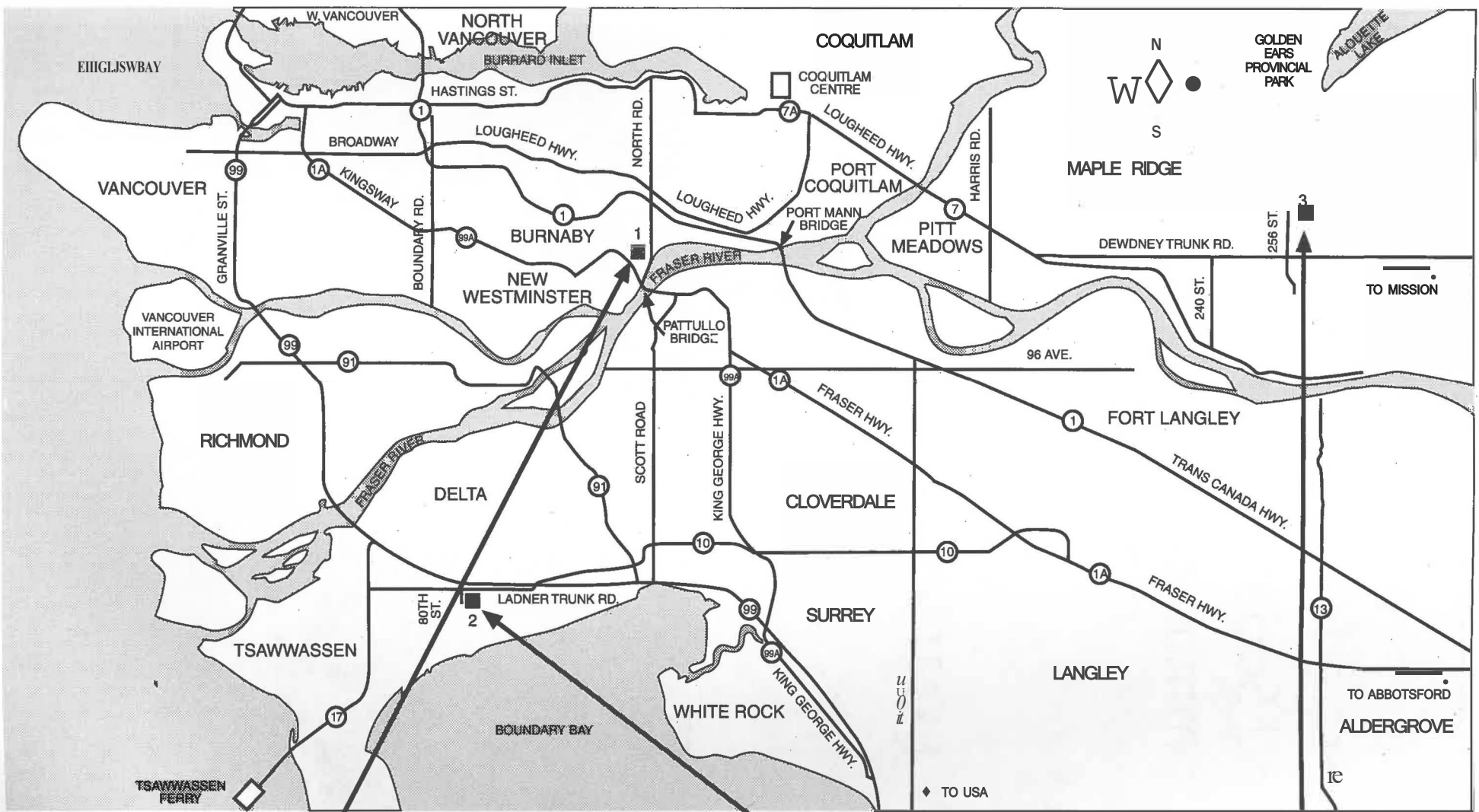


Centre for Conflict Resolution  
and Social Services &  
Community Safety Division

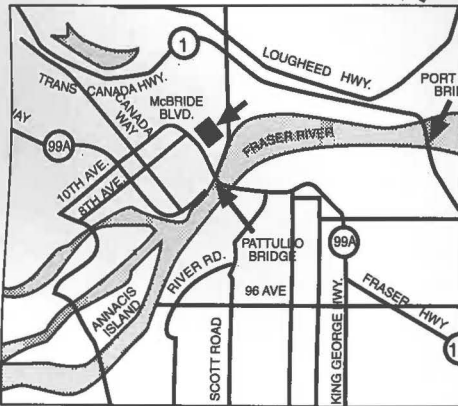
*"Training for Safer Communities"*

CALENDAR  
JANUARY TO AUGUST  
1999



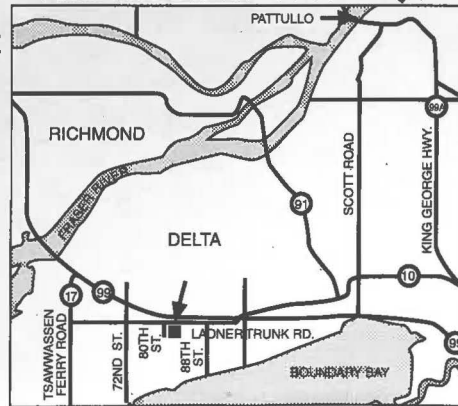


1. JUSTICE INSTITUTE Main Campus



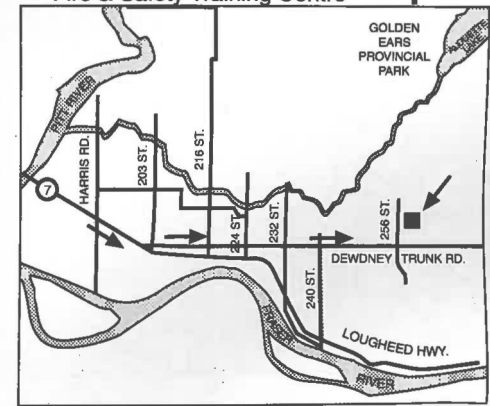
715 McBride Blvd.  
New Westminster  
BC V3L5T4  
Telephone:  
(604) 525-5422  
Facsimile:  
(604) 528-5653

2. JUSTICE INSTITUTE  
Pacific Traffic Education Centre



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

3. JUSTICE INSTITUTE  
Fire & Safety Training Centre



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

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## JI Telephone Numbers

Registration Office .....	(604)528-5590
General Inquiries, Receptionist .....	(604)525-5422
First Nations Advisor .....	(604)528-5621

## General Information

### PARKING

Parking at the JI campus is free of charge.

### PAY PHONES

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

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Library .....	(604)528-5599
Instructional Media Development Centre .....	(604)528-5600
Student Services Advisor .....	(604)528-5663

### FOOD ON CAMPUS

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

## Registration

### It's easy to register!



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



By phone: (604)528-5590; TDD/TTY: (604)528-5655  
(8:30 am – 4:00 pm, Monday to Friday)



In person: 8:00 am – 4:30 pm,  
Monday to Friday



By fax: (604)528-5653

### INQUIRIES BY E-MAIL

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

### REGISTER EARLY

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

### TAX DEDUCTION

You may deduct tuition fees from your taxable income if the total amount exceeds \$100 for the year. Income tax receipts will be issued in February 2000 for all 1999 courses.

### REFUNDS

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

### TRANSFERS

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

### SUBSTITUTIONS

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

### CONFIRMATION OF REGISTRATION

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

### COURSE CANCELLATIONS

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

### NSF CHEQUES

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

### ADDRESS OR NAME CHANGE

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

### STUDENTS WITH DISABILITIES



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

### 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.

### NEW REGISTRATION COMPUTER SYSTEM

The Registration Office is currently changing over to a new registration computer system. During the changeover, you may notice a brief delay in the services provided. We apologize for any inconvenience this might cause you.

## REGISTRATION FORM

Have you ever taken a course at the Justice Institute of B.C.? ☐ YES ☐ NO      CURRENT DATE: \_\_\_\_\_

If **YES**, Student Identity Number (if known): 

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      P.E.N. (if known): \_\_\_\_\_

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

☐ MALE    ☐ FEMALE (for statistical purposes)

Have you moved recently? If so, we need your new address. If you have changed your name, we need your previous and current names.  
 The following is my:    ☐ Work address    ☐ Home address

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

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

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

### ENCLOSED IS MY COURSE FEE PAYMENT BY:

☐ Cheque or money order. Cheque issued by: \_\_\_\_\_

Name of Cardholder

☐ MasterCard    

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    Exp. 

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    \_\_\_\_\_

☐ VISA    

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    Exp. 

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    \_\_\_\_\_

Authorization Number \_\_\_\_\_

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

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

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

# Centre for Conflict Resolution



## A Message from the Director

We are very pleased to offer you an exciting repertoire of courses in this new calendar for 1999. I'd like to take a moment to briefly alert you to some new developments and program changes here at the Centre for Conflict Resolution. These changes are driven by our goal of continuous improvement based on the latest developments in the dispute resolution field in Canada and feedback from you.

We have added nine new electives and expanded two mediation electives from two days to three days, to accommodate your requests for more in-depth study and practice in the areas in question.

We have also expanded the number of courses we offer at Camosun College in Victoria in response to your many requests for additional programming. It is our goal, in conjunction with Camosun College, to increase the number and variety of electives available on the Island. As Island students, you should now be able to complete a Certificate Program within one year, if you so choose.

As always, we have attempted to reflect in our programming leading edge topics of current interest. This year we have added a new mediation elective directly related to court-based practice and an innovative course to enhance your thinking skills in negotiation. We are also introducing a number of one-day sessions which will engage your right brain thinking processes about dispute resolution practice in different ways. We encourage you to sample these as venues for creative expression and discourse.

For the second year we are running our Summer Institute for Graduates and Practising Mediators, as an opportunity to join with others at an advanced level to dialogue and further develop your skills.

You will notice that we have restructured our calendar this year for ease of reading and to assist you in making elective choices more closely related to your areas of interest. Please watch for elective clustering, sequencing and cross-referencing in the areas of dispute resolution: general, mediation, negotiation and facilitation.

Please feel welcome to visit us at our Web site at [www.jibc.bc.ca](http://www.jibc.bc.ca), where we now have all of our current course listings. We will be further developing the site to include the most current information available about the dispute resolution field in B.C., Canada and further afield, and an opportunity to dialogue with other certificate candidates, graduates and those who share our passion.

We know that families, workplaces and communities are revitalized when people deal with conflict in a constructive way. We also know how essential the tools of dispute resolution are to addressing the complex challenges we all face. We welcome you to join our learning community as we deepen our understanding and increase our ability to respond to the conflict in our world.



Marg Huber, Director

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## OUR MISSION

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

## WHY TAKE YOUR TRAINING AT THE CENTRE FOR CONFLICT RESOLUTION?

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

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

## Who to Contact

(Note: All telephone numbers are area code 604)

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

### Course Calendar and Satellite Location Course Listings

Meenpal Basi, Afternoon Receptionist.....	528-5608
Jackie Webber, Morning Receptionist .....	528-5608

### General Information – Conflict Resolution Certificate Program

Marg Huber, Director.....	mhuber@jibc.bc.ca .....	528-5613
Jacqueline Friend, Administrative Assistant (on maternity leave)		
Laurie McAvoy, Acting Administrative Assistant .....	lmcavoy@jibc.bc.ca .....	528-5612
Cindy Teather, Program Assistant.....	cteather@jibc.bc.ca .....	528-5610
Carolyn Eyres, Program Assistant .....	ceyres@jibc.bc.ca .....	528-5611
Lorraine Savidan, Program Assistant .....	lsavidan@jibc.bc.ca .....	528-5683
Jackie Webber, Office Assistant .....	jwebber@jibc.bc.ca .....	528-5609

### Program Guidance

Kendra McEown, Program Planner .....	kmceown@jibc.bc.ca .....	528-5616
Maureen Carroll, Program Planner .....	mcarroll@jibc.bc.ca .....	528-5617
Karen Falk, Program Planner .....	kfalk@jibc.bc.ca .....	528-5615
Kerry Gruber, Program Planner .....	kgruber@jibc.bc.ca .....	528-5618
Nym Hughes, Program Coordinator .....	nhughes@jibc.bc.ca .....	528-5622
Leslie Murray, Program Coordinator.....	lmurray@jibc.bc.ca .....	528-5614

### Satellite Locations

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

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

### Equivalencies

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

### Assessments

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

### Career Orientation

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

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

## JUSTICE INSTITUTE OF B.C. OUR VALUES

### Student-Centred

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

### Accessible

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

### Innovative

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

### Positive and Supportive

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

### Quality-Driven

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

### Relevant

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

### Responsive

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

### Teamwork

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

### Partnerships

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

## Conflict Resolution Training at the Justice Institute

The Centre for Conflict Resolution provides interest-based dispute resolution training through open registration courses, both on campus and at satellite locations across B.C. (see page 26). We also offer training on a contract basis and can design or tailor training to meet specific needs (see next column).

Established in 1986, the Centre is well known in North America for providing comprehensive and high-quality training. Courses can be taken individually (provided prerequisites are met) or applied towards a Certificate in Conflict Resolution. A First Nations Negotiation Skills Certificate is offered on a contract basis to First Nations Tribal Councils or Bands (see page 28). In order to receive a certificate, all required course work must be completed and a skills assessment passed.

### Training Format

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

### Instructional Team

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

### Participants

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

### Satellite Locations

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

For information regarding courses being offered at our downtown Vancouver location, please refer to the course descriptions for our Lower Mainland sites (starting on page 14). For information regarding courses being offered at our out-of-town sites, please refer to the Satellite Locations and Course Listings section found after the course descriptions (page 26).

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

### Contract Training

- Available to organizations and groups at their work-sites
- Designed to meet the specific needs of the group; issues that participants face in their day-to-day work can be incorporated into the training and used during role-play practice
- Delivered in one to five day modules
- Credited towards the Certificate in Conflict Resolution; the type of credit given will depend on the content of the course
- Cost effective: varying according to content, length, the amount of design work required and the location of the course

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

## Information for Participants

### Time and location of classes

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

### Library

All students attending courses at the JI are welcome to use the library. The library is open from 8:00 am to 5:00 pm, Monday to Friday, and library staff are available to provide reference services. A screening room is available for viewing audio-visual items, and an audio-visual catalogue can be purchased for \$7. Photocopy charges are 20 cents per page. While any student may use the library, *borrowing privileges are limited to students enrolled in the Conflict Resolution Certificate Program*. Others may borrow through interlibrary loan. Contact the librarian at your ministry, office, community college, university or public library.

### Practice groups/student message/ bulletin board

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

### Instructor substitutions and location changes

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

### Videotapes

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

### Refunds

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

### Certificate Program

Students enrolled in the Certificate Program receive early mail-outs of course listings and have borrowing privileges at the JI Library.

### Working in the dispute resolution field

Most people who take courses in the Certificate Program in Conflict Resolution are employed and are acquiring new skills and concepts in order to enhance their effectiveness in their current work area. For people seeking employment, the Certificate in Conflict Resolution is a significant asset on a resume and in many fields it is highly regarded in combination with other education and experience.

Some people consider the training provided through the Centre for Conflict Resolution as the first step in becoming a dispute resolution professional. Most people who work in the dispute resolution field are in private practice as trainers, mediators and facilitators. While the field of mediation is expanding, it is still very unusual for a person to make their living exclusively through private practice mediation.

There have been some exciting developments in the mediation field. The B.C. Mediator Roster Society in consultation with the Dispute Resolution Office of the Attorney General has created a Roster of Mediators who meet the established requirements of training and experience. This roster will be made available to disputants of civil/non-family cases in the B.C. Supreme Court, and eventually will serve other purposes as well. Information about the B.C. Mediator Roster is available from:

Dispute Resolution Office – Ministry of Attorney General  
PO Box 9280  
Stn. Provincial Government  
Victoria, BC V8W 9J7  
Phone: (250)356-8147  
Fax: (250)387-1189

Traditionally, it has been very difficult for prospective mediators to find supervised practicum opportunities in the field. A pilot project, the Provincial Court Mediation Practicum Project, offers trained but inexperienced mediators the opportunity to perform 10 small claims mediations under the supervision of an experienced mediator. Besides providing invaluable hands-on experience and feedback, the Provincial

Court Mediation Practicum Project also meets the minimum practice requirements for inclusion on the B.C. Mediator Roster.

For information about the Provincial Court and Mediation Practicum Project, call (604)684-1300 or e-mail: [sharon@ican.net](mailto:sharon@ican.net).

## Mediation Certification

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

- The Mediation Development Association of B.C. – (604)524-4552
- B.C. Arbitration and Mediation Institute – (604)736-6614
- Family Mediation Canada – (519)836-7750, Web site: [www.mediate.org/fmc](http://www.mediate.org/fmc)

Two of the above organizations offer a generic certification and the third offers a national family mediation certification.

Certifications vary in regard to requirements for specified number of hours of training, the amount of practical experience

and the skills-based assessment. Certification and/or being on the Roster is not a requirement to practice as a mediator.

It is important to stay in touch with mediation organizations to remain up-to-date with new developments and changes.

The Justice Institute, as a post-secondary educational institution, provides high-quality classroom training that meets the training hour requirements of the B.C. Mediator Roster Society and the various certifications. We offer basic mediation training as well as a wide range of advanced courses in specialized areas of mediation practice.

## Career Orientation

The Centre for Conflict Resolution also offers career orientation sessions to help individuals plan their course choices and to provide information about the dispute resolution field. Career orientation sessions will be held from 12:00 noon to 2:00 pm on the following days:

February 17	May 5
March 4	June 30
April 7	August 25

No appointment is required. Please check with the main reception desk for the room number where the session will be held.

## Certificate in Conflict Resolution

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

Program graduates have:

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

### Attendance Requirements

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

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

To discuss absences from courses, contact Leslie Murray at (604)528-5614 or Nym Hughes at (604)528-5622 (see Course Progression on page 12 for the order in which to take the courses).

### Admission to the Conflict Resolution Program

To become a candidate in the Conflict Resolution Certificate Program, it is necessary to complete application requirements; however, you can take courses without being a Certificate candidate. You can apply for candidacy prior to taking courses or at any point during your course work. You must be enrolled in the Certificate Program to take the assessment and receive a Certificate. A transcript and certificate will be mailed to graduates. The cost of additional documents is \$5 per copy.

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

Candidates in the program have borrowing privileges at the Justice Institute's library and receive early mail-outs of course listings.

### Required Courses (page 14)

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

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

### Electives (page 16)

Electives provide specialized training in the dispute resolution functions of mediation, negotiation and facilitation. In addition, there are general electives that develop skills and provide theoretical frameworks that are applicable to negotiation, mediation and facilitation (see "Designing Your Program" on page 13 for further information).

## Course Progression

If you have not had previous training in interpersonal communication skills, you may wish to 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, take CR260 (Negotiation Skills Level I). You would then take elective courses and the required courses CR250 (Mediation Skills Level I) and CR200 (Dealing with Anger). We suggest that you do not take your last required course, CR360 (Negotiation Skills Level II) until shortly before your assessment at the end of your program.

You can take any elective courses that appeal to you. It might be electives that deepen or expand your skills, or electives that specialize in a particular content area. If you want feedback on your skill development, take CR910, Reality Check. Your elective courses are up to you.

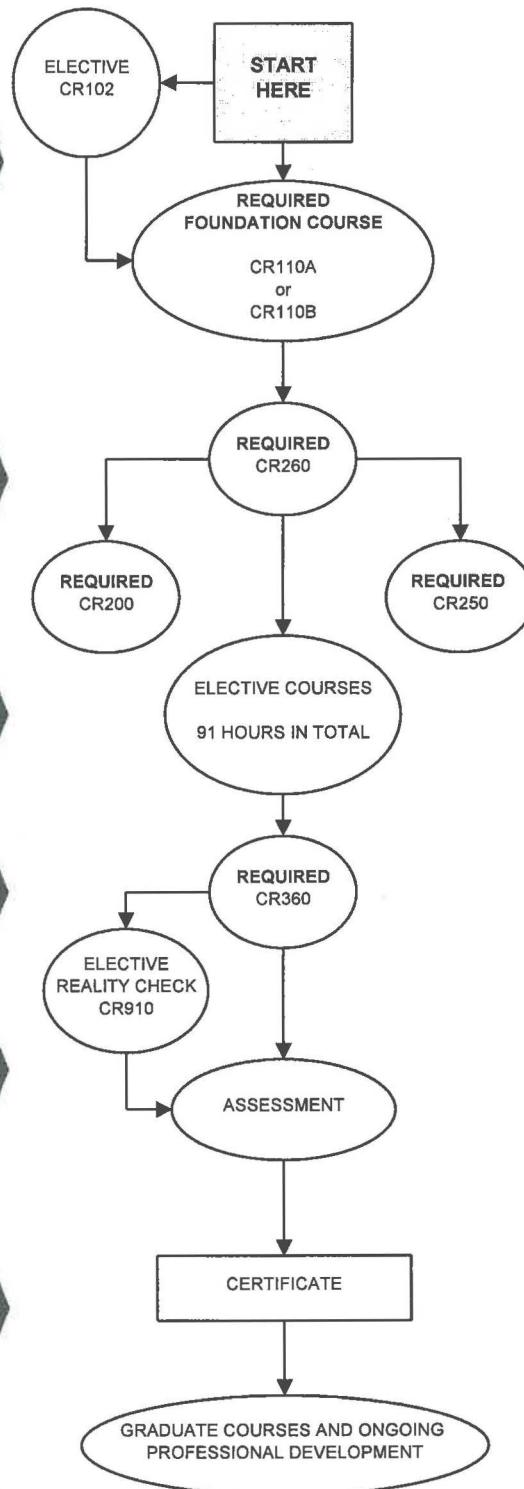
When you have finished most or all of your elective hours, take your remaining required course, CR360, Negotiation Skills Level II.

If you would like an indication of your assessment readiness, we suggest taking CR910, Reality Check, shortly before your assessment date.

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

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



## Designing Your Program

When you are designing your program and planning your ongoing professional development, choose electives that will deepen and strengthen your overall dispute resolution skills. Take into consideration the following:

- Function (for example – mediation, negotiation, facilitation or a combination of these)
- Setting (for example – human resources, labour relations, court, workplace)
- Areas of Specialization (for example – family, restorative justice, harassment)

Choose electives that best serve your interests in all three areas.

To assist you in selecting your courses we have organized electives into four dispute resolution categories: General, Mediation, Negotiation and Facilitation. Electives in the General section apply to all three functions.

There are two calendars in a 12-month period. Some electives will appear in both calendars, some will not. Also, some electives are instructed by guest trainers and may appear only once. Check with a Program Planner or Coordinator if you have any questions.

Dispute Resolution: General Electives			Page	Dispute Resolution: Mediation Electives			Page
CR105	Asserting Yourself in Conflict Situations		16	CR400	Mediation Skills Level II		21
CR516	Building Consensus		16	CR829	Mediation Skills Level III		22
CR847	Building Positive Relationships in a Diverse Workplace		16	CR310	Managing the Emotional Climate		21
CR102	Critical Skills for Communicating in Conflict		16	CR404	Caucusing in Mediation		20
CR206	Criticism: How to Give and Receive It		16	CR828	Strategic Mediation		22
CR848	Designing Conflict Management Systems		17	CR846	Civil Procedure		20
CR314	Dynamics of Power in Dispute Resolution		17	CR460	Mediating Court-Based and Non-Relationship Cases		21
CR101	Handling Conflict on the Telephone		17	CR514	Mediating Discrimination and Harassment Complaints		21
CR552	Intercultural Communication: Bridging the Divide in Conflict Situations		17	CR827	Victim/Offender Mediation		22
CR108	Managing the Hostile Individual		17	CR454	Best Interests of the Child (Part II): The Impact of Separation on Children Who Witness Abuse		22
CR512	Organizational Culture and Conflict		18	CR455	Mediating the Financial Divorce		22
CR363	Organizational Transformation Through Conflict		18	Dispute Resolution: Negotiation Electives			
CR834	Reconciling Differences		18	CR362	Making It Hard to Say No: Negotiating with Difficult People		23
CR302	Shifting from Positions to Interests		18	CR364	Negotiating Beyond Win-Win (Non-Credit Course)		23
CR316	Unfinished Business			CR501	Negotiating Within a Labour Context		23
“Right Brainers” in Dispute Resolution:				CR365	Thinking Smarter: The Negotiator’s Edge!		24
CR106	Adventures in Conflict		19	CR910	Reality Check		24
CR401	Mediation and Meditation		19	Dispute Resolution: Facilitation Electives			
CR403	The Soul of Mediation		19	CR504	Group Dynamics		24
CR405	Storytelling in Dispute Resolution		19	CR508	Challenges of Facilitating		24
CR205	Structuring Dialogue and Building Community		20	CR520	Facilitating and Mediating Multi-Party Disputes		25
CR503	Using Ritual to Work with Organizations in Transition		20				

## Course Exemptions

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

## Course Information

### Required Courses

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

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

#### Dealing with Interpersonal Conflict (CR110A)\*

This course gives participants an overview of and an introduction to collaborative conflict resolution. Participants assess their own conflict style and broaden their range of ways to resolve conflicts effectively. They examine the dynamics and sources of conflicts, attitudes and beliefs, conflict theory, defensiveness, and the role of assumptions and emotions. Participants will practise specific skills and approaches useful in resolving interpersonal conflicts. This is a highly participatory course with an emphasis on increasing self-awareness and skill development through structured exercises and simulations. Students are encouraged to bring a VHS videotape to record their role-play on the final day of the course. **This course is equivalent to CR110B and is a prerequisite for all other required courses. Take either CR110A or CR110B as you will receive credit for one or the other, not both.**

**Prerequisite(s):** none.

**Length:** Three days (21 hours)

**Date(s):** **January 26-28**, Wendy Hilliard  
**February 9-11**, Kelly Henderson  
**March 2-4**, Ed Jackson  
**March 29-31**, Joan Balmer  
**April 12-14**, Gary Harper; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver  
**April 27-29**, Nancy McPhee  
**May 12-14**, Jill Schroder  
**May 31 – June 2**, Gary Harper  
**June 17-19**, Ron Monk  
**July 7-9**, Joan Balmer; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver  
**July 21-23**, Joan Balmer  
**August 3-5**, Jim Toogood  
**August 11-13**, Deborah White

**Fee:** \$350

#### Resolving Conflict in the Workplace (CR110B)

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

and approaches for collaborative conflict resolution. This course will be of particular value to managers and supervisors who wish to expand their leadership skills. This is a highly participatory course with an emphasis on increasing self-awareness and skill development through structured exercises and simulations. Students are encouraged to bring a VHS videotape to record their role-play on the final day of the course. **This course is equivalent to CR110A and is a prerequisite for all other required courses. Take either CR110A or CR110B as you will receive credit for one or the other, not both. Prerequisite(s):** none.

**Length:** Three days (21 hours)

**Date(s):** **January 18-20**, Stacey Holloway  
**January 25-27**, Ed Jackson; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver  
**February 3-5**, Joan Balmer  
**February 22-24**, Ron Monk  
**March 11-13**, Gary Harper  
**March 22-24**, Jim Toogood; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver  
**April 12-14**, Joan Balmer  
**April 28-30**, Deborah White  
**May 10-12**, Mario Govorchin; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver  
**May 27-29**, Kelly Henderson  
**June 7-9**, Joan Balmer  
**June 23-25**, Gary Harper  
**July 6-8**, Kelly Henderson  
**July 26-28**, Stacey Holloway  
**August 25-27**, Ron Monk

**Fee:** \$350

#### Negotiation Skills Level I (CR260)

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

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

**Length:** Three days (21 hours)

**Date(s):** **February 1-3**, Mario Govorchin  
**February 22-24**, Wendy Hilliard; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**March 8-10**, Deborah White  
**March 30 – April 1**, Ron Monk  
**April 19-21**, Kelly Henderson  
**May 3-5**, Dale Zaiser  
**May 19-21**, Deborah White  
**June 7-9**, Dale Zaiser; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**June 28-30**, Kelly Henderson  
**July 12-14**, Mario Govorchin  
**August 16-18**, Dale Zaiser

**Fee:** \$350

### Dealing with Anger (CR200)\*

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

**Prerequisite(s):** CR110A or CR110B. **Recommended:** CR260.

**Length:** Three days (21 hours)

**Date(s):** **January 25-27**, Elizabeth Azmier-Stewart  
**February 8-10**, Stacey Holloway  
**March 8-10**, Nancy McPhee; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**March 30 – April 1**, Mario Govorchin  
**April 21-23**, Mario Govorchin  
**May 4-6**, Joan Balmer  
**May 25-27**, Elizabeth Azmier-Stewart  
**June 2-4**, Nancy McPhee  
**June 22-24**, Joan Balmer  
**July 7-9**, Stacey Holloway  
**July 27-29**, Nancy McPhee  
**August 23-25**, Stacey Holloway

**Fee:** \$350

### Mediation Skills Level I (CR250)\*

Mediation is a practical method for helping other people resolve their conflicts and attain mutually satisfactory outcomes. This course introduces the concepts, skills and techniques needed to mediate disputes, such as determining whether mediation is appropriate, the role of the mediator, guiding the process, managing emotions and using communication skills as a mediator. Participants will have opportunities to mediate

simulated disputes involving co-workers, customers, committee members, neighbours, parents/teens and co-parents. Emphasis is on skill development through simulated mediations assisted by trained coaches. Students are encouraged to bring a VHS videotape to record their role-play on the final day of the course. **Prerequisite(s):** CR110A or CR110B. **Recommended:** CR260.

**Length:** Three days (21 hours)

**Date(s):** **January 27-29**, Karen Haddigan  
**February 17-19**, Dale Zaiser  
**March 1-3**, Elizabeth Azmier-Stewart  
**March 23-25**, Kelley Henderson  
**April 7-9**, Karen Haddigan  
**April 26-28**, Karen Haddigan; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**May 10-12**, Elizabeth Azmier-Stewart  
**June 14-16**, Ed Jackson  
**July 5-7**, Karen Haddigan  
**July 21-23**, Ron Monk; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**August 4-6**, Kelly Henderson  
**August 18-20**, Jill Schroder

**Fee:** \$350

### Negotiation Skills Level II (CR360)

This course applies the negotiation process and skills from the Level I course to more complex negotiations. Content includes negotiator assertiveness and style, identifying and responding to competitive tactics, assessing power dynamics and resolving impasses. Emphasis is on skill development through simulated negotiations, with assistance and feedback from trained coaches. **Required reading:** *Getting Past No* by William Ury. **Participants are required to bring their Negotiation manual to this course.** **Prerequisite(s):** CR110A or CR110B, CR200, CR250, CR260.

**Length:** Five days (35 hours)

**Date(s):** **February 11-12 & 15-17**, Karen Haddigan  
**March 15-19**, Dale Zaiser  
**April 29-30 & May 3-5**, Mario Govorchin  
**June 21-25**, Stacey Holloway; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**July 15-16 & 19-21**, Dale Zaiser  
**August 19-20 & 23-25**, Mario Govorchin

**Fee:** \$575

## Electives

Certificate requirements are 91 hours (13 days) of elective courses. Also, elective courses include courses that program graduates take as professional development.

### Dispute Resolution: General Electives

#### Asserting Yourself in Conflict Situations (CR105)\* (formerly CR104, Asserting Yourself Under Pressure)

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

**Recommended:** CR110A or CR110B.

**Length:** Two days (14 hours)

**Date(s):** **January 21-22**, Nancy McPhee

**February 15-16**, Deborah White

**March 22-23**, Jill Schroder

**April 19-20**, Mario Govorchin

**May 20-21**, Nancy McPhee

**June 21-22**, Jill Schroder

**July 19-20**, Gary Harper

**August 16-17**, Nancy McPhee; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver

**Fee:** \$250

#### Building Consensus (CR516)

In recent years, there has been an increase in the use of collaborative approaches to dispute resolution. This shift towards group involvement in decision making has not always been successful. As an ideal, consensus decision making has tremendous appeal, with benefits such as team building, commitment and conflict resolution. Elements for building consensus are relatively simple to understand; the challenge is to learn to apply the elements effectively. This course is designed to help participants understand the conditions that must exist for consensus decisions to be made, procedures for preparation of the involved parties, processes and guidelines to follow for consensus and participant skills necessary for reaching consensus. **Prerequisite(s):** CR110A or CR110B and one of CR200, CR250 or CR260.

