$405

OR

REQUIRED COURSES

NEGOTIATION SKILLS LEVEL I (CR260)

Prerequisite: CR110A or CR110B
Length: Three Days (21 hours)
Credit: 1.5

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

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Jan 30-Feb 1	D. Zaiser	JI/New West/\$405
Feb 20-22	J. Toogood	YWCA/Vancouver/\$405
Mar 11-13	T. Harris	JI/New West/\$405
Mar 21-23	L. Dobson-Sayer	Camosun/Victoria/\$450
Apr 3-5	D. White	JI/New West/\$405
Apr 16-18	D. Zaiser	JI/New West/\$405
Apr 25-27	J. Toogood	NIC/C. River/\$572
Apr 25-27	N. McPhee	OUC/Vernon/\$495
May 14-16	N. McPhee	JI/New West/\$405
May 27-29	J. Schroder	YWCA Downtown/\$405
June 5-7	D. White	JI/New West/\$405
June 6-8	E. Azmier-Stewart	Camosun/Victoria/\$450
June 25-27	D. Zaiser	JI/New West/\$405
July 16-18	J. Toogood	JI/New West/\$405
July 30-Aug 1	M. Govorchin	JI/New West/\$405
Aug 20-22	K. Henderson	JI/New West/\$405

Evenings: 6pm-10pm / Saturday: 9:00am-5:00pm

May 6, 7, 8 & 11 K. Henderson JI/New West/\$405

DEALING WITH ANGER (CR200) (PRJ)

REQUIRED COURSE FOR PRJ

Prerequisite: CR110A or CR110B
Recommended: CR260
Length: Three Days (21 hours)
Credit: 1.5

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Jan 21-23	S. Holloway	JI/New West/\$405
Feb 11-13	N. McPhee	JI/New West/\$405
Mar 6-8	M. Govorchin	JI/New West/\$405
Mar 7-9	N. McPhee	Camosun/Victoria/\$450
Mar 14-16	N. McPhee	NIC/C. River/\$572
Mar 25-27	N. McPhee	YWCA/Vancouver/\$405
Apr 17-19	R. Monk	JI/New West/\$405
May 8-10	S. Yerxa	JI/New West/\$405
May 23-25	R. Monk	Camosun/Victoria/\$450
May 29-31	J. Balmer	JI/New West/\$405
June 5-7	S. Yerxa	UCFV/Abbotsford/\$425
June 19-21	E. Azmier-Stewart	JI/New West/\$405
July 8-10	J. Balmer	JI/New West/\$405
July 24-26	M. Govorchin	JI/New West/\$405
Aug 26-28	S. Holloway	JI/New West/\$405

Evenings: 6pm-10pm / Saturday: 9:00am-5:00pm

June 10, 11, 12 N. Hughes JI/New West/\$405 & 15



REQUIRED COURSES

MEDIATION SKILLS LEVEL I (CR250)

Prerequisite: CR110A or CR110B

Recommended: CR260

Length: Three Days (21 hours)

Credits: 1.5

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Feb 5-7	D. White	Jl/New West/\$405
Feb 7-9	N. Hughes	OUC/Penticton/\$495
Mar 5-7	J. Schroder	Jl/New West/\$405
Mar 25-27	K. Henderson	Jl/New West/\$405
Apr 8-10	J. Schroder	YWCA/Vancouver/\$405
Apr 18-20	L. Dobson-Sayer	Camosun/Victoria/\$450
May 13-15	G. Harper	Jl/New West/\$405
May 28-30	D. White	Jl/New West/\$405
June 10-12	J. Toogood	Jl/New West/\$405
July 3-5	S. Holloway	Jl/New West/\$405
July 22-24	E. Jackson	YWCA/Vancouver/\$405
Aug 7-9	G. Harper	Jl/New West/\$405
Aug 27-29	L. Dobson-Sayer	Jl/New West/\$405

Saturday Class: 9:00am-5:00pm

Aug 10, 17, 24 K. Henderson Jl/New West/\$405

NEGOTIATION SKILLS LEVEL II (CR360)

Prerequisites: CR110A or CR110B, CR200, CR250, CR260

Length: Five Days (35 hours)

Credits: 2.5

This advanced course builds on CR260: Negotiation Skills Level I to apply an interest-based approach to more complex negotiations. Content includes negotiator assertiveness and style, identifying and responding to competitive tactics, assessing power dynamics and resolving impasses. As Negotiation Skills Level II is the final prerequisite course for CR950: Conflict Resolution/Negotiation Assessment, coach feedback on participants' role-plays will be based on the Assessment Role-Play Criteria. For Certificate candidates, it is strongly recommended that CR360 be taken near the end of your 210 hours of classroom training and that you schedule your Conflict Resolution/Negotiation Assessment 1 - 3 months after completing CR360.

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Mar 18-22	R. Monk	Jl/New West/\$620
Apr 30-May 4	E. Azmier-Stewart	Camosun/Victoria/\$675
May 7-11	M. Govorchin	OUC/Penticton/\$850
May 27-31	N. McPhee	Jl/New West/\$620
June 17-21	M. Govorchin	Jl/New West/\$620
July 24-30	D. Zaiser	Jl/New West/\$620
Aug 22-28	D. Zaiser	Jl/New West/\$620

Attention Foresters:

Resolving Conflict in the Workplace & Negotiation Level I partially fulfill the requirements of the Association of BC Professional Foresters' Oral Communication Academic Standard.

Our Approach to Mediation

The Centre for Conflict Resolution offers introductory and advanced skills-based mediation courses and develops new courses. At the Centre for Conflict Resolution, we believe that there is no one right way to practice mediation, but a variety of approaches that may be situationally appropriate. Participants taking mediation courses through the Centre can expect to encounter a range of styles and approaches based on instructor's experience as mediators, which we hope will enrich learning. Conformity of method and practice is not our goal; rather, we encourage our participants as adult learners to develop their own style based on a framework of guiding principles and an understanding of the parties, culture and setting within which they are mediating.

REQUIRED COURSES

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

Prerequisites: None
Length: Two Days (14 hours)
Credit: 1

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

Date	Instructor	Location / Fee
Jan 21-22	T. Harris	Jl/New West/\$270
Feb 7-8	J. Schroder	Jl/New West/\$270
Feb 28-Mar 1	K. Henderson	Jl/New West/\$270
Mar 12-13	D. Stewart	Camosun/Victoria/\$350
Mar 25-26	S. Yerxa	Jl/New West/\$270
Apr 11-12	G. Harper	YWCA/Vancouver/\$270
Apr 18-19	D. Soules	Malaspina/Duncan/\$350
Apr 29-30	K. Henderson	Jl/New West/\$270
May 24-25	N. Baker	NIC/Campbell River/\$525
May 30-31	J. Bateman	YWCA/Vancouver/\$270
June 24-25	E. Jackson	Jl/New West/\$270
July 4-5	B. Frank	Camosun/Victoria/\$350
July 8-9	S. Yerxa	Jl/New West/\$270
July 31-Aug 1	G. Harper	Jl/New West/\$270
Aug 19-20	E. Jackson	Jl/New West/\$270

Saturday Class: 9:00am-5:00pm

Feb 25, 27 & Mar 2	N. Hughes	Jl/New West/\$270
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Courses on this page are:
REQUIRED COURSES
 for the Peacemaking & Restorative
 Justice (PRJ) specialization.

For a complete list of the PRJ
 courses see page 13.

FUNDAMENTALS IN PEACEMAKING AND RESTORATIVE JUSTICE (PRJ100)

Prerequisites: None
Length: 3 days (21 hours)
Credit: 1.5

Recommended Reading: *Changing Lenses*, Howard Zehr

This course provides an overview of all critical components of the Peacemaking and Restorative Justice Certificate Program. We will review the history of restorative justice and peacemaking practices, examine the justice process based on degree of community involvement and summarize restorative justice and peacemaking processes as they are being employed worldwide. In order to explore these concepts from personal and cultural perspectives, we will create a community in the classroom and engage participants in a learning experience that will cause them to challenge their traditional assumptions around dealing with crime and conflict – in community, school and organizational/institutional contexts. We will build a foundation for subsequent detailed and specialized training, based on the principles and philosophy of peacemaking and restorative justice, including a holistic, value-based and respectful orientation to practice.

Date	Instructor	Location / Fee
Mar 5-7	P. Gatensby, T. Waterhouse	Jl/New West/\$405
Mar 21-23	S. Yerxa, M. Arcand	OUC/Penticton/\$495
Apr 11-13	TBA	Malaspina/Nanaimo/\$460
June 10-12	P. Gatensby, T. Waterhouse	Jl/New West/\$405

PSYCHOLOGY OF VICTIMS (PRJ103)

Prerequisite: PRJ100
Length: 2 days (14 hours)
Credit: 1

This course will address the nature of the human response to trauma from mental, physical, emotional and spiritual perspectives. A full understanding of what takes place for the victims of traumatic events during and following these events will not only provide insight on what they experience in the aftermath, but guidance on the kind of support they deserve from the vast array of "helpers" in various community, organizational and school settings. Participants will build an appreciation for how a relatively "brief" traumatic event may impact a victim for years to come. Finally, participants will understand how those who are engaging with victims in restorative justice and peacemaking processes can play a vital role in preventing re-victimization and in empowering individuals toward resolution so that they may move beyond "victim" to "survivor".

Date	Instructor	Location / Fee
Apr 17-18	J. Solanto	Jl/New West/\$405
May 10-11	J. Solanto	OUC/Penticton/\$495

ELECTIVES

APPLYING THE WISDOM OF MEDITATION IN EVERYDAY CONFLICT (CR109)

Prerequisites: None.
Length: One Day (7 hours)
Credit: .5

In the midst of conflict our mind often races ahead as our body and breathing responds with increased anxiety. In this way our perception, intelligence and natural wisdom are lost when we need them most. Meditation is a way of being fully present in any situation, especially when in conflict. We will explore traditional sitting meditation, mindfulness and awareness exercises. Wear comfortable clothes and bring a mat or blanket and a firm cushion.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Apr 25	D. Trimble	JI/New West/\$135

THE ART OF REFRAMING (CR366)

Prerequisites: CR110A or CR110B and one of CR260 or CR250
Length: One Day (7 hours)
Credit: .5

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Feb 21	D. White	Camosun/Victoria/\$180
Mar 21	K. Haddigan	JI/New West/\$135
June 19	K. Haddigan	JI/New West/\$135

ASSERTING YOURSELF IN CONFLICT SITUATIONS (CR105)

Prerequisites: None
Length: Two Days (14 hours)
Credit: 1

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Jan 28-29	D. White	JI/New West/\$270
Feb 18-19	J. Schroder	Vancouver/YWCA/\$270
Mar 14-15	G. Harper	JI/New West/\$270
Apr 8-9	N. McPhee	JI/New West/\$270
Apr 9-10	E. Azmier-Stewart	Victoria/Camosun/\$350
May 23-24	M. Govorchin	JI/New West/\$270
June 17-18	D. White	JI/New West/\$270
July 11-12	G. Harper	JI/New West/\$270
Aug 15-16	N. McPhee	JI/New West/\$270

BALANCING EMPATHY & ASSERTION (CR325)

Prerequisites: CR110A or CR110B
Recommended: CR102, CR105
Length: Two days (14 hours)
Credit: 1

Empathy and assertion are often described as the two foundations of collaborative conflict resolution but finding the balance between them can be tricky. In this one day course participants will practice strategies for achieving the mental and emotional clarity necessary to effectively use assertion and empathy. Participants will also have opportunities through facilitated small group exercises to practice finding -- and keeping -- the elusive balance.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
June 24-25	Joan Balmer	JI/New West/\$270

Locations throughout BC and the Yukon:

FRASER VALLEY
 University College of the Fraser,
 Valley, ABBOTSFORD

VANCOUVER ISLAND
 Camosun College,
 VICTORIA
 Malaspina University College,
 NANAIMO

Malaspina University College,
 COWICHAN/DUNCAN
 North Island College,
 CAMPBELL RIVER

B.C. INTERIOR/NORTH
 Okanagan University College,
 PENTICTON

Okanagan University College,
 VERNON
 College of New Caledonia,
 MACKENZIE

YUKON
 Yukon College,
 WHITEHORSE

ELECTIVES

BUILDING CONSENSUS (CR516)

Prerequisites: CR110A or CR110B and one of CR200, CR250 or CR260.
Length: Two days (14 hours)
Credit: 1

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
June 12-13	Arthur Ridgeway	Jl/New West/\$270

BUILDING CONSTRUCTIVE CONNECTIONS WITHIN INSTITUTIONS & COMMUNITIES (PRJ201)

ELIGIBLE FOR CR-NEG
ELECTIVE CREDIT

Prerequisite: PRJ100
Length: 2 days (14 hours)
Credit: 1

When considering the topics of community development and community building, it is essential to define what we mean by "community". This course explores the issues of linkage within the community, whether it be the organization or school as community, or a restorative justice program situated in the community at large. We will explore together the challenges and opportunities of building connections, using a systems approach and agreement-seeking and appreciative inquiry processes as useful ways to build effective partnerships, long term liaisons and working relationships. Long term sustainability, gaining community "buy-in", quality assurance, overcoming funding and political issues will also be reviewed, while utilizing the collective experiences within the group. We will provide participants with the opportunity to focus on their respective communities' needs, and develop a strategy for building connections.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
June 27-28	TBA	Jl/New West/\$270

CHALLENGES OF FACILITATING (CR508)

Prerequisites: CR110A or CR110B, CR260 or CR250
Recommended: CR504
Length: Two Days (14 hours)
Credit: 1

This course builds on ideas and strategies introduced in "Group Dynamics," and is for group or team facilitators who would like to further their skills to meet the types of challenges involved in facilitating. We will review the basics of facilitation and group functioning; however, the focus will be on common pitfalls and difficulties that facilitators face, such as remaining neutral, tracking multiple issues and speakers, managing group polarization and domination by individuals, power problems and bringing the group to closure. Through discussion, case studies and role-play, participants will identify and work through these and other challenges.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
May 8-9	K. Haddigan	Jl/New West/\$270

CIRCLE OF FORGIVENESS (CR313)

Prerequisites: None
Length: Two Days (14 hours)
Credit: 1

Conflict management and resolution invites us to engage the heart in our work and in our daily lives. This is something very few of us have had any training in. As a result, managing interpersonal interfaces can at times be extremely challenging. This course offers a unique set of approaches and tools of non-doing for enriching the mediation or conflict resolution experience, designed to enable participants to become clear and to remain that way in the most difficult of circumstances. Elements of the training include forgiveness of ourselves and others, the cultivation of humility, letting go of fear, vibrational reality and accessing deeper consciousness - thus broadening and deepening our perspective and enhancing our ability to model the values we live by.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
May 7-8	Barbara Ashley-Phillips	Jl/New West/\$270

Instructor: **Barbara Ashley-Phillips**, came to mediation after more than 10 years as a practising lawyer, doing primarily federal civil trials. She is a graduate of Yale Law School and a former Assistant United States Attorney. She has been mediating, mentoring and coaching for close to 19 years. She is the author of *The Field Guide to Mediation* published by Jossey-Bass in 2001.

