

Program Calendar

september

2 0 0 3

august

2 0 0 4



Centre for Conflict Resolution

Conflict Resolution

- *Negotiation*
- *Mediation*
- *Restorative Practices*

J
JUSTICE
INSTITUTE
OF B.C.

The Centre for Conflict Resolution

The Centre for Conflict Resolution at the Justice Institute of British Columbia is one of the top training programs in North America. We are dedicated to skills development in collaborative conflict resolution.

We offer skills training to help you communicate better, engage in productive dialogue, and manage conflict to build positive interpersonal, community, and workplace relationships.

Did you know?

- Our team of instructors and coaches are active practitioners and experts in the field of conflict resolution.
- We offer a skill-based, experiential and practical learning model so you can start using your skills right away. We provide group work, role playing, video-taping, coaching, and feedback.
- Our programs are flexible to meet individual needs. You can take single courses or you have a choice of 5 certificate program specializations.
- For organizations and workplaces, we will come to you. We customize cost-effective solutions and training to respond quickly to meet your specific needs.
- We are accessible to everyone. You can get started without any specific entrance requirements.
- We are recognized in the industry. You receive post-secondary academic credit for our programs and courses. This credit can be transferred to some other educational institutions. We also assess previous conflict resolution training taken elsewhere for credit.
- We offer courses at the main JI Campus in New Westminster, downtown Vancouver, downtown Victoria, and at other locations across British Columbia.
- The Centre for Conflict Resolution is part of the Justice Institute of B.C. The JI provides post-secondary education and training in areas of criminal and social justice, safety and human services.

The Centre for Conflict Resolution

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Welcome

For almost two decades, the Centre for Conflict Resolution at the Justice Institute of BC has been one of the top training centres in North America in the field of conflict resolution. Comprehensive, experiential training in interpersonal conflict resolution, interest-based negotiation, mediation and restorative practices is offered at the main JI Campus in New Westminster, in downtown Vancouver and at locations across British Columbia. The Centre also delivers a range of training and conflict management services to local, national and international organizations.

Individuals and organizations have many options for accessing the Centre's programs and services and keeping in touch with you is important to us. For updates and information on new offerings, please visit our website at www.jibc.bc.ca/ccr.

Taking Courses through the Centre

Individuals can select from any of our courses to meet a one-time learning requirement. You need only ensure that you meet the prerequisites, if any, before registering. Pick and choose courses to meet your specific needs.

Course Locations

GREATER VANCOUVER

Justice Institute of BC, New Westminster Campus

715 McBride Boulevard at 8th Avenue, New Westminster

Registration: 604-528-5590

All information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

YWCA

4th Floor, 535 Hornby Street near Dunsmuir, Downtown Vancouver

Registration: 604-528-5590

All information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

Justice Institute of BC, Downtown Vancouver Campus

In September 2003 the JI opened an Executive Training Facility on the 18th floor of Commerce Place at 400 Burrard Street at West Hastings Street. To book this 2,300 square foot (16 m x 16 m) meeting room in the downtown core with spectacular views of the Vancouver harbour, contact : facilitiesassistant@jibc.bc.ca.

FRASER VALLEY

University College of the Fraser Valley

34194 Marshall Road, Abbotsford

Registration: 604-864-4626

Location and fee information: 604-864-4626

Course information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

Learn more about us –
attend a free Program
and Career Information
Session (see page 23)
or visit our website at
www.jibc.bc.ca/ccr

VANCOUVER ISLAND

Justice Institute of BC Campus in Victoria

910 Government Street, Victoria, British Columbia

**NEW
LOCATION!**

To better serve our Vancouver Island learners and clients and meet the increased demands for training, the Justice Institute has opened a new campus in the heart of downtown Victoria. Conflict Resolution courses are scheduled to begin at the new location in September 2003. Please see page 66 for a complete list of courses.

Students who have been taking conflict resolution courses at Camosun College and Malaspina University-College can continue their JI conflict resolution courses/program **uninterrupted** at the new location.

For the convenience of our Northern Vancouver Island learners, we continue to offer courses at North Island College (see page 68 for details).