**Length:** Two days (14 hours)

**Date(s):** **April 29-30**; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver

**Fee:** \$250

**Instructor(s):** Arthur Ridgeway

#### Building Positive Relationships in a Diverse Workplace (CR847)

Organizations and their clients are becoming increasingly diverse. This interactive workshop presents an innovative, holistic approach to building and maintaining relationships and workgroups in today's complex workplaces. Through strategies, awareness and skills building, participants will explore the use of non-blaming, healing approaches to dealing with difficult individuals and controversial topics, how to respond effectively to prejudicial remarks and communicating effectively in an intercultural context. This workshop is appropriate for individuals at all levels who are interested in developing productive and respectful work environments. It can be taken as a stand-alone course or used to broaden and deepen other learning. **Prerequisite(s):** none.

**Length:** Three days (21 hours)

**Date(s):** **April 21-23**; at the **Italian Cultural Centre**, 3075 Slocan Street, Vancouver

**Fee:** \$350

**Instructor(s):** Charles Boehm-Hill, Ed Eduljee and Jeannette Matson

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

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

**Length:** Two days (14 hours)

**Date(s):** **January 28-29**, Jill Schroder; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver

**February 4-5**, Wendy Hilliard

**February 25-26**, Jim Toogood

**March 15-16**, Wendy Hilliard

**April 6-7**, Jill Schroder

**April 26-27**, Mario Govorchin

**May 17-18**, Ed Jackson

**June 14-15**, Jim Toogood

**July 5-6**, Ed Jackson; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver

**July 22-23**, Nancy McPhee

**August 30-31**, Gary Harper

**Fee:** \$250

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

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

elements of giving and receiving constructive criticism.

**Prerequisite(s):** CR110A or CR110B.

**Length:** Two days (14 hours)  
**Date(s):** **March 11-12;** at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**June 17-18**  
**Fee:** \$250  
**Instructor(s):** Deborah White

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

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. Through an interactive mix of theory and practice, participants will explore processes for “scoping the project”, determining what role (if any) the ADR consultant will play, contracting with the client regarding goals, participation and learning, coaching clients in resolution choices to find the “fit” of interventions (dispute-specific, process-specific and systems-specific), minimizing resistance and maximizing incentives to enhance organizational redesign efforts, exploration of cutting edge issues and applications to “back-home” issues (including the creation of “self-mediating systems”), and handling ethical and practice dilemmas.  
**Prerequisite(s):** CR110A or CR110B, CR250, CR260, CR400.

**Length:** Two days (14 hours)  
**Date(s):** **May 25-26**  
**Fee:** \$300  
**Instructor(s):** **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 co-authored *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)**

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 simulations, 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. **Prerequisite(s):** CR110A or CR110B.

**Length:** Two days (14 hours)  
**Date(s):** **May 10-11**  
**Fee:** \$250  
**Instructor(s):** Joan Balmer

### **Handling Conflict on the Telephone (CR101)**

Dealing with angry people and trying to resolve conflict over the telephone can be particularly challenging. This one-day course will focus on learning and practising effective para-verbal and verbal skills for defusing anger and resolving conflict, with an emphasis on the use of the voice. The course will be of interest to people who want to develop more skills for responding effectively to anger and conflict over the phone, and will be of particular interest to those with limited experience in the program. **Prerequisite(s):** none.

**Length:** One day (7 hours)  
**Date(s):** **February 26**  
**June 16**  
**Fee:** \$125  
**Instructor(s):** Dale Trimble

### **Intercultural Communication: Bridging the Divide in Conflict Situations (CR552)**

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

**Length:** Two days (14 hours)  
**Date(s):** **July 26-27**  
**Fee:** \$250  
**Instructor(s):** Ed Eduljee, Valerie Dudoward and Marg Huber

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

This course is for high-risk professionals who have not taken other courses in the program. Many professionals find themselves the target of hostile or aggressive behaviour as a regular part of their jobs. Dealing with these encounters inevitably requires emotional energy and frequently results in increased stress. This course provides alternatives for constructively managing hostile individuals. Attention is given to risk factors and ensuring personal safety. Participants will

have an opportunity to identify factors that escalate the level of hostility, identify personal responses to hostile behaviour, learn and practise a model for defusing hostility and increase skills in constructively confronting problem behaviour. **Prerequisite(s):** none.

Length: Two days (14 hours)  
 Date(s): **March 11-12**  
**June 14-15**  
 Fee: \$250  
 Instructor(s): Mario Govorchin

### Organizational Culture and Conflict (CR512)

The culture of an organization can be thought of as the shared beliefs and behaviours of its members. Organizational culture has a significant impact on the types of conflict that arise and the manner in which conflicts are (or are not) addressed. Differences in culture between different parts of an organization can themselves be a significant source of conflict. This course aims to increase participants' understanding of organizational culture and to examine how it arises and how it may be changed. In addition, through case studies and participants' own experience, the applicability of win-win, interest-based approaches to conflict in organizations will be explored. **Prerequisite(s):** CR110A or CR110B, and one of CR260 or CR250.

Length: Two days (14 hours)  
 Date(s): **May 13-14; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver**  
 Fee: \$250  
 Instructor(s): Michael Talbot

### NEW

### Organizational Transformation through Conflict (CR363)

Every modern workplace produces innumerable chronic conflicts, yet few work organizations have examined their "conflict culture" to see how it generates, supports and reinforces conflict. Using conflict as an opportunity for personal and organizational transformation requires us to reconsider the way we work. This course works from principles of conflict resolution systems design to discover where organizational conflict is coming from, and to design multi-layered systems to improve the organization's capacity for conflict prevention, management, settlement and resolution. **Prerequisite(s):** CR110A or CR110B, and one of CR260 or CR250.

Length: Two days (14 hours)  
 Date(s): **April 29-30**  
 Fee: \$250  
 Instructor(s): **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.

### Reconciling Differences (CR834)

Daily we find ourselves clicking easily with some people while struggling hard to get on the same wavelength with others. In conflict situations, we are continually challenged and confronted with differences in perspective, style, need and emotion. If not handled effectively, individual preferences can lead to animosity, communication breakdown and lasting damage to our relationships. Understanding the interpersonal dynamics underlying behaviours is an essential skill in the conflict resolution process. Through working with personality preferences as measured by the Myers-Briggs Type Indicator and differences in interpersonal needs as measured by 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. **Prerequisite(s):** CR110A or CR110B and one of CR260 or CR250.

Length: Two days (14 hours)  
 Date(s): **February 25-26; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver**  
**March 31 – April 1**  
**May 19-20**  
 Fee: \$275 (course fee includes test instruments)  
 Instructor(s): Arthur Ridgeway

### Shifting from Positions to Interests (CR302)

Whether in the context of negotiation, mediation or interpersonal conflict, people adopt positions and offer solutions in order to meet their underlying interests. Working toward interest-based resolutions requires skill in clarifying and understanding the wants, needs, concerns and fears that support the opposing positions. This course is designed to help participants reach positive outcomes through a deeper exploration of positions, interests and intentions. Participants will enhance skills aimed at eliciting underlying interests, illuminating blocks, facilitating processes, establishing positive outcomes and generating a wider range of choices. **Prerequisite(s):** CR110A or CR110B and one of CR260 or CR250. **Recommended:** CR102.

Length: Two days (14 hours)  
 Date(s): **February 23-24**  
**April 27-28**  
**June 8-9**  
 Fee: \$250  
 Instructor(s): Arthur Ridgeway

### Unfinished Business (CR316)

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. These judgements need to be cleared in order to begin re-establishing trust and building a foundation of cooperation. 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. **Prerequisite(s):** CR110A or CR110B and one of CR260 or CR250.

**Length:** Two days (14 hours)  
**Date(s):** **June 10-11;** at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**Fee:** \$250  
**Instructor(s):** Arthur Ridgeway

## "Right Brainers"

The following courses are intended to encourage you to think in non-linear ways, expand your creative expression and deepen dialogue.

### Adventures in Conflict (CR106)

This course offers a playful, adventurous, illuminating day for participants to engage in a variety of physical, mental and social exercises designed to explore conflict within contexts such as leadership, communication, trust building, self-awareness, problem solving, competition and team building. Specific learning will be influenced by the experiences of the participants, and related concepts and skills from the Conflict Resolution program will be discussed in debriefing sessions. This is not role-play. You will experience yourself in real time. **Prerequisite(s):** none.

**Length:** One day (7 hours)  
**Date(s):** **May 31**  
**Fee:** \$125  
**Instructor(s):** Jill Schroder and Chris Moore (Director, Pacific Adventure Learning)

### NEW

### Mediation and Meditation (CR401)

Meditation is a way of making friends with yourself and resting and training your mind. This workshop will explore the use of meditation, especially in staying kind to oneself and others when in conflict. Rather than withdrawing from the world, meditation can help one to be more fully present in any situation and, as mediators, fully present in relationship with the parties. Outcome research on the positive impact of a meditation on health and performance will be reviewed and traditional sitting meditation, mind/body exercises, and meditation and movement will be explored. Please wear comfortable clothes and bring a mat or blanket. **Prerequisite(s):** CR110A or CR110B, CR250. **Recommended:** CR260.

**Length:** One day (7 hours)  
**Date(s):** **February 25**  
**Fee:** \$125  
**Instructor(s):** **Dale Trimble** completed a B.A. in Buddhist Studies and Psychology in 1973 and has been a student and practitioner of Buddhist Meditation for 27 years. He is an authorized meditation

instructor and teacher with Shambhala International, which provides non-secular classes and workshops throughout the world on the application of meditation to daily life. Dale is in private practice as a therapist, trainer and consultant, specializing in conflict resolution and changing violent behaviour.

### NEW

### The Soul of Mediation (CR403)

We live in an age of "how to," inundated with books and lectures on "how to manage your finances," "how to keep fit," "how to mediate," etc. Learning how to mediate is to understand the body of mediation; asking why to mediate gives us a glimpse into the soul of mediation. Through storytelling, poetry and other tools to deepen understanding of the essence of being human, this experiential course explores "why to mediate," which will make our knowledge of the skills of mediation more effective and meaningful. It will assist participants to convert their knowledge of mediation into an experience because "wisdom is born when knowledge is transformed into an experience." **Prerequisite(s):** CR110A or CR110B, CR250. **Recommended:** CR260.

**Length:** One day (7 hours)  
**Date(s):** **June 7**  
**Fee:** \$125  
**Instructor(s):** **Nurdin Kassam** is a mediator, lawyer, seminar leader and philosopher who has studied and/or taught in B.C. and various parts of the world over the past 20 years (has practised law for 35 years), and has a deep personal understanding of cultural differences in dispute resolution. "How long has he been mediating?" "Since I was born," he says.

### NEW

### Storytelling in Dispute Resolution (CR405)

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. **Prerequisite(s):** CR110A or CR110B, CR250. **Recommended:** CR260.

**Length:** One day (7 hours)  
**Date(s):** **June 22**  
**Fee:** \$125  
**Instructor(s):** Gary Harper

**NEW****Structuring Dialogue and Building Community (CR205)**

This interactive course will introduce participants to the process of Know Me™. Originally developed in the highly polarized South African environment, this tool has been used world-wide in a variety of situations, from warring youth gangs just before the South African elections to a community school in Northern Saskatchewan. Based on the Johari window model of disclosure and feedback, Know Me™ is designed to build trust, foster tolerance, promote dialogue and help us move into "community." Participants will have opportunities to experiment with different versions of the game and consider potential applications. **Prerequisite(s):** CR110A or CR110B.

**Length:** One day (7 hours)  
**Date(s):** April 26  
**Fee:** \$125  
**Instructor(s):** Susan Neden of Sogyo Consulting in Regina, Saskatchewan, works extensively with organizations as a strategist for and mediator of the inevitable conflict being experienced as work and relationships are redefined.

**NEW****Using Ritual to Work with Organizations in Transition (CR503)**

Rituals are symbolic actions that connect individuals with the deeper meaning of a significant event and enhance their ability to deal with the complexity and ambiguity of change. This one-day workshop will explore the theory and practice of using ritual when working with conflict in organizations due to, for example, downsizing, mergers, new teams and staff departures. It will be of particular interest to facilitators, mediators and team leaders working with or in organizations in transition. The session presents the elements of designing a ritual for group use ranging from simple ceremonies to more elaborate rituals, such as group metaphors and legacy work. **Prerequisite(s):** CR110A or CR110B, CR250. **Recommended:** CR260.

**Length:** One day (7 hours)  
**Date(s):** March 26  
**Fee:** \$125  
**Instructor(s):** Yvette Perreault and Derek Scott have developed innovative and powerful ways of using ritual in their work with the AIDS Bereavement Project of Ontario, which assists service organizations to create effective responses to counteract the effects of multiple losses associated with HIV/AIDS. Yvette Perreault has worked with groups and organizations in transition for the past 20 years as a community organizer, facilitator, mediator and director of support services for the AIDS Committee of Toronto. Derek Scott is a facilitator and trainer specializing in issues of loss, change and bereavement; he is a Gestalt therapist and has extensive experience as a community educator.

**Dispute Resolution: Mediation Electives**

At the JI, we believe that there is no one right way to practice mediation, but a variety of approaches that may be situationally appropriate. Students taking these mediation courses can expect to encounter a range of styles and approaches from one trainer to the next, based on their experience as mediators, which we hope will enrich your learning. Conformity of method and practice is not our goal; rather, we encourage our students as adult learners to develop their own style based on a framework of guiding principles and an understanding of the parties, culture and setting within which they are mediating. Whatever approach mediators use in a given dispute, they ultimately bring their essential self to the work. A mediator's genuineness and self-awareness, therefore, needs to be integrated with technical skill for effective practice, and our training program aims to assist students with these goals.

The Centre for Conflict Resolution continues to offer advanced skills-based mediation courses and to develop new courses. If you wish to practise mediation professionally, we suggest that you look to your intended field of practice for the appropriate level of knowledge, training and experience required. See also page 9, under "Working in the dispute resolution field."

**Caucusing in Mediation (CR404)**

Caucusing can be one of the most effective interventions a mediator can use in moving parties towards agreement. If not properly implemented, however, caucusing can prove hazardous. Knowing when, why and how to use this tool is crucial to dealing effectively with some of the most difficult and perplexing situations in mediation. This course presents a structured caucusing process that is applicable in a variety of dispute contexts, including family and commercial. The process will help mediators maximize the value of meeting separately with the parties while minimizing the potential for negative outcomes. **Prerequisite(s):** CR110A or CR110B, CR250. **Recommended:** CR260.

**Length:** One day (7 hours)  
**Date(s):** January 28  
 July 12  
**Fee:** \$125  
**Instructor(s):** Michael Fogel

**Civil Procedure (CR846)**

This course is for those who want to practise mediation in the context of the civil justice system. It is required for mediators who do not have a law degree but want to be considered for the B.C. Mediator Roster. It may also be of interest to those with a law degree who want to refresh their knowledge of civil procedure. The course examines the aspects of civil procedure that mediators need to be familiar with: what the litigation track looks like, including the practicalities of time and cost as a typical case proceeds through the system, as well as the role of lawyers in litigation and mediation. The course will also address how Court Rules use expense to encourage settlement,

the difference between the formal legal parties and the real decision-makers in a lawsuit and the rules of evidence that commonly arise in mediation. **Prerequisite(s):** CR110A or CR110B, CR250. **Recommended:** CR260.

**Length:** Two days (14 hours)  
**Date(s):** **March 4-5**  
**April 15-16;** at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver  
**June 3-4**  
**Fee:** \$250  
**Instructor(s):** Terry Harris, CRC, C.Med., B.A. (Psych.), LL.B., is a trainer in legal education, and a lawyer and mediator in private practice concentrating on civil and family disputes. Terry is also a Child Protection Mediator and a member of the Tribunal of the B.C. Children's Commission. His background is in counselling, social administration, and social services to children and youth.

### Facilitating and Mediating Multi-Party Disputes (CR520)

See page 25 in the "Dispute Resolution: Facilitation Electives" section for course description, prerequisite(s) and date(s).

### Managing the Emotional Climate (CR310)

One of the crucial tasks of the mediator is working with the parties to maintain an environment in which they can effectively negotiate with each other. This "climate" is one in which the parties' feelings are respected and, at the same time, are managed so that their emotions do not become either self-destructive or a weapon against each other. Safeguarding this emotional balance is challenging and essential. Participants will have the opportunity to practise interventions that will enable them to help the parties cope more constructively with their own emotions and better understand one another's feelings, and to maintain an environment in which the parties' emotions will contribute to the successful resolution of the conflict. **Prerequisite(s):** CR110A or CR110B, CR250. **Recommended:** CR260.

**Length:** One day (7 hours)  
**Date(s):** **January 27**  
**March 24.**  
**Fee:** \$125  
**Instructor(s):** Michael Fogel

#### NEW

### Mediating Court-Based and Non-Relationship Cases (CR460)

Mediation cases focused on financial or contractual issue and/or are 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 non-payment 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 and Mediation Practicum Project, as well as mediators who wish to work in the field of Commercial Mediation. **Prerequisite(s):** CR110A or CR110B, CR200, CR250, CR260, CR400.

**Length:** Two days (14 hours)  
**Date(s):** **February 1-2**  
**July 15-16**  
**Fee:** \$250  
**Instructor(s):** Karen Haddigan

### Mediating Discrimination and Harassment Complaints (CR514) (revised)

Many organizations are responding to the requirements of recent human rights legislation by developing policies that include mediation. Mediation is a viable alternative to investigation and arbitration in many cases. There are special considerations that need to be addressed when mediating in this context. This course looks at how to prepare for and mediate in a complaint situation. Legal and ethical questions are considered. **Prerequisite(s):** CR110A or CR110B, CR250. **Recommended:** CR260.

**Length:** Three days (21 hours)  
**Date(s):** **March 8-10**  
**August 18-20;** at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver  
**Fee:** \$350  
**Instructor(s):** Duncan Stewart

### Mediation Skills Level II (CR400)

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

**Length:** Five days (35 hours)  
**Date(s):** **February 25-26 & March 1-3,** Stacey Holloway  
**April 12-16,** Deborah White  
**May 13-14 & 17-19,** Ron Monk  
**June 24-25 & 28-30,** Deborah White  
**August 9-13,** Karen Haddigan  
**Fee:** \$575

### Mediation Skills Level III (CR829)

Participants in this two-day learning community will build on the skills and insights gained in Mediation Skills Level II, other foundational work and “real-world” application. As co-learners you will “expand the envelope” to deal with more difficult mediation situations by applying previously learned 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, expertise and understanding, the production and use of a shared base of information, mediator presence and its effect, tracking (process, content and emotions) and shifting focus, “peeling the onion” (getting to the real interest), power and power balancing, mediator assertiveness and directiveness, and mediator participation in problem solving and framing outcomes. **Prerequisite(s):** CR110A or CR110B, CR200, CR250, CR260, CR360, CR400.

Length: Two days (14 hours)  
 Date(s): **March 22-23**  
 Fee: \$250  
 Instructor(s): Michael Fogel

#### NEW

### Organizational Transformation through Conflict (CR363)

Please see page 18 in the “Dispute Resolution: General Electives” section for course description, prerequisite(s) and date(s).

### Strategic Mediation (CR828)

This workshop is designed to begin a process of ongoing inquiry with respect to what we are doing, how we are doing it and who we are becoming in the process of proceeding with this dynamic and challenging path called mediation. We will focus on the special nature of being that person who consciously joins with others in times of emotional turmoil, chaos and crisis to facilitate the resolution of conflict. As a group of co-learners in a learning community, we will expand our use of mediator interventions beyond the level of skill application to a deeper understanding of mediator participation as strategy, working with people purposefully and intentionally. This requires an expanded sense of who we are as mediators, why we mediate, and the principles and values that underlie being a mediator. During this two-day journey, you will be asked to reconcile mediation values with your own values. We will discuss and ponder critical aspects of practice, the impact of culture, gender and power; “transformative” practice (who or what is transformed), the essence of neutrality, and the fears that can affect what we do. We will ask: “What is the heart and spirit of mediation?” Be prepared to challenge yourself and your concepts related to mediation, and prepare yourself to be open to the challenges of others. **Prerequisite(s):** CR110A or CR110B, CR200, CR250, CR260, CR400.

Length: Two days (14 hours)  
 Date(s): **July 13-14**  
 Fee: \$250  
 Instructor(s): Michael Fogel

### Victim/Offender Mediation (CR827)

This course addresses the use of mediation in the context of the criminal justice system: resolving issues for victims and offenders. Participants will develop an understanding of the restorative justice principles and values that, for over 20 years, have guided the use of this process in seeking to effectively address crime in the community. Using actual case studies, we will learn and practise the process and skills used in making initial client contacts and in conducting the mediation and addressing minor offences and some levels of assault. **Note:** The focus of the course will be on practitioner practice rather than on setting up a victim/offender program. **Recommended reading:** *Changing Lenses* by Howard Zehr. **Prerequisite(s):** CR110A or CR110B, CR250. **Recommended:** CR260.

Length: Four days (28 hours)  
 Date(s): **April 6-9**  
**August 17-20**

Fee: \$470  
 Instructor(s): **Eric Gilman** is a Senior Mediator and the Training and Education Coordinator for Fraser Region Community Justice Initiatives Association, one of Canada’s most respected victim/offender mediation agencies.

### Best Interests of the Child (Part II): The Impact of Separation on Children Who Witness Abuse (CR454)

The mediator who practises in the family area must assess the impact of separation on the family. This course explores the impact of trauma when children witness, or become victims of, abuse within the family. It also explores screening tools to determine when mediation is not appropriate. The course will provide skills practice to enable the mediator to assess appropriate processes and interventions for helping parents address the needs of their children within the family context. **Prerequisite(s):** CR110A or CR110B, CR250, CR453 (or equivalent training). **Recommended:** CR260.

Length: Two days (14 hours)  
 Date(s): **February 11-12**  
 Fee: \$250

Instructor(s): **Kelly Kennedy** is a mediator, counsellor and trainer in private practice with experience in a variety of human services settings. She is president of the Reality Therapy Institute of B.C. and is a member of the Delta Council for Youth Committee. **Sharon White**, B.S.W., ECE Cert., trains in the area of family violence and is the past Provincial Coordinator of the Children Who Witness Abuse Program for the B.C./Yukon Society of Transition Houses.

### Mediating the Financial Divorce (CR455)

Financial decisions made at the time of divorce will greatly influence the life of each family member. Mediators must be able to guide the parties through the financial maze and know when and where to refer them for additional financial consultation. This course will provide participants with information and strategies for mediating financial aspects of

separation and divorce, including spousal and child support, family home, pensions, family business, wills, insurance, other assets and debts. Tax implications, child support guidelines, ethical issues and legal risks for mediation will be addressed. Participants will prepare a memorandum of understanding based on a role-play case study. **Prerequisite(s):** CR110A or CR110B, CR250. **Recommended:** CR260.

**Length:** Two days (14 hours)  
**Date(s):** February 8-9  
**Fee:** \$250  
**Instructor(s):** Ed Jackson

## Other JI Courses of Interest to Family Mediators

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

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

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

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

**Additional courses of interest** to family mediators are listed in the Couple and Family Certificate Programs. See Violence Against Women in Relationships, Level 1 (#EP193), on page 81. These courses do not count for credit in the Conflict Resolution Certificate Program; however, some may be considered for Family Mediation Canada Certification.

## Dispute Resolution: Negotiation Electives

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

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

**Length:** Two days (14 hours)  
**Date(s):** March 29-30  
May 17-18  
**Fee:** \$250  
**Instructor(s):** Arthur Ridgeway

### NEW / NON-CREDIT

### Negotiating Beyond Win-Win (CR364)

In real-world problems, things are changing all the time at the negotiating table. Recent technological advances have made it possible for computers to support such dynamic negotiations in real time. Mediators and negotiators are now able to facilitate outcomes that go "beyond win-win" and put stakeholders in control of a process that achieves the objectives of fairness and efficiency. Participants in this course will be shown how to simplify the trade-offs in complex party preferences and be provided with a hands-on opportunity to practise the concepts of interest-based negotiations in simulated negotiations using a state-of-the-art computer program. **Prerequisite(s):** CR110A or CR110B, CR260. **Please note: This course is NOT for credit in the program.**

**Length:** One day (7 hours)  
**Date(s):** March 25  
**Fee:** \$100  
**Instructor(s):** Dr. Ernest Thiessen, president of One Accord Technologies, has conducted research and development of negotiation support systems for the last eight years at Cornell University and in Vancouver.

### Negotiating Within a Labour Context (CR501)

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 the skills of 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. **Prerequisite:** CR110A or CR110B.

**Length:** Two days (14 hours)  
**Date(s):** July 19-20; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver  
**Fee:** \$250  
**Instructor(s):** Deborah White and Larry Gregg (Senior Mediator and Director of Administration at the Labour Relations Board)

### NEW

#### Thinking Smarter: The Negotiator's Edge! (CR365)

Effective thinking is a key factor in all stages of the negotiation process. The problem arises when we apply a preferred style of thinking to every task, regardless of whether it is likely to be the most effective one. In this course participants will explore a well-researched model for effective thinking, build awareness of the various types of thinking and apply a new "thinking language" to the four stages of the negotiating process. Through the use of a self-assessment instrument, several thinking "tools" and a variety of learning activities, participants will experience a rich new way of looking at their own (and others') thinking, and further develop and refine their personal negotiating abilities. **Prerequisite(s):** CR110A or CR110B, CR260.

**Length:** Two days (14 hours)  
**Date(s):** May 4-5  
**Fee:** \$300 (course fee includes test instrument)  
**Instructor(s):** David Gouthro is 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.

#### Reality Check (CR910)

This course provides an opportunity to work interactively with an instructor in negotiation role-plays. With a maximum class size of five, each participant receives individualized and immediate feedback from the instructor, who plays the role of the other party. Reality Check is recommended for assessment preparation as the course is designed to simulate, to as great a degree as possible, the assessment experience in complexity. Feedback consists of constructive comments about strengths as well as areas which need additional work, with reference to criteria for successful assessment completion. This course is also useful for those who wish to identify strengths and challenge areas in order to plan their elective courses, or upon re-entering the Certificate Program after an absence. **Prerequisite(s):** CR110A or CR110B, CR260.

**Length:** One day (7 hours)  
**Date(s):** February 8  
 February 19  
 March 25  
 March 29  
 May 7  
 May 10  
 July 23  
 August 3

**Fee:** \$125  
**Instructor(s):** Assessors in the Conflict Resolution Certificate Program

## Dispute Resolution: Facilitation Electives

#### Building Consensus (CR516)

Please see page 16 in the "Dispute Resolution: General Electives" section for course description, prerequisite(s) and date(s).

#### Group Dynamics (CR504)

New dynamics emerge when we apply conflict resolution skills and processes to a group setting. We need to be aware of how groups function differently from two-party systems if we are to be effective group members or leaders. This course looks at group dynamics such as group role functions and leadership, how team building occurs, participation levels, power struggles, hidden agendas, how to manage disruptive behaviour, value differences, and how to balance group and individual needs. Participants will learn how to adapt the two-party conflict resolution model, make collaborative decisions and resolve conflicts in groups. They should have a working knowledge of the conflict resolution model and a basic understanding of communication skills. **Prerequisite(s):** CR110A or CR110B, CR260 or CR250.

**Length:** Two days (14 hours)  
**Date(s):** March 25-26; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver  
**Fee:** \$250  
**Instructor(s):** Karen Haddigan

#### Challenges of Facilitating (CR508)

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. **Prerequisite(s):** CR110A or CR110B, CR260 or CR250. **Recommended:** CR504.

Length: Two days (14 hours)  
 Date(s): April 19-20  
 Fee: \$250  
 Instructor(s): Karen Haddigan and Sally Campbell

### **Facilitating and Mediating Multi-Party Disputes (CR520) (formerly CR505, Facilitating Multi-Party Disputes)**

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. **Prerequisite(s):** CR110A or CR110B, CR260 or CR250. **Recommended:** CR504, CR508.

Length: Three days (21 hours)  
 Date(s): July 19-21  
 Fee: \$350  
 Instructor(s): Karen Haddigan and Sally Campbell

## **One-Week Summer Institute for Graduates and Practising Mediators**

### **Caucusing in Mediation (CR404)**

Caucusing can be one of the most effective interventions a mediator can use in moving parties towards agreement. If not properly implemented, however, caucusing can prove hazardous. Knowing when, why and how to use this tool is crucial to dealing effectively with some of the most difficult and perplexing situations in mediation. This course presents a structured caucusing process that is applicable in a variety of dispute contexts, including family and commercial. The process will help mediators maximize the value of meeting separately with the parties while minimizing the potential for negative outcomes. **Prerequisite(s):** CR110A or CR110B, CR250. **Recommended:** CR260.

Length: One day (7 hours)  
 Date(s): July 12  
 Fee: \$125  
 Instructor(s): Michael Fogel

### **Strategic Mediation (CR828)**

This workshop is designed to begin a process of ongoing inquiry with respect to what we are doing, how we are doing it and who we are becoming in the process of proceeding with this dynamic and challenging path called mediation. We will focus on the special nature of being that person who consciously joins with others in times of emotional turmoil, chaos and crisis to facilitate the resolution of conflict. As a group of co-learners in a learning community, we will expand our use of mediator interventions beyond the level of skill application to a deeper understanding of mediator participation as strategy, working with people purposefully and intentionally. This requires an expanded sense of who we are as mediators, why we mediate and the principles and values that underlie being a mediator. During this two-day journey, you will be asked to reconcile mediation values with your own values. We will discuss and ponder critical aspects of practice, the impact of culture, gender and power, “transformative” practice (who or what is transformed), the essence of neutrality, and the fears that can affect what we do. We will ask: “What is the heart and spirit of mediation?” Be prepared to challenge yourself and your concepts related to mediation, and prepare yourself to be open to the challenges of others. **Prerequisite(s):** CR110A or CR110B, CR200, CR250, CR260, CR400.

Length: Two days (14 hours)  
 Date(s): July 13-14  
 Fee: \$250  
 Instructor(s): Michael Fogel

### **NEW**

### **Mediating Court-Based and Non-Relationship Cases (CR460)**

Mediation cases that are focused on financial or contractual issues and/or that are 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 non-payment and other monetary issues which are “criteria-based” or extremely time-limited, and which may require more directive approaches. Participants will also practise caucusing, moving from discussion to settlement and agreement writing. This course will be of particular interest to anyone considering involvement in the Provincial Court and Mediation Practicum Project, as well as mediators who wish to work in the field of Commercial Mediation. **Prerequisite(s):** CR110A or CR110B, CR200, CR250, CR260, CR400.

Length: Two days (14 hours)  
 Date(s): July 15-16  
 Fee: \$250  
 Instructor(s): Karen Haddigan

## Assessments

Do you want a Reality Check on whether you are ready for your assessment? For a description of CR910, Reality Check, see page 24.

### Conflict Resolution/Negotiation Skills Assessment (CR950)

In order to receive your Certificate in Conflict Resolution, you must successfully complete an assessment in conflict resolution/negotiation. You may do your assessment after completing Negotiation Skills Level II even though you may not have finished all of your elective hours. *We recommend registering for the assessment one to three months after completing CR360, Negotiation Skills Level II.* Instructors and coaches are available on a private contract basis to help you prepare for the assessment. We also suggest taking CR910, Reality Check, to prepare for the assessment. We have scheduled Negotiation Skills Assessment times so that you can do your assessment within three months of completing Negotiation Skills Level II.

The assessment consists of:

- a written self-evaluation
- a written preparation for the negotiation assessment to be role-played

- a one-hour role-play simulation with the student acting as the skilled negotiator – an assessor observes the role-play and evaluates it based on identified criteria
- an oral questioning period where the assessor asks the student about key concepts of the program as they relate to the role-play

All four components of the assessment process must be satisfactorily completed for the student to pass the assessment. Students have the option of booking their assessment at the Justice Institute or, if they are from outside Vancouver, making their videotape in their own community and sending it in for assessment.

To schedule an assessment or for information on the out-of-town assessment option, call **Lorraine Savidan at (604)528-5683**.

Date(s): **February 24 – March 5** (registration deadline: February 12)

**April 7-16** (registration deadline: March 19)

**May 26 – June 4** (registration deadline: May 7)

**August 11-13** (registration deadline: July 23)

Fee: \$190

Assessor(s): Centre for Conflict Resolution Instructors

*We cannot make exceptions for requests after registration deadline dates.*

## Satellite Locations and Course Listings

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

### PLEASE NOTE:

- Many of our co-sponsors use course numbers that are different from those found in our course listings, so it is important to cross-reference by course title.
- Fees vary as a result of travel and administrative costs associated with each location.
- Please refer to the course descriptions (starting on page 14) for further information and prerequisites.
- You are encouraged to register early, as minimum registration deadlines apply and class size is limited to 20.