ELECTIVES

CIVIL PROCEDURE (CR846)

Prerequisites: CR110A or CR110B, CR250

Recommended: CR260, CR400

Length: Two Days (14 hours)

Credit: 1

This course is for those who want to practice mediation in the context of the civil justice system. It is required for mediators who do not have a law degree but want to be considered for the B.C. Mediator Roster. The course examines the aspects of civil procedure that mediators need to be familiar with: what the litigation track looks like, including the practicalities of time and cost as a typical case proceeds through the system, as well as the role of lawyers in litigation and mediation. The course will also address how Court Rules use expense to encourage settlement, the difference between the formal legal parties and the real decision-makers in a lawsuit and the rules of evidence that commonly arise in mediation.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Mar 4-5	T. Harris	JI/New West/\$270
July 25-26	T. Harris	YWCA/Vancouver/\$270

COMMUNITY CONFERENCING (PRJ204)

Prerequisite: PRJ100

Length: 3 days (21 hours)

Credit: 1.5

This course will review the theory and practice of community conferencing using a balanced approach to peacemaking and restorative justice. Building upon fundamental conflict resolution skills, the course will assist community program coordinators, volunteers and those in organizational or school settings to manage the conferencing process in a way that is respectful of all present while maintaining a safe environment. We will review the roles and responsibilities of the facilitator(s) in large-group situations, and the assessment of suitability of incidents for conferencing. We will also address how to identify and involve communities of care, handle pre-conference activities, manage difficult situations, deal with power imbalances, debrief the conference and conduct follow-up procedures. Participants will have opportunities to practice in role-play simulations.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
May 13-15	TBA	JI/New West/\$405
July 15-17	TBA	JI/New West/\$405

See instructor bios starting page 47.

CRITICAL SKILLS FOR COMMUNICATING IN CONFLICT (CR102)

REQUIRED COURSE
FOR PRJ

Prerequisites: None

Length: Two Days (14 hours)

Credit: 1

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Jan 21-22	T. Harris	JI/New West/\$270
Feb 7-8	J. Schroder	JI/New West/\$270
Feb 28-Mar 1	K. Henderson	JI/New West/\$270
Mar 12-13	D. Stewart	Camosun/Victoria/\$350
Mar 25-26	S. Yerxa	JI/New West/\$270
Apr 11-12	G. Harper	YWCA/Vancouver/\$270
Apr 18-19	D. Soules	Malaspina/Duncan/\$350
Apr 29-30	K. Henderson	JI/New West/\$270
May 24-25	N. Baker	NIC/Campbell River/\$525
May 30-31	J. Bateman	YWCA/Vancouver/\$270
June 24-25	E. Jackson	JI/New West/\$270
July 4-5	B. Frank	Camosun/Victoria/\$350
July 8-9	S. Yerxa	JI/New West/\$270
July 31-Aug 1	G. Harper	JI/New West/\$270
Aug 19-20	E. Jackson	JI/New West/\$270

Saturday Class: 9:00am-5:00pm

Feb 25, 27 & Mar 2	N. Hughes	JI/New West/\$270
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CRITICISM: HOW TO GIVE AND RECEIVE IT (CR206)

Prerequisite: CR110A or CR110B

Length: Two Days (14 hours)

Credit: 1

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Feb 18-19	D. White	JI/New West/\$270
May 13-14	D. White	Malaspina/Nanaimo/\$350
July 29-30	D. White	JI/New West/\$270

ELECTIVES

THE CREATIVE NEGOTIATOR/MEDIATOR (CR367)

Prerequisites: CR110A or CR110B, CR260 or CR250
Length: One Day (7 hours)

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
April 11	D. Gouthro	Jl/New West/\$150
Aug 19	D. Gouthro	Jl/New West/\$150

DEALING WITH DEFENSIVENESS IN CONFLICT (CR319)

Prerequisites: CR110A or CR110B, CR260 or CR250
Length: Three Days (21 hours)
Credit: 1.5

Defensiveness is behaviour to protect oneself from a perceived threat or attack. In negotiations and mediations it can create major barriers, and when explored, can open up opportunities for breakthroughs. When parties are defending and protecting self-image (face-saving), listening becomes more difficult and positions become cemented. Left unaddressed, defensiveness can stalemate the discussion. This workshop will cover theories from different psychological perspectives on defence mechanisms affecting ourselves and others. These theories will then be integrated with skills to address defensiveness in conflict situations. Understanding how face-saving impacts defensive behaviours will be discussed.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Feb 27-Mar 1	D. Soules	Camosun/Victoria/\$450
Mar 14-16	D. Soules	OUC/Penticton/\$495
June 12-14	D. Soules	Jl/New West/\$405
July 3-5	D. Soules	Malaspina/Nanaimo/\$460

See instructor
bios starting page 47.

DESIGNING CONFLICT MANAGEMENT SYSTEMS (CR848)

Prerequisites: CR110A or CR110B, CR250, CR260.
Length: Two Days (14 hours)
Credit: 1

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
July 8-9	Christina Merchant	Jl/New West/\$270

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

DYNAMICS OF POWER IN DISPUTE RESOLUTION (CR314)

Prerequisite: CR110A or CR110B
Length: Two Days (14 hours)
Credit: 1

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Apr 23-24	J. Balmer	Jl/New West/\$270

ELECTIVES

DESIGNING AND IMPLEMENTING PEACEMAKING/ RESTORATIVE JUSTICE PROCESSES IN SCHOOLS (PRJ212)

ELIGIBLE FOR CR/NEG
ELECTIVE CREDIT

Prerequisites: PRJ100
Recommended: PRJ205
Length: 2 days (14 hours)
Credit: 1

Increasingly, schools have been exploring restorative justice principles and practices in order to adapt and enhance their responses to school-based conflict and victimization. Experience has shown that restorative practices can be very useful in strengthening and restoring relationships, repairing harm caused and effectively involving those affected by such incidents. This workshop will explore participants values and beliefs as they relate to conflict and victimization, the dynamics of bullying, harassment and intimidation in the school setting. We will also examine a continuum of restorative justice practices appropriate in a school setting, and methods for addressing the 'code of silence' and fear of retaliation that often occurs following incidents of victimization.

Date	Instructor	Location / Fee
Aug 12-13	TBA	Jl/New West/\$270

DESIGNING & IMPLEMENTING PEACEMAKING/ RESTORATIVE JUSTICE PROCESSES IN ORGANIZATIONS (PRJ213)

ELIGIBLE FOR CR/NEG
ELECTIVE CREDIT

Prerequisite: PRJ100
Recommended: PRJ205
Length: 2 days (14 hrs)
Credit: 1

Organizations do not get into conflict: people do. As organizational life becomes more complex and specialized, the need to find ways to integrate differences across many dimensions becomes more compelling. We need to find ways where individuals trained to become experts and advocates for their own "cause" can work together for the common good of the organization-where they can simultaneously become partners in the organization's mission. This course will offer a balanced approach to resolving conflict using peacemaking principles and processes, which bring together the human, and business elements of organizational life. We will explore the design and implementation of the peacemaking concept to organizational life and issues through discussion, experience in the circle and hands-on learning.

Date	Instructor	Location / Fee
July 25-26	TBA	Jl/New West/\$270

FACILITATING MULTI-PARTY DISPUTES (CR520)

Prerequisites: CR110A or CR110B, CR250 or CR260, CR508
Recommended: CR504
Length: Three Days (21 hours)
Credit: 1.5

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

Date	Instructor	Location / Fee
June 24-26	Sally Campbell	Jl/New West/\$405

GROUP DYNAMICS (CR504)

Prerequisites: CR110A or CR110B, CR260 or CR250.
Length: Two Days (14 hours)
Credit: 1

New dynamics emerge when we apply conflict resolution skills and processes to a group setting. This course looks at group dynamics such as group role functions and leadership, how team building occurs, participation levels, power struggles, hidden agendas, how to manage disruptive behaviour, value differences, and how to balance group and individual needs. Participants will learn how to adapt the two-party conflict resolution model, make collaborative decisions and resolve conflicts in groups. They should have a working knowledge of the conflict resolution model and a basic understanding of communication skills.

Date	Instructor	Location / Fee
Mar 19-20	K. Haddigan	Jl/New West/\$270

Interested in more Parent-Teen Mediation Practice?

If you've completed the Parent-Teen Mediation course and practice (CR419/CR420) and would like additional supervised practice call Michelle Tubbs at 604-528-5638 for more information.

ELECTIVES

HANDLING CONFLICT ON THE TELEPHONE (CR101)

Prerequisites: None
Length: One Day (7 hours)
Credit: 1

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Feb 27	Dale Trimble	JI/New West/\$135
June 11	Dale Trimble	YWCA/Vancouver/\$135

LETTING GO OF FEAR (CR323)

Prerequisites: None
Recommended: CR313
Length: Two Days (14 hours)
Credit: 1

Deepening the learning from CR313: The Circle of Forgiveness, this course explores the effects of fear on thinking, perception and response and teaches a simple, easy-to-use forgiveness process that will quickly and easily release once and for all specific fears which are otherwise capable of setting up unintended reactions to the outpouring of rage, pain and projection that can be directed at anyone, any time and are common in conflict situations. Provides experience in the use of three techniques for letting go of fear, in advance of and during stress. An excellent personal house cleaning, for mediators, facilitators, managers, lawyers, and other conflict resolvers.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
May 9-10	Barbara Ashley-Phillips	JI/New West/\$270

Instructor: **Barbara Ashley-Phillips**, came to mediation after more than 10 years as a practising lawyer, doing primarily federal civil trials. She is a graduate of Yale Law School and a former Assistant United States Attorney. She has been mediating, mentoring and coaching for close to 19 years. She is the author of *The Field Guide to Mediation* published by Jossey-Bass in 2001.

MANAGING THE HOSTILE INDIVIDUAL (CR108)

Prerequisites: None
Length: Two Days (14 hours)
Credit: 1

Many people find themselves the target of hostile or aggressive behaviour as a regular part of their jobs. Dealing with these encounters inevitably requires emotional energy and frequently results in increased stress. This course provides alternatives for constructively managing hostile individuals. Attention is given to risk factors and ensuring personal safety. Participants will have an opportunity to identify factors that escalate the level of hostility, identify personal responses to hostile behaviour, learn and practice a model for defusing hostility and increase skills in constructively confronting problem behaviour.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Feb 5-6	M. Govorchin	Camosun/Victoria/\$350
Mar 13-14	M. Govorchin	JI/New West/\$270
Aug 12-13	M. Govorchin	JI/New West/\$270

MEDIATION SKILLS LEVEL II (CR400)

Prerequisites: CR110A or CR110B, CR250, CR260
Length: Five Days (35 hours)
Credit: 2.5

This course applies the mediation process and skills from Mediation Skills Level I to more challenging, complex and emotionally charged situations. Skills, theory, and techniques include framing and tracking issues, probing for and clarifying interests, addressing power dynamics, and adapting the mediation process to meet the needs of the participants. This course will also offer participants an opportunity to discuss the development of a personal mediating style, some legal and ethical issues in the mediation field as well as caucusing and co-mediation. Emphasis is on skill development through simulated mediations, with assistance and feedback from trained coaches. Videotape will be used on the final day.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Mar 11-15	R. Monk	JI/New West/\$620
Apr 29-May 3	S. Holloway	JI/New West/\$620
May 6-10	D. White	Yukon/Whitehorse/\$750
June 3-7	R. Monk	JI/New West/\$620
July 15-19	D. Soules	Camosun/Victoria/\$675
July 18-24	D. White	JI/New West/\$620
Aug 19-23	D. Soules	JI/New West/\$620

ELECTIVES

MEDIATION SKILLS LEVEL III (CR829)

Prerequisites: CR110A or CR110B, CR200, CR250, CR260, CR360, CR400.

Length: Two Days (14 hours)

Credit: 1

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

MEDIATING CONSCIOUSLY: BEING REAL AND BECOMING AWARE (CR858)

Prerequisites: CR400

Length: Two days (14 hours)

Credit: 1

This workshop is process of ongoing inquiry: What we are doing? How we are doing it? Who we are becoming? As a group of co-learners proceeding with the dynamic and challenging path called mediation, we will expand our use of mediator interventions beyond the level of skill application to a deeper understanding of mediator participation as conscious strategy, working with people with intentional awareness. We will discuss and ponder the impact of culture, gender and power, the "transformative" practice, the essence of neutrality, what it means to be impartial and objective (vs. neutral) and the nature of our own inner wisdom and intuition.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Feb 28-Mar 1	M. Fogel	Jl/New West/\$270

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
May 2-3	M. Fogel	Jl/New West/\$270

COURSES OF INTEREST TO FAMILY MEDIATORS

The following courses will be of special interest to family Mediators interested in seeking Family Mediation Canada Mediator certification as outlined on the Family Mediation Canada website - www.fmc.ca. To find out more about these courses: visit the JIBC website at www.jibc.bc.ca, call the JI Registration Office at 604-528-5590 or the program team listed below:

- Family Violence: Impact of Separation and Divorce CORR605
- Introduction to Family Justice Services in BC CORR606
- Effects of Separation and Divorce on Adults FAM103
- Effects of Separation and Divorce on Children FAM104

CORR605/CORR606 can be applied as **ELECTIVE CREDIT** in the Conflict Resolution Certificate Program.

**For information on these courses call the
JI's Corrections & Community Justice Division at: 604-528-5514 or 604-528-5536**

- Children Exposed to Family Violence, Level One CY230
- Children Exposed to Family Violence, Level Two CY231
- Violence Against Women in Relationships Core Training EP193
- Violence Against Women - Advanced Skills for Practitioners EP220
- Understanding Child Abuse and Neglect EP260
- Understanding Child Abuse and Neglect: Child Development and Resiliency EP260

**For information on these courses call the JI's
Social Services & Community Safety Division at : 604-528-5627 or 604-528-5626**

ELECTIVES

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

Prerequisites: CR110A or CR110B, CR250, CR260.

Length: Two Days (14 hours)

Credit: 1

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

Date	Instructor	Location / Fee
June 3-4	K. Cloke/J. Goldsmith	Jl Campus / \$365

Fee includes Ken Cloke's book - Mediating Dangerously: The Frontiers of Conflict Resolution, Transformation & Forgiveness.

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

The following courses are
offered Evenings & Saturdays:

Critical Skills for Communicating in Conflict

(CR102) Course description & dates page: 22

Dealing with Interpersonal Conflict

(CR110A) Course description & dates page: 19

Resolving Conflict in the Workplace

(CR110B) Course description & dates page: 19

Dealing with Anger

(CR200) Course description & dates page: 20

Negotiation Skills Level I

(CR260) Course description & dates page: 20

Mediation Skills Level I

(CR250) Course description & dates page: 21

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

Prerequisites: CR110A or CR110B, CR200, CR250, CR260.

Recommended: CR400

Length: Two Days (14 hours)

Credit: 1

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

Date	Instructor	Location / Fee
May 6-7	T. Harris	Jl/New West/\$270

NEGOTIATING WITHIN A LABOUR CONTEXT (CR501)

Prerequisite: CR110A or CR110B or equivalent.