Course information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr.
To register for courses at our Victoria Campus, please call our toll-free line:
1-877-528-5591

Justice Institute of BC, Victoria Campus

910 Government Street, Victoria

Information: Toll-free 1-888-799-0801

Registration: Toll-free 1-877-528-5591

North Island College

Campbell River Campus

1685 Dogwood Street, Campbell River

Registration: 250-923-9700

Location and fee information: 250-923-9750

Course information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

Comox Valley Campus

2300 Ryan Road

Courtenay, BC

Registration: 250-334-5000

Location and fee information: 250-334-5005

Course information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

OKANAGAN VALLEY

Okanagan University College – Penticton

583 Duncan Avenue, Penticton

Registration: 250-490-3959

Location and fee information: 250-490-3959

Course information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

Okanagan University College – Vernon

7000 College Way, Vernon

Registration: 250-503-2650

Location and fee information: 250-503-2650

Course information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

Choosing Programs and Certificates

The Centre for Conflict Resolution offers five certificate programs to meet your individual needs:

- Conflict Resolution/Negotiation (page 8)
- Mediation/Third-Party Intervention (page 12)
- Restorative Practices (page 14)
- Negotiation Skills for First Nations Communities (page 17)
- Family Mediation (page 20)

These certificate programs are available through public registration at our various locations and are also delivered to communities and organizations on a contract basis, with the exception of the Negotiation Skills for First Nations Communities Certificate, which is delivered exclusively to communities and organizations on a contract basis.

Certificate Specializations at a Glance

	1 Conflict Resolution/ Negotiation	2 Mediation/ Third-Party Intervention	3 Restorative Practices	4 Negotiation Skills for First Nations Communities*	5 Family Mediation
Required courses	5 courses totalling 17 days / 8.5 credits	6 courses totalling 22 days / 11 credits	6 courses totalling 16 days / 8.0 credits	6 courses totalling 18 days / 9 credits	12 courses totalling 34 days / 17 credits
Specialized electives	None	10 days / 5 credits	8 days / 4 credits	None	6 days / 3 credits
General electives	13 days / 6.5 credits	4 days / 2 credits	6 days / 3.0 credits	7 days / 3.5 credits	None
Total days/ credits	30 days / 15 credits	36 days / 18 credits	30 days / 15 credits	25 days / 12.5 credits	40 days / 20 credits
Assessment	Negotiation Role-Play	Mediation Role-Play	Restorative Practices Assessment	Negotiation Role-Play	Family Mediation Role-Play

* This specialization is offered only to First Nations communities who contract with us to deliver the program on site.

Planning Your Program

Planning your certificate program is an important process. You'll need to think about which courses to take, what you hope to use your training for, how much time you have to take courses, and when you'd like to graduate. Typically, a student will follow these steps when planning their program:

1. CR102, Critical Skills for Communicating in Conflict, is recommended for anyone who has not had prior training in communication skills. This course will provide you with fundamental skills that will be used and built upon throughout your program, regardless of the specialization you choose. CR102, Critical Skills for Communicating in Conflict, is a required course for the Restorative Practice specialization.
2. Next, take one or two required courses from the area that most interests you. These courses will introduce you to the foundational models for the program, and provide you with extensive opportunities for skills integration and individual feedback.
3. It's now time to determine your specialization, enrol in the certificate program and plan the balance of your program. If you are having difficulty making choices, one of our program planners may be able to help, either by telephone or by appointment.
4. It may also be time to think about forming a skills practice group. Many of our participants find it beneficial to meet with a small group of colleagues to practice and improve their skills. Talk to other participants about starting a practice group, or check the bulletin board near room C201 for more information.
5. Once your learning path has been decided, take both the remaining foundational required courses and the electives. Remember, some programs have a list of specialized electives from which you must choose at least some of your elective hours. Electives are intended to broaden your learning experience and expose you to a variety of instructional techniques, concepts and skills. Don't be afraid to experiment in areas outside your specialization – you can use these credits towards your general elective hours requirement.
6. At this point, you probably have one or two required courses left to take. It's a good idea to take Negotiations Skills level II near the end of your Conflict Resolution/Negotiation program as it helps solidify your skills and prepare you for assessment. Mediation Skills Level II is a prerequisite for many of the advanced electives in the Mediation/Third-Party Intervention specialization, so you would take it earlier in your program in this specialization.
7. If after completing all your course work you don't feel quite ready for the assessment, try a Reality Check course, which simulates the assessment environment and provides you with direct feedback on your skills. You can also contact the Centre for a referral to one of our private tutors, who can work with you privately for a fee.
8. Finally, complete your assessment. If you're unsuccessful the first time around, you can try again. Your assessor will give you feedback on the skills you need to work on.
9. After receiving your certificate, we recommend that you stay in touch to further your training with new and advanced elective courses. You may also have become interested in another area of the program, and may choose to upgrade your certificate by including a second specialization.

Certificate Grads – new certificate specializations are available – increase the value of your Certificate in Conflict Resolution by adding another specialization!