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

Jan 21-23	CR110B/Resolving Conflict in the Workplace	Instructor: Patricia Lane	Fee: \$395
Feb 5-6	CR102/Critical Skills for Communicating in Conflict	Instructor: Duncan Stewart	Fee: \$295
Feb 11-13	CR110A/Dealing with Interpersonal Conflict	Instructor: Patricia Lane	Fee: \$395
Feb 16-17	CR846/Civil Procedure	Instructor: Terry Harris	Fee: \$295
Feb 25-27	CR260/Negotiation Skills Level I	Instructor: Duncan Stewart	Fee: \$395
Mar 12-13	CR514/Dynamics of Power in Dispute Resolution	Instructor: Joan Balmer	Fee: \$295
Mar 25-27	CR250/Mediation Skills Level I	Instructor: Ron Monk	Fee: \$395
Apr 15-17	CR110B/Resolving Conflict in the Workplace	Instructor: Duncan Stewart	Fee: \$395
Apr 29 – May 1	CR200/Dealing with Anger	Instructor: Elizabeth Azmier-Stewart	Fee: \$395

Camosun College will be scheduling additional courses for May through August. Please contact Camosun College School of Business at (250)370-4565 or the JI Centre for Conflict Resolution at (604)528-5611 **after mid-February 1999** for offerings and dates. Some of the courses planned for the Spring/Summer Session:

May	CR846/Civil Procedure
May	CR260/Negotiation Skills Level I
May/June	CR360/Negotiation Skills Level II
June	CR362/Making It Hard to Say No: Negotiating with Difficult People
June/July	CR400/Mediation Skills Level II
TBA	CR910/Reality Check
TBA	CR950/Assessments

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

Feb 18-20	CR110B/Resolving Conflict in the Workplace	Instructor: Nancy McPhee	Fee: \$395
Mar 5-6	CR834/Reconciling Differences: Personality and Behaviour	Instructor: Arthur Ridgeway	Fee: \$295 (+ \$25 for test instruments)
Mar 18-20	CR260/Negotiation Skills Level I	Instructor: Elizabeth Azmier-Stewart	Fee: \$395
Apr 22-24	CR250/Mediation Skills Level I	Instructor: Donna Soules	Fee: \$395
May 14-15	CR504/Group Dynamics	Instructor: Karen Haddigan	Fee: \$295

Malaspina University College may be scheduling additional courses for May through August. Please contact Malaspina Community Education at (250)755-8775 or the JI Centre for Conflict Resolution at (604)528-5611 **after mid-February 1999** for updates on course offerings and dates for the Spring/Summer Session.

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

Mar 4-6	CR110A/Dealing with Interpersonal Conflict	Instructor: Donna Soules	Fee: \$456
Apr 15-17	CR200/Dealing with Anger	Instructor: Ron Monk	Fee: \$456

North Island College will be scheduling additional courses for May through August. Please contact North Island College Community Education Programs at (250)923-9790 or the JI Centre for Conflict Resolution at (604)528-5611 **after mid-February 1999** for confirmation of courses and dates. Some of the courses currently planned:

TBA	CR250/Mediation Skills Level I
TBA	CR360/Negotiation Skills Level II

## OKANAGAN/KOOTENAYS

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

Feb 25-27	CR110B/Resolving Conflict in the Workplace	Instructor: Kelly Henderson	Fee: \$495
May 6-8	CR102/Dealing with Anger	Instructor: Nancy McPhee	Fee: \$495

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

Mar 25-27	CR260/Negotiation Skills Level I	Instructor: Dale Zaiser	Fee: \$495
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## NORTH COAST

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

Mar 25-27	CR110B/Resolving Conflict in the Workplace	Instructor: Ed Jackson	Fee: TBA
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## CARIBOO/NORTHERN B.C.

Watch for courses in Prince George and Williams Lake later in 1999!

## YUKON

**WHITEHORSE:** YUKON COLLEGE, Professional Studies, 500 College Drive  
Information: Stu Mackay (867)668-8751 Registration: (867)668-8710

Feb 22-26 **CR400/Mediation Skills Level II** Instructor: Elizabeth Azmier-Stewart Fee: TBA

Yukon College may be scheduling additional courses for the Spring/Summer Session. Please contact Yukon College Professional Studies at (867)668-8751 or the JI Centre for Conflict Resolution at (604)528-5611 **after mid-February 1999** for updates of course offerings and dates.

## First Nations Negotiation Skills Certificate Program

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

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

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

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

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

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

### Goals of the Program

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

### Who to Contact

For further information, please feel free to contact:

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

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

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

## Instructors

**Elizabeth Azmier-Stewart**, CRC, B.A. (Psych.). Trainer in conflict resolution, negotiation and mediation skills.

Mediator in areas of workplace, organizational, landlord-tenant, cooperatives, community, family, school and child protection mediation. Background in small business, working with disturbed youth and their families, and employment counselling.

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

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

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

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

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

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

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

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

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

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

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

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

**Marg Huber**, CRC, B.A., C.Med. Director of the JI Centre for Conflict Resolution. Trainer in dispute resolution, specializing in intercultural conflict resolution and a mediator since 1986, specializing in organizational, non-profit, family, community and intercultural settings. Marg has a background in adult education and program management.

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

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

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

**Patricia Lane**, LL.B. Trainer in conflict resolution. Mediator specializing in all aspects of divorce and family mediation as well as commercial mediation. Background in alternative dispute resolution includes labour negotiations, land claims management issues, land-use issues and organizational development work.

**Jeannette Matson**, M.S.W. Trainer specializing in cultural diversity issues in the dispute resolution process. Jeannette is the director of NCBI B.C. Chapter.

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

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

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

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

**Ellen Shapiro**, M.A. (Couns. Psych.), CRC. Mediator in private practice specializing in family counselling, family transition and child development. Experience in mediating, counselling and training, both in private practice and in the non-profit sector.

**Donna Soules**, CRC, B.A. Trainer in conflict resolution. Mediator in organizational, family, parent-teen, custody and school conflicts. Background in school and high-risk adolescent counselling.

**Duncan Stewart**, CRC, M.Ed., Ph.D. (Psych.), Dipl. Bus. Admin., 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.

**Michael Talbot**, M.A., M.Tech. Organizational consultant in private practice, with a particular interest in organizational evolution.

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

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

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

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

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

## Coaches

Mike Adam, Nancy Baker, Juan Barker, Keith Barker, Janice Bateman, Trudie Begbie, Arlene Blake, Sherry Bowlby, Pat Bragg, Marj Busse, Marilou Carrillo, Susan Cawsey, Judith Ceroli, Beryl Clayton, Rosemary Couch, Linda Dobson Sayer, Sandy Dunlop, Marion Dyck, Jory Faibish, Cheryl Farmer, Brian Frank, Maureen Garrity, Sherri Gravel, Kelly Grittner, Maureen Hannah, Anne Harker, Terry Harris, Carolyn Hayes, Sandra Heath, Lori Henderson, Nancy Hinds, Bev Hurd, Jennifer Johnson, Mark Johnson, Sandy Kellough, Kel Kelly, Kelly Kennedy, Tim Langdon, Mary Ann Lewis, Rob Lewis, Sherry Lockwood, Claudia Lowry, Gordon Mamen, Laura Matsuda, Marguerite McCallion, John McCandless, Julia Menard, Susan Mulkey, Carol Myers, Terry Neiman, Christine Newton, Phyllis Nordquist, Sena Paradis, Ingrid Pipke, Keith Purvin-Good, Jane Roberts, Lina Rose, Sandra Rossi, Madeline Sauve, Lane Sherman, Rick Singer, George Siudut, Steve Smyth, Pam Theriault, Lillian Van Pelt, Heather Wheating, Cliff White, Gordon White, Kim White, Sharon Wilson, Liz Wouters, John Wright, Doug Yearwood, Susan Yerxa.

## Conflict Resolution Chronological Course Listing

Please refer to course descriptions for prerequisites and recommended advance work.

Courses marked with an asterisk (\*) have prerequisites that must be met prior to registration.

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

To register in our Vancouver Island, Okanagan, North Coast and Yukon courses, please call the co-sponsoring college's registration office (we have provided the telephone numbers in this listing). Note that additional courses will be scheduled for the May through August period. Please contact your local college or the JI Centre for Conflict Resolution after mid-February for program updates.

DATE	COURSE	INSTRUCTOR(S)
Jan 18-20	Resolving Conflict in the Workplace (CR110B)	Stacey Holloway
Jan 21-22	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee
Jan 21-23	Resolving Conflict in the Workplace (CR110B) at CAMOSUN COLLEGE, VICTORIA. To register: (250)592-1556 or (250)370-3841	Patricia Lane
Jan 25-27	Resolving Conflict in the Workplace (CR110B) at BCIT Downtown	Ed Jackson
Jan 25-27	Dealing with Anger (CR200)*	Elizabeth Azmier-Stewart
Jan 26-28	Dealing with Interpersonal Conflict (CR110A)	Wendy Hilliard
Jan 27	Managing the Emotional Climate (CR310)*	Michael Fogel
Jan 27-29	Mediation Skills Level I (CR250)*	Karen Haddigan
Jan 28	Caucusing in Mediation (CR404)*	Michael Fogel
Jan 28-29	Critical Skills for Communicating in Conflict (CR102) at BCIT Downtown	Jill Schroder
Feb 1-2	Mediating Court-Based and Non-Relationship Cases (CR460)*	Karen Haddigan
Feb 1-3	Negotiation Skills Level I (CR260)*	Mario Govorchin
Feb 3-5	Resolving Conflict in the Workplace (CR110B)	Joan Balmer
Feb 4-5	Critical Skills for Communicating in Conflict (CR102)	Wendy Hilliard
Feb 5-6	Critical Skills for Communicating in Conflict (CR102) at CAMOSUN COLLEGE, VICTORIA. To register: (250)592-1556 or (250)370-3841	Duncan Stewart
Feb 8	Reality Check (CR910)*	Assessor TBA
Feb 8-9	Mediating the Financial Divorce (CR455) (Family Mediation)*	Ed Jackson
Feb 8-10	Dealing with Anger (CR200)*	Stacey Holloway
Feb 9-11	Dealing with Interpersonal Conflict (CR110A)	Kelly Henderson
Feb 11-12	Best Interests of the Child (Part II) (CR454) (Family Mediation)*	Kelly Kennedy, Sharon White
Feb 11-13	Dealing with Interpersonal Conflict (CR110A) at CAMOSUN COLLEGE, VICTORIA. To register: (250)592-1556 or (250)370-3841	Patricia Lane
Feb 11-12, 15-17	Negotiations Skills Level II (CR360)*	Karen Haddigan
Feb 15-16	Asserting Yourself in Conflict Situations (CR105)	Deborah White
Feb 16-17	Civil Procedure (CR846) at CAMOSUN COLLEGE, VICTORIA. To register: (250)592-1556 or (250)370-3841*	Terry Harris
Feb 17-19	Mediation Skills Level I (CR250)*	Dale Zaiser
Feb 18-20	Resolving Conflict in the Workplace (CR110B) at MALASPINA UNIVERSITY COLLEGE, NANAIMO. To register: (250)755-8755	Nancy McPhee

DATE	COURSE	INSTRUCTOR(S)
Feb 19	Reality Check (CR910)*	Assessor TBA
Feb 22-24	Resolving Conflict in the Workplace (CR110B)	Ron Monk
Feb 22-24	<i>Negotiation Skills Level I (CR260) at BCIT Downtown*</i>	Wendy Hilliard
Feb 22-26	<i>Mediation Skills Level II (CR400) at YUKON COLLEGE, WHITEHORSE. To register: (867)668-8710*</i>	Elizabeth Azmier-Stewart
Feb 23-24	Shifting from Positions to Interests (CR302)*	Arthur Ridgeway
Feb 25	Mediation and Meditation (CR401) ("Right Brainer")*	Dale Trimble
Feb 25-26	Critical Skills for Communicating in Conflict (CR102)	Jim Toogood
Feb 25-26	<i>Reconciling Differences (CR834) at BCIT Downtown*</i>	Arthur Ridgeway
Feb 25-27	<i>Negotiation Skills Level I (CR260) at CAMOSUN COLLEGE, VICTORIA. To register: (250)592-1556 or (250)370-3841*</i>	Duncan Stewart
Feb 25-27	<i>Resolving Conflict in the Workplace (CR110B) at OKANAGAN UNIVERSITY COLLEGE, PENTICTON. To register: (250)490-3959</i>	Kelly Henderson
Feb 25-26, Mar 1-3	Mediation Skills Level II (CR400)*	Stacey Holloway
Feb 26	Handling Conflict on the Telephone (CR101)	Dale Trimble
Mar 1-3	Mediation Skills Level I (CR250)*	Elizabeth Azmier-Stewart
Mar 2-4	Dealing with Interpersonal Conflict (CR110A)	Ed Jackson
Mar 4-5	Civil Procedure (CR846)*	Terry Harris
Mar 4-6	<i>Dealing with Interpersonal Conflict (CR110A) at NORTH ISLAND COLLEGE, CAMPBELL RIVER. To register: (250)923-9790</i>	Donna Soules
Mar 5-6	<i>Reconciling Differences: Personality and Behaviour (CR834) at MALASPINA UNIVERSITY COLLEGE, NANAIMO. To register: (250)755-8755*</i>	Arthur Ridgeway
Mar 8-10	<i>Dealing with Anger (CR200) at BCIT Downtown*</i>	Nancy McPhee
Mar 8-10	Negotiation Skills Level I (CR260)*	Deborah White
Mar 8-10	Mediating Discrimination and Harassment Complaints (CR514)*	Duncan Stewart
Mar 11-12	Managing the Hostile Individual (CR108)	Mario Govorchin
Mar 11-12	<i>Criticism: How to Give and Receive It (CR206) at BCIT Downtown*</i>	Deborah White
Mar 11-13	Resolving Conflict in the Workplace (CR110B)	Gary Harper
Mar 12-13	<i>Dynamics of Power in Dispute Resolution (CR314) at CAMOSUN COLLEGE, VICTORIA. To register: (250)592-1556 or (250)370-3841*</i>	Joan Balmer
Mar 15-16	Critical Skills for Communicating in Conflict (CR102)	Wendy Hilliard
Mar 15-19	Negotiation Skills Level II (CR360)*	Dale Zaiser
Mar 18-20	<i>Negotiation Skills Level I (CR260) at MALASPINA UNIVERSITY COLLEGE, NANAIMO. To register: (250)755-8755*</i>	Elizabeth Azmier-Stewart
Mar 22-23	Asserting Yourself in Conflict Situations (CR105)	Jill Schroder
Mar 22-23	Mediation Skills Level III (CR829)*	Michael Fogel
Mar 22-24	<i>Resolving Conflict in the Workplace (CR110B) at BCIT Downtown</i>	Jim Toogood
Mar 23-25	Mediation Skills Level I (CR250)*	Kelly Henderson
Mar 24	Managing the Emotional Climate (CR310)*	Michel Fogel
Mar 25	Reality Check (CR910)*	Assessor TBA
Mar 25	Negotiating Beyond Win-Win: Computer-Assisted Negotiations (CR364)*	Dr. Ernest Thiessen
Mar 25-26	<i>Group Dynamics (CR504) at BCIT Downtown*</i>	Karen Haddigan
Mar 25-27	<i>Mediation Skills Level I (CR250) at CAMOSUN COLLEGE, VICTORIA. To register: (250)592-1556 or (250)370-3841*</i>	Ron Monk

DATE	COURSE	INSTRUCTOR(S)
Mar 25-27	<i>Negotiation Skills Level I (CR260) at OKANAGAN UNIVERSITY COLLEGE, VERNON. To register: (250)545-7274*</i>	Dale Zaiser
Mar 25-27	<i>Resolving Conflict in the Workplace (CR110B) at NORTHWEST COMMUNITY COLLEGE, PRINCE RUPERT. To register: (250)624-6054.</i>	Ed Jackson
Mar 26	Using Ritual to Work with Organizations in Transition (CR503) ("Right Brainer")*	Yvette Perreault, Derek Scott
Mar 29	Reality Check (CR910)*	Assessor TBA
Mar 29-30	Making It Hard to Say No (CR362)*	Arthur Ridgeway
Mar 29-31	Dealing with Interpersonal Conflict (CR110A)	Joan Balmer
Mar 30-31, Apr 1	Negotiation Skills Level I (CR260)*	Ron Monk
Mar 30-31, Apr 1	Dealing with Anger (CR200)*	Mario Govorchin
Mar 31 – Apr 1	Reconciling Differences (CR834)*	Arthur Ridgeway
Apr 6-7	Critical Skills for Communicating in Conflict (CR102)	Jill Schroder
Apr 6-9	Victim Offender Mediation (CR827)*	Eric Gilman
Apr 7-9	Mediation Skills Level I (CR250)*	Karen Haddigan
Apr 12-14	<i>Dealing with Interpersonal Conflict (CR110A) at BCIT Downtown</i>	Gary Harper
Apr 12-14	Resolving Conflict in the Workplace (CR110B)	Joan Balmer
Apr 12-16	Mediation Skills Level II (CR400)*	Deborah White
Apr 15-16	<i>Civil Procedure (CR846) at BCIT Downtown*</i>	Terry Harris
Apr 15-17	<i>Resolving Conflict in the Workplace (CR110B) at CAMOSUN COLLEGE, VICTORIA. To register: (250)592-1556 or (250)370-3841</i>	Duncan Stewart
Apr 15-17	<i>Dealing with Anger (CR200) at NORTH ISLAND COLLEGE, CAMPBELL RIVER. To register: (250)923-9790*</i>	Ron Monk
Apr 19-20	Asserting Yourself in Conflict Situations (CR105)	Mario Govorchin
Apr 19-20	Challenges of Facilitating (CR508)*	Sally Campbell, Karen Haddigan
Apr 19-21	Negotiation Skills Level I (CR260)*	Kelly Henderson
Apr 21-23	Building Positive Relationships in a Diverse Workplace (CR847) at Italian Cultural Centre, Vancouver	C. Boehm-Hill, E. Eduljee, J. Matson
Apr 21-23	Dealing with Anger (CR200)*	Mario Govorchin
Apr 22-24	<i>Mediation Skills Level I (CR250) at MALASPINA UNIVERSITY COLLEGE, NANAIMO. To register: (250)755-8755*</i>	Donna Soules
Apr 26	Structuring, Dialogue and Building Community (CR205) ("Right Brainer")*	Susan Neden
Apr 26-27	Critical Skills for Communicating in Conflict (CR102)	Mario Govorchin
Apr 26-28	<i>Mediation Skills Level I (CR250) at BCIT Downtown*</i>	Karen Haddigan
Apr 27-28	Shifting from Positions to Interests (CR302)*	Arthur Ridgeway
Apr 27-29	Dealing with Interpersonal Conflict (CR110A)	Nancy McPhee
Apr 28-30	Resolving Conflict in the Workplace (CR110B)	Deborah White
Apr 29-30	<i>Building Consensus (CR516) at BCIT Downtown*</i>	Arthur Ridgeway
Apr 29-30	Organizational Transformation Through Conflict (CR363)*	Ken Cloke, Joan Goldsmith
Apr 29 – May 1	<i>Dealing with Anger (CR200) at CAMOSUN COLLEGE, VICTORIA. To register: (250)592-1556 or (250)370-3841*</i>	Elizabeth Azmier-Stewart
Apr 29-30, May 3-5	Negotiation Skills Level II (CR360)*	Mario Govorchin
May 3-5	Negotiation Skills Level I (CR260)*	Dale Zaiser
May 4-5	Thinking Smarter: The Negotiator's Edge! (CR365)*	David Gouthro

DATE	COURSE	INSTRUCTOR(S)
May 4-6	Dealing with Anger (CR200)*	Joan Balmer
May 6-8	<i>Dealing with Anger (CR200) at OKANAGAN UNIVERSITY COLLEGE, PENTICTON.</i> <i>To register: (250)490-3959*</i>	Nancy McPhee
May 7	Reality Check (CR910)*	Assessor TBA
May 10	Reality Check (CR910)*	Assessor TBA
May 10-11	Dynamics of Power in Dispute Resolution (CR314)*	Joan Balmer
May 10-12	<i>Resolving Conflict in the Workplace (CR110B) at BCIT Downtown</i>	Mario Govorchin
May 10-12	Mediation Skills Level I (CR250)*	Elizabeth Azmier-Stewart
May 12-14	Dealing with Interpersonal Conflict (CR110A)	Jill Schroder
May 13-14	<i>Organizational Culture and Conflict (CR512) at BCIT Downtown*</i>	Mike Talbot
May 13-14, 17-19	Mediation Skills Level II (CR400)*	Ron Monk
May 14-15	<i>Group Dynamics (CR504) at MALASPINA UNIVERSITY COLLEGE, NANAIMO.</i> <i>To register: (250)755-8755*</i>	Karen Haddigan
May 17-18	Critical Skills for Communicating in Conflict (CR102)	Ed Jackson
May 17-18	Making It Hard to Say No (CR362)*	Arthur Ridgeway
May 19-20	Reconciling Differences (CR834)*	Arthur Ridgeway
May 19-21	Negotiation Skills Level I (CR260)*	Deborah White
May 20-21	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee
May 25-26	Designing Conflict Management Systems (CR848)	Christina Sickles Merchant
May 25-27	Dealing with Anger (CR200)*	Elizabeth Azmier-Stewart
May 27-29	Resolving Conflict in the Workplace (CR110B)	Kelly Henderson
May 31	Adventures in Conflict (CR106) ("Right Brainer")	Jill Schroder, Chris Moore
May 31 – June 2	Dealing with Interpersonal Conflict (CR110A)	Gary Harper
June 2-4	Dealing with Anger (CR200)*	Nancy McPhee
June 3-4	Civil Procedure (CR846)*	Terry Harris
June 7	The Soul of Mediation (CR403) ("Right Brainer")*	Nurdin Kassam
June 7-9	<i>Negotiation Skills Level I (CR260) at BCIT Downtown*</i>	Dale Zaiser
June 7-9	Resolving Conflict in the Workplace (CR110B)	Joan Balmer
June 8-9	Shifting from Positions to Interests (CR302)*	Arthur Ridgeway
June 10-11	<i>Unfinished Business (CR316) at BCIT Downtown*</i>	Arthur Ridgeway
June 14-15	Critical Skills for Communicating in Conflict (CR102)	Jim Toogood
June 14-15	Managing the Hostile Individual (CR108)	Mario Govorchin
June 14-16	Mediation Skills Level I (CR250)*	Ed Jackson
June 16	Handling Conflict on the Telephone (CR101)	Dale Trimble
June 17-18	Criticism: How to Give and Receive It (CR206)*	Deborah White
June 17-19	Dealing with Interpersonal Conflict (CR110A)	Ron Monk
June 21-22	Asserting Yourself in Conflict Situations (CR105)	Jill Schroder
June 21-25	<i>Negotiation Skills Level II (CR360) at BCIT Downtown*</i>	Stacey Holloway
June 22	Storytelling in Dispute Resolution (CR405) ("Right Brainer")*	Gary Harper
June 22-24	Dealing with Anger (CR200)*	Joan Balmer
June 23-25	Resolving Conflict in the Workplace (CR110B)	Gary Harper
June 24-25, 28-30	Mediation Skills Level II (CR400)*	Deborah White
June 28-30	Negotiation Skills Level I (CR260)*	Kelly Henderson

DATE	COURSE	INSTRUCTOR(S)
July 5-6	<i>Critical Skills for Communicating in Conflict (CR102) at BCIT Downtown</i>	Ed Jackson
July 5-7	Mediation Skills Level I (CR250)*	Karen Haddigan
July 6-8	Resolving Conflict in the Workplace (CR110B)	Kelly Henderson
July 7-9	<i>Dealing with Interpersonal Conflict (CR110A) at BCIT Downtown</i>	Joan Balmer
July 7-9	Dealing with Anger (CR200)*	Stacey Holloway
July 12	Caucusing in Mediation (CR404) (Summer Institute)*	Michael Fogel
July 12-14	Negotiation Skills Level I (CR260)*	Mario Govorchin
July 13-14	Strategic Mediation (CR828) (Summer Institute)*	Michael Fogel
July 15-16	Mediating Court-Based and Non-Relationship Cases (CR460) (Summer Institute)*	Karen Haddigan
July 15-16, 19-21	Negotiation Skills Level II (CR360)*	Dale Zaiser
July 19-20	Asserting Yourself in Conflict Situations (CR105)	Gary Harper
July 19-20	<i>Negotiating within a Labour Context (CR501) at BCIT Downtown*</i>	Deborah White, Larry Gregg
July 19-21	Facilitating and Mediating Multi-Party Disputes (CR520)	Karen Haddigan, Sally Campbell
July 21-23	Dealing with Interpersonal Conflict (CR110A)	Joan Balmer
July 21-23	<i>Mediation Skills Level I (CR250) at BCIT Downtown*</i>	Ron Monk
July 22-23	Critical Skills for Communicating in Conflict (CR102)	Nancy McPhee
July 23	Reality Check (CR910)*	Assessor TBA
July 26-27	Intercultural Communication: Bridging the Divide in Conflict Situations (CR552)*	E. Eduljee, V. Dudoward, M. Huber
July 26-28	Resolving Conflict in the Workplace (CR110B)	Stacey Holloway
July 27-29	Dealing with Anger (CR200)*	Nancy McPhee
Aug 3	Reality Check (CR910)*	Assessor TBA
Aug 3-5	Dealing with Interpersonal Conflict (CR110A)	Jim Toogood
Aug 4-6	Mediation Skills Level I (CR250)*	Kelly Henderson
Aug 9-13	Mediation Skills Level II (CR400)*	Karen Haddigan
Aug 11-13	Dealing with Interpersonal Conflict (CR110A)	Deborah White
Aug 16-17	<i>Asserting Yourself in Conflict Situations (CR105) at BCIT Downtown</i>	Nancy McPhee
Aug 16-18	Negotiation Skills Level I (CR260)*	Dale Zaiser
Aug 17-20	Victim/Offender Mediation (CR827)*	Eric Gilman
Aug 18-20	Mediation Skills Level I (CR250)*	Jill Schroder
Aug 18-20	<i>Mediating Discrimination and Harassment Complaints (CR514) at BCIT Downtown*</i>	Duncan Stewart
Aug 19-20, 23-25	Negotiation Skills Level II (CR360)*	Mario Govorchin
Aug 23-25	Dealing with Anger (CR200)*	Stacey Holloway
Aug 25-27	Resolving Conflict in the Workplace (CR110B)	Ron Monk
Aug 30-31	Critical Skills for Communicating in Conflict (CR102)	Gary Harper

# Conflict Resolution Alphabetical Course Listing

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

Adventures in Conflict (CR106) .....	19	Mediating Discrimination and Harassment Complaints (CR514) .....	21
Asserting Yourself in Conflict Situations (CR105) .....	16	Mediating the Financial Divorce (CR455) .....	22
Assessments .....	26	Mediation and Meditation (CR401) .....	19
Best Interests of the Child (Part II): The Impact of Separation on Children Who Witness Abuse (CR454) .....	22	Mediation Skills Level I (CR250) .....	15
Building Consensus (CR516) .....	16	Mediation Skills Level II (CR400) .....	21
Building Positive Relationships in a Diverse Workplace (CR847) .....	16	Mediation Skills Level III (CR829) .....	22
Caucusing in Mediation (CR404) .....	20	Negotiating Beyond Win-Win (Non-Credit Course) (CR364) ..	23
Challenges of Facilitating (CR508) .....	24	Negotiating Within a Labour Context (CR501) .....	23
Civil Procedure (CR846) .....	20	Negotiation Skills Level I (CR260) .....	14
Critical Skills for Communicating in Conflict (CR102) .....	16	Negotiation Skills Level II (CR360) .....	15
Criticism: How to Give and Receive It (CR206) .....	16	Organizational Culture and Conflict (CR512) .....	18
Dealing with Anger (CR200) .....	15	Organizational Transformation Through Conflict (CR363) .....	18
Dealing with Interpersonal Conflict (CR110A) .....	14	Reality Check (CR910) .....	24
Designing Conflict Management Systems (CR848) .....	17	Reconciling Differences (CR834) .....	18
Dynamics of Power in Dispute Resolution (CR314) .....	17	Resolving Conflict in the Workplace (CR110B) .....	14
Facilitating and Mediating Multi-Party Disputes (CR520) .....	25	Shifting from Positions to Interests (CR302) .....	18
Group Dynamics (CR504) .....	24	Storytelling in Dispute Resolution (CR405) .....	19
Handling Conflict on the Telephone (CR101) .....	17	Strategic Mediation (CR828) .....	22
Intercultural Communication: Bridging the Divide in Conflict Situations (CR552) .....	17	Structuring Dialogue and Building Community (CR205) .....	20
Making It Hard to Say No: Negotiating with Difficult People (CR362) .....	23	The Soul of Mediation (CR403) .....	19
Managing the Emotional Climate (CR310) .....	21	Thinking Smarter: The Negotiator's Edge! (CR365) .....	24
Managing the Hostile Individual (CR108) .....	17	Unfinished Business (CR316) .....	18
Mediating Court-Based and Non-Relationship Cases (CR460) .....	21	Using Ritual to Work with Organizations in Transition (CR503) .....	20
		Victim/Offender Mediation (CR827) .....	22

# *Social Services and Community Safety*

The Social Services and Community Safety Division (formerly Interdisciplinary Studies) offers a wide range of discipline-specific and multidisciplinary courses, workshops, and skills-based certificate programs to people working in social services, health, education, justice, and community safety-related organizations, agencies, and government ministries. The training offered by the Social Services and Community Safety Division covers current issues related to child, youth, and family; community health and safety; and management and career development. Our goal is to provide participants with new or enhanced skills for working with clients, staff, and members of the public.

We currently offer nine skills-based certificate programs. Last fall we introduced our new Substance Use/Misuse certificate program (see page 72). Each certificate program has been developed with input and consultation from practitioners and administrators currently working in the human services, community safety, and management fields. Certificate programs are updated regularly to ensure that participants receive the most current information and have the opportunity to observe and apply skills presented by exemplary practitioners. For specific information on one or more of the certificate programs, please contact the appropriate Program Coordinator.

As well as our regular calendar offerings, we are sponsoring or co-sponsoring a number of high-profile special events on topical issues. Check the Conferences/Special Events section (page 83) of the calendar for complete details.

Courses are offered at the New Westminster campus of the Justice Institute and at various locations in the Lower Mainland and throughout the province. We use a combination of instructors selected by the Justice Institute and those identified by local communities and agencies.

Our staff also provide a wide range of consultation, curriculum development, and project management services. For more information on these services, please contact the Director, Shelley Rivkin, at (604)528-5628.

## Whom to Contact

If you require specific information on a course offered in this calendar or want more information on the Social Services and Community Safety Division, please contact one of our staff at the appropriate number listed below. If you have an idea for a new course or want to discuss some program ideas that could be offered in the future, please call the Director, Shelley Rivkin.

Shelley Rivkin, Director .....srivkin@jibc.bc.ca ..... 528-5628  
Dennette Retel, Administrative Assistant .....dretel@jibc.bc.ca ..... 528-5632

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### 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.*

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#### Child Abuse, Counselling, and Traumatic Stress

Natalie Clark, Program Coordinator .....nclark@jibc.bc.ca ..... 528-5627  
Amber Hall, Program Assistant .....ahall@jibc.bc.ca ..... 528-5620

#### Community Safety and Crime Prevention

Sheila MacCallum, Program Planner .....smacallum@jibc.bc.ca ..... 528-5625  
Heather Olson, Program Assistant .....holson@jibc.bc.ca ..... 528-5573

#### Workplace Skills, Enforcement, and Trainer Development

Patricia McNeill, Program Coordinator .....pmcneill@jibc.bc.ca ..... 528-5623  
Carol McClenahan, Program Coordinator .....cmcclenahan@jibc.bc.ca ..... 528-5685  
Lynda Getz, Program Assistant (on maternity leave until mid-March 1999)  
Nadine Wolitski, Program Assistant .....nwolitski@jibc.bc.ca ..... 528-5619

#### Management Development for Residential Settings and Working with Youth

Sandra Rice, Program Coordinator .....srice@jibc.bc.ca ..... 528-5633  
Nenita Capili, Program Assistant .....ncapili@jibc.bc.ca ..... 528-5631

#### Couple and Family Issues and Violence Against Women; Non-Traditional Therapies

Cheryl Bell-Gadsby, Program Coordinator .....cgadsby@jibc.bc.ca ..... 528-5626  
Heather Olson, Program Assistant .....holson@jibc.bc.ca ..... 528-5573

### Social Services and Community Safety Division Graduation Thursday, April 22, 1999

The Social Services and Community Safety Division (SSCSD) will hold its first graduation celebration for all SSCSD certificate program candidates on April 22, 1999, from 6:00 to 9:00 pm. Our keynote speaker will be Shari Graydon, journalist, instructor, and former director of Media Watch. Candidates who have successfully completed requirements for certificates in the following programs will be invited to participate:

- Child Abuse and Neglect Support Worker
- Child Sexual Abuse Intervention (all options)
- Child Sexual Abuse Support Worker
- Traumatic Stress (all options)
- Basic Supervisory
- Trainer Development
- Management Development for Residential Settings
- Working with Youth in Community Settings
- Couple and Family Certificate and Family Support Worker Certificate (2 options)

## Community Partnerships

Community partnerships are our strength. We collaborate with agencies, organizations, and communities throughout B.C. to offer courses described in this calendar. Social Services and Community Safety Division staff can also custom-design and deliver a broad range of skills-based workshops and certificate programs by working closely with agencies and communities to identify current training needs, develop courses to respond to the identified needs, and deliver the training in a variety of settings.