Length: Two Days (14 hours)

Credit: 1

This course is for people who work within a unionized labour environment and want to improve their negotiation skills as well as workplace relationships. This course focuses on practising being interest-based and solution-focused, maintaining cooperative approaches and attitudes, separating the words from the message and developing the "dispassionate self." Those who have negotiating as a required component of what they do will find this course particularly useful.

Date	Instructor	Location / Fee
Mar 11-12	D. White/ L. Gregg	Jl/New West/\$270

For a list of:
**MEDIATION
ELECTIVES**
See pages 9.

ELECTIVES

NEGOTIATING WITH DIFFICULT PEOPLE: MAKING IT HARD TO SAY NO (CR362)

Prerequisites: CR110A or CR110B, one of CR260 or CR250

Recommended: CR102

Length: Two Days (14 hours)

Credit: 1

At one time or another, everyone has had to negotiate with aggressive, critical, argumentative people. Decision making and implementation are often derailed by entrenched, negatively focused, reactive responses to change and diversity. Trying to resolve issues with people whose behaviour we find challenging often brings us to the limits of our patience and interpersonal skill. This course is designed to assist participants to understand their own reactions to difficult situations and to develop skills to effectively overcome the obstacles to reaching successful agreements.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Feb 13-14	A. Ridgeway	Jl/New West/\$270

PARENT-TEEN MEDIATION (CR419)

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

Length: Three Days (21 hours)

Credit: 1.5

Parent-teen relations often become strained during adolescence, sometimes to the point of intense conflict. With little understanding of each other's point of view simple conversations can erupt into major battles. Mediating between parents and teens is a highly specialized application of mediation often involving strong emotions, power and control issues. The classroom portion of this course will apply mediation skills to assist both sides to communicate more effectively with each other and negotiate agreements on typical issues. The class will be half adult participants from the Justice Institute and half teen participants from the New West Secondary School Mediation program. All participants will have opportunities in class to conduct simulated pre-mediation interviews and mediation sessions.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Feb 8-10	S. Dunlop	Jl/New West/\$405

Friday,
Saturday
Sunday course

For a list of:
**NEGOTIATION
ELECTIVES**

See pages 9.

PARENT-TEEN MEDIATION PRACTICE (CR420)

Prerequisites: CR419

Length: Four supervised mediation sessions (3 hours each).

Fee: \$500

For a six-month period following the Parent-Teen Mediation class, participants will be scheduled to conduct pre-mediation interviews and mediation sessions in a co-mediation team of one adult and one teen, under the supervision of an experienced parent-teen mediator. Orientation and debriefing will be part of this hands-on component. This is an invaluable opportunity to gain mediation experience in the parent-teen area.

<u>Date</u>	<u>Supervisor</u>	<u>Location / Fee</u>
Mar-Aug 2002	Rick Singer	New West Counselling Centre/\$500

VOLUNTEER COACHING OPPORTUNITY

Volunteer Coaches

are needed on

Tuesday and

Friday morn-

ings from 7:30

am to 8:30 am

throughout the

school year, and

August 26-30, 2002

from 9:00 am to 3:00 pm.

Are you
interested in working
with high school students
in grades 9 to 12 taking
Conflict Resolution courses
at New Westminster
Secondary School?

All Volunteer Coaches must have completed the
JI's Centre for Conflict Resolution Mediation
Level II course.

INTERESTED? CONTACT:

Kathleen MacDonald (NWSS), 604-517-6226

email: kMacDona@sd40.bc.ca

Michelle Tubbs (JIBC), 604-528-5638

email: mtubbs@jibc.bc.ca

ELECTIVES

PEACEMAKING CIRCLES: A PROCESS FOR BUILDING CONSENSUS & RELATIONSHIPS (PRJ205)

ELIGIBLE FOR CR/NEG
ELECTIVE CREDIT

Highly Recommended: PRJ100, CR110A or CR110B
Length: 3 days (21 hours)
Credit: 1.5

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
May 22-24	M. Wedge, R. Rowlands	Vancouver Rowing Club/ Vancouver/\$450

Fee includes coffee break refreshments and lunches.

RECONCILING DIFFERENCES (CR834)

Prerequisites: CR110A or CR110B and one of CR260 or CR250
Length: Two Days (14 hours)
Credit: 1

In conflict situations, we are continually challenged and confronted with differences in perspective, style, need and emotion. Understanding the interpersonal dynamics underlying behaviours is an essential skill in the conflict resolution process. Through working with personality preferences as measured by the Myers-Briggs Type Indicator and differences in interpersonal needs as measured by Fundamental Interpersonal Relationship Orientation - Behaviour (FIRO-B), participants will gain an understanding of how these factors contribute to conflict and can be used to facilitate its resolution.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Feb 22-23	A. Ridgeway	Camosun/Victoria/\$375

Fee includes Test Instruments.

COURSES OF INTEREST TO PEACEMAKING & RESTORATIVE JUSTICE STUDENTS

OVERVIEW OF THE JUSTICE SYSTEM ADULT & YOUTH FOR ABORIGINAL TRAINEES (CORR718)

Length: Five Days (35 hours)
Date: Apr 22-26
Registration Deadline: Apr 5
JI Credit: 2.5
PRJ Credit: 2.5
Fee: \$725

This comprehensive and preparatory course is for Aboriginal people who currently work with or are interested in working with adults or youth who are in conflict with the law, who are interested in effective liaison with justice system personnel, and/or in pursuing employment in the correctional system. This course is also of interest to Aboriginal agencies serving Aboriginal adults and youth in conflict with the law as well as their families and communities as the course content is relevant for adaptation and/or application to their services and programs.

Trainees will gain an entry-level understanding of the Canadian adult and youth justice system and will have an opportunity to gain practical skills conducive to effective work with adults and youth who are in conflict with the law. The course will be sensitive to the cultural context, special needs and issues of aboriginal communities.

FOR INFORMATION ON THIS COURSE CALL:
Brenda Pierre: 604-528-5531

OVERVIEW OF ABORIGINAL JUSTICE ISSUES (COP0110)

Length: 14 Hours/On-Line
Registration Deadline: April 5
JI Credit: 1
PRJ Credit: .5
Fee: \$255

In order to promote effective working relationships with Aboriginal people, this course will introduce probation and correctional officers to the cultural diversity of Aboriginal people in Canada, explore the impact of their historical assimilation and oppression, and examine current Aboriginal justice concepts initiated to restore injustice.

FOR INFORMATION ON THIS COURSE CALL:
Linda Alexander: 604-528-5646

CORR718/COP0110 can be applied as **ELECTIVE CREDIT** in the Conflict Resolution Certificate Program for the Peacemaking & Restorative Justice Specialization.

ELECTIVES

REALITY CHECK: NEGOTIATION (CR910)

Prerequisites: CR110A or CR110B, CR260
Length: One Day (7 hours)
Credit: .5

This course provides an opportunity to work interactively with an instructor in negotiation role-plays. With a maximum class size of four, each participant receives individualized and immediate feedback from the instructor, who plays the role of the other party. Feedback consists of constructive comments about strengths as well as areas that need additional work, with reference to criteria for successful assessment completion. Reality Check is recommended for assessment preparation and is also useful for those who wish to identify strengths and challenge areas in order to plan their elective courses, or upon re-entering the Certificate Program after an absence. Please bring a VHS videotape to record your role-play.

<u>Date</u>	<u>Location / Fee</u>
Jan 18	Camosun/Victoria/\$235
Feb 5	Jl/New West/\$185
Feb 15	Jl/New West/\$185
Mar 22	Jl/New West/\$185
May 3	Jl/New West/\$185
May 10	Jl/New West/\$185
May 13	Jl/New West/\$185
June 21	Camosun/Victoria/\$235
July 15	Jl/New West/\$185
July 22	Camosun/Victoria/\$235
July 22	Jl/New West/\$185
July 29	Jl/New West/\$185
Aug 1	Jl/New West/\$185

You must receive an
**INFORMATION
 LETTER**
 prior to attending
REALITY CHECK

SEPARATE MEETINGS: PRE-MEDIATION AND CAUCUSING (CR415)

Prerequisites: CR110A or CR110B, CR250.
Length: Two Days (14 hours)
Credit: 1

You may meet separately with the parties in a pre-mediation format or caucus with the parties during the joint session or in-between joint sessions. These meetings and related conversations are key components of the mediation process, and they present their own set of challenges and strategies. It is incumbent upon the mediator to conduct these meeting efficiently and productively, while ensuring balance, trust and impartiality. In this course, you will learn to recognize when, how and under what circumstances it is appropriate to meet separately with the parties. You will practice pre-mediation and joint session caucusing in role-play simulations with the support and assistance of skill coaches.

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Jan 10-11	M. Fogel	Jl/New West/\$270

SHIFTING FROM POSITIONS TO INTERESTS (CR302)

Prerequisites: CR110A or CR110B and one of CR260 or CR250
Recommended: CR102
Length: Two Days (14 hours)
Credit: 1

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Feb 11-12	A. Ridgeway	Jl/New West/\$270
May 13-14	A. Ridgeway	Jl/New West/\$270
June 10-11	A. Ridgeway	Jl/New West/\$270

STORYTELLING IN DISPUTE RESOLUTION (CR405)

Prerequisites: CR110A or CR110B, CR250
Recommended: CR260
Length: One Day (7 hours)
Credit: .5

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
July 5	G. Harper	Jl/New West/\$135

See instructor
 bios starting page 47.

ELECTIVES

UNFINISHED BUSINESS (CR316)

Prerequisites: CR110A or CR110B and one of CR200, CR250 or CR260.

Length: Two Days (14 hours)

Credit: 1

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
Apr 5-6	A. Ridgeway	Malaspina/Nanaimo/\$350
May 15-16	A. Ridgeway	Jl/New West/\$270

USE IT OR LOSE IT CLINIC (CR930)

Prerequisites: CR110A or CR110B

Length: One Day (7 hours)

Credit: .5

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

<u>Date</u>	<u>Location / Fee</u>
Mar 18	Jl/New West/\$135
May 21	Jl/New West/\$135
July 12	Jl/New West/\$135

You must receive an
**INFORMATION
LETTER**
prior to attending
USE IT OR LOSE IT

WORKING THROUGH IMPASSE TO AGREEMENT (CR368)

Prerequisites: CR110A or CR110B, CR200, CR250, CR260, CR360.

Length: Two Days (14 hours)

Credit: 1

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

<u>Date</u>	<u>Instructor</u>	<u>Location / Fee</u>
April 10-11	Chris Knight	Jl/New West / \$270

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

Circumstances beyond our control may require the Centre to substitute an instructor.

Where possible, we will attempt to notify participants in advance.

CHRONOLOGICAL COURSE LISTING

Refer to course descriptions for prerequisites and recommended advance work.

To register for courses at the JI campus or the YWCA Downtown Vancouver Campus contact the JI registration office at 604-528-5590.

To register in our Vancouver Island, Okanagan, Kootenay and Yukon courses, please call the co-sponsoring college's registration office, see listing starting page 40.

Courses in *ITALICS* are offered at the YWCA Downtown Vancouver or locations throughout BC and the Yukon. Courses in **BOLD** are offered evenings and Saturdays.

Date	Course Name	Instructor
Jan 10-11	Separate Meetings: Pre-Mediation & Caucusing (CR415)	Michael Fogel
Jan 16	Career and Program Orientation, Camosun College, 7:00-9:00pm	TBA
Jan 16-18	Resolving Conflict in the Workplace (CR110B)	Joan Balmer
Jan 18	<i>Reality Check: Negotiation, Camosun College (CR910)</i>	Centre Instructor
Jan 21-22	Critical Skills for Communicating in Conflict (CR102)	Terry Harris
Jan 21-23	Dealing with Anger (CR200)	Stacey Holloway
Jan 23-25	Dealing with Interpersonal Conflict (CR110A)	Jim Toogood
Jan 24-26	<i>Dealing with Interpersonal Conflict, Camosun College (CR110A)</i>	Duncan Stewart
Jan 28-29	Asserting Yourself in Conflict Situations (CR105)	Deborah White
Jan 30	<i>Assessments, Camosun College (CR950)</i>	Centre Assessor
Jan 30-Feb 1	Negotiation Skills Level I (CR260)	Dale Zaiser
Feb 4-6	Resolving Conflict in the Workplace (CR110B)	Wendy Hilliard
Feb 5	Reality Check: Negotiation (CR910)	Centre Instructor
Feb 5-6	<i>Managing the Hostile Individual, Camosun College (CR108)</i>	Mario Govorchin
Feb 5-7	Mediation Skills Level I (CR250)	Deborah White
Feb 7-8	Critical Skills for Communicating in Conflict (CR102)	Jill Schroder
Feb 7-9	<i>Resolving Conflict in the Workplace, Camosun College (CR110B)</i>	Ron Monk
Feb 7-9	<i>Mediation Skills Level I, OUC - Penticton (CR250)</i>	Nym Hughes
Feb 8-10	Parent/Teen Mediation (CR419)	Sandy Dunlop
Feb 11-12	Shifting from Positions to Interests (CR302)	Arthur Ridgeway
Feb 11-13	Dealing with Anger (CR200)	Nancy McPhee
Feb 13	Program and Career Orientation, 12:00-2:00pm	Nym Hughes
Feb 13-14	Negotiating with Difficult People: Making It Hard To Say No (CR362)	Arthur Ridgeway
Feb 13-15	Dealing with Interpersonal Conflict (CR110A)	Joan Balmer
Feb 15	Reality Check: Negotiation (CR910)	Centre Instructor
Feb 18-19	<i>Asserting Yourself in Conflict Situations, YWCA Downtown (CR105)</i>	Jill Schroder
Feb 18-19	Criticism: How Give and Receive It (CR206)	Deborah White
Feb 19-21	Resolving Conflict in the Workplace (CR110B)	Ed Jackson
Feb 20-22	<i>Negotiation Skills Level I, YWCA Downtown (CR260)</i>	Jim Toogood
Feb 21	<i>The Art of Reframing, Camosun College (CR366)</i>	Deborah White
Feb 21	Assessments (CR950)	Centre Assessor
Feb 21-23	<i>Dealing with Interpersonal Conflict, North Island College (CR110A)</i>	Sandy Dunlop
Feb 21-23	<i>Resolving Conflict in the Workplace, OUC - Vernon (CR110B)</i>	Sue Yerxa
Feb 22	Assessments (CR950)	Centre Assessor
Feb 22-23	<i>Reconciling Differences, Camosun College (CR834)</i>	Arthur Ridgeway
Feb 25, 27 & Mar 2	Evening/Saturday Class: Critical Skills for Communicating in Conflict (CR102)	Nym Hughes
Feb 27	Handling Conflict on the Telephone (CR101)	Dale Trimble
Feb 27-Mar 1	<i>Dealing with Defensiveness in Conflict, Camosun College (CR319)</i>	Donna Soules
Feb 28	Assessments (CR950)	Centre Assessor
Feb 28-Mar 1	Critical Skills for Communicating in Conflict (CR102)	Kelly Henderson