Plan Your Program



Benefits of Becoming a Certificate Student

Students enrolled in a certificate program receive the following benefits:

- Course material binder to help you organize your manuals, handouts and other materials.
- Library borrowing privileges from the Justice Institute's extensive collection of books, periodicals and videos on conflict resolution and related subjects. You can also access the JI's online library when you are at the New Westminster Campus.
- Graduation criteria: While courses and programs are evaluated and revised on a regular basis, your graduation criteria are set when you register for a certificate program. You will therefore always know what is expected of you.

How to Complete a Certificate

- Download a Certificate Enrollment Package from our website at www.jibc.bc.ca/ccr or contact us at 604-528-5608.
- The enrollment fee is \$125.
- The cost of completing a certificate program varies depending on the specialization you choose. You can expect to pay between \$6,000 and \$7,000 to complete a certificate program, and between \$2,000 and \$3,000 to add an additional specialization to your existing certificate.
- The number of required courses and electives vary from program to program. For details on how to complete each certificate program, see pages 9 to 21.
- You progress through the program at your own pace. You choose the amount of time that you have to take courses and the speed at which you learn and integrate the new skills. We recommend that you take one to three years to complete a certificate program.
- You can choose your specialization at any time, and your choice of electives is determined by the specialization you choose.
- You may change your specialization as long as you complete all the required courses and electives for the new specialization.
- You may register for an additional specialization at a cost of \$50, as long as you complete all the required courses and electives for the particular specialization.
- Each certificate program has an assessment process. The assessment consists of a written self-evaluation, a written preparation for the situation to be role-played, a one-hour videotaped simulation and an oral questioning period.
- For more information, see also “Planning Your Program” (page 5).

Transfer Credit –
The Centre has transfer credit and equivalency agreements with a variety of post-secondary institutions and professional organizations. Consult www.jibc.bc.ca/ccr for more details.

Conflict Resolution/Negotiation

Conflict resolution is an umbrella term covering a wide range of cooperative and collaborative approaches to conflict. Negotiation is one conflict resolution process and refers to the people directly involved in the situation talking directly with each other to arrive at an agreement or decision. The Centre teaches an approach to negotiation called “interest-based negotiation,” which involves looking for mutually satisfactory solutions that meet the interests of all the people involved.

We are all called on daily to negotiate, both in formal settings and, more often, in informal circumstances. An ability to negotiate and to resolve conflicts effectively has become a modern-day survival skill in our personal and professional settings. In today's workplace, most employers consider conflict resolution skills to be a key component of leadership. This general specialization provides an excellent opportunity to fully explore the broad field of conflict resolution, with an emphasis on negotiation skills. It will equip you with concepts and skills to improve your personal and working relationships by learning how to handle conflict more constructively.

This 210-hour (30 training days) program is worth 15 credits and culminates in a Certificate in Conflict Resolution, Negotiation Specialization, upon successful completion of all course hours and the final evaluation component.

Assessment

You must have successfully completed CR360, Negotiation Skills Level II, and be enrolled as a certificate student before you are eligible to register for your assessment.

When you register for an assessment, you will receive an information package containing three conflict resolution/negotiation scenarios. You will choose one scenario to work with, and complete a preparation assignment that must be handed in at the beginning of the assessment. Your assessment will include a one-hour videotaped role-play of the scenario, a written self-evaluation exercise, and an oral interview focusing on how key theoretical concepts played out in the role-play.

You must receive an assessment package prior to attending your assessment. For more information, call Lynne Dupont at 604-528-5609.

Conflict Resolution/ Negotiation: Your Learning Path

1. REQUIRED COURSES

- CR110A, Dealing with Interpersonal Conflict **OR** CR110B, Resolving Conflict in the Workplace (3 days)
 - CR200, Dealing with Anger (3 days)
 - CR260, Negotiation Skills Level I (3 days)
 - CR250, Mediation Skills Level I (3 days)
 - CR360, Negotiation Skills Level II (5 days)
- Total: 17 days / 8.5 credits

2. ELECTIVES

There are no specific electives as this is a general program.

You may choose from the many courses available in the calendar and are required to complete a total of 13 days / 6.5 credits of courses. Please see the guide on page 10 for help in choosing your electives.

3. FINAL EVALUATION

CR950, Assessment: Negotiation

Most classes are limited to 20 participants – don't be disappointed – register today!
See page 89 for details.