For the past 11 years, we have responded to the training requests of Aboriginal communities and agencies for culturally relevant, skills-based training. Our program staff are committed to working with First Nations communities to develop and deliver training to meet changing needs. Social Services and Community Safety Division staff work closely with our First Nations Advisor, Renée Nyberg-Smith, to ensure that the training we develop reflects the concerns of First Nations communities and that, wherever possible, Aboriginal instructors are selected. For a listing of courses and certificate programs that have been designed to meet the needs of Aboriginal participants, please see page 84.

If you wish to bring a Social Services and Community Safety Division program or course to your community:

- Contact the appropriate Program Coordinator or the First Nations Advisor, Renée Nyberg-Smith, to discuss how we may help you.
- Set up an appointment to discuss your training needs, develop a program proposal, and prepare a training budget.
- Work with the appropriate Program Coordinator to identify content, select instructors, schedule dates, choose locations, and advertise the event.

## First Nations Programs and Services

Renée Nyberg-Smith is the First Nations Advisor at the Justice Institute. She is Shuswap and German and was raised in the interior of B.C. She has worked with Aboriginal communities and agencies in the area of social development since 1988. Her specific training is in addictions, family violence, and child abuse, and she is an experienced counsellor, trainer, and curriculum developer.

Renée's main duties as the First Nations Advisor are to provide a link between the JI and First Nations communities and agencies and to offer support and information to Native students attending the Justice Institute. She also consults with all divisions and academies of the JI on First Nations issues and develops and delivers training programs for Aboriginal communities and agencies on a periodic basis.

Renée is available from 7:30 am to 3:30 pm Monday to Friday. Her office is Room A226 in the Administration block. Please call first to see when she is available.

### First Nations Advisor

Renée Nyberg-Smith

Office: A226; part-time in A110D

Phone: (604)528-5621

Fax: (604)528-5640

E-mail: rnyberg-smith@jibc.bc.ca

## Students with Disabilities and Special Learning Needs

The Justice Institute has received funding from the Ministry of Advanced Education and Training to provide classroom support to students with disabilities and special learning needs who meet Social Services and Community Safety Division course requirements. For more information on the support services available, please contact the Student Services Advisor at (604)528-5663 or TDD/TTY at (604)528-5655. The New Westminster campus of the Justice Institute is completely accessible. Wherever possible, Social Services and Community Safety Division courses held off site will be offered at wheelchair-accessible locations.

### Child Abuse and Neglect

Unless otherwise indicated, Child Abuse and Neglect courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Natalie Clark, at (604)528-5627.

Courses marked with an asterisk (\*) may be taken as electives in the Working with Youth in Community Settings Certificate Program.

#### Child Abuse and Neglect Support Worker Certificate Program

This new certificate program was developed in response to the creation of the Ministry for Children and Families, changes resulting from the introduction of the Child, Family and Community Service Act, and increasing concerns about the prevalence of child abuse and neglect. The certificate program recognizes the need for front-line support workers to respond to all types of child abuse and neglect in an multidisciplinary, collaborative way. The program will emphasize practical skill development for support workers working with children who have been abused and neglected and their families.

A certificate of achievement will be given to registrants who complete the courses in the order identified below, and successfully complete the other program requirements.

- Understanding Child Abuse and Neglect (#EP260): fee, \$165; **April 23-24**
- The Impact of Child Abuse and Neglect: Child Development and Resiliency (#EP261): fee, \$190; **May 27-29**
- Supporting Children Who Have Been Abused and Neglected (#EP262): fee, \$190; **June 24-26**
- Safety and Risk: Support Worker Self-Care (#EP263): fee, \$165; **September 17-18**

Instructors: Fran Grunberg, Faye Luxemburg-Hyam, Ronnie Riehm, and Wally Rupert.

#### Child Abuse and Neglect Support Worker Certificate Program in Nanaimo

*Co-sponsored with Community Education, Malaspina University College. Courses are as follows:*

- Understanding Child Abuse and Neglect (#EP260): **March 5-6**
- The Impact of Child Abuse and Neglect: Child Development and Resiliency (#EP261): **April 15-17**
- Supporting Children Who Have Been Abused and Neglected (#EP262): **May 13-15**
- Safety and Risk: Support Worker Self-Care (#EP263): **June 4-5**

Fee: \$920. Registration deadline: **February 11, 1999.**

Participants cannot register for the individual courses and must take the entire program.

#### Child Abuse and Neglect Support Worker Certificate Program in Terrace

*Co-sponsored with Ksan House Society. The entire certificate program will be offered over 10 weekdays in Terrace in Spring 1999. Courses are as follows:*

- Understanding Child Abuse and Neglect (#EP260): **April 12-13**
- The Impact of Child Abuse and Neglect: Child Development and Resiliency (#EP261): **April 14-16**
- Supporting Children Who Have Been Abused and Neglected (#EP262): **May 3-5**
- Safety and Risk: Support Worker Self-Care (#EP263): **May 6-7**

Fee: \$940 for certificate program. Participants cannot register for the individual courses and must take the entire program.

Location: Health Unit Auditorium, 3412 Kalum Street, Terrace, B.C.

For more detailed information on the certificate program and course content, please contact Amber Hall at (604)528-5620 and ask for a brochure.

**Social Services and Community Safety Division  
Certificate Programs Graduation  
Thursday, April 22, 1999**

# Child Sexual Abuse

Social Services and Community Safety Division  
Certificate Programs Graduation  
Thursday, April 22, 1999

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

### NEW AND IMPROVED PROGRAM FORMAT

*In response to requests from the community, we are in the process of redesigning these certificate programs. Future offerings will include a series of individual courses that lead to the certificate of achievement. Watch for the program brochure describing the new and improved format.*

### Child and Youth Option (#CSA105A)

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Date(s): TBA, Fall 1999

### Adult Survivor Option (#CSA105B)

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Length: 12 days

Date(s): January 28-30; February 11-13 & 25-27; March 11-13 (last offering in existing format)

Fee: \$735

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

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

### Advanced Adult Survivor Option (#CSA130A)

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Length: 10 days

Date(s): TBA, Fall 1999

Fee: \$750

Instructors include: Cheryl Bell-Gadsby, M.A., R.C.C.; Liz Choquette, R.N., B.Sc.N., R.C.C.; Natalie Clark, M.S.W.; Marie Jose-Dhaese, Ph.D.; Naomi Ehren-Lis, M.S.W.; Margaret Jones-Callahan, M.A.; Maureen McEvoy, M.A.; Brenda Rudko, M.A., ABS; Lisa Shatzky, M.S.W.; Beth Trotter, M.A.; Heather Whiteford, M.S.W.; Maggie Ziegler, M.A.

## Child Sexual Abuse Support Worker Training Program

This program is for front-line and other staff who work in a support capacity with children and adolescents who have been sexually abused, their family members, and adults who have been sexually abused in childhood. A certificate of achievement will be given to registrants who successfully complete the program requirements.

### Supporting Child, Adolescent, and Adult Survivors (#CSA134B)

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Co-sponsored with Dawson Creek Aboriginal Family Resources Society. For a detailed course brochure, contact Amber Hall at (604)528-5620.

Length: Nine days

Date(s): January 25-29 & February 9-12

Registration deadline: January 4

Location: TBA, Dawson Creek

Fee: \$940

### Supporting Adult Survivors (#CSA134A)

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

Length: Six days

Date(s): February 18-20 & March 4-6

Fee: \$350

Instructor(s): Heather Whiteford, M.S.W., and Beth Trotter, M.A., R.C.C.

### Abuse-Focused Therapy with Children and Adolescents: Working with the Family and Understanding Countertransference (#CSA181C)

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Working with the non-perpetrating parent(s) can be the most critical component of a practitioner's work with a child or adolescent who has been sexually abused. The parent's own traumatization needs to be recognized and addressed to enable the parent to support the child. If a perpetrating parent is to continue to be in contact with the child or adolescent, the

parent needs to recognize not just the abuse but also the subtle verbal and non-verbal messages given to the child or adolescent. Participants will consider when it is appropriate to work with the perpetrator and child/adolescent, and explore ways of working with perpetrating and non-perpetrating parents and then with the parents and child/adolescent together. The practitioner's experience and countertransference while working with children or adolescents who have been sexually abused will be considered.

Length: 1½ days or 2 full days (includes half-day consultation for those attending course series)  
Date(s): **January 29-30**  
Fee: \$165 for 1½ day course or \$185 for the full 2 days (includes consultation)  
Instructor(s): Sandra Wieland, Ph.D., R.Psych.

#### **SPECIAL EVENT**

##### **Trauma and Community Summer Institute: Children, Families, and Trauma**

For a course description, see page 83 in the Conferences/Special Events category.

Institute faculty confirmed to date include: Kendall Johnson, Ph.D.; Aphrodite Matsakis, Ph.D.; Bonnie Brooks; Judith Daylen, Ph.D.; Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S.; Wendy van Tongeren Harvey, LL.B.; Maggie Ziegler, M.A.

Date(s): **July 12-17**  
Location: Justice Institute of B.C., New Westminster

#### **SPECIAL EVENT**

##### **Voices from Each Generation: Transforming Injured Spirits**

*Co-sponsored with Nicola Valley Institute of Technology.* For a course description, see page 84 in the Conferences/Special Events category.

Length: Three days  
Date(s): **February 17-19, 2000**  
Location: Stanley Park Coast Plaza Hotel, Vancouver

#### **SPECIAL EVENT**

##### **Ghosts from the Nursery: Tracing the Roots of Violence (#EP218)**

*Co-sponsored with the Society for Children and Youth.* For a course description, see page 83 in the Conferences/Special Events category.

Length: One day  
Date(s): **February 4**  
Fee: \$95  
Instructor(s): Robin Karr-Morse

#### **SPECIAL EVENT**

##### **Trauma and Recovery: A Special Training Session with Dr. Judith Herman**

For information, see page 84 in the Conferences/Special Events category.

Length: Two days  
Date(s): **November 8-9, 1999**  
Location: TBA  
Fee: \$125

##### **Introduction to Ethics and Professional Boundaries (#EP211)**

For a course description, see page 45 in the Counselling category.

Length: Two days  
Date(s): **February 8-9**, in New Westminster  
**April 21-22**, in Vanderhoof  
Fee: \$175 in New Westminster; \$350 in Vanderhoof  
Instructor(s): Monica Franz, B.A., RCAT, BCATR

##### **The Art of Running a Private Practice: Small Business Skills for Therapists (#EP506)**

For a course description, see page 46 in the Counselling category.

Length: Two days  
Date(s): **March 5-6**  
Fee: \$175 in Vancouver; \$195 in Victoria  
Instructor(s): Monica Franz, B.A., RCAT, BCATR

##### **The Art of Using Computers in Private Practice (#EP517)**

For a course description, see page 46 in the Counselling category.

Length: One day  
Date(s): **TBA**  
Fee: \$80  
Instructor(s): Jack Vickery

##### **The Art of Marketing and Networking in Private Practice (#EP522)**

For a course description, see page 47 in the Counselling category.

Length: Two days  
Date(s): **May 28-29**  
Fee: \$175  
Instructor(s): Monica Franz, B.A., RCAT, BCATR

## Instructors

Cheryl Bell-Gadsby M.A., R.C.C., has over 15 years of Canadian and U.S. experience as a therapist, clinical supervisor, and educator. She specializes in issues of trauma, family violence, and hypnotherapy with children, adolescents, and adults. She has recently co-authored a book for clinicians on solution-focused treatment of sexual abuse.

Liz Choquette, R.N., B.Sc.N., R.C.C., is a therapist with Greater Vancouver Mental Health Services working as an abuse survivor resource worker.

Natalie Clark, M.S.W., R.S.W., is a Program Coordinator with the Social Services and Community Safety Division at the Justice Institute. She was the past coordinator of Cameray Counselling Centre's Burnaby office and teaches part-time at the Native Education Centre.

Naomi Ehren-Lis, M.S.W., R.S.W., has extensive experience in sexual abuse counselling, clinical supervision, and group facilitation. She was the Program Manager at VISAC (Vancouver-Richmond Incest and Sexual Abuse Centre) of Family Services of Greater Vancouver.

Monica Franz, B.A., RCAT, BCATR, has been successfully self-employed for almost 20 years, the last eight as an art therapist in private practice.

Fran Grunberg, M.S.W., R.S.W., is a therapist, educator, and consultant in private practice. She has 24 years of experience working on child, youth, and family issues, including child protection, policy analysis, program development, research, training, prevention, and treatment.

Wendy van Tongeren Harvey, LL.B., is a Crown counsel in Abbotsford. She has co-authored a number of books, including *Sexual Offences of Children* and *Dilemmas of Disclosure*, and is currently writing a book on survivors' rights in Canada.

Margaret Jones-Callahan, M.A., is a counsellor in private practice with over 21 years of clinical experience with children, adults, and families. She has particular expertise in the treatment of sexual abuse, grief and trauma, human sexuality, creativity, the expressive arts, and Buddhist psychology.

Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S, is an adult and child therapist, clinical supervisor, and educator in private practice. She is a registered art therapist, certified expressive therapist, and registered play therapist with over 25 years of experience as a therapist.

Faye Luxemburg-Hyam has been working as a child and family counsellor, private and agency therapist, and educator in the area of child abuse for 23 years. She has extensive experience in working with survivors of childhood sexual abuse.

Maureen McEvoy, M.A., is a therapist in private practice. Special areas of interest include adult women survivors, work with couples, and dissociation. She recently co-authored a manual for counsellors on the legal process for the Justice Institute.

Ronnie Riehm, M.Ed., is an elementary school counsellor and has been involved in inner-city school programming and community school development. She has developed training curricula and trained in the areas of child abuse and neglect, childhood sexual abuse, violence prevention, and children who witness violence.

Brenda Rudko, M.A., ABS, has extensive experience working with children and families in a variety of settings. She has developed a family-based program for children with sexual behaviour problems for Fraser Valley/North Shore Mental Health Services.

Wally Rupert is a First Nations man who has been involved in social service delivery for the last 25 years. He has managed family support programs with Aboriginal organizations and is currently the Case Manager at the Office of the Child, Youth, and Family Advocate for the Ministry for Children and Families.

Lisa Shatzky, B.A., M.S.W., is a family therapist working at Act II Child and Family Services. She is also in private practice, specializing in child sexual abuse and other trauma work. She teaches at Pacific Coast Family Therapy Training Association.

Pam Sleeth, M.A., is a therapist in private practice and the co-author of *Recollecting Our Lives: Women's Experiences of Childhood Sexual Abuse*. Special areas of interest include adult female survivors and dissociative identities.

Beth Trotter, M.A., R.C.C., has been a therapist in private practice for 12 years, specializing in working with adults who have experienced trauma in childhood.

Rosalie Walls, M.S.W., R.S.W., currently works with Nisha Family and Children's Services Society. She has taught courses on ethics for City University, Douglas College, and the Justice Institute. She has a private practice as a clinical and consulting social worker.

Sandra Wieland, Ph.D., R.Psych., is the former director of the Centre for Treatment of Sexual Abuse and Childhood Trauma in Ottawa. She has written two books: *Hearing the Internal Trauma: Working with Children and Adolescents Who Have Been Sexually Abused* (Sage, 1997) and *Specific Techniques and Issues in Abuse-Focused Therapy with Children and Adolescents: Addressing the Internal Trauma* (Sage, 1998). She is currently in private practice in Victoria.

Heather Whiteford, M.S.W., currently works as a family therapist with Family Services of Greater Vancouver. She also teaches at the Pacific Coast Family Therapy Training Association.

Maggie Ziegler, M.A., has experience both as an in-agency supervisor and as a consultant to social service agencies and private practitioners. She has worked as a psychotherapist for the past 20 years, specializing in trauma.

Unless otherwise indicated, Counselling courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Natalie Clark, at (604)528-5627.

Courses marked with an asterisk (\*) may be taken as electives in the Working with Youth in Community Settings Certificate Program.

### **Becoming a More Effective Counsellor (#EP508)**

This course is for front-line workers who are currently working with clients and are interested in building and refining their counselling skills. Participants will explore verbal and non-verbal counsellor-client communications, review a process for reflecting feelings and thoughts, discuss how to use silence effectively, consider how to minimize boundary violations, and identify specific steps to ensure that clients are learning problem-solving skills. Participants will consider 18 characteristics of effective counsellors; seek to model congruency of thoughts, feelings, and actions; and differentiate between support, counselling, and therapy. Demonstrations, video clips, and discussions will be used to present the material and to create an encouraging environment where participants can practise and expand their skills.

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

### **Everything You Ever Wanted to Know about the DSM-IV: Level I (#EP204)**

This introductory course is for counsellors, support workers, group home staff, social workers, and other mental health professionals interested in expanding their familiarity with and understanding of psychiatric concepts and processes in order to better serve their clients who are receiving medical/clinical services within the mental health care system. Participants will examine the *Diagnostic and Statistical Manual of Mental Disorders* (4th edition), review basic psychiatric diagnostic terminology, and explore the Multi-Axial Evaluation according to DSM-IV criteria. Common diagnostic categories such as mood disorders, anxiety disorders, and personality disorders will be discussed, highlighting the role of non-medical mental health professionals in the diagnostic process.

Length: Two days  
Date(s): **February 22-23**  
Fee: \$175  
Instructor(s): Joe Solanto, Ph.D.

### **Everything You Ever Wanted to Know about the DSM-IV: Level II (#EP204A)**

This advanced course is open to counsellors, support workers, group home staff, social workers, and other mental health professionals who have completed Level I (#EP204) or the equivalent. Participants will have the opportunity to explore in greater depth the major psychiatric disorders and differential diagnoses; consider factors relating to the selection of effective treatment approaches, including medical and non-medical interventions; and examine a process for creating comprehensive treatment plans. The role of non-medical mental health professionals in the diagnostic and treatment process will be highlighted. This course is not intended to qualify individuals to use psychiatric diagnostic procedures beyond their level of professional competence.

Length: Two days  
Date(s): **April 19-20**  
Fee: \$175  
Instructor(s): Joe Solanto, Ph.D.

### **Chronic Pain: Factors in Development and Treatment (#EP258)**

This course is for professionals such as counsellors, physicians, social workers, health-care workers, therapists, and others who are working with individuals and families where one or more members suffer(s) from chronic, non-malignant pain. This course will introduce participants to the complex factors that lead to the development and maintenance of chronic pain patterns. Participants will learn critical questions to consider when assessing an individual who presents with pain issues, and explore a range of practical strategies and interventions to help clients move from despair and disability to empowerment, improved health, and productivity.

Length: Two days  
Date(s): **February 26-27**  
Fee: \$165  
Instructor(s): Jeffrey Fisher, M.A., R.C.C., and Lorna MacDougall, B.S.R., M.Ed.

### **Transforming Depression and Anxiety Through the Art Therapy Process (#EP265)**

This course is for counsellors, social workers, psychologists, and other mental health practitioners working therapeutically with adults. It will offer participants an in-depth perspective of the inner world of traumatized and depressed individuals as seen through the images in the art that they use to express these emotions. Participants will explore depression and its relationship to trauma in the context of current research; examine a range of treatment responses, including the role of

medical interventions; and consider parameters for using art making in counselling with people who are experiencing depression and anxiety. Participants will have a first-hand experience with the interactive art-making process and the significance of the "picture" in mobilizing internal resources towards problem solving and recovery. The course will differentiate between using imagery and symbolism in counselling and the art psychotherapy process, consider the role of the practitioner in guiding the process safely and effectively, and highlight ethical issues that emerge for the practitioner.

Length: Two days  
Date(s): **March 15-16**, in New Westminster  
**April 6-7**, in Hazelton  
Fee: \$175 in New Westminster; \$347 in Hazelton  
Instructor(s): Margarete Hanna, M.A., ATR

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### **Integrating Verbal and Art Therapy Approaches in Counselling with Sexually Abused Clients**

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*Co-sponsored with Northwest Community College.* To register for the course in Hazelton, contact Northwest Community College at (250)842-5291.

Date(s): **April 8-9**  
Fee: \$347

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### **Building on Client Strengths (#EP196)**

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Clients bring their specific problems and, in some cases, destructive behaviours to their relationship with helping professionals. It is often difficult for the client and the worker to consider the strengths underneath these behaviours. This course is for counsellors, victim service workers, social workers, and other front-line staff who provide support to children, youth, and adults and are interested in building on existing client strengths. Participants will review the essential elements of self-control theory; develop skills in enhancing existing strengths in their clients; and explore the psychological need motivating these behaviours and survival strategies. Emphasis will be placed on avoiding common pitfalls for support workers, and on supporting clients to strengthen internal responsibility for their behavioural choices.

Length: Two days  
Date(s): **March 30-31**  
Fee: \$165  
Instructor(s): Elaine Stoll, B.A., R.C.C.

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### **Introduction to Ethics and Professional Boundaries (#EP211)**

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Counselling is a challenging profession because of the numerous and complex ethical dilemmas that counsellors face daily. A clearly defined ethical framework that is congruent with a counsellor's values prevents boundary violations and practitioner burnout. This course will provide an introduction to the area of professional boundaries and ethical practice, including the limits of confidentiality, dual relationships, conflict of interest, and legal liability. Participants will explore internal and external factors that affect their ability to enact

personal values in their role as counsellors, and consider the role of countertransference in developing an effective counselling relationship. A variety of professional codes of ethics will be examined critically to identify their strengths and limitations in guiding counsellors to assume personal/professional accountability, establish and maintain therapeutic boundaries, and skillfully use ethical judgment in their work. A model of ethical decision making related to boundary issues in counselling will be presented, and participants will develop skills to respond to and resolve conflicts between their personal values and professional codes of ethics.

Length: Two days  
Date(s): **February 8-9**, in New Westminster  
**April 21-22**, in Vanderhoof  
Fee: \$175 in New Westminster; \$350 in Vanderhoof  
Instructor(s): Monica Franz, B.A., RCAT, BCATR

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### **Building the Relationship between Ethics and Clinical Practice (#EP212)**

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This course is for counsellors, therapists, social workers, and other mental health practitioners who are working therapeutically with individuals, couples, and families. Participants will have an opportunity to integrate theoretical knowledge with their direct clinical experience by examining the complexity of ethical, legal, and professional issues that emerge in ongoing clinical practice. The course will focus on confidentiality, duty to report, dual relationships, touch, defining the client in couple and family therapy, third-party billing, and the fit between therapy and the "business" of private practice/consulting. Participants will discuss therapeutic contracts and disclosure statements, and design a contract for service that fits their clinical practice. The unique ethical concerns inherent in rural and urban practice will be highlighted, and participants will be encouraged to present scenarios from their own clinical work.

Length: Two days  
Date(s): **March 5-6**  
Fee: \$175  
Instructor(s): Rosalie Walls, M.S.W., R.S.W., and Marilee Sigal, M.A., R.C.C.

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### **Supporting Females Through the Crisis of Adolescence (#CY190)\***

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This workshop is for counsellors, youth workers, and support practitioners who are working with young women. Participants will review current theories of female adolescent development, consider cultural and societal constructs of femininity, and apply these theories to their day-to-day interactions with adolescent girls. The course will explore relational tools to facilitate a young woman's exploration of self, and will highlight creative interventions for addressing the developmental issues and crises. This course may be taken as an elective in the Working with Youth in Community Settings Certificate Program.

*(continued on next page)*

Length: Two days  
Date(s): **April 30 & May 1**  
Fee: \$175  
Instructor(s): Natalie Clark, M.S.W., and Lynn Redenbach, R.P.N.

### **Suicide Assessment and Intervention (#EP126)**

Suicide threats or attempts raise the anxiety level of even the most experienced practitioner. This course is for counsellors, therapists, social workers, mental health staff, and other practitioners who wish to develop skills in identification, assessment, and appropriate intervention with this client group. Participants will review current research on assessment, and appropriate intervention with this client group. Participants will review current research on an assessment framework that includes an overview of risk factors, and examine the needs of special populations that are considered at greater risk for suicide. Intervention and management strategies will be presented, and opportunities for skill practice will be provided.

Length: Two days  
Date(s): **February 22-23**  
Fee: \$195  
Instructor(s): Gladys Adilman, B.A., and Suri Vangolen, B.A., R.C.C.

### **Grief and Bereavement: Level I (#EP155)**

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

Length: Two days  
Date(s): **March 15-16**  
Fee: \$195  
Instructor(s): Linda Rosenfeld, B.S.W., and Elizabeth Fortes, M.A.

### **Grief and Bereavement: Level II (#EP155A)**

This two-day course is for counsellors, therapists, and other practitioners working with clients around grief and bereavement issues. Participants will apply theory learned in Grief and Bereavement: Level I (#EP155), assess complicated bereavement, and consider challenges that emerge in working with this client population. Using fictitious and real clinical cases from their own work, participants will practise and develop skills required in the clinical work by roleplaying and observing themselves and others on videotape. **Prerequisite(s):** Before registering for this course, participants must complete #EP155 or obtain the approval of the Program Coordinator. Registration is limited to 16 participants.

Length: Two days  
Date(s): **May 3-4**  
Fee: \$195  
Instructor(s): Linda Rosenfeld, B.S.W., and Elizabeth Fortes, M.A.

## **The Art of ... – A Series of Courses for Private Practitioners**

### **The Art of Running a Private Practice: Small Business Skills for Therapists (#EP506)**

This course will provide participants with the skills and resources necessary to succeed in establishing and maintaining a financially viable, stable, and ethically sound private practice. Participants will complete a series of self-assessments to identify the strengths they bring to private practice and the areas in which they need to cultivate existing or additional skills, including an exploration of personal characteristics; personal/professional goals; resources for working with stress, doubt, and anxieties; and private practice success probability. Key business skills will be examined, including general business management, business planning, communications, financial management, marketing and promotion, and legal and tax aspects. Participants will determine whether a sole proprietorship or a partnership works best for them. The essential components of developing a business plan will be reviewed, highlighting potential financing sources and ongoing financial needs throughout the first year of the life of the practice.

Length: Two days  
Date(s): **March 5-6**  
Fee: \$175  
Instructor(s): Monica Franz, B.A., RCAT, BCATR

### **The Art of Using Computers in Private Practice (#EP517)**

This course will provide participants with information they need to select and purchase the appropriate computer and software for use in their private practice. Topics will include: how to buy the computer and software you need without breaking the bank or becoming a computer "geek"; how computers can be used to automate office procedures (for example, accounting, record-keeping databases, client session notes, and report writing); the use of telecommunications for research, contact with other professionals, and conversing with remote clients; and how to use the Internet, listservs, newsgroups, and Web pages. There will be an opportunity to discuss the dangers and shadows of the Internet and ways to protect yourself and your clients, emphasizing confidentiality, encryption, and electronic information.

Length: Two evening sessions  
Date(s): **TBA**  
Fee: \$80  
Instructor(s): Jack Vickery

## **The Art of Marketing and Networking in Private Practice (#EP522)**

Marketing is not merely “a way to get clients” but a reflection of a practitioner’s professional and therapeutic integrity. A clearly articulated and well-managed marketing plan contributes to the long-term viability of a private practice. This course is designed for practitioners who are beginning a private practice and those who have already established a private practice and are interested in enhancing their marketing skills. The course will address issues related to the general concepts of marketing a private practice, and will include ethical considerations of marketing, marketing strategies, and the construction and effective implementation of a marketing plan. The principles of personal contact marketing and the use of networking resources will be highlighted. Participants will receive a manual detailing the format for developing a marketing plan for their private practice. The manual will also include a resource guide and bibliography.

Length: Two days  
Date(s): May 28-29  
Fee: \$175  
Instructor(s): Monica Franz, B.A., RCAT, BCATR

### **NEW**

## **Clinical Supervision and Consultation: How to Make it Work (#EP555)**

This course is for counsellors, therapists, and other practitioners who are providing clinical supervision and consultation and are interested in further developing their supervisory skills. Participants will differentiate between and consider the challenges inherent in providing clinical supervision and consultation, particularly in the field of violence and trauma, and discuss common problems and why supervision often fails. Participants will develop a supervisory or consultation contract, define their own philosophy of supervision, explore approaches to supervision within a range of clinical/theoretical approaches, and learn to manage transference and countertransference in the therapist/client/supervisor triangle. The balance between safety and challenge in the supervisory relationship will be highlighted.

Length: Two days  
Date(s): March 29-30  
Fee: \$185  
Instructor(s): Maggie Ziegler, M.A.

## **Expressive Therapies**

### **Express Play Therapy Methods (#CY104)**

This introductory course is for counsellors, social workers, child care workers, and mental health professionals currently working with children 3 to 12 years old. It focuses on the content of express play therapy methods and covers the function of art and play through the developmental stages. Participants will have the opportunity to become familiar with the toys and various art therapy exercises used in working with children in this age group.

Length: Two days  
Date(s): March 24-25  
Fee: \$185  
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

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

This course is for practitioners who use play and various expressive therapies in their work with children. Child-centred play therapy is an exploration of the process built on the content presented in #CY104. The workshop includes guiding principles of child-centred play therapy, the intake process, setting up a playroom, how to structure the session, when to lead and when to follow, and permissiveness and limits. These issues will be illustrated by a videotape of excerpts from sessions and practised through role plays.

Length: Two days  
Date(s): March 26-27  
Fee: \$185  
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

### **Expressive Therapies with Children Who Have Suffered a Loss (#CY104D)**

This course is for counsellors, school counsellors, child care workers, social workers, and other practitioners working with children who have suffered a loss due to divorce, death, abuse, hospitalization, immigration, and other traumas. Participants will explore the stages of grieving, examine children’s reactions to loss through the developmental stages, and discuss principles of using expressive therapies with grieving children. The needs of children at each stage of the grieving process, and corresponding expressive methods to help these children deal with the issues, will be presented. The recurring images in the art and play of grieving children will be shown in a slide presentation. It is recommended that participants take #CY104 and #CY104A before registering for this course.

Length: Two days  
Date(s): June 4-5  
Fee: \$185  
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

## **Sandplay, a Person-Centred Approach: Healing Journey for All Ages (#CY154)**

This workshop is for therapists, social workers, child care counsellors, and other mental health practitioners experienced in art and play therapy who are familiar with the use of symbolic language in their work with clients. This approach is a person-centred approach to sandplay, as developed by the trainer over 18 years. Participants will have the opportunity to explore the history of sandplay and methodology, learn the theoretical principles underlying the use of sandplay, review a list of necessary materials for creating a sandtray, and explore ways of using sandplay and waterplay in non-directive and structured interventions. Participants will experience the value of sandplay by making their own sandtray images and through a slide presentation that illustrates the images of the self-healing process. Participants are asked to bring a small container filled with sand or cornmeal, and their favourite figurines.

Length: Two days

Date(s): May 14-15

Fee: \$185

Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

*For practitioners with a master's degree, these courses are eligible for credit towards registration with the Association for Play Therapy.*

### **Instructors**

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

Natalie Clark, M.S.W., R.S.W., is a Program Coordinator with the Social Services and Community Safety Division at the Justice Institute. She was the past coordinator of Cameray Counselling Centre's Burnaby office and teaches part-time at the Native Education Centre.

Jeffrey Fisher, M.A., R.C.C., is a professional counsellor who has worked for the past 11 years with individuals who have chronic pain and stress-related issues. He is currently a counsellor with the Chronic Pain Program at the Columbia Centre for Rehabilitation, and is also in private practice.

Elizabeth Fortes, M.A., has been a counsellor with SAFER for the past 14 years. She is on the board of the Canadian Association for Suicide Prevention and chairs the Bereavement Committee.