CHRONOLOGICAL COURSE LISTING

Date	Course Name	Instructor
Feb 28-Mar 1	Mediation Skills Level III (CR829)	Michael Fogel
Mar-Aug	<i>Parent-Teen Mediation Practice (CR420) New West Councelling Centre</i>	Rick Singer
Mar 1	Assessments (CR950)	Centre Assessor
Mar 4-5	Civil Procedure (CR846)	Terry Harris
Mar 4-6	Dealing with Interpersonal Conflict (CR110A)	Janice Bateman
Mar 5-7	Mediation Skills Level I (CR250)	Jill Schroder
Mar 5-7	Fundamentals in Peacemaking & Restorative Justice (PRJ100)	Phil Gatensby, Terry Waterhouse
Mar 6-8	Dealing with Anger (CR200)	Mario Govorchin
Mar 6-8	<i>Resolving Conflict in the Workplace, YWCA – Downtown (CR110B)</i>	Gary Harper
Mar 7-9	<i>Resolving Conflict in the Workplace, Malaspina – Nanaimo Campus (CR110B)</i>	Nancy Baker
Mar 7-9	<i>Dealing with Anger, Camosun College (CR200)</i>	Nancy McPhee
Mar 11-12	Negotiating with a Labour Context (CR501)	Deborah White, Larry Gregg
Mar 11-13	Negotiation Skills Level I (CR260)	Terry Harris
Mar 11-15	Mediation Skills Level II (CR400)	Ron Monk
Mar 12-13	<i>Critical Skills for Communicating in Conflict, Camosun College (CR102)</i>	Duncan Stewart
Mar 12, 13, 14 & 16	Evening/Saturday Class: Resolving Conflict in the Workplace (CR110B)	Ed Jackson
Mar 13-14	Managing the Hostile Individual (CR108)	Mario Govorchin
Mar 14-15	Asserting Yourself in Conflict Situations (CR105)	Gary Harper
Mar 14-16	<i>Dealing with Defensiveness in Conflict, OUC – Penticton (CR319)</i>	Donna Soules
Mar 14-16	<i>Dealing with Anger, North Island College (CR200)</i>	Nancy McPhee
Mar 18	Use It or Lose It Clinic (CR930)	Centre Instructor
Mar 18-22	Negotiation Skills Level II (CR360)	Ron Monk
Mar 19-20	Group Dynamics (CR504)	Karen Haddigan
Mar 21	The Art of Reframing (CR366)	Karen Haddigan
Mar 21-23	<i>Negotiation Skills Level I, Camosun College (CR260)</i>	Linda Dobson-Sayer
Mar 21-23	<i>Resolving Conflict in the Workplace (CR110B)</i>	Jim Toogood
Mar 21-23	<i>Fundamentals in Peacemaking & Restorative Justice, OUC - Penticton (PRJ100)</i>	Sue Yerxa, Mary Anne Arcand
Mar 22	Reality Check: Negotiation (CR910)	Centre Instructor
Mar 25-26	<i>Critical Skills for Communicating in Conflict (CR102)</i>	Sue Yerxa
Mar 25-27	<i>Dealing with Anger, YWCA – Downtown (CR200)</i>	Nancy McPhee
Mar 25-27	Dealing with Interpersonal Conflict (CR110A)	Gary Harper
Mar 25-27	Mediation Skills Level I (CR250)	Kelly Henderson
Apr 2-4	<i>Resolving Conflict in the Workplace (CR110B)</i>	Joan Balmer
Apr 3	Program and Career Orientation, Camosun College, 7:00-9:00pm	TBA
Apr 3-5	Negotiation Skills Level I (CR260)	Deborah White
Apr 3-5	<i>Dealing with Interpersonal Conflict, University College of the Fraser Valley (CR110A)</i>	Janice Bateman
Apr 4	Assessments (CR950)	Centre Assessor
Apr 5	Assessments (CR950)	Centre Assessor
Apr 5-6	<i>Unfinished Business, Malaspina University College – Nanaimo Campus (CR316)</i>	Arthur Ridgeway
Apr 8-9	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee
Apr 8-10	<i>Mediation Skills Level I, YWCA Downtown (CR250)</i>	Jill Schroder
Apr 9-10	<i>Asserting Yourself in Conflict Situations, Camosun College (CR105)</i>	Elizabeth Azmier-Stewart
Apr 10-11	Working Through Impasse to Agreement (CR368)	Chris Knight
Apr 10-12	Dealing with Interpersonal Conflict (CR110A)	Ed Jackson
Apr 11	The Creative Negotiator/Mediator (CR367)	David Gouthro
Apr 11	Assessments (CR950)	Centre Assessor
Apr 11-12	<i>Critical Skills for Communicating in Conflict, YWCA Downtown (CR102)</i>	Gary Harper
Apr 11-13	<i>Resolving Conflict in the Workplace (CR110B)</i>	Sue Yerxa

CHRONOLOGICAL COURSE LISTING

Date	Course Name	Instructor
Apr 11-13	<i>Fundamentals in Peacemaking & Restorative Justice, Malaspina University College - Nanaimo (PRJ100)</i>	TBA
Apr 12	Assessments (CR950)	Centre Assessor
Apr 16-18	Negotiation Skills Level I (CR260)	Dale Zaiser
Apr 17-18	Psychology of Victims (PRJ103)	Joe Solanto
Apr 17-19	Dealing with Anger (CR200)	Ron Monk
Apr 18-19	<i>Critical Skills for Communicating in Conflict, Malaspina University College - Cowichan Campus (CR102)</i>	Donna Soules
Apr 18-20	<i>Mediation Skills Level I, Camosun College (CR250)</i>	Linda Dobson-Sayer
Apr 23	Program and Career Orientation - 7:00-9:00 pm	Nym Hughes
Apr 23-24	Dynamics of Power in Dispute Resolution (CR314)	Joan Balmer
Apr 23-25	Dealing with Interpersonal Conflict (CR110A)	Wendy Hilliard
Apr 23-25	<i>Resolving Conflict in the Workplace, Camosun College (CR110B)</i>	Duncan Stewart
Apr 25	Applying the Wisdom of Meditation in Everyday Conflicts (CR109)	Dale Trimble
Apr 25-27	<i>Negotiation Skills Level I, NIC - Campbell River</i>	Jim Toogood
Apr 25-27	<i>Negotiation Skills Level I, OUC - Vernon (CR260)</i>	Nancy McPhee
Apr 29-30	Critical Skills for Communicating in Conflict (CR102)	Kelly Henderson
Apr 29-May 3	Mediation Skills Level II (CR400)	Stacey Holloway
Apr 29, 30, May 1 & 4	Evening/Saturday Class: Dealing with Interpersonal Conflict (CR110A)	Terry Harris
Apr 30-May 4	<i>Negotiation Skills Level II, Camosun College (CR360)</i>	Elizabeth Azmier-Stewart
May 2-3	Mediating Consciously: Being Real & Becoming Aware (CR858)	Michael Fogel
May 3	Reality Check: Negotiation (CR910)	Centre Instructor
May 6-7	Mediating Court-Based & Non-Relationship Cases (CR460)	Terry Harris
May 6-8	Dealing with Interpersonal Conflict (CR110A)	Jim Toogood
May 6-8	<i>Dealing with Interpersonal Conflict, Camosun College (CR110A)</i>	Brian Frank
May 6-10	<i>Mediation Skills Level II, Yukon College (CR400)</i>	Deborah White
May 6, 7, 8 & 11	Evening/Saturday Class: Negotiation Skills Level I (CR260)	Kelly Henderson
May 7-8	Circle of Forgiveness (CR313)	Barbara Ashley-Phillips
May 7-11	<i>Negotiation Skills Level II, OUC - Penticton (CR360)</i>	Mario Govorchin
May 8-9	Challenges of Facilitating (CR508)	Karen Haddigan
May 8-10	Dealing with Anger (CR200)	Sue Yerxa
May 9-10	Letting Go of Fear (CR323)	Barbara Ashley-Phillips
May 10	Reality Check: Negotiation (CR910)	Centre Instructor
May 10-11	<i>Psychology of Victims, OUC Penticton (PRJ103)</i>	Joe Solanto
May 13	Reality Check: Negotiation (CR910)	Centre Instructor
May 13-14	Shifting from Positions to Interests (CR302)	Arthur Ridgeway
May 13-14	<i>Criticism: How to Give & Receive It, Malaspina University College - Nanaimo Campus (CR206)</i>	Deborah White
May 13-15	Community Conferencing (PRJ204)	TBA
May 13-15	Mediation Skills Level I (CR250)	Gary Harper
May 14-16	Negotiation Skills Level I (CR260)	Nancy McPhee
May 15-16	Unfinished Business (CR316)	Arthur Ridgeway
May 21	Use It or Lose It Clinic (CR930)	TBA
May 22	Assessments (CR950)	Centre Assessor
May 22-24	Resolving Conflict in the Workplace (CR110B)	Linda Dobson-Sayer
May 22-24	<i>Peacemaking Circles: A Process for Building Consensus and Relationships (PRJ205), Vancouver Rowing Club, Stanley Park</i>	Mark Wedge,
May 23	Assessments (CR950)	Rose Rowlands
May 23-24	Asserting Yourself in Conflict Situations (CR105)	Centre Assessor
May 23-25	<i>Dealing with Anger, Camosun College (CR200)</i>	Mario Govorchin
May 24	Assessments (CR950)	Ron Monk
		Centre Assessor



CHRONOLOGICAL COURSE LISTING

Date	Course Name	Instructor
May 24-25	<i>Critical Skills for Communicating in Conflict, North Island College (CR102)</i>	Nancy Baker
May 27-29	<i>Negotiation Skills Level I, YWCA Downtown (CR260)</i>	Jill Schroder
May 27-31	Negotiation Skills Level II (CR360)	Nancy McPhee
May 28-30	Dealing with Interpersonal Conflict (CR110A)	Terry Harris
May 28-30	Mediation Skills Level I (CR250)	Deborah White
May 29-31	Dealing with Anger (CR200)	Joan Balmer
May 30-31	<i>Critical Skills for Communicating in Conflict, YWCA Downtown (CR102)</i>	Janice Bateman
June 3-4	Mediating Dangerously: The Frontier of Conflict Resolution, Transformation & Forgiveness (CR407)	Ken Cloke, Joan Goldsmith
June 3-7	Mediation Skills Level II (CR400)	Ron Monk
June 5-7	<i>Dealing with Anger, University College of the Fraser Valley (CR200)</i>	Sue Yerxa
June 5-7	Negotiation Skills Level I (CR260)	Deborah White
June 6	Assessments (CR950)	Centre Assessor
June 6-8	<i>Negotiation Skills Level I, Camosun College (CR260)</i>	Elizabeth Azmier-Stewart
June 7	Assessments (CR950)	Centre Assessor
June 8, 15, 22	Saturday Class: Dealing with Interpersonal Conflict (CR110A)	Ed Jackson
June 10-11	Shifting from Positions to Interests (CR302)	Arthur Ridgeway
June 10-12	Mediation Skills Level I (CR250)	Jim Toogood
June 10-12	Fundamentals in Peacemaking & Restorative Justice (PRJ100)	Phil Gatensby, Terry Waterhouse
June 10, 11, 12 & 15	Evening/Saturday Class: Dealing with Anger (CR200)	Nym Hughes
June 11	<i>Handling Conflict on the Telephone, YWCA Downtown (CR101)</i>	Dale Trimble
June 12-13	Building Consensus (CR516)	Arthur Ridgeway
June 12-14	Dealing with Defensiveness in Conflict (CR319)	Donna Soules
June 12-14	<i>Dealing with Interpersonal Conflict, YWCA Downtown (CR110A)</i>	Joan Balmer
June 17-18	Asserting Yourself in Conflict Situations (CR105)	Deborah White
June 17-21	Negotiation Skills Level II (CR360)	Mario Govorchin
June 19	Program and Career Orientation, 12:00-2:00pm	Nym Hughes
June 19	The Art of Reframing (CR366)	Karen Haddigan
June 19-21	Dealing with Anger (CR200)	Elizabeth Azmier-Stewart
June 21	<i>Reality Check: Negotiation, Camosun College (CR910)</i>	Centre Instructor
June 24-25	Balancing Empathy & Assertion (CR325)	Joan Balmer
June 24-25	Critical Skills for Communicating in Conflict (CR102)	Ed Jackson
June 24-26	Facilitating Multi-party Disputes (CR520)	Sally Campbell
June 25-27	Negotiation Skills Level I (CR260)	Dale Zaiser
June 25-27	Resolving Conflict in the Workplace (CR110B)	Jim Toogood
June 27-28	Building Constructive Connections Within Institutions and Communities (PRJ201)	TBA
June 28	Assessments, Camosun College (CR950)	Centre Assessor
July 3-5	Mediation Skills Level I (CR250)	Stacey Holloway
July 3-5	Resolving Conflict in the Workplace (CR110B)	Jill Schroder
July 3-5	<i>Dealing with Defensiveness in Conflict, Malaspina – Nanaimo Campus (CR319)</i>	Donna Soules
July 4-5	<i>Critical Skills for Communicating in Conflict, Camosun College (CR102)</i>	Brian Frank
July 5	Storytelling in Dispute Resolution (CR405)	Gary Harper
July 6, 13 & 20	Saturday Class: Resolving Conflict in the Workplace (CR110B)	Nym Hughes
July 8-9	Designing Conflict Management Systems (CR848)	Chris Merchant
July 8-9	Critical Skills for Communicating in Conflict (CR102)	Sue Yerxa
July 8-10	Dealing with Anger (CR200)	Joan Balmer
July 8-12	UBC Conflict Resolution/Analysis (EPSE462)	TBA
July 11-12	Asserting Yourself in Conflict Situations (CR105)	Gary Harper
July 11-13	<i>Resolving Conflict in the Workplace, Camosun College (CR110B)</i>	Brian Frank
July 12	Use It or Lose It Clinic (CR930)	Centre Instructor
July 15	Reality Check: Negotiation (CR910)	Centre Instructor