Monica Franz, B.A., RCAT, BCATR, has been successfully self-employed for almost 20 years, the last eight as a registered art therapist in private practice.

Margarete Hanna, M.A., ATR, is an art therapist in private practice. Her experience includes training and clinical supervision of graduate art therapists and extensive verbal and expressive psychotherapy with children, adolescents, and adults. She was one of the pioneering coordinators of the M.A. in Art Therapy program at the University of Western Sydney, Australia.

Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S, is an adult and child therapist, a clinical supervisor, and an educator in private practice. She is a registered art therapist, a certified expressive therapist, and a registered play therapist supervisor with over 25 years of experience as a therapist and over 15 years as a supervisor and international workshop leader in the field of expressive therapies, abuse, and loss.

Lorna MacDougall, B.S.R., M.Ed., has worked in the area of health from a body/mind perspective for nearly 20 years, specializing in chronic pain and stress-related problems. She is currently the Clinical Program Coordinator at the Columbia Centre for Rehabilitation and is a counsellor in private practice.

Lynn Redenbach, R.P.N., currently facilitates a teen eating-disorders group at the Ministry for Children and Families, and also facilitates an eating-disorders group at Tri-Cities Mental Health Services. She has a private practice specializing in working with adults and adolescents who have histories of eating disorders and/or abuse.

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

Marilee Sigal, M.A., R.C.C., brings close to 20 years of experience in family therapy. She worked as the Clinical Director at the Jewish Family Service Agency in Vancouver and maintains a private practice where she counsels couples, individuals, and families.

Joe Solanto, Ph.D., 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.

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

Suri Vangolen, B.A., R.C.C., is a therapist at SAFER, specializing in crisis intervention. She works with individuals, families, and groups. Her training is in working with suicide intervention, bereavement, and abuse issues with a process-oriented perspective.

Jack Vickery, is Director of Information Services at North Shore Community Services. He is also a partner in Vickery Matthews & Associates, a consulting firm that specializes in developing computer and training solutions for human and community service organizations. Jack has been involved in the application of computers to the human/community service field for the past 10 years.

Rosalie Walls, M.S.W., R.S.W., currently works with Nisha Family and Children's Services Society. She has taught courses on ethics for City University, Douglas College, and the Justice Institute. She has a private practice as a clinical and consulting social worker.

Maggie Ziegler, M.A., has experience both as an in-agency supervisor and as a consultant to social service agencies and private practitioners. She has worked as a psychotherapist for the past 20 years, specializing in trauma.

## Couple and Family Issues

Unless otherwise indicated, Couple and Family Issues courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Cheryl Bell-Gadsby, at (604)528-5626.

### Couple and Family Certificate Programs (Series #CFT and G550)

*Co-sponsored with Douglas College, Continuing Education, 700 Royal Avenue, New Westminster. For a detailed brochure describing these programs, please contact the Program Coordinator, Cheryl Bell-Gadsby, at (604)528-5626, or Susan Irwin at Douglas College, (604)527-5161.*

#### Background/Purpose

These certificate programs were developed in response to requests from family practitioners for education and training in couple and family work. The programs were created in consultation with family support workers and family therapists working in agency and private practice settings, representatives of the B.C. Chapter of the American Association of Marriage and Family Therapy, and adult education specialists. They are designed to build on the content of currently available family therapy training programs, and to meet the needs of two distinct populations: *family support workers* and *experienced therapists interested in couple and family work*.

#### Program Description

The programs will provide participants with theoretical overviews of key concepts and models guiding couple and family work; an exploration of social justice issues that emerge in couple and family work; and an integration of issues of gender, race, class, sexual orientation, power, and ability into models of practice. Specific assessment and intervention approaches will be modelled, and opportunities for skill practice and skill development will be provided. The programs will create opportunities for consultation and networking among practitioners in the field of couple and family work.

#### FAMILY SUPPORT WORKER OPTION

*(Register through Douglas College Continuing Education, [604]527-5472)*

This certificate program is for family support workers, social workers, front-line staff, and others working in support capacities with families, who are interested in developing specialized skills and supportive interventions within a family systems framework. The program consists of five courses totalling 12 days of skill-based training. The two- and three-day

courses must be taken in the sequence in which they are offered.

To enter the program, applicants must be currently working with families in a supportive capacity and have a minimum of one year of experience in this area. To receive a certificate of achievement, candidates must complete each of the five courses outlined below, and successfully complete the evaluation activity for each course.

#### 1. Foundations of Family Support Work (#G550A-19973)

Length: Two days

Date(s): TBA, Fall 1999, at Douglas College

Fee: \$150

#### 2. Supporting Families within a Systems Framework (#G551A-19981)

Length: Three days

Date(s): January 21-23, at the Justice Institute

Fee: \$195

#### 3. Developing Intervention Skills in Family Support Work (#G552A-19981)

Length: Three days

Date(s): February 25-27, at Douglas College

Fee: \$195

#### 4. Ethical Decision-Making in Family Support Work (#G553A-19982)

Length: Two days

Date(s): April 16-17, at the Justice Institute

Fee: \$150

#### 5. Family Support Work Practice Supervision (#G554A-19982)

Length: Two days

Date(s): May 28-29, at Douglas College

Fee: \$150

#### COUPLE AND FAMILY THERAPY OPTION

*(Register through the Justice Institute, [604]528-5590)*

This certificate program is for experienced counsellors and other practitioners working in a therapeutic setting with individuals, couples, and/or families, who are interested in specific professional training in couple and family therapy. The program is designed to meet the basic educational requirements

of the AAMFT (American Association of Marriage and Family Therapy); however, final acceptance of course work is determined by the AAMFT standards committee. The program consists of six courses, which may be taken individually by practising family therapists or as a series leading to a certificate of achievement. Each course is six days, or 39 hours, in length, except Couple and Family Therapy Practice Supervision, which totals 36 hours.

To enter the program, applicants must be currently working therapeutically with individuals, couples, and/or families, and have a master's degree in counselling, social work, or equivalent. Each applicant must submit a completed registration form and a recent resume outlining relevant work experience, past training in the field, and academic background. To receive a certificate of achievement, candidates must complete each of the six courses outlined, and successfully complete the evaluation activity for each course.

### **1. Foundations of Couple and Family Therapy (#CFT100)**

Length: Six days  
Date(s): TBA, Fall 1999, at the Justice Institute  
Fee: \$415

### **2. Couple and Family Assessment (#CFT120)**

Length: Six days  
Date(s): TBA, Fall 1999, at Douglas College  
Fee: \$415

### **3. Ethical, Legal, and Professional Issues in the Practice of Couple and Family Therapy (#CFT130)**

Length: Six days  
Date(s): February 4-6 & 18-20, at the Justice Institute  
Fee: \$415

### **4. Treatment Methods of Couple and Family Therapy, Level I (#CFT140)**

Length: Six days  
Date(s): March 25-27 & April 8-10, at Douglas College  
Fee: \$415

### **5. Treatment Methods of Couple and Family Therapy, Level II (#CFT150)**

Length: Six days  
Date(s): May 13-15 & 27-29, at the Justice Institute  
Fee: \$415

### **6. Couple and Family Therapy Practice Supervision (#CFT160)**

Length: Six full-day sessions  
Date(s): March 4-6, at the Justice Institute  
June 10-12, at Douglas College  
Fee: \$450

**NEW**

### **Brief Therapy: Strategies, Solutions and Narratives (#CFT700)**

This workshop introduces therapists and counsellors to the skills and theory of brief psychotherapy. Special attention is given to determining which clients, with which problems, are appropriate for this powerful but sometimes overgeneralized mode of helping. Participants will see demonstrations of skill grounded in Eriksonian, strategic, solution-oriented, and narrative therapy. Practice as well as handouts are part of the day.

Length: One day  
Date(s): April 16  
Fee: \$95  
Instructor(s): Glenn Grigg, M.A., R.C.C.

**Social Services and Community Safety Division**  
Certificate Programs Graduation  
Thursday, April 22, 1999

### **Counselling Gay and Lesbian Couples (#EP267)**

This two-day workshop will focus on working with gay and lesbian couples. It will provide theory, information, practical skills, and discussion from a gay/lesbian perspective. Specific issues that will be addressed include: blocks to communication; intimacy and sexuality in long-term partnerships; homophobia and its effect on relationships; HIV and its impact on couples; and other life transitions. The focus will be on how to teach couples to move towards differentiation within their relationship, contain their reactivity, build safety, and foster reconnection. The practice and skills of Imago Relationship Therapy (ITR) will be introduced as a way to help understand relationship dynamics as well as provide practical skills for helping couples.

Length: Two days  
Date(s): June 10-11  
Fee: \$175  
Instructor(s): Tamara Adilman, M.A., M.Ed.

### **Connecting with Children Under 12: Resolving Anger Issues (#CY192)**

For a course description, see page 56 in the Working with Youth in Community Settings category.

Length: Two days  
Date(s): May 7-8  
Fee: \$165  
Instructor(s): Mary Dowdall, M.S.W., and Susan Leaf, M.A. (cand.)

**NEW****Helping Parents of Children with Invisible Disabilities (#CY193)**

This two-day workshop is for human services practitioners who work with families of children and youth with high-incidence behavioural disabilities that have an acute impact on families and the socialization process. The focus will be on parenting children and adolescents with attention-deficit hyperactivity disorder, learning disabilities, and extreme temperaments. Secondary disorders such as oppositional defiant problems and conduct disorders will also be addressed. Resources for further help with disorders that affect behaviour, such as fetal alcohol syndrome (FAS), depression, and those in the autistic spectrum, will also be identified.

Length: Two days  
 Date(s): **May 13-14**  
 Fee: \$175  
 Instructor(s): Kate Anderson, M.Ed.

**NEW****Counselling Families and Individuals Through Family Transition: Divorce, Separation and Remarriage (#EP554)**

All family members are inevitably affected by the impact of family restructuring brought about by separation, divorce, and remarriage. This course will expand the knowledge and abilities of counsellors, social workers, and other mental health professionals in working with children, adults, and families who are experiencing family transitions. Participants will learn about the family dynamics involved in changing family structures, stages of the uncoupling and recoupling process and related therapeutic issues, and developmental concerns of children experiencing family break-up. Specific skills will be emphasized in determining appropriate therapeutic interventions, assessing parenting plans, assisting parents in post-divorce parenting, and developing strategies to ensure the optimal adjustment of children and adults.

Length: One day  
 Date(s): **March 22**  
 Fee: \$95  
 Instructor(s): Ellen Shapiro, M.A., R.C.C., Dip.C.

**NEW****Sex Therapy: Doing It with the Lights On (#EP553)**

This course is for therapists, counsellors, and mental health professionals who have experience in dealing with individual and relationship issues and who would like to be able to address sexual concerns with their clients. Realizing that intimacy can be a fuel for sexual desire allows therapists to help clients achieve more erotic as well as more functional sex. Participants will: learn the importance of their own attitudes and level of sexual maturity; how to be specific in setting goals and taking a history; and understand and discuss the issues of performance anxiety, response anxiety, and embarrassment. The focus of the workshop is for each practitioner to develop competence in addressing sexual issues, and to decide

accurately what concerns can be addressed in general practice and when it is best to refer the client. Strategies for addressing common sexual problems will be presented, along with examples of pertinent and interesting cases.

Length: One day  
 Date(s): **May 7**  
 Fee: \$95  
 Instructor(s): Bianca Rucker, R.N., M.A., Ph.D.

**NEW****Current Adoption Issues in Counselling (#CY194)**

In recognition of the multiple and complex issues that are unique to adoption-formed families, this two-day workshop is intended to give counsellors, social workers, therapists, and other mental health professionals the knowledge and skills they will need to support and intervene effectively with all members of the adoptive family system. Topics will include: the differences between adoption-formed families and other variants of the nuclear family system; grief, loss, and healing; the subculture of adoption: realities, rituals, and role models; kinship and identity issues in adoption; attachments and affiliations in adoptive family relationships: honouring the differences; special challenges for adoption-formed families (i.e., the prenatally exposed child; transracial adoptions; openness and access in adoption); and identifying and enhancing the adoptive family's strengths and resources.

Length: Two days  
 Date(s): **February 10-11**  
 Fee: \$175  
 Instructor(s): Judy Archer, M.S.W., and Brenda McCreight, Ph.D.

## Non-Traditional Therapies

**Integrating Energetic Bodywork into a Solution-Focused Counselling Process – Level I (#EP232)**

Issues such as chronic pain, anxiety, depression, and trauma reactions affect clients both physiologically and emotionally, and are rarely resolved using cognitive therapy alone. This course explores therapeutic interventions from energetic and solution-focused, narrative, and metaphorical approaches. Participants will:

- acquire practical clinical tools for heightening mind-body communication
- refine and integrate communication skills with energetic bodywork
- develop hands-on skills to reconnect with internal resources and shift the client's internal frame of reference to a healthier, more proactive stance
- learn the guiding principles and techniques of Level II of the Healing Touch Program
- explore a framework that integrates Healing Touch, hypnosis, and other solution-focused counselling skills
- examine legal and ethical issues related to touch therapy

*(continued on next page)*

This course is open to professionals in mental health-related fields with a graduate (master's) degree or a nursing degree, students enrolled in a full-time graduate program in related disciplines, and/or other practitioners with a combination of relevant training and clinical experience. **Note:** A Level I Healing Touch certificate will be earned upon completion of this course. A Level I Healing Touch manual will be provided.

Length: Four days  
Date(s): **March 3-6**  
Fee: \$360  
Instructor(s): Ruth Lamb, R.N., M.Sc.N., CHTI, and Cheryl Bell-Gadsby, M.A., R.C.C.

### **Integrating Energetic Bodywork into a Solution-Focused Counselling Process – Level II (#EP233)**

This course is a continuation of Integrating Energetic Bodywork into a Solution-Focused Counselling Process – Level I (#EP232), and further develops the theory and skills presented in Level I to a more advanced degree. The course is open to professionals in mental health-related fields with a graduate (master's) degree or a nursing degree, students enrolled in a full-time graduate program in related disciplines, and/or other practitioners with a combination of relevant training and clinical experience. **Note:** A Level IIA Healing Touch certificate will be earned upon completion of this course. A Level II Healing Touch manual will be provided. **Prerequisite(s):** #EP232.

Length: Four days  
Date(s): **June 2-5**  
Fee: \$360  
Instructor(s): Ruth Lamb, R.N., M.Sc.N., CHTI, and Cheryl Bell-Gadsby, M.A., R.C.C.

### **Understanding Acupuncture (#EP270)**

This introductory course is for health care practitioners, including counsellors, social workers, therapists, and those working in the addictions field. Participants will learn the traditional concepts of energy medicine; gain understanding of the movement of subtle body energies through the meridians and the chakras; and understand traditional oriental approaches to medicine, including five-element analysis, eight-principle analysis, and yin/yang balance. This workshop will emphasize an experiential approach that includes physical (somatic), emotional, and spiritual levels to health and well-being. A significant segment of the workshop will emphasize substance use/misuse issues. **Note:** Acupuncture needling or specific diagnosis and treatment of disorders will not be taught. This course is not aimed at those who want to practise Oriental Medicine, but rather at those who want to understand the system and liaise with qualified practitioners.

Length: Three days  
Date(s): **May 6-8**  
Fee: \$225  
Instructor(s): Roger Kimmerly

### **NEW**

### **Psychodrama for Helping Professionals (#EP268)**

Psychodrama is a time-honoured approach to effecting dramatic change in client awareness and behaviours in a short time period. It is among the oldest brief therapy models that are generally applicable to a wide variety of client populations and developmental ages. Psychodramatic approaches provide an effective, action-oriented means of creating safety and supporting a contained cathartic release that allows the client to access deeply held memories and emotions. This blocked energy is brought to the surface in a way that encourages new insights without the risk of flooding or retraumatization. Participants will learn the main elements and stages of psychodrama; identify the appropriate application and timing of psychodramatic techniques as part of an overall treatment plan; describe at least four basic psychodramatic techniques; and explain the application of each for different client populations, including those with addictions and post-trauma responses. This course is primarily experiential and will include lecture, discussion, and demonstration. It is for experienced counsellors, social workers, and other mental health professionals who provide services to adults and youth with dysfunctional, addictive, and/or traumatic histories.

Length: Three days  
Date(s): **February 1-3**  
Fee: \$225  
Instructor(s): Joe Solanto, Ph.D.

### **Instructors**

Tamara Adilman holds an M.A. degree in Women's Studies and an M.Ed. degree in Counselling Psychology. She is a Registered Clinical Counsellor and Certified Imago Therapist. She has a private practice specializing in couples therapy, teaches counselling skills at Vancouver Community College, and provides workshops in relationship therapy.

Kate Anderson, M.Ed., Ph.D. (cand.), is a sessional instructor in the School of Child and Youth Care at the University of Victoria. Kate has extensive experience with a number of advocacy organizations involved with health, disability, and mental health concerns in children, youth, and families. She developed and authored the Supported Child Care Training Project at the University College of the Fraser Valley, and has worked as a mental health consultant with the Vancouver Health Department and West-Main Health Unit.

Shashi Assanand, R.S.W., is the executive director of the Vancouver and Lower Mainland Multicultural Family Support Services Society. She has extensive grassroots experience working with families where violence has occurred.

Judy Archer, M.S.W., has extensive clinical experience working with individuals, couples, and families around a host of issues pertaining to children in care and adoption. She has also delivered training throughout the province on issues of placement planning for children in care, adoption issues, and the new Adoption Act. Judy has been approved for adoption work by the Board of Registration for Social Workers of the Province of British Columbia.

- Cheryl Bell-Gadsby, M.A., R.C.C., has more than 15 years of Canadian and U.S. experience as a therapist, clinical supervisor, and educator. She specializes in issues of trauma, family violence, and hypnotherapy with children, adolescents, and adults. She has recently co-authored a book for clinicians on solution-focused treatment of sexual abuse.
- Judi Clark, M.Ed., R.C.C., is a couple and family therapist in private practice. She works extensively with families where a member has experienced trauma or disability. Judi works from a feminist therapeutic perspective.
- Mary Dowdall, M.S.W., has an extensive background in child, adolescent, and family issues. For more than seven years she has facilitated many group programs in the area of anger management for children and families in conjunction with North Shore Mental Health. Mary also has a private practice called Cornerstone Professional Counselling Practice.
- Cameron Egyeda, M.A. is a Clinical Member and Approved Supervisor with the American/Canadian Association of Marriage and Family Therapy. She brings more than 30 years of clinical experience as a writer, maskmaker, and storyteller to her work in adult education. Cameron works with individuals, couples, and families in private practice.
- Robert Finlay, M.A., has been a Clinical Member and Approved Supervisor with the American/Canadian Association of Marriage and Family Therapy (AAMFT) since 1980. He works in private practice with his wife, Judi, where they specialize in conducting solution-focused marital therapy as a husband-and-wife team.
- Gerald George is a First Nations counsellor and consultant who has worked in the helping field with First Nations people for the past 21 years. His orientation to Family Systems comes through the Pacific Coast Family Therapy Training Association and the Care Unit Hospital of Kirkland.
- Glenn Grigg, M.A., R.C.C., is a family therapist working at the Children's Foundation on behalf of families with multiple problems, including trauma and substance misuse. Glenn is an instructor at the Justice Institute as well as at the Community Mental Health Counselling Master's program at City University. Glenn is also a director of the B.C. Association of Clinical Counsellors.
- Roger Kimmerly holds a diploma in traditional Chinese medicine and has a private practice involving acupuncture and counselling in Victoria. He has held staff positions as the director of the Victoria Pain Clinic and at the Canadian College of Acupuncture and Oriental Medicine. Roger has a varied background as a prison psychologist, criminal lawyer, Crown counsel, provincial court judge, and minister of justice in the Yukon. He also has extensive experience with addiction issues.
- Ruth Lamb, R.N., M.Sc.N., CHTI, is the Senior Program Coordinator for Langara College Continuing Studies, Health and Human Services Division. Ruth has extensive experience as a director of nursing and clinical nurse specialist. She is president of the B.C. Holistic Nurses Practice Group, and designs and teaches the Canadian Holistic Nurses Association's Advanced Health Promotion Specialization Program. She has a private healing practice, teaches energy-based healing nationally, and has been studying energy-based healing and mind-body approaches to health since 1977.
- Susan Leaf, M.A. (cand.), is a consultant and educator for North Shore Mental Health and also works in private practice. Susan has extensive experience in crisis intervention and counselling with children, adolescents, and families, including six years of treatment counselling through Maples Centre for Adolescents.
- Brenda McCreight, Ph.D., is the author of *Recognizing and Managing Fetal Alcohol Syndrome/Effect: A Guidebook*. Brenda has 18 years of experience working with adoptive families and children in care, and is the adoptive parent of five children.
- Deljeet Parmar, M.S.W., is a Clinical Member of the American/Canadian Association of Marriage and Family Therapy. She currently works at Family Services of Greater Vancouver and in private practice.
- Kathy Priest-Peries, M.S.W., is a family counsellor in private practice, specializing in the areas of trauma and couple work. She was the Manager of Child and Family Services Social Work Training for the Ministry of Social Services.
- Bianca Rucker, R.N., M.A., Ph.D., is a marriage and family therapist who has been in private practice in Vancouver for more than a decade, specializing in sexual and marital therapy. She is well known in British Columbia among counsellors and physicians for her expertise as a sex therapist. Bianca has also written for the general public and appeared on television and radio helping people have happier, healthier sex lives.
- Charlotte Sabbah, B.A., M.S.W., works as a family counsellor for the Ministry for Children and Families. She has extensive experience in clinical practice and adult education.
- Ellen Shapiro, M.A., R.C.C., Dip.C., is a clinical counsellor in private practice working with individuals, couples, families, and children. She is an experienced adult educator and trainer.
- Marilee Sigal, M.A., R.C.C., is the Clinical Director at the Jewish Family Service Agency in Vancouver, and maintains a private practice where she counsels individuals, couples, and families. She has been working in the field of family therapy for 16 years.
- Joe Solanto, Ph.D., served for six years as director at the Center for Therapeutic Arts in New York, where clients with mental health needs were treated by a multidisciplinary team of clinical psychotherapists, addictions counsellors, and holistic health care practitioners. He currently directs the Human Potential Institute in Vancouver, offering clinical supervision, consultation, and counselling.
- Jung Hwa Suh, M.A., is a family therapist with Family Services of Greater Vancouver. She has postgraduate training at Brattleboro Family Institute and Yaletown Family Therapy Institute. She is a clinical member of AAMFT.
- Rosalie Walls, M.S.W., R.S.W., currently works with Nisha Family and Children's Services Society. She has taught courses on ethics for City University, Douglas College, and the Justice Institute. She has a private practice as a clinical and consulting social worker.
- Heather Whiteford, M.S.W., is a therapist with Family Services of Greater Vancouver and an instructor at Pacific Coast Family Therapy Training Association. She is interested in the ways in which work with families can support people in sustaining themselves through trauma and loss.

## Working with Youth in Community Settings

Unless otherwise indicated, courses in Working with Youth programs will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Sandra Rice, at (604)528-5633. For detailed brochures, call the Program Assistant, Nenita Capili, at (604)528-5631.

### Program Description

The curriculum is based on competencies that have been identified as fundamental for those working with youth in a range of community settings. The knowledge and skill areas emphasized throughout the program were determined and updated with the help of employers and children, youth and family care practitioners, research into the current literature, and the proposed criteria for certification by the Child and Youth Care Association of British Columbia.

The program is based on the beliefs, values, and practices found in three theoretical approaches: the Resilience Model, the Psycho-education Model, and Positive Peer Culture. The fundamental principles of each of these theoretical frameworks are that adolescence must be viewed from a Normative Development perspective; that each youth is making the often very difficult transition from childhood to adulthood to the best of their abilities, given their circumstances; that each youth must be viewed as a unique individual with different strengths, abilities, and needs; and that every youth wants to feel valued, respected, and understood.

Participants will learn the importance of self-awareness when working with youth, strategies for building relationships with youth, the significant influence of both family and culture on their work, intervention strategies for difficult situations, and risks and stressors that affect youth. They will also learn effective written and oral communication, methods for resolving conflict, strategies for working within the context of systems, and practical methods for self-care.

There are 20 days of training. The 16 core days are offered in four parts of four days each. The four parts must be taken in sequence with the same group of participants. Four days of youth care-related Justice Institute electives will also be required to complete the certificate requirements.

### Qualifications

To enter the program, applicants must be *currently working with youth and have a minimum of one year of experience* working with youth in a community setting (residential, treatment, recreational, outreach, educational, or therapeutic foster care programs).

### Applications

Applications must be submitted to the Program Coordinator and describe relevant work experience, past training in the field, and academic background. *For an application form and a detailed brochure, call the Program Assistant, Nenita Capili, at (604)528-5631.*

### Fees

Upon acceptance, applicants must pay a deposit of \$100, which will be deducted from the full program fee. The fee for the four-part program is \$950. A minimum of half the fee, \$475, must be paid 21 days before the start date of Part 1. The remaining fee of \$475 must be paid 21 days before the start of Part 2. Before a certificate is issued, participants must complete all four parts of the program consecutively, complete assigned course work, and attend four days of JI youth care-related electives.

*Please note that participants are required to complete the program with the same group for each of the four parts.*

### Working with Youth in Community Settings Certificate Program (Parts 1, 2, 3, and 4) (#CY169)

Length:	Sixteen days
Fee:	\$950
Date(s):	Part 1 – February 22-25 Part 2 – April 6-9 Part 3 – May 10-13 Part 4 – June 14-17

Instructor(s): Bruce Hardy, Martha Joy, and Debbie Verkerk

### Courses for Professionals Who Work with Children, Youth, and Families

These courses are open to all professionals who work with children, youth, and families in a variety of community settings. The courses can also be used as electives in the Working with Youth in Community Settings Certificate Program.

#### Workshop One: Making Connections: An Introduction to Effective Conflict Resolution Skills for Working with Youth (#CY185)

The first two-day workshop in the Making Connections: Working Through Conflict with Youth series is designed as an introduction to effective conflict resolution skills for practitioners who work with youth in a variety of community settings. Participants will increase their awareness of their own beliefs about conflict, and the impact of these beliefs on their actions

when working through conflict situations with young people; assess their skills in resolving difficult situations with youth; identify and practise non-coercive collaborative processes for resolving youth-related conflicts; and develop key skills such as assertive expression, non-defensive listening, and self-management.

Date(s): **February 18-19**  
Fee: \$175  
Instructor(s): Mario Govorchin  
Coach: Pamela Theriault

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### **Workshop Two: Making Connections: Managing Emotional and Aggressive Situations with Youth (#CY186)**

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The second workshop in the Making Connections: Working Through Conflict with Youth Series is designed for youth care professionals and other individuals who work directly with youth in a variety of community settings. Participants will examine their own responses to highly emotional and aggressive behaviours in youth; strengthen their skill level in managing these behaviours; explore and practise a range of defusing and limit-setting strategies for responding to youth in crisis; and practise strategies to coach youth to manage their own behaviours. (It is recommended that Workshop One be completed before Workshop Two or Three.)

Date(s): **March 23-24**  
Fee: \$175  
Instructor(s): Mario Govorchin  
Coach: Pamela Theriault

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### **Workshop Three: Making Connections: Third-Party Facilitation When Working with Youth (#CY187)**

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The third workshop in the Making Connections: Working Through Conflict with Youth series is designed for youth care professionals and other individuals who work directly with youth in a variety of community settings. Participants will examine options for facilitating as a third party in situations of conflict with youth; practise strategies for successful arbitration, conciliation, and mediation with youth; develop skills to facilitate communication between disputants; examine their role as third-party facilitator; develop skills to manage the emotional climate and ensure safety for youth during interventions; and practise process and communication skills to guide youth in conflict through a simulated mediation process. (It is recommended that Workshop One be completed before Workshop Two or Three.)

Date(s): **June 28-29**  
Fee: \$175  
Instructor(s): Mario Govorchin  
Coach: Pamela Theriault

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### **Creating Opportunities for Change in Your Everyday Youth Practice (#CY195)**

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Practitioners who work with children, youth, and families are in the unique position to help facilitate change, whether it is in a group living situation, a school setting, a street worker situation, or a one-to-one living arrangement. The youth care worker is in the best position to identify and take advantage of counselling opportunities to facilitate change in everyday situations with children, youth, and families. This course will focus on this particular skill and will provide the opportunity for practitioners to strengthen this approach in their own work with children, youth, and families.

Length: Two days  
Date(s): **June 7-8**  
Fee: \$165  
Instructor(s): Bruce Hardy, Ph.D. (cand.)

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#### **NEW**

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### **Adventure-Based Counselling for High-Risk Youth (#CY196)**

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Programs such as Outward Bound and Project Adventure have provided models for helping individuals develop self-esteem, increased self-confidence, and enhanced social and community skills by succeeding at exciting and challenging outdoor experiences. These basic models have been expanded to adapt to the needs of special populations such as "high-risk" youth who need to feel genuinely engaged and challenged yet successful. The course will present an overview of adventure-based counselling principles and resources. It will examine ways in which programs for youth can incorporate these into their philosophy and everyday practice as well as provide these outdoor experiences for their clients.

Length: Two days  
Date(s): **May 27-28**  
Fee: \$165  
Instructor(s): Joe Solanto, Ph.D.

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### **Developing Effective Interventions: Interventions for Moderate to High At Risk Youth (#CY189)**

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This two-day course is designed to respond to the changing complexities of working with youth who have moderate to high needs. Child and youth care workers are frequently expected to work with youth who may display behaviours that can be challenging, aggressive, violent, suicidal, and/or chemical-dependent. Participants will have the opportunity to share ideas, deal with specific on-the-job realities, and meet with community-based professionals who manage these issues on a daily basis. The workshop will focus on specific practical interventions with a range of behaviours such as motivational issues, manipulation, mental health issues, violent offenders, sexual intrusiveness, and aggression. Participants will discuss the real numbers behind high-risk statistics and examine the changes in the field and how to access resources to help in their work with young people.

*(continued on next page)*

Length: Two days  
Date(s): April 13-14  
Fee: \$165  
Instructor(s): Bruce Hardy, Ph.D. (cand.)

### **Creating Positive Change Through Peer Groups (#CY182)**

This course is designed to help individuals working with youth create positive change in the lives of youth by understanding that one of the most powerful influences in their lives is their peer group. The course focuses on concepts and skills that can be used in peer groups to support positive change for young people. Participants will learn to identify the strengths of individuals within the group and coach them in ways to help other youth in their group; to identify and explore group roles through strategies for group dynamics; and to define the role of the worker in supporting the development of strengths within the group.

Length: Two days  
Date(s): May 3-4  
Fee: \$165  
Instructor(s): Debbie Verkerk and Lenox Neher

### **Working With Gay, Lesbian, Bisexual, and Transgender Youth (#CY188)**

Increasingly youth-serving agencies and professionals who work with youth are recognizing the sensitive and complex needs of sexual-minority youth. Gay, lesbian, bisexual, and transgender youth are at an increased risk for harassment/violence/abuse, substance use, suicide, mental health concerns, and isolation. This course is designed to engage participants in a process that raises general awareness, provokes discussion of specific issues related to good youth care practice, and suggests concrete "next steps" for improving support of sexual-minority youth. Participants will explore homophobia versus homophobia; multiple risks and stressors and coping strategies for youth; educational and informational needs; legal and ethical concerns; human rights of youth; health issues; family issues; systemic barriers and challenges; and strategies for improving support to sexual-minority youth.

Length: Two days  
Date(s): February 8-9  
June 21-22  
Fee: \$165  
Instructor(s): Scott Robertson, M.S.W., ICADC

### **Supporting Females Through the Crisis of Adolescence (#CY190)**

For a course description, see page 45 in the Counselling category.

Length: Two days  
Date(s): April 30 & May 1  
Fee: \$175  
Instructor(s): Natalie Clark, M.S.W., and Lynn Redenbach, R.P.N.

### **Connecting with Children Under 12: Resolving Anger Issues (#CY192)**

This two-day workshop will provide counsellors, social workers, child and youth care workers, and other mental health practitioners with the opportunity to understand and develop skills and strategies to work with children under 12 and their families where anger is an issue. The intervention strategies will focus on: effective communication of anger within a developmental context, identifying specific triggers and the anger cycle for younger children, exploring the role of the family in communication and anger expression, and specific skill practice sessions involving real on-the-job situations. The intervention strategies presented are designed to be incorporated in group and individual sessions with both children under 12 and their families. (This is *not* an elective in the Working with Youth in Community Settings Certificate Program.)