CHRONOLOGICAL COURSE LISTING

Date	Course Name	Instructor
July 15-17	Community Conferencing (PRJ204)	TBA
July 15-17	Dealing with Interpersonal Conflict (CR110A)	Dale Zaiser
July 15-19	Mediation Skills Level II, Camosun College (CR400)	Donna Soules
July 16-18	Negotiation Skills Level I (CR260)	Jim Toogood
July 17-19	Resolving Conflict in the Workplace (CR110B)	Linda Dobson-Sayer
July 18-24	Mediation Skills Level II (CR400)	Deborah White
July 22-24	Mediation Skills Level I, YWCA Downtown (CR250)	Ed Jackson
July 22	Reality Check: Negotiation, Camosun College (CR910)	Centre Instructor
July 22	Reality Check: Negotiation (CR910)	Centre Instructor
July 24-26	Dealing with Anger (CR200)	Mario Govorchin
July 24-30	Negotiation Skills Level II (CR360)	Dale Zaiser
July 25-26	Civil Procedure, YWCA Downtown (CR846)	Terry Harris
July 25-26	Designing & Implementing Peacemaking/Restorative Justice Processes in Organizations (PRJ213)	TBA
July 29	Assessments, Camosun College (CR950)	Centre Assessor
July 29	Reality Check: Negotiation (CR910)	Centre Instructor
July 29-30	Criticism: How to Give and Receive It (CR206)	Deborah White
July 30-Aug 1	Negotiation Skills Level I (CR260)	Mario Govorchin
July 31-Aug 1	Critical Skills for Communicating in Conflict (CR102)	Gary Harper
Aug 1	Reality Check: Negotiation (CR910)	Centre Instructor
Aug 6-8	Dealing with Interpersonal Conflict (CR110A)	Kelly Henderson
Aug 7-9	Mediation Skills Level I (CR250)	Gary Harper
Aug 8	Assessments (CR950)	Centre Assessor
Aug 9	Assessments (CR950)	Centre Assessor
Aug 10, 17 & 24	Saturday Class: Mediation Skills Level I (CR250)	Kelly Henderson
Aug 12-13	Managing the Hostile Individual (CR108)	Mario Govorchin
Aug 12-13	Designing & Implementing Peacemaking/Restorative Justice Processes in Schools (PRJ212)	TBA
Aug 12-14	Resolving Conflict in the Workplace (CR110B)	Jim Toogood
Aug 15-16	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee
Aug 15	Assessments (CR950)	Centre Assessor
Aug 16	Assessments (CR950)	Centre Assessor
Aug 19	The Creative Negotiator/Mediator (CR367)	David Gouthro
Aug 19	JIBC/UBC Certificate Skills Assessment (CR960)	TBA
Aug 19-20	Critical Skills for Communicating in Conflict (CR102)	Ed Jackson
Aug 19-23	Mediation Skills Level II (CR400)	Donna Soules
Aug 20	JIBC/UBC Certificate Skills Assessment (CR960)	TBA
Aug 20-22	Negotiation Skills Level I (CR260)	Kelly Henderson
Aug 21	JIBC/UBC Certificate Skills Assessment (CR960)	TBA
Aug 21-23	Dealing with Interpersonal Conflict (CR110A)	Linda Dobson-Sayer
Aug 22	JIBC/UBC Certificate Skills Assessment (CR960)	TBA
Aug 22-28	Negotiation Skills Level II (CR360)	Dale Zaiser
Aug 23	Train-the-Trainer (CR425)	TBA
Aug 26-28	Dealing with Anger (CR200)	Stacey Holloway
Aug 26-28	Resolving Conflict in the Workplace (CR110B)	Joan Balmer
Aug 27-29	Mediation Skills Level I (CR250)	Linda Dobson-Sayer



COURSE LISTING - BY LOCATION

ABBOTSFORD

To register call: (604) 864-4626

For information: Barb Harms (604) 854-4527 or 1-888-799-0801

UNIVERSITY COLLEGE OF THE FRASER VALLEY

33844 King Road

Course Date	CR	Course Name	Fee	Instructor
Apr 3-5	CR110A	Dealing with Interpersonal Conflict	\$425	Janice Bateman
June 5-7	CR200	Dealing with Anger	\$425	Sue Yerxa

CAMPBELL RIVER

To register call: (250) 923-9790

For information: 1-888-799-0801

NORTH ISLAND COLLEGE

1685 South Dogwood Street

Course Date	CR	Course Name	Fee	Instructor
Feb 21-23	CR110A	Dealing with Interpersonal Conflict	\$572	Sandy Dunlop
Mar 14-16	CR200	Dealing with Anger	\$572	Nancy McPhee
Apr 25-27	CR260	Negotiation Skills Level 1	\$572	Jim Toogood
May 24-25	CR102	Critical Skills for Communicating in Conflict	\$525	Nancy Baker

DUNCAN

To register call: (250) 746-3519

For information: Janet Germann (250) 746-3519 or 1-888-799-0801

MALASPINA UNIVERSITY COLLEGE, COWICHAN CAMPUS

222 Cowichan Way, Duncan

Course Date	CR	Course Name	Fee	Instructor
April 18-19	CR102	Critical Skills for Communicating in Conflict	\$350	Donna Soules

NANAIMO

To register call: (250) 755-8755

For information: (250) 755-8775 or 1-888-799-0801

MALASPINA UNIVERSITY COLLEGE, NANAIMO CAMPUS

900 - 5th Street, Nanaimo

Course Date	CR	Course Name	Fee	Instructor
Mar 7-9	CR110B	Resolving Conflict in the Workplace (HHJI005)	\$460	Nancy Baker
Apr 5-6	CR316	Unfinished Business (HHJI016)	\$350	Arthur Ridgeway
Apr 11-13	PRJ100	Fundamentals in Peacemaking & Restorative Justice (HHJP001)	\$460	TBA
May 13-14	CR206	Criticism: How to Give & Receive It (HHJI024)	\$350	Deborah White
July 3-5	CR319	Dealing with Defensiveness in Conflict (HHJI017)	\$460	Donna Soules

Use HHJI
course codes
when registering
at MALASPINA

NEW WESTMINSTER

To register call: (604) 528-5590

For information: (604) 528-5608 or 1-888-799-0801

JUSTICE INSTITUTE OF BC

715 McBride Boulevard

Course Date	CR	Course Name	Fee	Instructor
Jan 10-11	CR415	Separate Meetings: Pre-Mediation & Caucusing	\$270	Michael Fogel
Jan 16-18	CR110B	Resolving Conflict in the Workplace	\$405	Joan Balmer
Jan 21-22	CR102	Critical Skills for Communicating in Conflict	\$270	Terry Harris
Jan 21-23	CR200	Dealing with Anger	\$405	Stacey Holloway
Jan 23-25	CR110A	Dealing with Interpersonal Conflict	\$405	Jim Toogood
Jan 28-29	CR105	Asserting Yourself in Conflict Situations	\$270	Deborah White
Jan 30-Feb 1	CR260	Negotiation Skills Level I	\$405	Dale Zaiser
Feb 4-6	CR110B	Resolving Conflict in the Workplace	\$405	Wendy Hilliard

COURSE LISTING - BY LOCATION

Course Date	CR	Course Name	Fee	Instructor
Feb 5	CR910	Reality Check: Negotiation	\$185	Centre Instructor
Feb 5-7	CR250	Mediation Skills Level I	\$405	Deborah White
Feb 7-8	CR102	Critical Skills for Communicating in Conflict	\$270	Jill Schroder
Feb 8-10	CR419	Parent/Teen Mediation	\$405	Sandy Dunlop
Feb 11-12	CR302	Shifting from Positions to Interests	\$270	Arthur Ridgeway
Feb 11-13	CR200	Dealing with Anger	\$405	Nancy McPhee
Feb 13	N/A	Program and Career Orientation, 12:00-2:00pm		Nym Hughes
Feb 13-14	CR362	Negotiating with Difficult People: Making It Hard To Say No	\$270	Arthur Ridgeway
Feb 13-15	CR110A	Dealing with Interpersonal Conflict	\$405	Joan Balmer
Feb 15	CR910	Reality Check: Negotiation	\$185	Centre Instructor
Feb 18-19	CR206	Criticism: How Give and Receive It	\$270	Deborah White
Feb 19-21	CR110B	Resolving Conflict in the Workplace	\$405	Ed Jackson
Feb 21	CR950	Assessments	\$245	Centre Assessor
Feb 22	CR950	Assessments	\$245	Centre Assessor
Feb 25, 27 & Mar 2	CR102	Evening/Saturday Class: Critical Skills for Communicating in Conflict	\$270	Nym Hughes
Feb 27	CR101	Handling Conflict on the Telephone	\$135	Dale Trimble
Feb 28	CR950	Assessments	\$245	Centre Assessor
Feb 28-Mar 1	CR102	Critical Skills for Communicating in Conflict	\$270	Kelly Henderson
Feb 28-Mar 1	CR829	Mediation Skills Level III	\$270	Michael Fogel
Mar-Aug	CR420	Parent/Teen Mediation Practice	\$500	Rick Singer
Mar 1	CR950	Assessments	\$245	Centre Assessor
Mar 4-5	CR846	Civil Procedure	\$270	Terry Harris
Mar 4-6	CR110A	Dealing with Interpersonal Conflict	\$405	Janice Bateman
Mar 5-7	CR250	Mediation Skills Level I	\$405	Jill Schroder
Mar 5-7	PRJ100	Fundamentals in Peacemaking & Restorative Justice	\$405	Phil Gatensby, Terry Waterhouse
Mar 6-8	CR200	Dealing with Anger	\$405	Mario Govorchin
Mar 11-12	CR501	Negotiating with a Labour Context	\$270	Deborah White, Larry Gregg
Mar 11-13	CR260	Negotiation Skills Level I	\$405	Terry Harris
Mar 11-15	CR400	Mediation Skills Level II	\$620	Ron Monk
Mar 12, 13, 14 & 16	CR110B	Evening/Saturday Class: Resolving Conflict in the Workplace	\$405	Ed Jackson
Mar 13-14	CR108	Managing the Hostile Individual	\$270	Mario Govorchin
Mar 14-15	CR105	Asserting Yourself in Conflict Situations	\$270	Gary Harper
Mar 18	CR930	Use It or Lose It Clinic	\$135	TBA
Mar 18-22	CR360	Negotiation Skills Level II	\$620	Ron Monk
Mar 19-20	CR504	Group Dynamics	\$270	Karen Haddigan
Mar 21	CR366	The Art of Reframing	\$135	Karen Haddigan
Mar 21-23	CR110B	Resolving Conflict in the Workplace	\$405	Jim Toogood
Mar 22	CR910	Reality Check: Negotiation	\$185	Centre Instructor
Mar 25-26	CR102	Critical Skills for Communicating in Conflict	\$270	Sue Yerxa
Mar 25-27	CR110A	Dealing with Interpersonal Conflict	\$405	Gary Harper
Mar 25-27	CR250	Mediation Skills Level I	\$405	Kelly Henderson
Apr 2-4	CR110B	Resolving Conflict in the Workplace	\$405	Joan Balmer
Apr 3-5	CR260	Negotiation Skills Level I	\$405	Deborah White

COURSE LISTING - BY LOCATION

Course Date	CR	Course Name	Fee	Instructor
Apr 4	CR950	Assessments	\$245	Centre Assessor
Apr 5	CR950	Assessments	\$245	Centre Assessor
Apr 8-9	CR105	Asserting Yourself in Conflict Situations	\$270	Nancy McPhee
Apr 10-11	CR368	Working Through Impasse to Agreement	\$270	Chris Knight
Apr 10-12	CR110A	Dealing with Interpersonal Conflict	\$405	Ed Jackson
Apr 11	CR367	The Creative Negotiator/Mediator	\$150	David Gouthro
Apr 11	CR950	Assessments	\$245	Centre Assessor
Apr 11-13	CR110B	Resolving Conflict in the Workplace	\$405	Sue Yerxa
Apr 12	CR950	Assessments	\$245	Centre Assessor
Apr 16-18	CR260	Negotiation Skills Level I	\$405	Dale Zaiser
Apr 17-18	PRJ103	Psychology of Victims	\$405	Joe Solanto
Apr 17-19	CR200	Dealing with Anger	\$405	Ron Monk
Apr 23	N/A	Program and Career Orientation – 7:00-9:00 pm	FREE	Nym Hughes
Apr 23-24	CR314	Dynamics of Power in Dispute Resolution	\$270	Joan Balmer
Apr 23-25	CR110A	Dealing with Interpersonal Conflict	\$405	Wendy Hilliard
Apr 25	CR109	Applying the Wisdom of Meditation in Everyday Conflict	\$135	Dale Trimble
Apr 29-30	CR102	Critical Skills for Communicating in Conflict	\$270	Kelly Henderson
Apr 29-May 3	CR400	Mediation Skills Level II	\$620	Stacey Holloway
Apr 29, 30, May 1 & 4	CR110A	Evening/Saturday Class: Dealing with Interpersonal Conflict	\$405	Terry Harris
May 2-3	CR858	Mediating Consciously: Being Real & Becoming Aware	\$270	Michael Fogel
May 3	CR910	Reality Check: Negotiation	\$185	Centre Instructor
May 6-7	CR460	Mediating Court-Based & Non-Relationship Cases	\$270	Terry Harris
May 6-8	CR110A	Dealing with Interpersonal Conflict	\$405	Jim Toogood
May 6, 7, 8 & 11	CR260	Evening/Saturday Class: Negotiation Skills Level I	\$405	Kelly Henderson
May 7-8	CR313	Circle of Forgiveness	\$270	Barbara Ashley-Phillips
May 8-9	CR508	Challenges of Facilitating	\$270	Karen Haddigan
May 8-10	CR200	Dealing with Anger	\$405	Sue Yerxa
May 9-10	CR323	Letting Go of Fear	\$270	Barbara Ashley-Phillips
May 10	CR910	Reality Check: Negotiation	\$185	Centre Instructor
May 13	CR910	Reality Check: Negotiation	\$185	Centre Instructor
May 13-14	CR302	Shifting from Positions to Interests	\$270	Arthur Ridgeway
May 13-15	PRJ204	Community Conferencing	\$405	TBA
May 13-15	CR250	Mediation Skills Level I	\$405	Gary Harper
May 14-16	CR260	Negotiation Skills Level I	\$405	Nancy McPhee
May 15-16	CR316	Unfinished Business	\$270	Arthur Ridgeway
May 21	CR930	Use It or Lose It Clinic	\$135	TBA
May 22	CR950	Assessments	\$245	Centre Assessor
May 22-24	CR110B	Resolving Conflict in the Workplace	\$405	Linda Dobson-Sayer
May 22-24	PRJ205	<i>Peacemaking Circles: A Process for Building Consensus and Relationships Vancouver Rowing Club, Stanley Park</i>	\$450	Mark Wedge, Rose Rowlands
May 23	CR950	Assessments	\$245	Centre Assessor
May 23-24	CR105	Asserting Yourself in Conflict Situations	\$270	Mario Govorchin
May 24	CR950	Assessments	\$245	Centre Assessor

COURSE LISTING - BY LOCATION

Course Date	CR	Course Name	Fee	Instructor
May 27-31	CR360	Negotiation Skills Level II	\$620	Nancy McPhee
May 28-30	CR110A	Dealing with Interpersonal Conflict	\$405	Terry Harris
May 28-30	CR250	Mediation Skills Level I	\$405	Deborah White
May 29-31	CR200	Dealing with Anger	\$405	Joan Balmer
June 3-4	CR407	Mediating Dangerously: The Frontiers of Conflict Resolution, Transformation & Forgiveness	\$375	Ken Cloke, Joan Goldsmith
June 3-7	CR400	Mediation Skills Level II	\$620	Ron Monk
June 5-7	CR260	Negotiation Skills Level I	\$405	Deborah White
June 6	CR950	Assessments	\$245	Centre Assessor
June 7	CR950	Assessments	\$245	Centre Assessor
June 8, 15, 22	CR110A	Saturday Class: Dealing with Interpersonal Conflict	\$405	Ed Jackson
June 10-11	CR302	Shifting from Positions to Interests	\$270	Arthur Ridgeway
June 10-12	CR250	Mediation Skills Level I	\$405	Jim Toogood
June 10-12	PRJ100	Fundamentals in Peacemaking & Restorative Justice	\$405	Phil Gatensby, Terry Waterhouse
June 10, 11, 12 & 15	CR200	Evening/Saturday Class: Dealing with Anger	\$405	Nym Hughes
June 12-13	CR516	Building Consensus	\$270	Arthur Ridgeway
June 12-14	CR319	Dealing with Defensiveness in Conflict	\$405	Donna Soules
June 17-18	CR105	Asserting Yourself in Conflict Situations	\$270	Deborah White
June 17-21	CR360	Negotiation Skills Level II	\$620	Mario Govorchin
June 19		Program and Career Orientation, 12:00-2:00pm	FREE	Nym Hughes
June 19	CR366	The Art of Reframing	\$135	Karen Haddigan
June 19-21	CR200	Dealing with Anger	\$405	Elizabeth Azmier-Stewart
June 24-25	CR325	Balancing Empathy & Assertion	\$270	Joan Balmer
June 24-25	CR102	Critical Skills for Communicating in Conflict	\$270	Ed Jackson
June 24-26	CR520	Facilitating Multi-party Disputes	\$405	Sally Campbell
June 25-27	CR110B	Resolving Conflict in the Workplace	\$405	Jim Toogood
June 25-27	CR260	Negotiation Skills Level I	\$405	Dale Zaiser
June 27-28	PRJ201	Building Constructive Connections Within Institutions and Communities	\$270	TBA
July 3-5	CR110B	Resolving Conflict in the Workplace	\$405	Jill Schroder
July 3-5	CR250	Mediation Skills Level I	\$405	Stacey Holloway
July 5	CR405	Storytelling in Dispute Resolution	\$135	Gary Harper
July 6, 13 & 20	CR110B	Saturday Class: Resolving Conflict in the Workplace	\$405	Nym Hughes
July 8-9	CR848	Designing Conflict Management Systems	\$325	Chris Merchant
July 8-9	CR102	Critical Skills for Communicating in Conflict	\$270	Sue Yerxa
July 8-10	CR200	Dealing with Anger	\$405	Joan Balmer
July 8-12	EPSE462	UBC Conflict Resolution/Analysis	\$218	TBA
July 11-12	CR105	Asserting Yourself in Conflict Situations	\$270	Gary Harper
July 12	CR930	Use It or Lose It Clinic	\$135	TBA
July 15	CR910	Reality Check: Negotiation	\$185	Centre Instructor
July 15-17	PRJ204	Community Conferencing	\$405	TBA
July 15-17	CR110A	Dealing with Interpersonal Conflict	\$405	Dale Zaiser
July 16-18	CR260	Negotiation Skills Level I	\$405	Jim Toogood
July 17-19	CR110B	Resolving Conflict in the Workplace	\$405	Linda Dobson-Sayer

COURSE LISTING - BY LOCATION

Course Date	CR	Course Name	Fee	Instructor
July 18-24	CR400	Mediation Skills Level II	\$620	Deborah White
July 22	CR910	Reality Check: Negotiation	\$185	Centre Instructor
July 24-26	CR200	Dealing with Anger	\$405	Mario Govorchin
July 24-30	CR360	Negotiation Skills Level II	\$620	Dale Zaiser
July 25-26	PRJ213	Designing & Implementing Peacemaking/ Restorative Justice Processes in Organizations	\$270	TBA
July 29-30	CR206	Criticism: How to Give and Receive It	\$270	Deborah White
July 29	CR910	Reality Check: Negotiation	\$185	Centre Instructor
July 30-Aug 1	CR260	Negotiation Skills Level I	\$405	Mario Govorchin
July 31-Aug 1	CR102	Critical Skills for Communicating in Conflict	\$270	Gary Harper
Aug 1	CR910	Reality Check: Negotiation	\$185	Centre Instructor
Aug 6-8	CR110A	Dealing with Interpersonal Conflict	\$405	Kelly Henderson
Aug 7-9	CR250	Mediation Skills Level I	\$405	Gary Harper
Aug 8	CR950	Assessments	\$245	Centre Assessor
Aug 9	CR950	Assessments	\$245	Centre Assessor
Aug 10, 17 & 24	CR250	Saturday Class: Mediation Skills Level I	\$405	Kelly Henderson
Aug 12-13	PRJ212	Designing & Implementing Peacemaking/Restorative Justice Processes in Schools	\$270	TBA
Aug 12-13	CR108	Managing the Hostile Individual	\$270	Mario Govorchin
Aug 12-14	CR110B	Resolving Conflict in the Workplace	\$405	Jim Toogood
Aug 15	CR950	Assessments	\$245	Centre Assessor
Aug 15-16	CR105	Asserting Yourself in Conflict Situations	\$270	Nancy McPhee
Aug 16	CR950	Assessments	\$245	Centre Assessor
Aug 19	CR367	The Creative Negotiator/Mediator	\$150	David Gouthro
Aug 19	CR960	JIBC/UBC Certificate Skills Assessment	\$245	TBA
Aug 19-20	CR102	Critical Skills for Communicating in Conflict	\$270	Ed Jackson
Aug 19-23	CR400	Mediation Skills Level II	\$620	Donna Soules
Aug 20	CR960	JIBC/UBC Certificate Skills Assessment	\$245	TBA
Aug 20-22	CR260	Negotiation Skills Level I	\$405	Kelly Henderson
Aug 21	CR960	JIBC/UBC Certificate Skills Assessment	\$245	TBA
Aug 21-23	CR110A	Dealing with Interpersonal Conflict	\$405	Linda Dobson-Sayer
Aug 22	CR960	JIBC/UBC Certificate Skills Assessment	\$245	TBA
Aug 22-28	CR360	Negotiation Skills Level II	\$620	Dale Zaiser
Aug 23	CR425	Train-the-Trainer	\$165	TBA
Aug 26-28	CR110B	Resolving Conflict in the Workplace	\$405	Joan Balmer
Aug 26-28	CR200	Dealing with Anger	\$405	Stacey Holloway
Aug 27-29	CR250	Mediation Skills Level I	\$405	Linda Dobson-Sayer

PENTICTON

OKANAGAN UNIVERSITY COLLEGE - PENTICTON CAMPUS

To register call: (250) 490-3959

583 Duncan Avenue

For information: Joyce Hoglund (250) 492-4305 or 1-888-799-0801

Feb 7-9	CR250	Mediation Skills Level I	\$495	Nym Hughes
Mar 14-16	CR319	Dealing with Defensiveness in Conflict	\$495	Donna Soules
Mar 21-23	PRJ100	Fundamentals in Peacemaking & Restorative Justice	\$495	Sue Yerxa, Mary Anne Arcand
May 7-11	CR360	Negotiation Skills Level II	\$850	Mario Govorchin
May 10-11	PRJ103	Psychology of Victims	\$495	Joe Solanto

COURSE LISTING - BY LOCATION

VANCOUVER

To register call: (604) 528-5590

For information: (604) 528-5608 or 1-888-799-0801

YWCA DOWNTOWN CAMPUS

535 Hornby Street, 4th Floor

Course Date	CR	Course Name	Fee	Instructor
Feb 18-19	CR105	Asserting Yourself in Conflict Situations	\$270	Jill Schroder
Feb 20-22	CR260	Negotiation Skills Level I	\$405	Jim Toogood
Mar 6-8	CR110B	Resolving Conflict in the Workplace	\$405	Gary Harper
Mar 25-27	CR200	Dealing with Anger	\$405	Nancy McPhee
Apr 8-10	CR250	Mediation Skills Level I	\$405	Jill Schroder
Apr 11-12	CR102	Critical Skills for Communicating in Conflict	\$270	Gary Harper
May 27-29	CR260	Negotiation Skills Level I	\$405	Jill Schroder
May 30-31	CR102	Critical Skills for Communicating in Conflict	\$270	Janice Bateman
June 11	CR101	Handling Conflict on the Telephone	\$135	Dale Trimble
June 12-14	CR110A	Dealing with Interpersonal Conflict	\$405	Joan Balmer
July 22-24	CR250	Mediation Skills Level I	\$405	Ed Jackson
July 25-26	CR846	Civil Procedure	\$270	Terry Harris

VERNON

To register call: (250) 503-2653

For information: Vi Brett (250) 503-2650 or 1-888-799-0801

OKANAGAN UNIVERSITY COLLEGE - VERNON CAMPUS

2899 - 30th Avenue

Course Date	CR	Course Name	Fee	Instructor
Feb 21-23	CR110B	Resolving Conflict in the Workplace	\$495	Sue Yerxa
Apr 25-27	CR260	Negotiation Skills Level I	\$495	Nancy McPhee

VICTORIA

To register call: (250) 370-3841 or (250) 592-1556

For information: (250) 370-4565 or 1-888-799-0801

CAMOSUN COLLEGE - INTERURBAN CAMPUS

4461 Interurban Road

Course Date	CR	Course Name	Fee	Instructor
Jan 16		Career and Program Orientation 7:00-9:00PM (BSJI 990V)	FREE	TBA
Jan 18	CR910	Reality Check: Negotiation <small>CALL THE JI TO REGISTER</small>	\$235	Centre Instructor
Jan 24-26	CR110A	Dealing with Interpersonal Conflict (BSJI 540V)	\$450	Duncan Stewart
Jan 30	CR950	Assessments <small>CALL THE JI TO REGISTER</small>	\$275	Centre Assessor
Feb 5-6	CR108	Managing the Hostile Individual (BSJI 551V)	\$350	Mario Govorchin
Feb 7-9	CR110B	Resolving Conflict in the Workplace (BSJI 543V)	\$450	Ron Monk
Feb 21	CR366	The Art of Reframing (BSJI 571V)	\$180	Deborah White
Feb 22-23	CR834	Reconciling Differences (BSJI 560V)	\$375	Arthur Ridgeway
Feb 27-Mar 1	CR319	Dealing with Defensiveness in Conflict (BSJI 564V)	\$450	Donna Soules
Mar 7-9	CR200	Dealing with Anger (BSJI 544V)	\$450	Nancy McPhee
Mar 12-13	CR102	Critical Skills for Communicating in Conflict (BSJI 550V)	\$350	Duncan Stewart
Mar 21-23	CR260	Negotiation Skills Level I (BSJI 541V)	\$450	Linda Dobson-Sayer
Apr 3		Program and Career Orientation 7:00-9:00PM (BSJI 990V)	FREE	TBA
Apr 9-10	CR105	Asserting Yourself in Conflict Situations (BSJI 553V)	\$350	Elizabeth Azmier-Stewart

Use BSJI
course codes
when registering
at CAMOSUN

COURSE LISTING - BY LOCATION

Course Date	CR	Course Name	Use BSJI course codes when registering at CAMOSUN	Fee	Instructor
Apr 18-20	CR250	Mediation Skills Level I (BSJI 542V)		\$450	Linda Dobson-Sayer
Apr 23-25	CR110B	Resolving Conflict in the Workplace (BSJI 543V)		\$450	Duncan Stewart
Apr 30-May 4	CR360	Negotiation Skills Level II (BSJI 545V)		\$675	Elizabeth Azmier-Stewart
May 6-8	CR110A	Dealing with Interpersonal Conflict (BSJI 540V)		\$450	Brian Frank
May 23-25	CR200	Dealing with Anger (BSJI 544V)		\$450	Ron Monk
June 6-8	CR260	Negotiation Skills Level I (BSJI 541V)		\$450	Elizabeth Azmier-Stewart
June 21	CR910	Reality Check: Negotiation	CALL THE JI TO REGISTER	\$235	Centre Instructor
June 28	CR950	Assessments	CALL THE JI TO REGISTER	\$275	Centre Assessor
July 4-5	CR102	Critical Skills for Communicating in Conflict (BSJI 550V)		\$350	Brian Frank
July 11-13	CR110B	Resolving Conflict in the Workplace (BSJI 543V)		\$450	Brian Frank
July 15-19	CR400	Mediation Skills Level II (BSJI 546V)		\$675	Donna Soules
July 22	CR910	Reality Check: Negotiation	CALL THE JI TO REGISTER	\$235	Centre Instructor
July 29	CR950	Assessments	CALL THE JI TO REGISTER	\$275	Centre Assessor

WHITEHORSE

To register call: 1-800-661-0504

For information: Stu Mackay (867) 668-8751 or 1-888-799-0801

YUKON COLLEGE

500 College Drive

Course Date	CR	Course Name	Fee	Instructor
May 6-10	CR400	Mediation Skills Level II	\$750	Deborah White



INSTRUCTIONAL TEAM

Mary Anne Arcand, B.A., PRJ Instructor, has worked with the Cariboo-Chilcotin First Nations for the past 7 years, developing a community-based justice program. Her other experiences include establishing a First Nations' youth cultural camp, community mobilization, organizational development, policy building and fundraising. She has been awarded the Attorney General's Award for Crime Prevention & Community Safety.

Elizabeth Azmier-Stewart, CRC, B.A. (Psych.). Trainer in conflict resolution, negotiation and mediation skills. Mediator in areas of workplace, organizational, landlord-tenant, cooperatives, community, family, school and child protection mediation. Background in small business, working with disturbed youth and their families, and employment counselling.

Joan Balmer, M.A. Trainer specializing in anger management and power issues in the dispute resolution process. Consultant with Ryane Consulting Inc.

Nancy Baker, CRC, Trainer in Conflict Resolution, Volunteer Management, and Screening and Risk Management. Mediator and facilitator working with families, non-profit organizations and community issues; also experienced in community development work.

Janice Bateman, CRC, ICADC, Trainer in negotiation, mediation, conflict resolution, anger management and communication skills. Mediator in workplace, family and organizations. Background in social services, high risk youth, organizational facilitation and business.

Charles Boehm-Hill, M.Ed., M.A. Trainer specializing in cultural diversity issues. Charles is the Director of the NCBI Victoria Interim Chapter

Christiane Boisjoly, MBA, IMA, PRJ Instructor, is a management consultant specializing in organizational development with a strong background in conflict management. She has developed curriculum and provided training on various topics including leadership development, change management, strategic planning, negotiations, communications and team building. Her specialty is helping organizations enhance their effectiveness, efficiency and quality through improving their processes and relationships.

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

Gail Daniels, MA, PRJ Advisor, has been with the Calgary Board of Education for the past 16 years where she is the community conferencing specialist and a member of the Student Response Team. She developed the community conferencing program for the Board and has been practising conferences since June 1999 in elementary, junior high and high school settings with serious incidents that could result in criminal charges or suspension.

Linda Dobson-Sayer, CRC, B.A. (Psych.), MA(A.B.S.) (Managing and Consulting). Mediator, organizational consultant, and trainer; mediating personal, family and organizational disputes; specializing in respectful workplace practices; training in conflict resolution and organizational

development. Background includes work with businesses; government organizations and crown corporations.

Sandy Dunlop, Trainer in conflict resolution, peer-mediation in schools, communication skills and anger management. Mediator in private practice, specializing in the resolution of parent-teen conflict, conflicts within families, between teens and in the workplace. Background in journalism, group facilitation and law.

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

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

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

Phil Gatensby, PRJ Instructor, is from the Tlingit First Nation, Raven Clan, in Carcross, Yukon, and has been involved in circle work in the Yukon for 20 years; he has worked extensively with youth and elders and has provided facilitation in correctional as well as in school settings. He is also a practitioner of First Nations ceremony.

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

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

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

Terry Harris, CRC, C.Med, B.A. (Psych), LL.B. Trainer in legal education and conflict resolution; a lawyer and mediator in private practice concentrating on civil and

INSTRUCTIONAL TEAM

family disputes; child protection mediation and a member of the Tribunal of the BC Children's Commission. Background includes counselling, social administration and social services to children and youth.