Length: Two days  
Date(s): May 7-8  
Fee: \$165  
Instructor(s): Mary Dowdall, M.S.W., and Susan Leaf, M.A. (cand.)

**Social Services and Community Safety Division**  
Certificate Programs Graduation  
Thursday, April 22, 1999

### **Instructors**

Mary Dowdall, M.S.W., specializes in working with children and youth, and has facilitated many group programs in the area of anger management for children and families on the North Shore. Mary also has a private practice called Cornerstone Professional Counselling Practice.

Mario Govorchin is a consultant and trainer with extensive experience working with youth in a variety of settings. Mario is a trainer in the Management Development for Residential Settings Certificate Program and a senior trainer in the Justice Institute's Centre for Conflict Resolution.

Bruce Hardy, Ph.D. (cand.), is currently the executive director of West Coast Family Resources. He instructs in the child and youth care programs at the University of Victoria and Douglas College. Bruce is a tribunal member for the B.C. Children's Commission, a board member of the Legal Services Society of B.C., a board member of Experience Canada, and an active chair of the National Council of Welfare.

Martha Joy, B.S.W., has extensive experience working in the field of child and youth care. During the last 20 years, she has held a variety of positions, including front-line worker, residential program director, trainer, and policy analyst for government.

Susan Leaf, M.A. (cand.), is a consultant and educator for North Shore Mental Health and also works in private practice. Susan has extensive experience in crisis intervention and counselling with children, adolescents, and families, including six years of treatment counselling through Maples Centre for Adolescents.

Lenox Neher is a special care contractor with the Ministry of Social Services. She has worked in the child and youth care field for 16 years, is currently co-president of the Child and Youth Care Association of B.C., and operates a special care home.

Scott Robertson, M.S.W., ICADC, is a private practitioner and consultant. He has worked on a variety of system issues, such as child welfare, mental health, health care, substance use, and HIV/AIDS for the last 15 years. Scott is an active volunteer on a local, national, and international level on issues for gay, lesbian, bisexual, and transgender youth.

Joe Solanto, Ph.D., is a therapist, clinical supervisor, and educator in private practice. He has more than 20 years of experience working with high-risk youth. He is the Director

and Expedition Leader for the Vancouver Ocean Challenge Society, a program that provides high-risk youth with challenging outdoor/marine experiences in a therapeutic context.

Pamela R. Theriault, M.A., has a private practice and provides therapy and counselling services to youth and families through South Cariboo Family Services. She is also a coach with the Justice Institute's Centre for Conflict Resolution.

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

## ■ CAREER AND MANAGEMENT DEVELOPMENT

### Management

Unless otherwise indicated, Management courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. Please see the Trainer Development (page 66) and Traumatic Stress (page 74) sections for additional course listings. For more information, call the Program Coordinator, Patricia McNeill, at (604)528-5623.

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

### Basic Supervisory Certificate Program

Many participants in our Basic Supervisory courses have requested a certificate to show that they have successfully completed these courses. We are now able to fulfil that request. To receive a Basic Supervisory Program certificate, you must fulfil the following requirements:

1. Full attendance at Basic Supervisory Program Weeks 1 and 2
2. Completion of four additional days of training in management courses offered by Social Services and Community Safety Division.
3. Successful completion of a written report that shows you have met the goals of the program. The report will be based on an actual intervention you have completed in your workplace or volunteer organization.

For further details, please contact the Program Assistant, Nadine Wolitski, at (604)528-5619.

**Social Services and Community Safety Division**  
Certificate Programs Graduation  
Thursday, April 22, 1999

### Basic Supervisory Program, Week 1 (#BSCP200)

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

Length: Five days  
Date(s): January 18-22  
February 22-26; Vancouver Maritime Museum,  
1905 Ogden Avenue, Vancouver  
June 7-11  
July 5-9  
Also see below (#BSCP210 and #BSCP220)  
Time: 9:00 am – 4:30 pm on day 1; 8:30 am – 4:30 pm  
on subsequent days  
Fee: \$475; \$525 at the Vancouver Maritime Museum  
Instructor(s): A consultant with Ryane Consulting Inc.

### Basic Supervisory Program, Week 1, Part A (#BSCP210)

This course covers the first two days of the Week 1 program described above. Specific topics to be addressed are the role of a supervisor, leadership, and motivation and delegation.

Length: Two days  
Date(s): March 22-23  
Time: 8:30 am – 4:30 pm  
Fee: \$190  
Instructor(s): A consultant with Ryane Consulting Inc.

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**Basic Supervisory Program, Week 1, Part B (#BSCP220)**

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This course covers the last three days of the Week 1 program described above. Specific topics to be addressed are effective communication, problem solving and decision making, managing diversity, and managing conflict. **Prerequisite(s):** Basic Supervisory Program, Week 1, Part A (#BSCP210).

Length: Three days  
Date(s): **April 19-21**  
Time: 8:30 am – 4:30 pm  
Fee: \$285  
Instructor(s): A consultant with Ryane Consulting Inc.

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**Basic Supervisory Program, Week 2 (#BSCP300)**

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

Length: Five days  
Date(s): **February 1-5**  
Also see below (#BSCP310 and #BSCP320)  
Time: 9:00 am – 4:30 pm on day 1; 8:30 am – 4:30 pm on subsequent days  
Fee: \$475  
Instructor(s): A consultant with Ryane Consulting Inc.

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**Basic Supervisory Program, Week 2, Part A (#BSCP310)**

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This course covers the first two days of the Week 2 program described above. The specific topic to be addressed is performance planning and review. **Prerequisite(s):** Basic Supervisory Program, Week 1 (#BSCP200 or #BSCP210 and #BSCP220).

Length: Two days  
Date(s): **May 17-18**  
Time: 8:30 – 4:30 pm  
Fee: \$190  
Instructor(s): A consultant with Ryane Consulting Inc.

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**Basic Supervisory Program, Week 2, Part B (#BSCP320)**

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This course covers the last three days of the Week 2 program described above. Specific topics to be addressed are problem employees; time management and effective meetings; and team building. **Prerequisite(s):** Basic Supervisory Program, Week 1 (#BSCP200 or #BSCP210 and #BSCP220), and Basic Supervisory Program, Week 2, Part A (#BSCP310).

Length: Three days  
Date(s): **June 21-23**  
Time: 8:30 – 4:30 pm  
Fee: \$285  
Instructor(s): A consultant with Ryane Consulting Inc.

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**Basic Supervisory Certificate Program: The Report Project (#BSCP400)**

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To receive a Basic Supervisory Program certificate, participants must attend Basic Supervisory Program, Weeks 1 and 2; complete four additional days of training in management courses offered by Social Services and Community Safety Division; and successfully complete a written report that shows that they have met the goals of the program. The report will be based on an actual intervention completed in the workplace or in a volunteer organization. For further information or to request a certificate program application package, please contact the Program Assistant, Nadine Wolitski, at (604)528-5619.

Fee: \$150

*The following courses can be used as electives in the Basic Supervisory Certificate Program.*

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**People Problems: How to Supervise Challenging Employees (#MGMT315)\***

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One of the greatest challenges of supervisors and managers today is dealing with employees whose performance is ineffective or whose behaviour gets in the way. Managing these people is demanding, stressful, and time-consuming. If the problem is ignored, the motivation and productivity of all employees often decrease. Having the skills to deal with poor performance makes the job of the supervisor or manager easier and more satisfying. This course will focus on specific guidelines and techniques to help meet the challenge of problem behaviour confidently and effectively.

Length: Two days  
Date(s): **January 18-19**  
**May 10-11**  
Fee: \$185  
Instructor(s): A consultant with Ryane Consulting Inc.

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

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

Length: Two days  
Date(s): **February 2-3**  
**June 14-15**  
Fee: \$185  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

**NEW**

**Coaching for Improved Performance (#MGMT332)**

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"Achieving results through people" is a key responsibility of a team leader. It omits one important premise, however: that leaders must have employee commitment in order to achieve the kinds of results that are needed in today's workplace. This course will provide participants with a strategy and the skills to coach employees and achieve long-term results. Participants will have an opportunity to use effective coaching to guide others in problem solving and improving performance. Topics to be covered include: identifying which type of coaching is required, avoiding the pitfalls involved with coaching, using specific communication skills to facilitate the coaching process, and using coaching to help develop commitment.

Length: Two days  
Date(s): **February 15-16**  
Fee: \$185  
Instructor(s): Maureen Hannah, B.Sc., M.B.A. (Managerial Leadership)

**NEW**

**Values-Based Policy Development: A Process for Organizational Effectiveness (#MGMT331)**

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The values of an organization should be evident in its policies and procedures. When the policy development process is done well and involves key users, staff can easily integrate policy into practice. In this highly interactive course, participants will: identify how policy development fits into the strategic planning process; define and clarify what policy issues are; develop policy and procedures that document "best practices" based on the organization's values; and write policy statements in clear, concise language.

Length: One day  
Date(s): **February 18**  
Fee: \$110  
Instructor(s): Juhree Zimmerman, R.N., B.Sc.N., M.Ed. (Counselling Psychology), and Bobbi Noble

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

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Participants in this course will learn the fundamentals of facilitation. Topics include: defining and exploring the role of the facilitator and others involved in the facilitation process; reviewing and evaluating the contribution of non-facilitator group members; exploring methods for understanding and dealing with challenging members of the group; exploring problem-solving methods; and identifying ways to evaluate the success of facilitation and the facilitator's performance. Through group work, presentations, class discussions, and feedback from

others, participants will develop a flexible process for facilitating in a variety of situations, ranging from work and quality teams to community groups and others trying to get things done through collaborative processes.

Length: Two days  
Date(s): **March 1-2**  
Fee: \$185  
Instructor(s): Sandra Heath, B.A.

**Advanced Facilitation Skills (#MGMT329)**

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This course is for individuals who have at least one year's experience in group facilitation (a minimum of six facilitated sessions). The emphasis will be on adding techniques to the facilitator's toolkit to help groups make decisions, increase their creativity, and design criteria to measure the success of their facilitated sessions. Participants will have an opportunity to review and practise techniques to help groups move to closure, and to build follow-up plans to support facilitated sessions. The course will include a discussion of ethical considerations in facilitation, ways to recognize when the facilitator's values differ from those of the group, and techniques for managing difficult situations. *Participants are encouraged to bring challenges they are facing to the session and to work with others to develop action plans for resolution.*

Length: One day  
Date(s): **March 3**  
Fee: \$110  
Instructor(s): Sandra Heath, B.A.

**NEW**

**Organizational Effectiveness (#MGMT333)**

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Organizations are expected to achieve greater and better results, often with fewer human and material resources. The challenge of better products/services and more satisfied customers/clientele is constant. This course will enable participants to identify the challenges facing their organizations and how they can effectively respond to both pressures and opportunities. Participants will be introduced to models that will energize their organizations through renewal, strategic planning, results-based decision making, values orientation, leadership development, and employee involvement.

Length: Two days  
Date(s): **March 24-25**  
Fee: \$185  
Instructor(s): John Konrad, B.A., M.C.A.

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

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This course is for supervisors and managers who know what they want to say but have difficulty putting it in writing. Course content is based on plain language principles. Days 1 and 2 will cover communication as a transaction, writing skills, business styles, and conveying organizational messages. Day 3 will focus on report writing and will cover planning, organizing, and

special techniques. Participants are requested to bring to the course two to three samples each of memos, letters, and reports they have written. These samples will be used on days 2 and 3. Enrolment is limited to 18.

Length: Three days  
Date(s): April 12-14  
Fee: \$250  
Instructor(s): A consultant with Ryane Consulting Inc.

### Preventing and Managing Stress (#TS350)

For a course description, see page 78 in the Traumatic Stress category.

Length: Two days  
Date(s): April 22-23  
June 8-9  
Time: 9:00 am – 4:30 pm  
Fee: \$185  
Instructor(s): Mark Brunke, M.A.

### Taking Charge of Change: A Course for Supervisors and Managers (#MGMT327)

This course is designed to help managers deal more effectively with change. The course will provide information and skills to help participants plan for workplace change with more confidence, discuss impending or recent changes with staff more easily, and create a more positive work environment. Participants will identify employee concerns regarding change processes and ways to deal more effectively with them, review a basic model of the change process and reactions to organizational change, develop strategies for responding to typical reactions to change, and use some common planning tools to organize a change.

Length: Two days  
Date(s): April 26-27  
Fee: \$185  
Instructor(s): Rob Goodall, M.A.

#### NEW

### The Fundamentals of Corrective Discipline (#MGMT334)

The goal in dealing with employee performance issues is always to help the employee succeed. However, concerns about an employee's performance in a workplace reality and something a supervisor or manager cannot ignore. This half-day course integrates with coaching and describes what corrective discipline is and how it motivates employees to improve their performance. Participants will have an opportunity to: identify performance issues that require a disciplinary response; distinguish between culpable and non-culpable performance or behaviours; understand the steps in corrective discipline and the fundamental principles in a discipline process; highlight guidelines that will assist managers in changing employee performance; review performance issues, analyze data collected, and apply the principles of the Wm. Scott case to

determine appropriate corrective action; and apply the principles of corrective discipline to workplace situations.

Length: One-half day  
Date(s): May 3  
Time: 9:00 am – 12:00 noon  
Fee: \$60 (or \$110 for both #MGMT334 and #MGMT335)  
Instructor(s): Diane Fru

#### NEW

### Handling Grievances Effectively (#MGMT335)

Resolving grievances in a union environment is really a *problem-solving* activity. This half-day course focuses on the skills and techniques a supervisor and manager need to develop in order to facilitate problem-solving techniques that build effective work relationships. Participants are invited to bring their individual collective agreements; an opportunity will be provided to create your own situations and draw on the participants' and facilitator's experience to problem-solve. Participants will: discuss what a grievance is, what actions are grievable and who has what authority throughout the process; explore the supervisor's/manager's role as the employer's representative in handling grievances; explore a variety of grievance situations and develop problem-solving strategies to successfully resolve them; practice skills in conducting the grievance meeting and establish a template resource when writing a letter to confirm the meeting; and review various collective agreements and individual participants' situations and focus on problem-solving strategies.

Length: One-half day  
Date(s): May 3  
Time: 1:00 pm – 4:00 pm  
Fee: \$60 (or \$110 for both #MGMT334 and #MGMT335)  
Instructor(s): Diane Fru

### Understanding and Connecting: Communication Skills for the Workplace (#MGMT104)

In today's workplace, the ability to work as a cooperative team member is highly valued. This requires a specific set of skills. This course offers the opportunity to develop and practise the basic interpersonal communication skills that contribute to an individual's personal and professional effectiveness. Through discussion, small group work, and non-threatening role play, participants will identify typical communication problems, learn a practical communication model, practise appropriate verbal and non-verbal behaviours, compare different communication styles and identify their own, and discuss communicating with people from other backgrounds and the value of mutual respect.

Length: Two days  
Date(s): May 19-20  
Fee: \$185  
Instructor(s): Marcy Green

## Ethical Decision-Making (#MGMT103)

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How well prepared are you to think through the numerous ethical decisions you must make every day? Is it possible to work effectively in the modern world and remain principled? Given what social science teaches us about perception and group dynamics, can most people even recognize when they are facing an ethical dilemma? This course is designed to help participants think more clearly about ethics in the workplace. Topics include: common terms used in discussion of ethical matters, the difference between facts and values, and the impact of group dynamics on perceptions and value choices. Participants will have an opportunity to apply commonly accepted theories of ethical decision-making to resolving some of their own ethical dilemmas at work.

Length: One day  
Date(s): June 2  
Fee: \$110  
Instructor(s): Rob Goodall, M.A.

## Instructors

Mark Brunke, M.A., is an employee assistance counsellor with Brown Crawshaw Inc. He has counselled individuals, couples, and families for more than 15 years, and has offered stress workshops at a wide variety of work sites.

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

Rob Goodall, M.A., is a management consultant in private practice. He has had experience as a teacher, education instructor, and education department manager. He has been in private practice since 1993, and works particularly in the health care field.

Marcy Green is a Registered Clinical Counsellor and an education and training consultant with more than 20 years of experience facilitating adult learning. She specializes in interpersonal communication, stress management, and team-building workshops.

Maureen Hannah, B.Sc., M.B.A. (Managerial Leadership), has designed and delivered leadership courses that focus on coaching, interpersonal communication, team effectiveness, and conflict resolution skills for 24 years. She offers information and skills that are practical and can be applied immediately and directly to work situations.

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

John Konrad, B.A., M.C.A., is Executive Vice President of Konrad Consulting Services Inc. He has a varied background in public service work as a policy maker, change agent, and leader. He has held senior positions of responsibility in both provincial and federal government ministries, and administrative tribunals. He combines strong communication skills with results-based decision making, and has a talent for balancing vision with attention to detail.

Bobbi Noble has eight years of experience as a consultant specializing in policy development, strategic planning, small group facilitation, and report writing. She has designed and delivered workshops on a variety of topics for hospitals, government, and business. She also has a background in human resource development.

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

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

Juhree Zimmerman, R.N., B.Sc.N., M.Ed., is the Director of Policy, Planning and Communications for the Public Trustee of British Columbia. Among other responsibilities, she directs and manages the strategic planning process and develops corporate and divisional policy.

## Residential Care and Supported Employment Programs

Unless otherwise indicated, Residential Care courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Sandra Rice, at (604)528-5633. For a brochure describing program structure, content, and eligibility, contact the Program Assistant, Nenita Capili, at (604)528-5631.

### Management Skills

#### Management Development for Residential Settings Certificate Program

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

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

Interested persons should request an application form from the Program Assistant at (604)528-5631. Participants must currently be supervising others or have proven supervisory experience. Participants in non-supervisory positions should contact the Coordinator at (604)528-5633, as limited seating is available for persons preparing for the supervisory role.

#### CORE COURSES

Please register for each level directly with the Registration Office.

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

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

Length: Two days  
Date(s): **January 11-12**  
**April 13-14**  
Fee: \$185  
Instructor(s): Mario Govorchin

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

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

Length: Two days  
Date(s): **February 2-3**  
**May 10-11**  
Fee: \$185  
Instructor(s): Helen Dempster and Leslie Robinson

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

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

Length: Two days  
Date(s): **March 1-2**  
**June 21-22**  
Fee: \$185  
Instructor(s): Martha Joy

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

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

and ethical responsibilities of the employer/manager regarding labour relations and some areas of contention.

Length: Two days  
Date(s): **March 25-26**  
Fee: \$185  
Instructor(s): Carol Cohen, M.A., and Marion Malcolmson, M.S.W., R.S.W.

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

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

Length: Two days  
Date(s): **April 19-20**  
Fee: \$185  
Instructor(s): Leslie Robinson

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

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

Length: Two days  
Date(s): **May 12-13**  
Fee: \$185  
Instructor(s): Jacinta Eni

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

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

Length: Two days  
Date(s): **February 4-5**  
**June 8-9**  
Fee: \$185  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

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

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

Length: Two days  
Date(s): **March 23-24**  
**July 7-8**  
Fee: \$185  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

**Social Services and Community Safety Division**  
**Certificate Programs Graduation**  
**Thursday, April 22, 1999**

#### **ELECTIVES**

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

Asserting Yourself in Conflict Situations (CR105)  
Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)  
Coaching for Improved Performance (#MGMT332)  
Critical Skills for Communicating in Conflict (CR102)  
Criticism: How to Give and Receive It (CR206)  
Dealing with Anger (CR200)  
Dealing with Interpersonal Conflict (CR110A)  
Ethical Decision-Making (#MGMT103)  
Facilitating for Results: Helping Groups to Succeed (#MGMT306)  
Fundamentals of Instructional Planning (#TD300)  
Ideas for Active Learning (#TD100)  
Instructional Skills, Level 1 (#TD200)  
Making It Hard to Say No – Negotiating with Difficult People (CR362)  
Mediation Skills Level I (CR250)  
Organizational Effectiveness (#MGMT333)  
People Problems: How to Supervise Challenging Employees (#MGMT315)  
Risky Business: Risk Management Skills for Managers (#MGMT111)  
Together We Stand: Effective Team Building (#MGMT120)  
Values-Based Policy Development: A Process for Organizational Effectiveness (#MGMT331)  
Whose Home Is It, Anyway? The Manager's Role: Client-Focused Principles and Practice (#MGMT112)  
Working with Groups in Instructional Settings (#TD320)  
You're Hired: Creating Job Opportunities for Persons with Disabilities (#MGMT115)

## Front Line/Supervisory Skills

**NEW**

### **Whose Home Is It, Anyway? The Manager's Role: Client-Focused Principles and Practice (#MGMT112)**

This course is for managers and supervisors who wish to strengthen and maintain a client-focused environment that adheres to the principles of self-determination and empowerment. This course will address the challenges that managers and supervisors encounter when balancing complex support requirements with the need to respect the individuality of the person with a disability. Participants will gain an understanding of how to promote client-focused practice in all aspects of their jobs, including team meetings, personal planning meetings, and health care decision making. Normalization, inclusion, discomfort with disability, language, and sexuality are topics that will be included.

Length: Two days  
Date(s): May 4-5  
Fee: \$175  
Instructor(s): Elizabeth Barnett and Sally Scott, M.A., C.C.C.

**NEW**

### **You're Hired: Creating Job Opportunities for Persons with Disabilities (#MGMT115)**

This course is for participants who support persons with developmental and physical disabilities in finding employment. The course will focus on strategies to effectively market to community employers, including creative employer presentations; understanding and resolving employer concerns; developing a winning marketing brochure and plan; assessing a successful match for employer and employee; creating mutually rewarding partnerships with employers; and effectively tracking and following up with employers.

Length: Two days  
Date(s): June 29-30  
Fee: \$175  
Instructor(s): TBA

## Management/Supervisory Skills

**NEW**

### **Risky Business: Risk Management Skills for Managers (#MGMT111)**

This course is for managers who work in residential programs and want to strengthen their competency in risk management. The course will focus on helping managers/supervisors assess potential risk situations to their clients in care; developing preventive strategies and applying these strategies to improve care systems; the physical environment; staff education; and decreasing serious incidents such as allegations of abuse and neglect. The course will provide opportunities for managers to examine the effectiveness of current policies, define factors that

contribute to abuse and neglect, review the investigation process when there is an allegation of abuse and neglect, and practise specific skills and strategies for preventing serious incidents.

Length: Two days  
Date(s): February 16-17  
July 5-6  
Fee: \$175  
Instructor(s): Leslie Robinson

## Courses Around B.C.

The Management Development for Residential Settings Certificate Program can be contracted to be offered in locations outside the Lower Mainland. For information about the program, contact the Program Coordinator, Sandra Rice, at (604)528-5633.

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

## Core Courses

### **VICTORIA**

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

Length: Two days  
Date(s): February 8-9  
Location: TBA  
Fee: \$195

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

Length: Two days  
Date(s): March 2-3  
Location: TBA  
Fee: \$195

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

Length: Two days  
Date(s): March 30-31  
Location: TBA  
Fee: \$195

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

Length: Two days  
Date(s): April 15-16  
Location: TBA  
Fee: \$195

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

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Length: Two days  
Date(s): **May 3-4**  
Location: TBA  
Fee: \$195

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

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Length: Two days  
Date(s): **June 7-8**  
Location: TBA  
Fee: \$195

## **Electives**

Please see page 26 for community colleges co-sponsoring Justice Institute Conflict Resolution courses that can be used as electives for this program. For course descriptions, please see the Conflict Resolution category, beginning on page 14.

**Electives must be Justice Institute courses.**

## **VICTORIA**

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

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For a course description, see page 58 in the Management category.

Length: Two days  
Date(s): **June 21-22**  
Location: TBA  
Fee: \$225  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

### **Risky Business: Risk Management Skills for Managers (#MGMT111)**

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For a course description, see page 64.

Length: Two days  
Date(s): **April 26-27**  
Fee: \$225  
Instructor(s): Leslie Robinson

## **Instructors**

Elizabeth Barnett is a Program Coordinator with North Shore Disability Resource Centre, where she supervises 10 adult residential programs. Liz has extensive experience in supporting people with disabilities and their families in the area of behavioural challenges and developmental and physical disabilities.

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

Helen Dempster is Coordinator of Children's Services for the B.C./Yukon Society of Transition Houses. She has managed a transition house for seven years and is experienced in working and training with women-serving agencies.

Jacinta Eni is currently the Executive Director of Community Ventures Society. She has worked in preschool, residential, and vocational settings for people with developmental disabilities, and has extensive experience as a manager in each of those settings.

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

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

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

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

Leslie Robinson is a consultant with seven years of experience working in Community Care Facilities Licensing, managing the program for five of those years. In addition, she has had direct working experience with individuals who have disabilities.

Sally Scott, M.A., C.C.C., is a private practitioner with 15 years of experience in working with persons with disabilities. Sally's extensive experience stems from her personal experience with disability following a spinal cord injury. She is the president of the Board for North Shore Disability Resource Centre.

## Trainer Development

Unless otherwise indicated, Trainer Development courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Patricia McNeill, at (604)528-5623. For a booklet containing additional information about the certificate program, call the Program Assistant, Nadine Wolitski, at (604)528-5619.

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

### Trainer Development Certificate Program

The Trainer Development Certificate Program is a practical program designed for both full-time training professionals and persons who provide training as part of their overall job responsibilities within an organization. It focuses on the core skills and knowledge required to plan and deliver creative, effective training sessions. The program also provides opportunities in the classroom for participants to apply the skills and knowledge that are the foundation of each course. The program was developed with input from trainers in variety of settings. Instructors are training professionals with a background in adult education.

To qualify for the certificate, applicants must complete 12 days of core training (six courses/78 hours), four days of electives (usually two courses/26 hours), and a two-part assignment. Persons who have previously taken Training for Trainers courses through Social Services and Community Safety Division will receive credit for those courses.

**Social Services and Community Safety Division**  
Certificate Programs Graduation  
Thursday, April 22, 1999

### Core Courses

*Once prerequisites have been satisfied, core courses in the Trainer Development series can be taken in any order. Courses are listed here in the recommended order.*

#### Instructional Skills, Level 1 (#TD200)\*

*(Formerly Training for Trainers: Tips, Techniques, and Tactics)*

This practical course is for people who deliver training as part of their overall job and want to learn new skills or enhance existing ones. Content includes: characteristics of adult learners, ways of creating and maintaining a positive learning environment, instructional styles, characteristics of a motivating instructor, instructional techniques, and instructional challenges. Enrolment is limited to a maximum of 12, to allow time for participants to practise delivering group instruction in a supportive setting. Each participant will have an opportunity to participate in two practice delivery sessions.

Length: Two days

Date(s): **January 28-29**, Reva Kalef, M.Ed.; Vancouver Maritime Museum, 1905 Ogden Avenue, Vancouver  
**February 15-16**, Margaret Owens, M.Ed.  
**March 22-23**, Margaret Owens, M.Ed.  
**April 26-27**, Colleen Vaughan, M.Ed.  
**May 31 – June 1**, Margaret Owens, M.Ed.  
**July 5-6**, Reva Kalef, M.Ed.

Fee: \$235

#### Instructional Skills, Level 2 (#TD220)

This course is for trainers who want to increase their knowledge of the instructional process, reflect on their present approach, practise micro-skills, and receive feedback. Content includes: critical thinking; perceptual learning modes; motivation; communicating clearly; use of questions; overviews, cueing, debriefing, integration, and summaries; assessment; feedback; ethical concerns; and instructor self-care. Participants will have an opportunity to practise micro-skills individually, with partners, and in small groups. Enrolment is limited to 16.  
**Prerequisite(s):** Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days

Date(s): **February 1-2**; Vancouver Maritime Museum, 1905 Ogden Avenue, Vancouver  
**June 14-15**

Fee: \$225

Instructor(s): Reva Kalef, M.Ed.

## Evaluating Training Programs (#TD360)

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Evaluations can be potent sources of information for program improvement, decision making, and accountability. This interactive course is for trainers responsible for planning and/or carrying out evaluations of their training programs. It provides a systematic overview of program evaluation; the concepts covered can be applied to a wide range of situations. Participants will have an opportunity to increase their understanding of the type of evaluation most appropriate for their programs, and to apply the knowledge and skills to their own work. They should have in mind a program evaluation to work on over the course of the two days. Enrolment is limited to 16. **Prerequisite(s):** Fundamentals of Instructional Planning (#TD300) (formerly #MGMT223A). If you have not taken #TD300 (or #MGMT223A), please send a **written** application to the Program Coordinator outlining previous training or experience in instructional planning.

Length: Two days  
Date(s): May 3-4  
Fee: \$225  
Instructor(s): Margaret Owens, M.Ed.

## Conducting a Training Needs Assessment (#TD340)

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A cornerstone in the work of instructors, planners, and coordinators is determining what clients or the public want or need to learn. Most people working in planning functions would agree that good planning involves conducting a “needs assessment.” But the term *needs assessment* is often used to describe a variety of strategies to help determine the content of courses, programs, workshops, or other educational offerings. This two-day course is designed to clarify the concept of needs assessment and to provide skills to assist in choosing and implementing appropriate strategies for determining the educational or training needs of client groups. Enrolment is limited to 16. **Recommended:** Fundamentals of Instructional Planning (#TD300) (formerly #MGMT223A).

Length: Two days  
Date(s): June 28-29  
Fee: \$225  
Instructor(s): Thomas Sork, Ph.D.

## Fundamentals of Instructional Planning (#TD300)\*

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This interactive course is for trainers who are responsible for planning instruction for adult learners. Participants will have an opportunity to increase their understanding of the instructional planning process and apply the knowledge and skills to their own planning situation. Participants should have a project in mind to work on during the course. Enrolment is limited to 16. **Prerequisite(s):** Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days  
Date(s): April 8-9; Vancouver Maritime Museum,  
1905 Ogden Avenue, Vancouver  
Fee: \$225  
Instructor(s): Reva Kalef, M.Ed.

## Working with Groups in Instructional Settings (#TD320)\*

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This practical advanced course is for trainers who instruct in a group setting. Participants will have an opportunity to increase their understanding of group dynamics and ways to enhance learning in groups. Content includes: climate setting, a group dynamics model, purposes of groups, observation possibilities, and common group issues. Enrolment is limited to 16. **Prerequisite(s):** Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days  
Date(s): June 10-11  
Fee: \$225  
Instructor(s): Reva Kalef, M.Ed.

## Electives

### One-to-One Training (#TD150)

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Research has shown that more than half of all training efforts are conducted on the job and that they occur on a one-to-one basis. However, little attention has been given to this type of instruction. This one-day course will challenge the notion that the necessary knowledge and skills to perform a job will be acquired by simply sitting and observing another person, or by being shown how to do something. It is designed for one-to-one trainers who want to explore different planning and instructional strategies and techniques for conducting effective one-to-one training sessions. **Recommended:** Instructional Skills, Level 1 (#TD200).

Length: One day  
Date(s): February 19  
Fee: \$110  
Instructor(s): Colleen Vaughan, M.Ed.

### Creating Instructional Materials (#TD120)

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This interactive course is for people who create instructional materials for adults. It applies principles of plain language and design to the special needs of the adult learner and instructional designer. The course will allow participants to apply the skills and knowledge to their own projects. Topics include creating effective overheads, flipcharts, handouts, workbooks, and other materials used to plan and design instructional events. Although manuals and some other “stand-alone” material will be briefly discussed, the focus of the course is on material used for classroom-type instruction.

(continued on next page)

Length: Two days  
Date(s): **March 8-9**  
Fee: \$225  
Instructor(s): Cheryl Cahill, B.B.A., and Tanyce Westgard, B.B.A.

### Enhancing Delivery Skills (#TD160)

This one-day course is for instructors and trainers who want to have a practical, hands-on practice delivery session. They may be new trainers who want to polish their delivery skills, or more experienced trainers who want to try out new materials or techniques in a supportive environment. Participants will learn through practising their own delivery skills in one 15-minute session, and through observing and analyzing the practice sessions of other participants. Videotaping (for participants' own review following the course) is optional. **Advance preparation for practice sessions is required (preparation instructions will be included with registration receipts). No class time will be allotted for preparation.** **Prerequisite(s):** Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course. Enrolment is limited to 10.

Length: One day  
Date(s): **March 10**  
Fee: \$150  
Instructor(s): Margaret Owens, M.Ed.

### NEW

### Triggering Traumatic Memories During Group Work or Instruction: Processing the Unexpected or Unintended (#TS516)

For a course description, see page 76 in the Traumatic Stress category.

Length: One day  
Date(s): **March 13**  
Fee: \$95  
Instructor(s): Suzanne Kyra, R.C.C., and Lorne Prupas, Ph.D.