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

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

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

Nancy Hinds, MA is a teacher, facilitator, instructor and coach with over 15 years of experience in the field of alternative dispute resolution, negotiation, and mediation. Her other areas of expertise include community-building, dynamic group facilitation, organizational health and restorative justice. She has worked with the education system, non-profit and professional organizations and is currently involved with several BC Safe & Caring School initiatives.

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

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

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

Nancy McPhee, CRC. Trainer in conflict resolution and negotiation specializing in communication skills. Mediator in workplace conflict providing group facilitation. Background in education, community development, program administration, board and committee work, and training.

Ron Monk, CRC, D.Tech. Trainer in conflict resolution, mediation and negotiation. Mediator specializing in family, child protection, workplace, government agencies and multi-party/group facilitation. Background in broadcasting, business and non-profit management as well as facilitation of planning and economic development strategies.

Cpl. Gina Nagano, PRJ Instructor, has 16 years of policing experience with the RCMP. She has gained knowledge of the Canadian Justice System with diverse experiences in various communities across Canada. She also has extensive experience working in a wide range of restorative justice programs.

Arthur Ridgeway, M.Ed. (Counselling Psych.), Ph.D. (Ed. Psych.). Trainer in leadership, decision-making, conflict resolution, negotiation, consensus-building and team-building processes specializing in organizational workplace settings. Consultant and facilitator focusing on leadership development, team effectiveness, change management and conflict resolution. Background: Registered Psychologist.

Sandra Rossi, CRC, PRJ Instructor, has worked in the Criminal Justice System for the past 20 years. She specializes in Alternative Dispute Resolution and Restorative Justice. Currently, Sandra co-ordinates a youth alternative measures program and she is a mediator/facilitator in private practice. She has worked in the public, private, and non-profit sector.

Rose Rowlands, PRJ Instructor, is a facilitator/instructor/coach in conflict resolution, she has 11 years experience with community development and peacemaking processes, such as sharing circles and sentencing circles. She has extensive experience in community development processes having designed and implemented comprehensive community justice programs.

Jill Schroder, CRC, B.A., M.Sc. Trainer in conflict resolution and communication skills. Mediator specializing in workplace and relationship disputes. Background in systems analysis, computer simulation and multimedia presentation.

Joe Solanto, PhD., PRJ Instructor, is a therapist, clinical supervisor and educator in private practice. He has provided debriefings for front-line staff coping with victims of personal tragedy and natural disasters, and has worked extensively with psychiatrists and other clinicians in diagnostic assessment and treatment-planning processes. He has more than 20 years of experience working with high-risk youth, and is the director and Expedition Leader for the Vancouver Ocean Challenge Society.

Donna Soules, CRC, M.A. (Conflict Resolution) Trainer in conflict resolution and mediation. Mediator in organizational, non-profit agency, family, custody & access and school conflicts. Background in school conflict and workplace teams.

Sam Stevens, LL.B., PRJ Instructor, is a lawyer in private practice. As administrator of Justice of the Peace program in NWT, he worked extensively developing and implementing community-based justice systems. His publications include "Effectiveness of Circle Sentencing", "Cross-cultural Training for Justice Personnel on Aboriginal Cultures", and "Access to Justice for Aboriginal People".

Jacque Stevilak, PRJ Advisor, is currently the Executive Director of The North Vancouver Restorative Justice Society which delivers a Community Conferencing Program on the North Shore. Jacque has received her Certificate in Conflict Resolution from the Justice Institute and has over 20 years experience in the legal and education fields.

INSTRUCTIONAL TEAM

Duncan Stewart, CRC, M.Ed., Ph.D. (Psych.), Dipl. Bus. Admin., R.C.C. Trainer and consultant in conflict resolution, mediation and negotiation. Specializing in remedial interventions for dysfunctional workgroups, particularly those involving resolution of harassment and discrimination complaints. Background in organizational development, employee assistance programs, and group facilitation consultation services for human resources management and labour groups.

Jim Toogood, CRC. Trainer in conflict resolution, negotiation and mediation with First Nations groups. Mediator, facilitator and consultant in organizational workplace settings, commercial, personal injury and labour disputes. Background in business and labour.

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

Lee Turnbull, LL.B., M.Ed., C.Med. Mediator, facilitator and trainer in the family, commercial, government, and organizational areas.

Terry Waterhouse, B.Ed., PRJ Instructor, is the Manager of Youth Services for the Burnaby School District. He has worked extensively in the area of violence and abuse prevention for many years. He has designed and delivered training in a variety of related fields and has written resources on the topic.

Laura Watt, PRJ Instructor, is a principal of Jewett Elementary School in Kaslo, B.C. who has integrated peacemaking and restorative justice practices throughout the school community.

Mark Wedge, PRJ Instructor, has been involved in using peacemaking circles in many different settings. He has trained and spoken about circles across Canada and internationally. He has been involved in community development and aboriginal capacity development for over 20 years. He has also travelled extensively in order to share and learn about other cultures.

Deborah White, B.S.W., M.A. Trainer in conflict resolution negotiation, mediation, change management, team building and communication skills specializing in organizational training. Mediator, facilitator and consultant focusing on organizations, community and multi-party disputes. Background in human relations and group facilitation.

Sue Yerxa, CRC, Leadership Diploma, PRJ Instructor and trainer in conflict resolution, mediation, negotiation and communication skills. Mediator in workplace, victim/offender, and community disputes. She works as a facilitator working in organizational change and team building. Her background work in high risk youth, non-profit organization management and schools.

Dale Zaiser, B.A., M.A. Trainer in conflict resolution, negotiation and interpersonal skills. Facilitator working with organizational conflict and the management of change. Background includes psychiatric nursing, peer mediation in the school system and organizational development work.

Coaches

Mike Adam, Juan Barker, Keith Barker, Janice Bateman, Trudie Begbie, Christiane Boisjoly, Sherry Bowlby, Pat Bragg, Marj Busse, Sherri Calder, David Caird, Ken Carridine, Marilou Carrillo, Lee Carruthers, Alice Caton, Susan Cawsey, Beryl Clayton, Anne de Cosson, Raj Dhasi, Linda Dobson Sayer, Sandy Dunlop, Donna Dussault, Jory Faibish, Cheryl Farmer, Brian Frank, Ron Fyfe, Maureen Garrity, Maureen Hannah, Anne Harker, Terry Harris, Carolyn Hayes, Sandra Heath, Lori Henderson, Nancy Hinds, Kent Highnam, Jeannie Kanakos, Kel Kelly, Tim Langdon, Mary Ann Lewis, Rob Lewis, Claudia Lowry, Laura Matsuda, Marguerite McCallion, Larry McCafferty, Rob McGregor, Derm McNulty, Julia Menard, Carol Myers, Terry Neiman, Christine Newton, Kerry Palmer, Sena Paradis, Pam Penner, Gord Rogers, Jane Roberts, Sandra Rossi, Madeline Sauve, Lane Sherman, Rick Singer, Donna Soules, Lee Turnbull, Steve Smyth, Lillian Van Pelt, Heather Wheating, Gordon White, Kim White, Sharon Wilson, Liz Wouters, Susan Yerxa.



WORKING IN THE ALTERNATE DISPUTE RESOLUTION FIELD

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

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

- Most people who work in the dispute resolution field are in private practice as mediators, facilitators and trainers.
- While there is no legislation in B.C. governing who can or cannot call themselves a mediator, there are voluntary professional certifications available through mediator membership organizations and there are requirements of training and experience for applying to the B.C. Mediator Roster. See below for details.
- It is still very unusual for a person to make their living exclusively through private practice mediation. Many private practice mediators combine a mediation practice with other forms of practice or another job.
- Making a living as a private practice mediator requires building up a client base over time, usually based on word-of-mouth reputation. Mediators, like any self-employed business people, have to be creative and persistent in marketing their services.
- Trained but inexperienced mediators can acquire hands-on supervised practice through the B.C. Dispute Resolution Practicum Society. See page 51 for details.
- Most people working in PRJ are already employed as teachers.
- Most PRJ community programs are staffed primarily by volunteers.

For more information on Working in the Alternate Dispute Resolution Field:
Check out additional internet links listed at our web site at www.jibc.bc.ca/ccr.

Click on the ConRes Web Resources menu item.

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

B.C. MEDIATOR ROSTER

The B.C. Mediator Roster is an independent list of qualified mediators which is managed by the B.C. Mediator Roster Society. The Roster's purpose is to organize and distribute information to the public about mediators who meet a minimum set of criteria. Qualifications for admission to the Roster include training and experience requirements, references, liability insurance and adherence to a Code of Conduct. The training requirements are as follows:

- a) 80 hours of core education in conflict resolution and mediation theory and skills, provided that 40 of those hours are focused on mediation and include 10 hours of simulated or role-play mediation under direct supervision.
- b) 100 additional hours of related training in dispute resolution or in a "related field". A related field would be interpreted to include substantive professional disciplines such as law, social work, and psychology, or any other discipline involving a significant element of negotiation, communication skills, conflict management, management consulting, etc.

- c) For non-lawyers, a minimum 2 days (14 hours) of instruction in civil procedure. This is in addition to the 80 hours of core education.
- d) 20 hours per year of ongoing professional development or continuing education related to the field of dispute resolution.

The British Columbia Roster Society has accepted applicants who have taken courses offered by The Centre for Conflict Resolution.

A list of these courses and additional requirements for admission is available at:

<http://www.mediator-roster.bc.ca/becoming.html>.

British Columbia Mediator Roster Society

P.O. Box 9280 Stn. Prov. Gov't

Victoria, B.C. V8W 9J7

Telephone: 1-888-713-0433

Fax: (250) 387-1189

Email: mediators@mediator-roster.bc.ca

Website: www.mediator-roster.bc.ca

WORKING IN THE ALTERNATE DISPUTE RESOLUTION FIELD

COURT MEDIATION PRACTICUM PROGRAM

What is the Court Mediation Practicum Program?

The Court Mediation Practicum Program has been designed to provide an opportunity for trained but inexperienced Mediators to practice mediation skills in a high quality practicum environment.

Participants in the program take part in 10 Small Claims Court mediations of approximately 2 hours each. Practicum mediations are scheduled in the Robson Square, Surrey and Nanaimo registries. These mediations are supervised by Mentors who assist the Mediators to prepare for and conduct each mediation and provide constructive feedback following each mediation.

Who can participate?

Anyone who has received a minimum of 5 full days of interest-based mediation training, including at least 10 hours of role-playing experience, may apply to participate in the Program. If you have questions regarding your training qualifications, please contact the Program for further information.

How to apply?

To apply for the Practicum, please contact:

Court Mediation Practicum Program

177-800 Hornby Street, Vancouver, BC V6Z 2C5

Fax: 604 684-1306, email: info@courtmediation.com

When is the next class starting?

Classes of between 12 and 16 Mediators begin periodically throughout the year. Start dates are not pre-set as classes start in accordance with demand for mediation services. Whenever a new class is ready to be filled, qualified applicants on the waiting list will be contacted in order of application date and offered a position in the class.

How long does the Practicum take to complete?

Completion of the Practicum depends upon Mediator availability, volume of cases referred to the Program and cancellations of mediations by parties. The average Mediator completes the Practicum in 3 to 5 months.

What is the cost?

The fee for the Practicum is \$2,140 (\$2000 plus GST). The fee is payable on acceptance to the Program.

How to obtain further information?

For further information, call: 604-684-1300 or 1-877-656-1300 or email: info@courtmediation.com.

MEDIATION CERTIFICATION

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

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

British Columbia Arbitration and Mediation Institute 604-736-6614.

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

Watch for the
**JI MEDIATION
SPECIALIZATION**
coming Fall 2002!

Court Mediation Practicum Program - Aboriginal Bursary

In order to improve the accessibility of the Court Mediation Practicum Program to aboriginal mediators and dispute resolution practitioners, the Law Foundation of British Columbia has provided funding for four bursaries. For more information, eligibility criteria and the application package see the JI Website at www.jibc.bc.ca or e-mail the Court Mediation Practicum Program at info@courtmediation.com

STUDENT INFORMATION - CONFLICT RESOLUTION PROGRAM

PRIOR LEARNING ASSESSMENT AND RECOGNITION (PLAR)

What is PLAR?

PLAR stands for Prior Learning Assessment and Recognition. It is a process for granting credit in a post-secondary program based on what you know and can do no matter where or how you gained that knowledge and those skills. The PLAR process is an active partnership between the JI and the student. It takes a fair amount of work and effort on your part to document your learning so we can assess it for credit.

The maximum amount of credit that can be awarded through PLAR is 50% of our Certificate hours. That is 105 out of 210 hours.

I already took some courses. Can I get credit for them?

Maybe. Credit may be granted for anything we teach at the Centre for Conflict Resolution based on similar training that you took somewhere else. These might be other College or University courses, or workshops through your workplace or a community organization. To receive credit for comparable training the course or workshop you took needs to be quite similar to one or more of our courses.

I haven't taken any courses but I have been using these skills for years. Can I get credit?

Maybe. You will need to demonstrate to us that your knowledge and skills gained through work and life experience are comparable to what you would learn in one or more of our courses.

How much does it cost?

There is a fee charged for each PLAR application ranging up to a maximum of \$250. The fee is based on the work involved in assessing the candidate and is not based on credit awarded. The fee is non-refundable and must be submitted with your PLAR application.



We can make the PLAR process available in a range of formats such as large print, oral interview and sign language interpretation.

Let us know what meets your needs.

How long does the process take?

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

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

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

PROGRAM & CAREER INFORMATION SESSIONS

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

Justice Institute of British Columbia NEW WESTMINSTER

No appointment necessary.

<u>Date</u>	<u>Time</u>	<u>Room</u>
February 13	12:00-2:00pm	C124
April 23	7:00-9:00pm	C200
June 19	12:00-2:00pm	C207

Camosun College, Interurban Campus VICTORIA

Please call 250-370-3841 to register.
Course ID: BSJI 990V

<u>Date</u>	<u>Time</u>
January 16	7:00-9:00pm
April 3	7:00-9:00 pm

For a list of courses offered

**EVENINGS
& SATURDAYS**

see page 30.

STUDENT INFORMATION - CONFLICT RESOLUTION PROGRAM

Certificate Program Enrolment

You can enrol in the Certificate Program specializing in either Conflict Resolution/Negotiation or Peacemaking and Restorative Justice at any time. You need to indicate your specialization area at the time of enrolling. You can take several, or all, of the courses in your specialization area before enrolling. You must be enrolled in the Certificate Program in order to complete your final evaluation and receive your certificate.

The specialization in Conflict Resolution/Negotiation is a 210-hour part-time program intended to be taken over a period of 1 to 3 years. Total cost will depend on where you take your courses. If you complete the entire Certificate at our New Westminster campus it will cost approximately \$4,500 - \$5,000.

The specialization in Peacemaking and Restorative Justice is a 210 hour part-time program intended to be taken over a 1 to 3 year period. Cost will be determined by which courses you take and where you take them. If you take all the courses at the JI New Westminster Campus the total cost will be approximately \$4,800-\$5000.

The specialization in First Nations Negotiations is a 175-hour program and is only available on a contract basis to First Nations communities. It is not offered through public registration.

There are a number of courses which count towards both the specialization in Conflict Resolution/Negotiation and Peacemaking and Restorative Justice. If you haven't decided which specialization you wish to pursue, you may start by taking courses that count towards either. See pages 7 to 13 for details.

If you already have a Certificate in Conflict Resolution and wish to add a specialization in Peacemaking and Restorative Justice you will need to take the specific required and elective courses in the Peacemaking and Restorative Justice specialization and complete the Peacemaking and Restorative Justice evaluation.

Attendance Requirements

To receive a certificate in Conflict resolution with a specialization in either Conflict Resolution/Negotiation or Peacemaking and Restorative Justice, participants must attain a status of "credit granted" in all courses plus successfully complete their final evaluation.

To receive a status of "credit granted" for a course, full attendance and participation is required. For a one or two day course, any absence will result in a "no credit granted" status and the course will have to be retaken.

In a three-day, four-day or five-day course an absence of one half to one full day will result in a status of "incomplete". The course can be used to fulfil prerequisites requirements for further courses but will have "no credit granted". To change the status to "complete" and "credit granted" participants must enrol in and complete the one-day course "Use It or Lose It Clinic".

Transcripts

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

Transfer Credit

The Centre for Conflict Resolution is actively involved in pursuing transfer credit agreements with other post-secondary institutions. Currently, our Certificate in Conflict Resolution can count for 15 credits towards the Bachelor of Arts, Adult Education Degree at UCFV or as 9 upper level credits in the Bachelor of Professional Arts, Criminal Justice Major Degree at Athabasca University. Students who complete CR110B and CR102 at the JI can receive equivalency credit at Camosun College School of Business for their Business 277 course. Students completing the new JI/UBC Certificate in Conflict Resolution Practices in and Educational/School Context will receive credit in the Centre for Conflict Resolution Certificate and may receive credit toward UBC undergraduate 300 level courses.

For information please contact Michelle Tubbs at 604-528-5638 or Nym Hughes at 604-528-5622.

For information on
**PROGRAM
SPECIALIZATIONS**
see page 7.

For information on
ASSESSMENTS
see page 17.

STUDENT INFORMATION

TIME AND LOCATION OF CLASSES

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

LIBRARY

All students attending courses at the JI are welcome to use the library. The library is open from 8:00 am to 5:00 pm, Monday to Friday and 10:00 am to 5:00 pm Saturdays. Library staff are available to provide reference services. A screening room is available for viewing audiovisual items, and an audiovisual catalogue can be purchased for \$7. Photocopy charges are 20 cents/page.

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

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

PRACTICE GROUPS

STUDENT MESSAGE/BULLETIN BOARD

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

INSTRUCTOR SUBSTITUTIONS AND LOCATION CHANGES

The Centre may find it necessary to substitute a different instructor for the courses listed. It may also be necessary to change the location of any course due to space restrictions on campus.

VIDEOTAPES

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

COURSE EXEMPTIONS

See Prior Learning Assessment Recognition (PLAR) page 52.

PARKING

Parking at the JI campus is free of charge. Overflow parking is available at the Canada Games Pool.

PAY PHONES

Pay phones are located on Campus.

FOOD ON CAMPUS

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

SEE PAGE 55 FOR INFORMATION ON:

- Refunds
- Transfer of Courses
- Substitutions
- Course Cancellations

SUGGESTIONS OR COMPLAINTS?

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

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

JI Policy states:

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

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

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

STUDENT INFORMATION

INQUIRIES BY E-MAIL

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

REGISTER EARLY

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

CONFIRMATION OF REGISTRATION

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

TAX DEDUCTION

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

REFUNDS

Ji registration fees are refundable provided we receive notification of cancellation one week (7 days) prior to the course date. Refunds are subject to an administrative charge of \$25.00. This Ji policy also applies to assessments.

Note: COLLEGE REFUND POLICIES DIFFER - IF YOU REGISTER WITH ONE OF OUR PARTNER COLLEGES PLEASE FAMILIARIZE YOURSELF WITH THE POLICY OF THE SPONSORING COLLEGE.

TRANSFERS

The Ji Registration office must receive notification regarding transfer from one course to another one week (7 days) prior to the date of the course you are transferring from. Transfers are subject to an administrative charge of \$25.00.

SUBSTITUTIONS

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

NSF CHEQUES

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

COURSE CANCELLATIONS

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

ADDRESS OR NAME CHANGE

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

STUDENTS WITH DISABILITIES

The Justice Institute has received funds from the Ministry of Advanced Education to provide classroom support for students with disabilities attending courses at the Institute. For more information on the services available, please call (604) 528-5588 or TDD/TTY at (604) 528-5655.

STUDENT PERSONAL EDUCATION NUMBER

The Ministry of Education has extended their student number system, called the Personal Education Number (PEN), into the post-secondary system. Each institution will be able to issue PEN numbers to students who do not already have an assigned number. In order to issue the number, we must collect information on gender and level of education. This information is collected under the authority of the Freedom of Information and Protection of Privacy Act, and is needed to process each student's registration form.

REGISTRATION

For courses offered at the JI Main Campus and YWCA Downtown:

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

In person: 8:00 am - 4:30 pm, Monday to Friday
By phone: 604-528-5590
By fax: 604-528-5653
TDD/TTY: 604-528-5655, 8:30 am - 4:00 pm, Monday to Friday

For courses offered at **OTHER LOCATIONS**
please contact the college directly.
Contact numbers for these colleges
is available starting on page 40.

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NOTES

REGISTRATION FORM

Have you ever taken a course at the Justice Institute of B.C. ☐ Yes ☐ No CURRENT DATE: _____

If **YES**, Student Identity Number (if Known): P.E.N. (if known): _____

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

☐ MALE ☐ FEMALE (For Statistical Purposes)

Have you moved recently? If so, we need your new address. If you have changed your name, we need your previous and current names.

The Following is my: ☐ Work Address ☐ Home Address

LAST NAME	FIRST NAME	MIDDLE NAME
POSITION	ORGANIZATION	
STREET NAME AND NUMBER		
CITY	PROVINCE	COUNTRY
POSTAL CODE	EVENING OR HOME PHONE ()	DAY PHONE ()
HIGHEST LEVEL OF EDUCATION COMPLETED: _____		
DISABILITIES/SPECIAL REQUIREMENTS (PLEASE DESCRIBE): _____		
ARE YOU OF ABORIGINAL HERITAGE? <input type="checkbox"/> YES <input type="checkbox"/> NO		

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

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

ENCLOSED IS MY COURSE FEE PAYMENT BY:

☐ Cheque or Money order. Cheque issued by: _____ Name of Cardholder

☐ Mastercard Exp. _____

☐ VISA Exp. _____

Authorization Number _____

☐ Please check this box if you already receive this calendar from another source, or if you are not interested in future mailings, then forward it by fax or mail to the following:

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

DIRECTOR'S MESSAGE



As I write this message for our 2002 calendar, military conflict in Afghanistan continues. The tragic events of September 11 will be ingrained in the minds of many for a long time to come, as will the responses to the terrorist attacks. Immediate responses included the valiant efforts of emergency professionals such as firefighters, paramedics and other health professionals, and police, professions for which the Justice Institute has trained countless recruits, who are now even more aware of the dangers they confront, as well as the extent to which their work is essential.

Many of us in the conflict resolution field, and particularly at the Centre for Conflict

Resolution, have focused on the presenting and ensuing conflict, both from a theoretical perspective (what caused these events to happen, or contributed to their occurrence?), and a practical perspective (what can be done about the conflict; what are the repercussions of any action; what can be done to prevent it from happening again?). Our capacity to resolve and prevent conflict, and deal with our differences, lies at the heart of our ability to move forward from these terrible events and to progress in our development.

The events of September 11 have highlighted the importance of the work of the Centre, and its mission for the last nine years to "...assist individuals, organizations and communities to resolve differences and build harmonious relationships". While our education and training services may not immediately reach the nations and the individuals involved in making the key decisions regarding responses to the attacks, many lives and decisions have been affected by the learning our students have received in the past, and will receive in the future. We routinely hear from our students that our courses "have changed their lives"; their understanding of conflict and their own and other's responses to conflict has increased dramatically, and they have gained new skills and a greater confidence in applying them to resolve conflict in their lives, both personally and professionally.

As our programs continue to receive acclaim and recognition nationally and internationally, our student base continues to reflect our reputation. This past year, we have hosted students from as far away as Namibia, Saudi Arabia, and New York City.

My hope is that as our students incorporate their learning into their lives, that they will influence and encourage others to learn to resolve differences and build harmonious relationships. It is vital that we humans continue to learn from one another, about our differences, and learn ways to coexist as neighbours, both in our local communities and in the global community.

Carrie Gallant
Director

Our Mission

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

JUSTICE INSTITUTE OF B.C. OUR VALUES

Student-Centred

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

Accessible

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

Innovative

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

Positive and Supportive

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

Quality-Driven

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

Relevant

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

Responsive

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

Teamwork

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

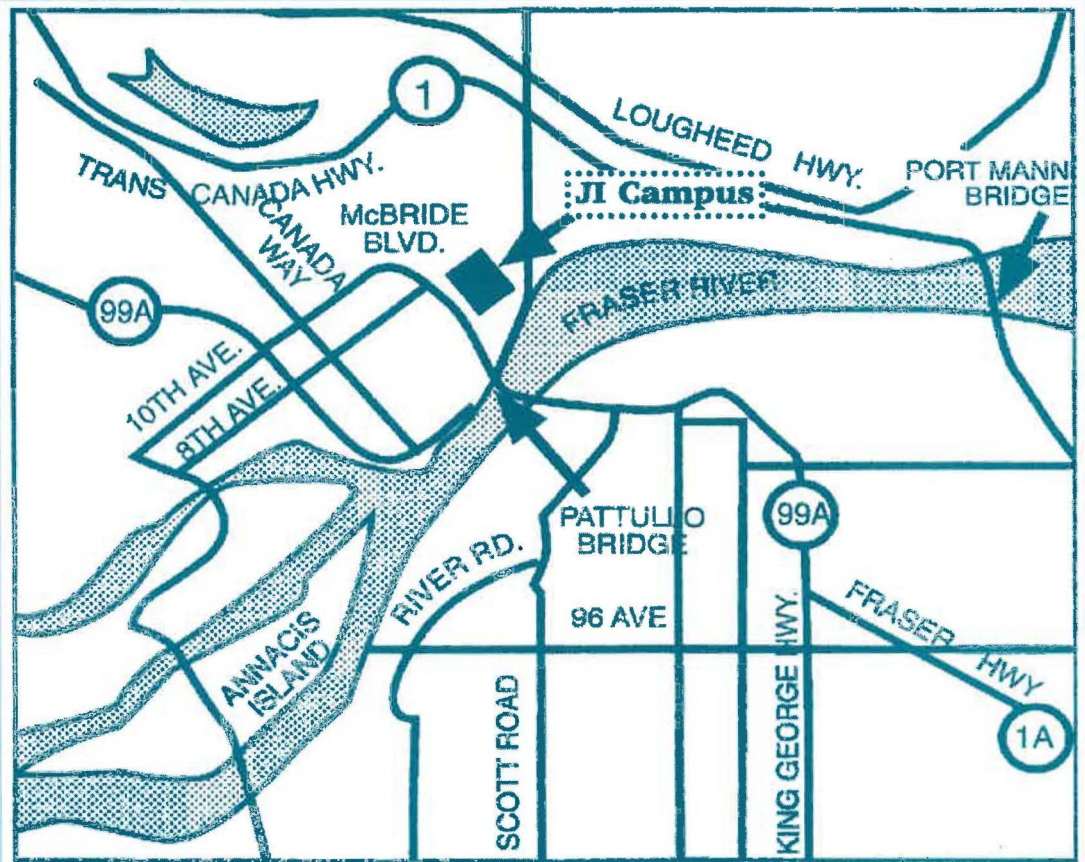
Partnerships

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



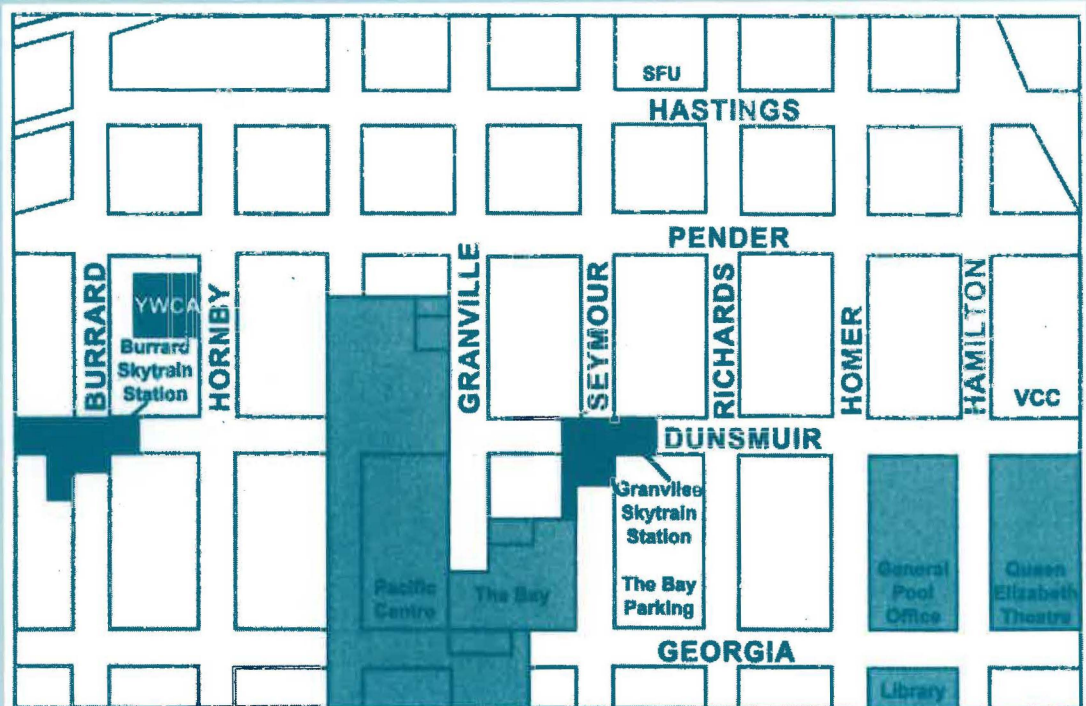
Justice Institute - Main Campus

715 McBride Blvd.
New Westminster, B.C.
(604) 528 - 5590



YWCA - Program Centre


535 Hornby Street
4th Floor
Vancouver, B.C.
(604) 875 - 5800



For bus schedules contact:
www.coastmountainbus.com
(604) 521 - 0400

Justice Institute of B.C.
715 Mc Bride Boulevard
New Westminster, B.C.
V3L 5T4

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Send labels to us:

via fax: **(604) 528-5640**

via phone: **(604) 528-5608**

via mail:

Justice Institute of B.C.

715 McBride Boulevard

New Westminster, B.C. V3L 5T4

www.jibc.bc.ca

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