### Training that Works for Everyone (#TD140)

The people who attend training sessions come from increasingly diverse backgrounds. Today's trainers need to consider the impact of culture and gender factors (e.g., behavioural/values differences, language, stereotyping, invisibility, and so forth) on the learning process. This practical course will give trainers the opportunity to examine these factors, and will provide tools for analyzing and redesigning their own training in order to optimize the learning experience for all participants. Participants should bring samples of training materials they use to work with during the session.

Length: One day  
Date(s): **April 12**  
Fee: \$110  
Instructor(s): Rhonda L. Margolis, M.A.

### Ideas for Active Learning (#TD100)\*

Participants in this course will leave with a repertoire of ideas for making their training more active. Participants will also explore how to integrate interactive techniques into their instructional plans and delivery. Content includes: qualities of active learning, introductions, expectation setting, energizers, retention and transfer, and closure. Enrolment is limited to 16. **Prerequisite(s):** Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days  
Date(s): **May 19-20**  
Fee: \$225  
Instructor(s): Reva Kalef, M.Ed.

### Team Teaching and Other Ways to "Share the Spotlight" (#TD130)

This course is for instructors who want to involve others in their training courses. It will demonstrate tools and techniques that trainers can use to explore the power of "sharing the spotlight" with guest speakers, co-workers, or team teachers. The course will provide an opportunity for participants to analyze the technical, theoretical, and personal abilities of other people involved in the training session. Topics include: sharing the role to enhance learning, identifying common teaching styles, developing strategies to successfully team-teach, and practising the co-facilitation process. Enrolment is limited to 16.

Length: Two days  
Date(s): **July 7-8**  
Fee: \$225  
Instructor(s): Cheryl Cahill, B.B.A., and Tanyce Westgard, B.B.A.

### Trainer Development Certificate Program: Assignment (#TD500)

To receive the Trainer Development Certificate, participants must complete 12 days of core training (six courses/78 hours), four days of electives (usually two courses/26 hours), and a two-part assignment. In the first part of the assignment, participants will analyze instructional delivery in a group setting and examine the ways in which instructional planning and delivery can influence the learning process. The second part focuses on instructional planning: it provides an opportunity for participants to reflect on the choices they have made or are making in planning an educational program, and the factors that influence these choices. After completing the assignment, candidates for the certificate will prepare a written report of

their analysis. For further information or to request a certificate program application package, please contact the Program Assistant, Nadine Wolitski, at (604)528-5619.

Fee: \$150

## Instructors

Cheryl Cahill, B.B.A., has an educational background in commerce and adult education. As a trainer, she specializes in the development of managers, supervisors, directors, and senior executives who are required to train front-line staff. She has over 10 years of experience designing, delivering, and evaluating management workshops and seminars in business and industry.

Reva Kalef, M.Ed., has been involved in the field of adult education as an instructor, program planner, and consultant for more than 13 years. She specializes in assisting instructors and instructional designers in their ongoing professional development. Reva has extensive experience working with educational institutions, government agencies, non-profit organizations, and business and industry.

Rhonda Margolis, M.A., has worked as a cross-cultural training facilitator for more than 10 years. She works with a wide range of businesses, including the telecommunications and financial industries, and postsecondary institutions. She has been an invited speaker at numerous conferences and has published several articles related to cross-cultural training.

Margaret Owens, M.Ed., has extensive experience as a consultant and trainer in the design, instruction, and evaluation of adult education programs and materials. She has a special interest in international and distance education.

Thomas J. Sork, Ph.D., is an Associate Professor of Adult Education at the University of British Columbia. He has presented needs assessment and similar workshops on evaluation and planning to a number of practitioner groups across Canada.

Colleen Vaughan, M.Ed., has been an instructor at the Justice Institute of B.C. for more than six years. She has developed and delivered workshops for both the Emergency Management Division and the Corrections and Community Justice Division.

Tanyce Westgard, B.B.A., has been involved with facilitating, designing, developing, and evaluating workshops, seminars, and courses for more than 11 years. She has worked extensively with front-line managers, directors, and senior executives in business and industry, and is currently completing her master's degree in education at UBC.

## ■ COMMUNITY HEALTH AND SAFETY

### Community Safety and Crime Prevention Programs

The Community Safety/School Safety programs listed below will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For course details, call the Program Assistant, Heather Olson, at (604)528-5573 or the Program Planner, Sheila MacCallum, at (604)528-5625 (e-mail: smacallum@jibc.bc.ca).

#### Enhancing School Safety (#CP100)

Schools in B.C. are generally safe, but at times violence in the community can spill over into the school setting. This course will provide teachers, counsellors, administrators, and school support staff with specific knowledge, strategies, and skills to intervene and prevent further violence. The content covers: conducting school-based safety audits, crisis management, contact with and management of intruders, verbal skills to defuse potentially violent situations, and intervention strategies following a critical incident. This course is well suited to team registrations made up of teachers, support staff, administrators, and police school liaison officers.

Date(s): **January 22**  
Instructor(s): Jules Tessarolo

#### Classroom Management Techniques: Dealing With Inappropriate Behaviour (#CP110)

No matter how hard they prepare and incorporate creative teaching techniques into their lessons, educators often will have difficulty meeting their learning objectives if students are inattentive or disruptive. In this interactive workshop, participants will learn and share skills for appropriate responses for dealing with disruptive or misdirected classroom behaviour, communication strategies for setting limits, and avoiding power struggles, which inhibit effective classroom teaching and learning. This course is suited for anyone working in an elementary or secondary school classroom.

Date(s): **February 12**  
Instructor(s): Gordon Collings

## **Taking Back the Schoolyard: A Bully Prevention Workshop (#CP210)**

It's not just "boys will be boys" – bullying behaviour is a serious problem for *all* children. This interactive workshop is aimed at elementary educators and service providers. Participants will explore the nature and extent of bullying at school, the characteristics of bullies, victims, and those who are not victimized, practical tips for stopping bullying behaviour, and effective school and classroom prevention strategies.

Date(s): **February 5**

Instructor(s): Lisa Pedrini

## **Dealing with Harassment and Peer Victimization: A Solution-Focused Approach (#CP220)**

This interactive workshop will provide secondary school educators, administrators, and counsellors with current information and intervention and prevention strategies to address such issues as sexual harassment, intimidation, assault, and discrimination based on gender, sexual orientation, race, or culture. Participants will explore and practise solutions for providing a safe environment (including a format for dealing with disclosures), gain an understanding of the psychological impact of victimization, and discuss implementation of solution-focused prevention models that positively influence critical thinking, problem solving, and healthy choices.

Date(s): **January 29**

Instructor(s): Teresa Colleen Harris

**NOTE:** Community Safety/School Safety workshops are also available on a contract basis for delivery throughout B.C. To find out how they can be offered in your community at the location of your choice, call the Program Planner, Sheila MacCallum, at (604)528-5625 (e-mail: smacallum@jibc.bc.ca).

## **Instructors**

Gordon Collings is a junior secondary school principal in Delta. He has more than 20 years of secondary teaching, counselling, and administrative experience. A former certified Crisis Prevention Institute instructor, Gordon is a member of the B.C. Principals and Vice Principals Association School Safety and Violence Prevention Committee, and also delivers workshops on crisis intervention techniques and conflict resolution.

Teresa Colleen Harris works at Family Services of the North Shore as an adolescent sexual abuse counsellor and high school educator. She provides individual and group counselling for teens between the ages of 13 and 19 who have been sexually abused. In addition, she has co-developed curriculum for grade 10 to 11 students on the topics of sexual abuse, date rape, healthy relationships, family violence, and, most recently, peer violence and bullying. To date she has facilitated presentations to over 8000 North Shore students; she is also in demand as a workshop presenter and facilitator.

Lisa Pedrini is an education consultant with a special interest in violence prevention and children's issues. She has more than 15 years of experience in education as a primary teacher, as an administrative staff member at the B.C. Teachers' Federation, where she coordinated the work on the BCTF Task Force on Violence in Schools, and as a consultant. Her experience includes work on gender equity, professional development, training and continuing education, family violence prevention, and enhancing school safety.

Jules Tessarolo is a serving police officer with more than 18 years' experience in a variety of venues, from small-town Alberta to large urban centres in B.C. Currently a member of a Major Crime Unit, Jules works as a detective investigating sex crimes, and as a hostage coordinator. His specific interest in school safety stems from his three years as a school-based school liaison officer.

For information on courses addressing workplace harassment issues, see the Management category (page 57) or contact the Program Coordinator, Patricia McNeill, at (604)528-5623.

## **Community Safety and Crime Prevention Practitioner Program**

Self-study modules featuring practical knowledge, skills, and strategies for enhancing community safety and preventing crime will be available to community volunteers and professionals in mid-1999. For details, please contact Sheila MacCallum at (604)528-5625 (e-mail: smacallum@jibc.bc.ca).

## Enforcement and Investigation

Unless otherwise indicated, Enforcement and Investigation courses will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm. For more information, call the Program Coordinator, Patricia McNeill, at (604)528-5623.

### **Bylaw Enforcement and Investigative Skills, Level I (#EP209)**

*Co-sponsored with the Union of B.C. Municipalities and endorsed by the Bylaw Enforcement Officers and Licence Inspectors Association of B.C., the Building Officials' Association of B.C., and the Municipal Officers' Association of B.C.* This course is designed to provide local government regulatory personnel with skills to successfully investigate, prepare, process, and prosecute cases pursuant to legislation applicable to them. It will be of interest and value to bylaw enforcement officers; licence, building, plumbing, electrical, and gas inspectors; and other local government employees responsible for the administration and enforcement of municipal bylaws. The intensive five-day course features lectures, a court visit, and active participation by those attending the sessions.

Length: Five days  
Date(s): **March 8-12**  
**May 17-21**  
Fee: \$640  
Instructor(s): Instructors from all aspects of the bylaw administration and enforcement field and the justice system will participate in the program.

### **Advanced Bylaw Enforcement and Investigative Skills, Level II (#EP210)**

*Co-sponsored with the Union of B.C. Municipalities and endorsed by the Bylaw Enforcement Officers and Licence Inspectors Association of B.C., the Building Officials' Association of B.C., and the Municipal Officers' Association of B.C.* This course is designed to provide local government regulatory personnel who have completed the Bylaw Enforcement and Investigative Skills, Level I course with an advanced program to better investigate, prepare, and prosecute cases pursuant to applicable legislation. New topics to be covered include drafting bylaws, developing policies and procedures, risk management, and defusing volatile situations. This advanced program will be of particular interest to bylaw enforcement officers; licence, building, plumbing, electrical, and gas inspectors; and other local government employees with responsibility for bylaw code and regulatory enforcement. The intensive five-day course features lectures, case studies, team workgroups, and a mock trial.

Length: Five days  
Date(s): **April 19-23**  
Fee: \$640  
Instructor(s): Instructors from all aspects of the bylaw administration and enforcement field and the justice system will participate in the program.

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

Enforcement personnel from a variety of agencies may be called upon to present evidence in court. This course is designed to help them prepare for their court appearance. It provides an overview of the criminal justice system and the court system, and takes participants through the steps leading to, and through, the court process. On day 2, participants will have the opportunity to participate in a mock trial, in which they will present evidence and be cross-examined on that evidence. Enrolment is limited to 16.

Length: Two days  
Date(s): **May 6-7**  
Time: 9:00 a.m. – 4:30 p.m.  
Fee: \$235  
Instructor(s): James W. Williams, LL.B.

### **Enforcement and Investigative Skills**

In spite of efforts to ensure voluntary compliance, officials at various levels of government frequently find that laws they are charged with upholding must be enforced through the courts. Social Services and Community Safety Division offers a contract course designed to prepare individuals responsible for the administration and enforcement of provincial and municipal laws to successfully investigate, prepare, and prosecute their cases.

The five-day course includes a discussion of relevant legislation and takes participants through the steps involved in prosecuting a case, from gathering and preserving evidence to presenting the evidence in court. It concludes with a court visit and a mock trial in which participants have an opportunity to present evidence based on real or composite cases typical of those they enforce. Lawyers with experience in prosecuting and defending cases in the British Columbia court system conduct the courses. They are assisted by other instructors with expertise in specific fields related to the topics presented. For further information, or to discuss a course specifically designed for your agency, contact Patricia McNeill at (604)528-5623.

Length: Five days  
Date(s): **Available as a contract course only.** Contact the Program Coordinator for details.

### **Instructors**

Lawyers with experience in prosecuting and defending cases in the British Columbia court system conduct the enforcement and investigation courses. They are assisted by other instructors with expertise in specific fields related to the topics presented. James W. Williams, LL.B., has practised law in Vancouver since 1985. Although he is active primarily as a criminal defense lawyer, he has also appeared before such tribunals as the Law Society of B.C. and the B.C. Securities Commission. Before taking his law degree, he was a member of the RCMP for 11 years.

## Substance Use/Misuse

Unless otherwise indicated, Substance Use/Misuse courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Cheryl Bell-Gadsby, at (604)528-5626.

### Substance Use/Misuse Certificate Program

#### BACKGROUND/PURPOSE

In response to recent changes within the Alcohol and Drug system of care, the creation of the Ministry for Children and Families, and requests from the community to provide comprehensive training in substance use/misuse intervention, the Social Services and Community Safety Division of the Justice Institute has developed a new certificate program in this area of practice.

#### PROGRAM DESCRIPTION

The Substance Use/Misuse Certificate Program will provide participants with a theoretical overview of key concepts, intervention models, and principles guiding the prevention, assessment, and treatment of substance use/misuse. This program will emphasize a harm reduction approach, including: understanding of substance use within a bio-psycho-social-spiritual framework; current research and knowledge about interventions; and an exploration of social justice issues such as race, class, gender, power, and poverty and violence. Specific assessment and treatment approaches, including motivational interviewing, will be modelled, and opportunities for skill practice and skill development will be provided. This program will highlight multidisciplinary approaches to substance use/misuse.

#### WHO SHOULD ATTEND

This certificate program will be of interest to persons working in a variety of settings where they come into contact with youth, families, or adults who are misusing substances. The courses will be relevant to practitioners who have a specific mandate to provide substance misuse services, and to practitioners who provide support and counselling services to clients and their families where substance misuse may or may not have been an identified problem. The courses will be of interest to those in social services, youth justice, family support, health, women's services, and human resources.

*For more detailed information on the certificate program, course content, and admission requirements, please contact Cheryl Bell-Gadsby at (604)528-5626 or e-mail [cgadsby@jibc.bc.ca](mailto:cgadsby@jibc.bc.ca), and ask for a brochure.*

### Core Courses

#### 1. Understanding Substance Misuse (#AD100)

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Length: Three days  
Date(s): TBA, Fall 1999  
Fee: \$225

#### 2. Continuum of Risk, Care, and Harm Reduction (#AD104)

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Length: Two days  
Date(s): TBA, Fall 1999  
Fee: \$175

#### 3. Assessment of Addictive Behaviours and Integrated Case Management (#AD105)

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Length: Four days  
Date(s): TBA, Fall 1999  
Fee: \$300

#### 4. Interconnected Risk (#AD101)

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Length: Two days  
Date(s): February 18-19  
Fee: \$175

#### 5. Working with FAS/NAS and Pregnant Substance Using Women and their Families (#AD107)

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Length: Two days  
Date(s): April 8-9  
Fee: \$175

#### 6. Self-Care (#AD106)

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Length: One day  
Date(s): March 18  
Fee: \$95

#### 7. Contemporary Issues (#AD108)

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Length: One day  
Date(s): March 19  
Fee: \$95

**NEW**

## Week-Long Option

### 1. Understanding Substance Misuse (#AD100)

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Length: Three days

### Continuum of Risk, Care, and Harm Reduction (#AD104)

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Length: Two days

Date(s): April 13-17

Fee: \$400

### 2. Assessment of Addictive Behaviours (#AD105)

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Length: Four days

### Self-Care (#AD106)

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Length: One day

Date(s): May 25-29

Fee: \$395

### 3. Interconnected Risk (#AD101)

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Length: Two days

### A Lifespan Approach to Understanding FAS/NAS (#AD107)

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Length: Two days

### Contemporary Issues (#AD108)

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Length: One day

Date(s): September 28 – October 2

Fee: \$445

## Admission to the Certificate Program

To enter the program, applicants must submit to the Program Coordinator:

- a recent resume outlining relevant work experience, past training in the field, and academic background and/or volunteer experience
- a personal statement of their interest in the program and expectations
- letters of reference from appropriate professionals

In addition to the seven core courses, elective courses will be offered that allow for concentration of study and skill building in an area of the participant's choice. Please refer to the upcoming course brochure for details.

*For an application form and a detailed brochure, call the Program Assistant, Heather Olson, at (604)528-5573.*

## Electives

Four days of Justice Institute electives are required in the Substance Use/Misuse Certificate Program. Electives currently offered include the following:

### Psychodrama for Helping Professionals (#EP268)

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For a course description, see page 52 in the Couple and Family Issues category.

Length: Three days

Date(s): February 1-3

Fee: \$225

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

### Understanding Acupuncture (#EP270)

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For a course description, see page 52 in the Couple and Family Issues category.

Length: Three days

Date(s): May 6-8

Fee: \$225

Instructor(s): Roger Kimmerly

**NEW**

### Brief Therapy: Strategies, Solutions and Narratives (#CFT700)

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For a course description, see page 50 in the Couple and Family Issues category.

Length: One day

Date(s): April 16

Fee: \$95

Instructor(s): Glenn Grigg, M.A., R.C.C.

## Instructors

Janet Amos, M.S.W., has 10 years of experience in the alcohol and drug field in the areas of direct practice and program development. In addition, she worked for four years in the field of violence against women, providing direct services for women and participating in community development initiatives. Janet is currently the Provincial Fetal Alcohol Early Intervention Consultant and is based at the Aurora Treatment Centre for Women. She provides support, resources, and training to health and social services providers working with women who are pregnant and using substances.

Rob Axsen, B.A., has more than 20 years of experience providing counselling, clinical supervision, and training. He has worked with corrections, mental health, and addiction services. Rob also has specialized experience working with youth. He has a private practice focusing on youth issues, the change process, and applied motivational interviewing.

Jeanne Richard Harris, R.S.W., has more than 30 years of experience working with special populations in education, geriatrics, psychiatry, community mental health, addictions, and dual diagnosis. Jeanne has developed a dual diagnosis curriculum for the Native Education Association, Addiction Counsellor Training, the Justice Institute, and Corrections Canada. She currently works for the Vancouver/Richmond Health Board and teaches in the field of substance use/misuse at Douglas College and the University College of the Fraser Valley.

Nancy Poole, M.A., is a provincial research consultant on women's substance use issues at the Aurora Treatment Centre in Vancouver. Her work ensures that providers of women's services are supported in developing gender-

specific programming and the valuation of women's treatment and prevention programming. Nancy has helped to develop the *BC FAS Community Action Guide*, published by the Ministry for Children and Families, and the *Alcohol and Drug Problems of BC Women* report, published by the Ministry of Health.

Scott Robertson, M.S.W., ICADC, is a private practitioner and consultant. He has worked on a variety of system issues, such as child welfare, substance use, HIV/AIDS, mental health, and health care, for the last 15 years. Scott is an active volunteer on a local, national, and international level on issues for gay, lesbian, bisexual, and transgender youth.

## Traumatic Stress

Unless otherwise indicated, Traumatic Stress courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information on Trauma and Post-Traumatic Stress courses, call the Program Coordinator, Natalie Clark, at (604)528-5627. For more information on Critical Incident Stress Management courses, call the Program Coordinator, Carol McClenahan, at (604)528-5685.

- Assessment and Treatment Planning (#TS210) (4 days; fee \$295): **November 3-6, 1999**
- The Therapeutic Relationship (#TS221) (3 days; fee \$225): **February 11-13 or December 16-18, 1999**
- Trauma Intervention (#TS222) (5 days; fee \$325): **March 25-27 & April 16-17, 1999; or February 24-26 & March 10-11, 2000**
- Trauma Counselling Consultation Group (#TS223) (4 days; fee \$450): **June 4-5 & 18-19, 1999; or May 5-6 & 26-27, 2000**

Instructors: Elizabeth Fortes, M.A.; Joe Solanto, Ph.D.; Maggie Ziegler, M.A.

For a detailed brochure describing this certificate option, please contact the Program Assistant, Amber Hall, at (604)528-5620.

### Traumatic Stress Certificate Programs: Clinical Interventions and Community Responses

In response to requests from the community to provide comprehensive training in trauma intervention, Social Services and Community Safety Division has developed certificate training in the areas of Critical Incident Stress Management (responses to acute traumatic events such as natural disasters, motor vehicle accidents, or violent crime) and clinically based trauma interventions (counselling and therapy responses to acute or chronic post-traumatic stress reactions).

The programs consist of core courses that focus on key theories of trauma and traumatic stress, central concepts in trauma intervention and debriefing, and practical skill application.

*All certificate program candidates are required to take the two-day prerequisite course (#EP251), after which they can select from the following program options:*

- **Clinical Intervention – Trauma Counselling Stream**, consisting of 18 days (126 hours) of core courses (including the 2-day prerequisite course and 4 days or 28 hours of counselling consultation). See pages 75 to 76 for course descriptions. Fall 1999 start date for core courses including:
  - Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251) (2 days): **January 25-26 or September 24-25**
  - Trauma Debriefing and Defusing (#TS310) (2 days): **February 3-4 or April 14-15**
  - Peer Defusing, Level I (#TS320) (1 day): **March 1**
  - Peer Defusing, Level II (#TS330) (2 days): **March 2-3**
  - Preventing and Managing Stress (#TS350) (2 days): **April 22-23 or June 8-9**
- **Community Responses – Critical Incident Stress Management for Peers**, consisting of 9 days (63 hours) of core courses. See page 78 for course descriptions. Core courses include:
- **Community Responses – Critical Incident Stress Management for Mental Health Practitioners**, consisting of 12 days (84 hours) of core courses. See pages 79 to 80 for course descriptions. Core courses include:

- Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251) (2 days): **January 25-26 or September 24-25**
- Trauma Debriefing and Defusing (#TS310) (2 days): **February 3-4 or April 14-15**
- The Group Debriefing: Basic Knowledge and Skills Development (#TS410) (2 days): **May 12-13**
- The Group Debriefing: Practice (#TS420) (2 days): **June 16-17**
- Community-Based Trauma Interventions (#TS340) (2 days): **July 8-9**
- Clinical Assessing and Reporting Trauma in the Workplace (#TS430) (1 day): **February 24**
- Traumatic Loss (#TS440) (1 day): **March 17**

Instructors: Mark Brunke, M.A.; Jessica Easton, M.A.; Laurie Pearce, M.A.; Joe Solanto, Ph.D.; Toby Snelgrove, Ph.D.

For detailed brochures describing the CIS certificate options, please contact the Program Assistant, Nadine Wolitski, at (604)528-5619.

*For a description of courses in the Community Responses streams (Critical Incident Stress Management for Peers and Critical Incident Stress Management for Mental Health Practitioners), see pages 78 to 80.*

**Social Services and Community Safety Division**  
**Certificate Programs Graduation**  
**Thursday, April 22, 1999**

## Clinical Intervention – Trauma Counselling Stream

The Clinical Intervention – Trauma Counselling Stream is offered once per calendar year. The program starts in the fall (prerequisite course scheduled in late September) and continues through the winter and spring. Participants can complete the entire program in 10 months (from September to June).

### WHO SHOULD ATTEND

Courses in the Clinical Intervention – Trauma Counselling Certificate Program are designed at a graduate level for counsellors, therapists, clinical social workers, psychologists, and other mental health practitioners who are working therapeutically with survivors of trauma.

**To register for the Clinical Intervention – Trauma Counselling certificate:** Interested applicants must submit a resumé describing their clinical/counselling work experience and academic background to Natalie Clark, Program Coordinator.

**Individual course registration for non-certificate participants:** Counsellors and therapists who are interested in taking courses in this program can register by selecting the course(s) they are interested in and submitting a resumé describing their counselling work experience, academic

background, and additional training to Natalie Clark, Program Coordinator. For registration in individual courses, participants must complete the prerequisite course (#EP251). Please note that #TS240 is not open to non-certificate participants.

## Certificate Program Schedule

### Assessment and Treatment Planning (#TS210)

This course will provide an overview of assessment and treatment within a socio-political and cultural context. A multi-dimensional approach to assessment and a variety of assessment interviews and instruments will be reviewed. Participants will explore the significance of risk assessment protocols, diagnose Post-Traumatic Stress Disorder (PTSD) using the DSM-IV criteria, understand psychopharmacology and PTSD treatment, and address the therapeutic challenges related to traumatic memory. Participants will also consider the importance of having a theoretical model to guide their treatment work with survivors of trauma, develop a framework for treatment, and apply this framework to specific trauma populations and client presentations. Participants will also apply various assessment tools and treatment planning concepts to case situations.

Length: Four days  
 Date(s): **November 3-6, 1999**  
 Fee: \$295  
 Instructor(s): Elizabeth Fortes, M.A.; Joe Solanto, Ph.D.; Maggie Ziegler, M.A.

### The Therapeutic Relationship (#TS221)

This course will assist participants to identify their role in trauma treatment within a continuum of trauma professionals and to develop a model for ethical trauma counselling. The relational injury inherent to trauma will be explored, the implications of this injury for the therapeutic relationship will be discussed, and practical skills to address these issues and create safety in the client-therapist relationship will be presented. Through structured exercises, participants will consider the impact of their values, beliefs, and assumptions in the therapeutic setting, identify and respond to transference and countertransference in their work with trauma survivors, and differentiate these from the causes and symptoms of vicarious traumatization. Opportunities to explore vicarious trauma prevention and intervention on individual, organizational, and societal levels will be provided, and the current challenges faced by trauma therapists will be highlighted.

**Prerequisite(s):** #EP251.

Length: Three days  
 Date(s): **February 11-13**  
**December 16-18, 1999**  
 Fee: \$225  
 Instructor(s): Elizabeth Fortes, M.A.; Maggie Ziegler, M.A.

## Trauma Intervention (#TS222)

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Participants will develop and practise intervention skills relating to a diversity of trauma experiences and traumatized populations. Participants will learn and apply clinical skills to a range of in-session dynamics and situations, including: skills to manage the emotional intensity and pacing of sessions; identifying and responding to in-session dissociations and survivors' internal conflicts; and clinically managing the conflicts and ambivalence of the therapist. Demonstrations and opportunities for skill practice will be used to explore symptom management (including reducing physiological overreactivity, thought-stopping techniques, creating internal safety, reducing affective overload around traumatic images, and rehearsing new behaviours). **Prerequisite(s):** #EP251.

Length: Five days  
Date(s): **March 25-27 & April 16-17**  
**February 24-26 & March 10-11, 2000**  
Fee: \$325  
Instructor(s): Elizabeth Fortes, M.A.; Joe Solanto, Ph.D.;  
Maggie Ziegler, M.A.

## Trauma Counselling Consultation Group (#TS223)

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This course will provide a forum for participants to evaluate their current clinical work with traumatized clients, consider what has and hasn't worked, and integrate the assessment and intervention concepts/skills presented throughout the program. Participants will present audio and videotaped segments of their work with trauma clients (from their practice) for exploration and feedback in a small group setting. Participation in this consultation group is required for candidates to receive the certificate of achievement.

Length: Four days  
Date(s): **June 4-5 & 18-19**  
**May 5-6 & 26-27, 2000**  
Fee: \$450  
Instructor(s): Elizabeth Fortes, M.A., and Joe Solanto, Ph.D.

## Trauma and Post-Traumatic Stress Courses

### Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251)

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*(Formerly Trauma and Post-Traumatic Stress Reactions, Level I)*

This course is for front-line workers, support workers, victim service workers, peer personnel from high-risk professions (emergency health and human services, police and corrections, various industries), and other service providers working with trauma survivors in an individual, group, or community context. Participants will acquire a basic understanding of trauma, post-traumatic stress, and critical incident stress, and a working knowledge of the impact of trauma on individuals, the community, and trauma responders, including responses at the moment of traumatization, short-term and long-term

consequences of traumatization, and post-traumatic stress disorder. Participants will examine the spectrum of trauma responders in the community and consider their relationship to one other.

This course is the prerequisite for admission to the Traumatic Stress Certificate Programs. Participants who have previously completed Trauma and Post-Traumatic Stress Reactions, Level I (#EP178) or Level II (#EP178A), will receive credit for this prerequisite.

Length: Two days  
Date(s): **January 25-26**  
**September 24-25**  
Fee: \$175  
Instructor(s): Joe Solanto, Ph.D.

### Trauma and Post-Traumatic Stress Reactions, Level II (#EP251A)

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This course is for front-line workers, support workers, victim service workers, and other service providers working in a support capacity with survivors of trauma in an individual, group, or community context. It will build on the theoretical foundation presented in #EP251. Participants will review individual responses to trauma from a multi-dimensional perspective and examine the implications for effective treatment planning. Emphasis will be placed on linking a client's troublesome thoughts, feelings, and behaviours to his/her traumatic experience. An overview of specific supportive interventions within the context of a larger treatment system will be presented, as well as the ethical issues and other challenges inherent in working with trauma survivors.

Length: Two days  
Date(s): **March 29-30**  
Fee: \$175  
Instructor(s): Joe Solanto, Ph.D.

### NEW

### Triggering Traumatic Memories During Group Work or Instruction: Processing the Unexpected or Unintended (#TS516)

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When facilitators run groups to help individuals process traumatic experiences, they anticipate that memories and flashbacks may be triggered during group time. When groups or workshops are not specifically intended to elicit the processing of traumatic experience, facilitators and instructors can be taken by surprise. Group and workshop participants may be spontaneously triggered by something that the facilitator/instructor or another group member says. This course is for adult educators, counsellors, group facilitators, and other practitioners who facilitate groups and/or deliver workshops or training. Participants will review stages in group development, consider how shock and trauma can be triggered within a group/workshop context (differentiating between acute and chronic post-traumatic stress responses), and examine a practical model of intervention strategies when unexpected post-traumatic responses are encountered. Participants will

have an opportunity to practise these interventions during small group role plays.

Length: One day  
Date(s): March 13  
Fee: \$95  
Instructor(s): Suzanne Kyra, R.C.C., and Lorne Prupas, Ph.D.

#### NEW

### Clinical Supervision and Consultation: How to Make It Work (#EP555)

For a course description, see page 47 in the Counselling category.

Length: Two days  
Date(s): March 29-30  
Fee: \$185  
Instructor(s): Maggie Ziegler, M.A.

### Suicide Assessment and Intervention (#EP126)

For a course description, see page 46 in the Counselling category.

Length: Two days  
Date(s): February 22-23  
Fee: \$195  
Instructor(s): Gladys Adilman, B.A., and Suri Vangolen, B.A., R.C.C.

### Transforming Depression and Anxiety Through the Art Therapy Process (#EP265)

For a course description, see page 44 in the Counselling category.

Length: Two days  
Date(s): March 15-16  
Fee: TBA  
Instructor(s): Margarete Hanna, M.A., ATR

### Chronic Pain: Factors in Development and Treatment (#EP258)

For a course description, see page 44 in the Counselling category.

Length: Two days  
Date(s): February 26-27  
Fee: \$95  
Instructor(s): Jeffrey Fisher, M.A., R.C.C., and Lorna MacDougall, B.S.R., M.Ed.

#### SPECIAL EVENT

### Trauma and Community Summer Institute: Children, Families, and Trauma

For a course description, see page 83 in the Conferences/Special Events category.

Institute faculty confirmed to date include: Kendall Johnson, Ph.D.; Aphrodite Matsakis, Ph.D.; Bonnie Brooks; Judith Daylen, Ph.D.; Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S; Wendy van Tongeren Harvey, LL.B.; Maggie Ziegler, M.A.

Date(s): July 12-17  
Location: Justice Institute of B.C., New Westminster

#### SPECIAL EVENT

### Voices from Each Generation: Transforming Injured Spirits

Co-sponsored with Nicola Valley Institute of Technology. For a course description, see page 84 in the Conferences/Special Events category.

Length: Three days  
Date(s): February 17-19, 2000  
Location: Stanley Park Coast Plaza Hotel, Vancouver

## Critical Incident Stress Management

**Course registration by non-certificate candidates:** All courses in the Community Responses – Critical Incident Stress Management streams of the Traumatic Stress Certificate Programs are open for general registration. Participants do not have to be registered in a certificate program to attend.

**To complete the Community Responses – Critical Incident Stress Management for Peers and Mental Health Practitioners certificates:** Besides completing the prerequisite course and the required courses in the applicable stream, candidates must successfully complete a defusing or debriefing exercise (can be a simulation) and a case analysis, and obtain recommendations from three colleagues. After you have completed the required courses, contact Nadine Wolitski at (604)528-5619 for a certificate completion package.

For a brochure containing information on the Critical Incident Stress Management streams of the Traumatic Stress Certificate Programs, please call Nadine Wolitski at (604)528-5619.

## Community Responses – Critical Incident Stress Management for Peers (#TS300)

This program is designed for co-workers who may be called upon to provide peer defusings (emotional first aid) after an incident in their workplace. It will be of interest to peer personnel from high-risk professions (emergency health and human services; police and corrections; industries such as construction, mining, manufacturing, and logging) and other personnel who will be acting in the role of peer defuser.

## CORE COURSES

*Courses numbered TS310, TS320, and TS330 must be taken in the order listed. Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251), which is a required course for all certificate program candidates, may be taken at any time.*

### Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251)

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*(Formerly Trauma and Post-Traumatic Stress Reactions, Level I)*

For a course description, see page 76.

Length: Two days  
Date(s): January 25-26  
September 24-25  
Fee: \$175  
Instructor(s): Joe Solanto, Ph.D.

### Trauma Debriefing and Defusing (#TS310)

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

The focus of this course is on the core concepts and basic skills used in trauma defusing and debriefing. Although the concepts are generic, the primary applications are for people traumatized in the workplace. Topics covered include: the relationship between stress, cumulative stress, traumatic stress, and critical incident stress; causes and consequences of traumatic and critical incident stress; underlying psychological issues associated with a traumatic event; individual differences associated with traumatic stress; the theory of crisis intervention and its relationship to acute trauma intervention; the rationale for a structure of trauma interventions including in- and post-service defusing (individual and group), demobilization, and psychological debriefings (individual and group); practice principles for trauma interventions; a review of the efficacy studies on defusings; ethical and moral issues relating to trauma interventions; and triaging personnel following a traumatic incident.

Length: Two days  
Date(s): February 3-4  
April 14-15  
Time: 8:30 am – 4:00 pm  
Fee: \$185  
Instructor(s): Toby Snelgrove, Ph.D.

### Peer Defusing, Level I (#TS320)

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*(Formerly part of the three-day Peer Defusing, Level 1 course)*

This course focuses on the skills required for front-line trauma defusing. Topics covered include: a review of the causes and symptoms resulting from a traumatic event; the purpose and process of individual peer defusing and the role of the peer defuser; methods for dealing with problems such as alcohol and drug abuse; ways to close an individual defusing when the person being defused is in various states of distress; and an

introduction to practice boundaries and ethical issues relating to peer defusing, including limits to confidentiality. Participants will have an opportunity to practise the peer defusing process. **Prerequisite(s):** Trauma Debriefing and Defusing (#TS310), or send a written application to the Program Coordinator outlining previous training in critical incident stress, including the name of the instructor and the length of the training.

Length: One day  
Date(s): March 1  
Time: 8:30 am – 4:00 pm  
Fee: \$100  
Instructor(s): Toby Snelgrove, Ph.D.

### Peer Defusing, Level II (#TS330)

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*(Formerly part of the three-day Peer Defusing, Level 1 course)*

The purpose of this course is to provide peers with an opportunity to further develop their helping-relationship skills. Topics covered include: a review of steps in the peer-support relationship; crisis intervention and how it relates to peer defusing; the four active-listening skills (including practice sessions); the affirm-and-reframe trauma intervention; and an in-depth discussion of methods for dealing with boundary and ethical issues in peer support. **Prerequisite(s):** Peer Defusing, Level I (#TS320).

Length: Two days  
Date(s): March 2-3  
Time: 8:30 am – 4:00 pm  
Fee: \$175  
Instructor(s): Toby Snelgrove, Ph.D.

### Preventing and Managing Stress (#TS350)

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This course will begin with a brief but simple theory of stress that will bring the concept into focus. Participants will then be able to apply direct, relevant, and easy techniques to the prevention and management of stress – techniques that not only work but make sense too! The sources and symptoms of stress will be described with sensitivity to the enormous variability in people's stress loads. Other topics will include ways to increase hardiness and avoid unnecessary stressors, and ways to respond to others who appear overstressed.

Length: Two days  
Date(s): April 22-23  
June 8-9  
Time: 9:00 am – 4:30 pm  
Fee: \$185  
Instructor(s): Mark Brunke, M.A.

## Community Responses – Critical Incident Stress Management for Mental Health Practitioners (#TS400)

This program is designed for mental health professionals (counsellors, clinical social workers, and psychiatric nurses), victim service workers, and peer personnel from high-risk professions (emergency health and human service, police and corrections, and various industries) who may be called upon to conduct group debriefings in a variety of situations.

### CORE COURSES

*Courses numbered TS310, TS410, and TS420 should be taken in the order listed; the remaining core courses can be taken in any order. Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251), which is a required course for all certificate program candidates, may be taken at any time.*

#### Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251)

*(Formerly Trauma and Post-Traumatic Stress Reactions, Level I)*

For a course description, see page 76.

Length: Two days  
Date(s): January 25-26  
September 24-25  
Fee: \$175  
Instructor(s): Joe Solanto, Ph.D.

#### Trauma Debriefing and Defusing (#TS310)

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

For a course description, see page 78.

Length: Two days  
Date(s): February 3-4  
April 14-15  
Time: 8:30 am – 4:00 pm  
Fee: \$185  
Instructor(s): Toby Snelgrove, Ph.D.

#### The Group Debriefing: Basic Knowledge and Skills Development (#TS410)

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

Through instruction and role play, this course will provide participants with an opportunity to understand and practise core knowledge, skills, and attitudes related to post-trauma group processes, often referred to as debriefings. Although it will review various models, including the Mitchell CISD and Raphael's psychological debriefing, the main focus will be on the psychological-educational debriefing in a work setting. Special attention will be paid to the contracting and storytelling

stage and the affirm-and-reframe intervention. The course will be of particular interest to mental health professionals (MHPs), but it will also be helpful for non-MHPs who participate in post-trauma services.

Length: Two days  
Date(s): May 12-13  
Time: 8:30 am – 4:00 pm  
Fee: \$185  
Instructor(s): Toby Snelgrove, Ph.D.

#### The Group Debriefing: Practice (#TS420)

*(Formerly Critical Incident Stress: Responding to Trauma in the Workplace, Level III [#EP117B])*

This course provides an opportunity for participants to develop their group debriefing skills through practice role plays. Each person attending the course will have the opportunity to debrief and be debriefed twice. Debriefing groups will be videotaped and supervised by a trained debriefer. **Prerequisite(s):** The Group Debriefing: Basic Knowledge and Skills Development (#TS410) (formerly Critical Incident Stress: Responding to Trauma in the Workplace, Level II [#EP117A]).

Length: Two days  
Date(s): June 16-17  
Time: 8:30 am – 4:30 pm  
Fee: \$250  
Instructor(s): Toby Snelgrove, Ph.D.

#### Community-Based Trauma Interventions (#TS340)

Trauma interventions following a major tragedy such as a building collapse or an earthquake require a coordinated intervention that goes well beyond the provision of group debriefings. The purpose of this course is to provide participants with an understanding of the phases of and responses to a disaster and how to apply various intervention models. Topics covered include: characteristics of a disaster; impacts of disaster on individuals and the community; community and individual needs at various stages of a disaster; the role of community, provincial, and federal agencies before, during, and after a disaster; needs of responders and survivors; traumatic stress and the symptomatology associated with various reactions and syndromes associated with a disaster; role conflicts; models for community intervention; and needs of disaster responders and stress management strategies that can address those needs.

Length: Two days  
Date(s): May 25-26  
Time: 9:00 am – 4:30 pm  
Fee: \$185  
Instructor(s): Laurie Pearce, M.A.

## Clinical Assessing and Reporting Trauma in the Workplace (#TS430)

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Increasingly, workers are requesting leave due to psychological traumas in the workplace. Counsellors are often requested to conduct assessments and/or write reports to be used in determining whether such cases are truly trauma-related. This course will focus on the ways in which evaluators of the impact of critical incident stress can effectively assess a client and report findings and recommendations in oral and written form. Emphasis will be placed on objectivity and accuracy in the assessment process, as well as on the production of written reports that meet the requirements of agencies such as ICBC and WCB. **Prerequisite(s):** Trauma Debriefing and Defusing (#TS310), or send a written application to the Program Coordinator outlining previous training in critical incident stress, including the name of the instructor and the length of the training.

Length: One day  
Date(s): February 24  
Time: 9:00 am – 4:30 pm  
Fee: \$110  
Instructor(s): Joe Solanto, Ph.D.

## Traumatic Loss (#TS440)

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When a traumatic event is also a traumatic loss, the symptoms and the recovery process are much more profound. This course will review the symptomatology associated with profound loss, the grieving process, and individual and group interventions. Participants will review their own experiences with loss and the possible impact such experiences may have on their role as trauma intervenors.

Length: One day  
Date(s): March 10  
Time: 9:00 am – 4:30 pm  
Fee: \$110  
Instructor(s): Jessica Easton, M.A.

## Instructors

Mark Brunke, M.A., is an employee assistance counsellor with Brown Crawshaw Inc. He has counselled individuals, couples, and families for over 15 years, and has offered stress workshops at a wide variety of work sites. Mark has also been active in providing Critical Incident Stress Debriefings for individuals and groups, and has helped set up peer support teams for emergency workers.

Jessica Easton, M.A., is a principal and clinical director of EASTON•SNELGROVE Inc., a private counselling centre specializing in trauma and loss. For the past 18 years she has worked as a psychotherapist with individuals, couples, families, schools, and community organizations with a focus on traumatic loss. She also conducts workshops, trauma debriefings, and lectures for schools, hospitals, government agencies, and private organizations.

Elizabeth Fortes, M.A., is a therapist and trainer working with SAFER of Greater Vancouver Mental Health Services. She has been a clinician in the field of suicide prevention and traumatic bereavement recovery since 1982. Elizabeth has had a long-term interest in exploring how the experiences of immigration and cultural change affect the predicament of those touched by trauma.

Suzanne Kyra, R.C.C., is a counsellor in private practice, workshop leader, and Clinical Associate with Simon Fraser University.

Laurie Pearce, M.S.W., M.A., is a trainer and presenter who specializes in disaster management and traumatic stress. She is a visiting faculty member of the Canadian Emergency Preparedness College and a research associate with the Disaster Preparedness Resources Centre at UBC. Laurie is currently a District Supervisor with the Ministry for Children and Families and the Ministry of Human Resources.

Lorne Prupas, Ph.D., is a registered psychologist in private practice and works part-time at Simon Fraser University Health and Counselling Service.

Toby Snelgrove, Ph.D., is a trainer, consultant, and therapist with EASTON•SNELGROVE Inc., a private clinic specializing in traumatic stress, grief, and loss issues. Toby has trained, debriefed, and developed programs for a wide variety of organizations, including community-based CIS teams; hospitals; fire, ambulance, police, and correctional services; First Nations communities; industry; and others.

Joe Solanto, Ph.D., 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.

Maggie Ziegler, M.A., has experience both as an in-agency supervisor and as a consultant to social service agencies and private practitioners. She has worked as a psychotherapist for the past 20 years, specializing in trauma.

# Violence Against Women in Relationships

Unless otherwise indicated, Violence Against Women in Relationships courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Cheryl Bell-Gadsby, at (604)528-5626.

## Violence Against Women in Relationships, Level 1 (#EP193)

This two-day course is designed to give participants a basic overview of how and why violence against women operates in our society. It will provide an introduction to intervention theory and techniques and is designed to be highly participatory. Many of the exercises draw on the experiences of participants. The curriculum is written from a feminist and popular-education perspective. Topics include: continuums of abuse, lethality assessments, effects of abuse on women and children, men who abuse, crisis intervention and safety planning, and legal and service delivery needs of women.

Length: Two days  
Date(s): February 5-6  
Fee: \$85  
Instructor(s): Helen Dempster, B.G.S.

**NEW**

## Children Who Witness Abuse, Level 2 (#CY111A)

This course takes participants through an in-depth understanding of the needs and rights of child witnesses. The impact and effects that witnessing abuse of women have on children do not end when the mother leaves the abusive relationship. They manifest themselves in different ways at different stages of development. The child's distress may be most obvious several years after the separation or divorce of parents. Meeting the needs of children throughout the transition times in their lives is the responsibility of all who come in contact with them: schools, recreation, play and cultural programs, and legal and health care systems. Through case studies participants will: learn about appropriate interventions, learn how to handle disclosures of witnessing abuse from preschool and school-age children as well as youth, and learn how to do risk assessments. This workshop will also look at the impact of abuse on parenting and how to support parents to better help their children. It will be of interest to those working or coming into contact with children or youth exposed to family violence and with their parents: social workers, family court counsellors, mediators, teachers, counsellors, and youth workers. **Prerequisite(s):** Children Who Witness Abuse, Level 1 (#CY111).

Length: Two days  
Date(s): March 11-12  
Fee: \$175  
Instructor(s): Helen Dempster, B.G.S.

## Understanding and Supporting Survivors of Recent Sexual Assault (#EP271)

This two-day multidisciplinary course is designed to give participants a basic understanding of the nature and dynamics of recent sexual assault and approaches to providing support from the crisis stage through the resolution stage. Through lecturette, small group discussion, and case scenarios, participants will have an opportunity to examine survivors' experiences as they strive to come to terms with the assault, consider the impact on family members, explore the particular needs of survivors from diverse communities and with differing abilities, discuss strategies to support and advocate for survivors, and identify ways to meet their legal and services needs. Co-sponsored with the B.C. Association of Specialized Victim Services and Counselling Programs.

Length: Two days  
Date(s): TBA  
Fee: \$90  
Instructor(s): TBA

## Working with Families in Crisis (#CY121)

This workshop will examine some of the challenges involved in working with difficult situations presented by client families and with the institutions that affect their lives. Through a combination of small and large group discussions and problem-solving exercises, participants will address: ethical, systemic, and cultural factors; feelings; boundaries; and client motivation. This workshop is designed for front-line workers who support individuals and families in programs such as special services to children, immigrant services, women's programs, and other non-statutory and contract services.

Length: Two days  
Date(s): January 28-29  
Fee: \$175  
Instructor(s): Joe Rosen, M.S.W., R.S.W.

**NEW**

## Working with Assaultive Men from Diverse Cultures (#EP302)

This workshop is for counsellors and other practitioners working with men from diverse cultures who abuse their partners. On day 1, participants will explore the meanings and experience of culture, clarify the linkages of culture and violence in communities, and examine the cultural assets within communities that can assist in reducing the violence and providing safety to women and children. Days 2 and 3 will focus on effective intervention strategies with assaultive men that are respectful and challenging. Content will cover assessing risk and identifying indicators of health in men, stages of changes and counselling approaches,

safety planning with women, coordinating with the criminal justice system, and exploring the impact of the work on counsellors and their relationship to their communities. These issues will be examined in light of how each culture will influence the effectiveness and applicability of the suggested approaches. Special attention will be given to exploring the "defensive themes" used by men who assault their partners, and to using the narrative approach as outlined in *Invitations to Responsibility*. This workshop has been adapted from two previous workshops: *Understanding and Responding to the Defensive Themes of Assaultive Men* and *Effective Work with Assaultive Men*.

This course is for counsellors of ethnic minorities as well as those from mainstream culture who work with diverse cultures. It will be of interest to social workers, mental health workers, psychologists, probation officers, family court counsellors, and others who have felt challenged in finding effective ways of working with assaultive men within a multicultural context.

Length: Three days  
Date(s): April 21-23  
Fee: \$225  
Instructor(s): Ninu Kang, M.A. (cand.), and Dale Trimble, M.A.

#### NEW

#### Group Work with Women Who Have Experienced Violence (#EP301)

Day 1 of this workshop will provide participants with an understanding of the roles and dynamics of group work as a counselling approach with women who have experienced abuse or violence. Participants will examine their own experience and beliefs about group work while learning about group dynamics and facilitation skills. The topics covered will be: purpose of groups, benefits/challenges of groups, various group formats, and stages of groups. Day 2 will focus on effective intervention strategies in a group format while maintaining a safe group environment. Participants will have an opportunity to learn how facilitators can play a therapeutic role with each woman while paying attention to the dynamics of group learning and group support. Appropriate intervention and tools will be introduced to address issues such as flashbacks, anger, attachment, and low self-esteem. This workshop is intended for counsellors working with women who have experienced violence who want to use a therapeutic group format in addition to individual and/or support group work.

Length: Two days  
Date(s): June 2-3  
Fee: \$175  
Instructor(s): Ninu Kang, M.A. (cand.)

## LINK

LINK is a two-day workshop exploring the links between alcohol and drug misuse and violence against women and children. It was developed to enable workers in the fields of alcohol and drug abuse and family violence to explore common issues and concerns related to identifying, screening, supporting, and referring clients. Another goal of the workshop is to strengthen working relationships among workers in these fields. LINK workshops are offered around the province and are facilitated by local instructors from these two fields. The registration fee is \$90 and includes course materials. If you are interested in organizing a LINK workshop in your community, contact Cheryl Bell-Gadsby at (604)528-5626.

## Instructors

Helen Dempster, B.G.S., is the Coordinator of Children's Services for the B.C./Yukon Society of Transition Houses. As such she coordinates more than 50 Children Who Witness Abuse programs throughout the province and provides support to child care workers who work in transition houses. Helen has worked in the field of violence against women since the early 1980s. She has extensive experience as an advocate for women and children, in coordination of services, and in promotion of education and prevention.

Joe Rosen, M.S.W., R.S.W., is a social worker and instructor in the Langara College Social Service Worker Program. He also teaches in the Vancouver Community College Counselling Skills Program. Joe has a private counselling practice and is the current chair of the Board of Registration for Social Workers of the Province of B.C.

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

Ninu Kang, M.A. (cand.), is the program coordinator for the Family Violence Initiative, which comprises the Assaultive Husbands Program for South Asian Men and the Women's Support Services at MOSAIC. Ninu has extensive experience in the area of wife assault. She also has formal training in cross-cultural issues and anti-racism, and is involved in providing education and awareness to many groups and organizations.

## ■ CONFERENCES / SPECIAL EVENTS

For more information about the following conferences/special events, please call the appropriate Program Coordinator.

### SPECIAL EVENT

#### **Ghosts from the Nursery: Tracing the Roots of Violence (#EP218)**

*Co-sponsored with the Society for Children and Youth*

Startling reports about youth crimes and violence appear in newspapers daily. Recent research indicates that 1 in 20 children born today will spend some time in jail during their adult life. During the last 30 years, violent crime committed by youth has increased by over 300%. This one-day special event will present new evidence that violent behaviour is fundamentally linked to abuse and neglect in the first two years of life. Participants will consider the effect that neglect, abuse, trauma, injury, and toxicity have in the first 33 months of a child's life, when the foundation for trust, empathy, and conscience are laid down. The latest in neurobiology and brain development research will be presented, and some key occurrences in a child's life that may perpetuate the cycle of violence will be explored. Prevention and early intervention strategies will be highlighted. In the afternoon, a responder panel of key thinkers and practitioners in the child and youth field will discuss B.C.'s response.

Date(s): **February 4**

Fee: **\$65**

Keynote speaker: **Robin Karr-Morse** is a licensed family therapist in Portland, Oregon, and is the co-author of *Ghosts from the Nursery: Tracing the Roots of Violence*. She was previously the director of parent training for the Oregon child welfare system and served as the first executive director of the Oregon Children's Trust Fund, the state's major effort to prevent child abuse statewide. Ms. Karr-Morse has served as a consultant to Dr. T. Berry Brazelton's Touchpoints Program and as a lecturer on the Brazelton Seminar Faculty. She is a parent, an adoptive parent, a step-parent, formerly a foster parent, and a new grandmother.

### SPECIAL EVENT

#### **Trauma and Community Summer Institute: Children, Families, and Trauma**

As a follow-up to the highly successful Trauma and Community Conference held in December 1997, Social Services and Community Safety Division is hosting a summer institute that focuses on the impact of trauma on children and families. This special training event will be of interest to a broad range of trauma responders who come into contact with children and

families, including front-line workers, support workers, victim service workers, peer personnel from high-risk professions, counsellors, therapists, school personnel, mental health practitioners, community activists, advocates, and others.

Workshops confirmed to date include:

- Children's Reactions to Trauma
- Critical Incident Stress Management and Crisis Intervention in Schools
- Helping Parents of Traumatized Children
- EMDR with Children
- Trust After Trauma: Relationships for Survivors
- Opening the Heart: A Day of Inner Exploration
- Adapting the Mitchell Model for Use with Children
- Images of Trauma in Children's Art, Play, and SandPlay
- Children's Rights in Sexual Abuse Litigation: A Legal and Psychological Perspective

Institute faculty confirmed to date include:

- Kendall Johnson, Ph.D.
- Aphrodite Matsakis, Ph.D.
- Bonnie Brooks
- Judith Daylen, Ph.D.
- Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S
- Wendy van Tongeren Harvey, LL.B.
- Maggie Ziegler, M.A.

Date(s): **July 12-17**

Location: Justice Institute of B.C., New Westminster

*Watch for a detailed brochure in February 1999. For more information, contact Amber Hall at (604)528-5620, or Natalie Clark at (604)528-5627.*

#### **Victim Services Conference**

This three-day conference is for victim service workers and others providing support and assistance to people who have been victims of personal or property crimes. For information about program content, keynote speakers, and conference fees, watch for the pre-conference flyer.

Date(s): **October 17-20, 1999**

*For more information, contact Carol McClenahan at (604)528-5685.*

#### **Children Exposed to Family Violence: Creating a Legacy of Hope**

This conference will bring together counsellors, transition house staff/shelter staff, social workers, educators, psychologists, and members of the criminal justice system to explore new and emerging practice, research and advocacy issues, and strategies related to children and youth exposed to

family violence. Sponsors include the B.C./Yukon Society of Transition Houses, the B.C. Institute Against Family Violence, and the Justice Institute of B.C.

Date(s): **October 27-29, 1999**

For more information about this conference, contact the B.C./Yukon Society of Transition Houses at (604)669-6943.

#### **SPECIAL EVENT**

##### **Trauma and Recovery: A Special Training Session with Dr. Judith Herman**

Cosponsored with the B.C. Association of Specialized Victim Assistance and Counselling Programs. Judith Herman, M.D., is the Director of Training of the Victims of Violence Program at Cambridge Hospital, a founding member of the Women's Health Collective, and the author of *Father-Daughter Incest* and *Trauma and Recovery*.

Length: Two days

Date(s): **November 8-9, 1999**

Location: TBA

Fee: \$125

#### **SPECIAL EVENT**

##### **Voices from Each Generation: Transforming Injured Spirits**

Cosponsored with Nicola Valley Institute of Technology. The conference theme comes in the wake of *Gathering Strength*, a term coined by the Royal Commission on Aboriginal People. Changes are happening at all levels of service delivery within Aboriginal communities. First Nations people are reviewing and challenging policy on-reserve, speaking about accountability in

their organizations, and beginning to define what is in the best interests of their communities.

The recovery from trauma generally includes three distinct stages: establishing safety, remembrance/mourning, and reconnecting. For First Nations people, the recovery from trauma involves a fourth stage: that of redefining and recontextualizing the trauma journey within their own history of oppression. The conference will provide a forum for Aboriginal and non-Aboriginal service providers, administrators, and policymakers to explore what First Nations are doing about the trauma they have experienced and what has proven to be effective. The focus of the year 2000 conference is a reflection on and an opportunity to affirm First Nations frameworks for intervention and recovery, including the following topics:

- understanding the impact and treatment of long-term trauma
- working with parents with unresolved trauma
- substance misuse and harm reduction
- addressing the cost of secondary trauma to Aboriginal caregivers
- artistic expression for facilitating reconnection and transformation
- accountability in First Nations social services
- incorporating spirituality in practice
- assessment, planning, and intervention in group/community trauma

Date(s): **February 17-19, 2000**

Location: Stanley Park Coast Plaza Hotel, Vancouver

Watch for a call for workshop proposals in Spring 1999, and a detailed conference brochure in Summer 1999.

## **■ FIRST NATIONS TRAINING**

Social Services and Community Safety Division has worked closely with a number of Aboriginal and First Nations communities and organizations to design and deliver training that meets that specific needs of the participants. Wherever possible, efforts are made to recruit First Nations and Aboriginal instructors.

The following are some of the courses that have been designed and delivered to meet the training needs of these communities. For further information on these courses or other courses that may be of interest to your organization or community, please contact our First Nations Advisor at (604)528-5621.

- Bylaw Enforcement and Investigative Skills
- Child Sexual Abuse Support Worker Certificate Program: Supporting Child, Adolescent, and Adult Survivors (9 days)
- Child Sexual Abuse Support Worker Certificate Program: Supporting Children and Adolescents
- Introduction to Trauma and Post-Traumatic Stress Reactions
- Connecting with Children Under Twelve: Resolving Anger Issues
- Responding to Crisis Situations
- Grief and Loss
- Responding to Family Violence
- Working with Youth with Community Settings
- Substance Use/Misuse Certificate Program

# Other Justice Institute Courses

## Fire Safety

### Introduction to the Fire Service (#FS002)

This course allows students to explore the possibility of a career in the fire service. Over a weekend, fire service professionals will present topics relevant to the fire service. Topics may include: Career Planning, Physical Testing for the Fire Service, Safety and Equipment, Fire Prevention Inspection, Dangerous Goods, Fire Department Perspective, Critical Incident Stress, and Fire Service Organization. Enrolment is limited to 60 participants.

**Length:** 2 days plus 1 evening (Friday evening, all day Saturday and Sunday)  
**Location:** Justice Institute of B.C.  
**Date(s):** Call the Registration office at (604)528-5589 for the dates of the next scheduled course.  
**Fee:** \$185  
**Instructor(s):** Instructors are leaders in their specific area of the fire service.

### Introduction to the Fire Service: Field Exercises (#FS003)

This course is the second phase of FS002. Topics include: Fire Behaviour, Safety and Protective Clothing, Extinguishers (with live fire training), Self-Contained Breathing Apparatus, and Hose and Nozzle familiarization. Class size is limited to 12.  
**Prerequisite(s):** Completion of Introduction to the Fire Service (#FS002).

**Location:** Safety Training Centre, Maple Ridge, B.C.  
**Date(s):** A waiting list is maintained for this course. Call the Registration office at (604)528-5589.  
**Fee:** \$265  
**Instructor(s):** Fire and Safety Division instructors

## Distance Education Courses

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

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

Designed in the distance education format and developed in cooperation with the Open College component of the Open Learning Agency, this course is for employees and supervisors with job responsibilities in fire safety, and others with an interest in fire prevention and response. Course materials

explore the nature of fire, common fuels, and ignition sources; hazards for each building type; fire prevention, fire drills, and using portable extinguishers; and a fire safety plan. After completing the course, students will be able to conduct basic fire prevention inspections, educate other employees on safe ways to respond to fire, lead fire drills, and prepare a full fire safety plan for any organization. Students are required to submit four written projects and pass a multiple choice exam to complete the course. Successful candidates will receive a certificate. (This course is not designed for professional or volunteer fire service personnel. The course will be offered in classroom format if there is sufficient demand.)

**Length:** 120 self-study hours  
**Fee:** \$300

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

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

**Length:** 40 self-study hours (#DE00), or six 2-hour classroom sessions offered at least twice a year (#NC-02)  
**Fee(s):** \$195 (#DE00); \$225 (#NC-02)

### Technical Math (#DE05)

This course presents the basic math skills needed for fire flow calculations, such as volume and surface area, and provides frequent opportunities to apply the information to practical situations. Units include whole numbers, fractions and decimals, percentages, averages, algebraic equations, powers and square roots, ratios and proportions, and measurements of length, area, and volume. **Prerequisite(s):** Basic skills in addition, subtraction, multiplication, and division. (The course will be offered in classroom format if there is sufficient demand.)

**Length:** 40 self-study hours  
**Fee:** \$195

For information on additional courses offered by the Fire and Safety Division, please call (604)528-5657 or visit our Web site at [www.jibc.bc.ca](http://www.jibc.bc.ca).

## Contract Law Enforcement Programs

NEW

### Investigation and Enforcement Skills Certificate Program

The Police Academy's **Investigation and Enforcement Skills Certificate Program** is now available. This program is specifically designed for professionals employed in the fields of compliance monitoring, enforcement, or investigation.

Core and elective courses include:

- Introduction to Administrative Law
- Introduction to Investigative Skills and Processes
- Introduction to Municipal Laws and Bylaws
- Conducting Internal Investigations
- Investigative Interviewing
- Incident Scene Documentation

For more information, please contact the Program Coordinator, Mark LaLonde, at (604)528-5768.

### Private Security Program

The Private Security Program of the Police Academy provides both mandatory training courses for B.C. and advanced training to individual students and corporate clients. Courses are available through regularly scheduled open-registration course offerings.

#### MANDATORY COURSES REQUIRED FOR LICENSING IN B.C.

Before obtaining a security patrol (security guard) licence, a 40-hour (5-day) Basic Standards Training 1 (BST1) course and a 24-hour (3-day) Basic Standards Training 2 (BST2) course must be completed.

Before obtaining employment as an armoured car guard in B.C., an 80-hour (2-week) Basic Armoured Car Guard (PSP300) pre-employment course must be completed.

These mandatory training courses are held at the Justice Institute of B.C. and are available monthly. Contact the Registration Office at (604)528-5590 for upcoming course dates and information.

NEW

### On-line Security Training

Take BST1 at your own pace. BST1 is now available on the Internet. For more information, see the Justice Institute Web site at <[www.jibc.bc.ca](http://www.jibc.bc.ca)>.

### Certificate in Advanced Security Patrol Skills

The Justice Institute offers a program of study leading to a **Certificate in Advanced Security Patrol Skills**. To complete the certificate program, a student must take a total of four weeks of **Private Security Program** courses or course equivalents, including five required core courses and at least 24 hours of additional elective courses.

#### CORE COURSES

- PSP101 Basic Standards Training 1 or PSP701 Basic Standards Training 1 (Internet version)
- PSP102 Basic Standards Training 2
- PSP108 Workplace Safety Skills for Security Patrol
- PSP109 Emergency Response Skills for Security Patrol
- PSP111 Basic First Aid for Security Patrol

#### ELECTIVE COURSES

- PSP103 Bicycle Patrol for Security Patrol
- PSP106 Basic Standards Training 2 Instructors Course
- PSP107 Mobile Alarm Response for Security Patrol
- PSP110 Instructional Techniques for Security Training

*For more course information, contact the Police Academy at (604)528-5753. To register, call the Registration Office at (604)528-5590.*

## Professional Health Programs



The Professional Health Programs division of the Paramedic Academy offers continuing medical education for physicians, nurses, and pre-hospital care providers. Training is available at the Justice Institute and, on a contract basis, to organizations and businesses that would like to run a course in their community.

Faculty are fully qualified instructors: physicians, nurses, respiratory therapists, and paramedics who currently practise in the emergency or critical care field throughout British Columbia. Most courses have a pre-reading requirement and consist of a combination of theory and small-group practice sessions. The courses below marked with an asterisk (\*) have an instructor/student ratio of 1:6 to ensure individualized attention.

Professional Health Programs will be offering the following courses between January and August 1999:

Advanced Cardiac Life Support (ACLS) Instructor  
Advanced Cardiac Life Support (ACLS) Provider\*  
Advanced Cardiac Life Support (ACLS) Update\*  
Basic Trauma Life Support (BTLS) Advanced\*  
Basic Trauma Life Support (BTLS) Instructor  
Cardiac Arrest Management (CAM): ACLS Prep\*  
CPR Instructor\*  
CPR Instructor Update\*  
Dysrhythmia Interpretation: Introductory ACLS  
First Line Trauma Management

Geriatric Mental Health Emergencies  
Pediatric Advanced Life Support (PedALS)\*  
Pediatric Advanced Life Support (PedALS) Instructor

**Note:** The following courses are recognized for continuing medical education credits:

- ACLS and PedALS by the British Columbia College of Family Physicians
- ACLS and PedALS by the Canadian Society of Respiratory Therapists
- BTLS by the National Emergency Nurses' Affiliation.

In addition to the ongoing courses listed above, Professional Health Programs has the expertise to design customized courses to fit the specific requirements of clients, both locally and internationally.

**For dates and detailed information on any of our courses, please contact Professional Health Programs at:**

Telephone: (604)528-5727  
Fax: (604)528-5715  
E-mail: [php@jibc.bc.ca](mailto:php@jibc.bc.ca)  
Web site: [www.paracademy.com](http://www.paracademy.com)

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**Mailing List**

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

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

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