Electives – Suggestions for Tailoring Your Program

The majority of conflict resolution courses provide you with the opportunity to gain skills that are helpful and applicable in all aspects of life. There are no specific electives for the Conflict Resolution/Negotiation Certificate Program, and there are many courses from which to choose. Here are some suggestions so you can create a program that meets your individual learning needs. You are required to complete a total of 13 days/6.5 credits of courses. You may select any of the courses in any of the categories.

Please see “Planning Your Program” (page 5) or contact us at 604-528-5608 if you would like assistance in making your course selections.

Managing Conflict in the Workplace

- CR108 Managing the Hostile Individual
- CR111 Coaching Others in Conflict Situations
- CR114 Workplace Bullying: The Organizational Response
- CR206 Criticism: How to Give and Receive It
- CR361 Conflict Prevention and Resolution through Organizational Design
- CR504 Group Dynamics
- CR508 Challenges of Facilitating
- CR520 Facilitating Multi-Party Disputes
- RP221 Transforming Organizations through Restorative Practices

Formal Negotiations

- CR122 Expanding Roles for Conflict Resolvers: Coaches, Advocates and Collaborative Negotiators
- CR302 Shifting from Positions to Interests
- CR318 Questions and Questioning
- CR362 Negotiating with Difficult People – Making It Hard to Say No
- CR366 The Art of Reframing
- CR422 The Theory and Practice of Problem-Solving Models
- CR516 Building Consensus

Help us keep in touch with you – update your address, phone and e-mail information by calling 604-528-5608.

Personal and Community Development

- CR102 Critical Skills For Communicating in Conflict
- CR105 Asserting Yourself in Conflict Situations
- CR113 Breaking Repetitive Conflict Patterns
- CR115 Power of Dialogue
- CR316 Unfinished Business
- CR319 Dealing with Defensiveness in Conflict
- CR329 Balancing Empathy and Assertion
- CR423 Managing the Conflict Within
- CR834 Reconciling Differences
- RP100 Foundations of Restorative Practices
- RP103 The Effects of Victimization
- RP205 Peacemaking Circles:
A Process for Building Consensus and Relationships

Restorative Practices in Educational Settings

- RP220 Addressing Harm and Transforming School Culture through
Restorative Approaches
- RP222 Facilitating Restorative Processes in Educational Communities

A maximum of two courses from the Family Mediation Certificate online and distance courses may be counted as elective credit towards the Mediation/ Third-Party Intervention Specialization.

Prepare For Your Assessment

- CR121 Supervised Coaching Sessions
- CR302 Shifting from Positions to Interests
- CR362 Negotiating With Difficult People: Making It Hard to to Say No
- CR910 Reality Check: Negotiation

Mediation/Third-Party Intervention

The Mediation/Third-Party Intervention specialization takes a longer, in-depth look at mediation and third-party intervention for those who do some form of it in their jobs or who would like to move into this field. This 252-hour (36 training days) program is worth 18 credits and culminates in a Certificate in Conflict Resolution, Mediation/Third-Party Intervention Specialization, upon successful completion of all course hours and the final evaluation component.

For those looking at private-practice mediation, the training hours gained in the Certificate in Conflict Resolution, Mediation/Third-Party Intervention Specialization, can be applied towards admission to the BC Mediator Roster. They can also be applied towards certification by practitioner organizations and participation in the Court Mediation Practicum Program (for more information, see “Career Opportunities in Dispute Resolution” on page 90).

Take note!

Completion of the certificate does not mean that you are a certified mediator. Rather, it signals that you have received education and training from the JI Centre for Conflict Resolution and have passed the final evaluation. All post secondary certificates require an evaluation tool to assess a passing grade. The skills assessment process in the Certificate in Conflict Resolution, Mediation/Third-Party Intervention Specialization, is the evaluation tool used to demonstrate an acceptable level of the knowledge and skills taught in the specialization.

Certification or accreditation of professional mediators is not mandated by government at this time. Voluntary professional certifications are available through mediator membership organizations, and certification is maintained on an annual basis with those organizations. For more information, see “Career Opportunities in Dispute Resolution” on page 90.

Assessment

The final assessment for this specialization consists of CR975, Assessment: Mediation. You must have successfully completed CR400, Mediation Skills Level II, and enrolled as a certificate student before you can register for your assessment.

When you register for an assessment, you will receive an information package containing three mediation scenarios. You will choose one scenario to work with, and will complete a preparation form that must be handed in at the beginning of the assessment. Your assessment will include a one-hour videotaped role-play of the scenario, a written self-evaluation exercise and an oral interview focusing on how key theoretical concepts were demonstrated in the role-play.

You must receive an assessment package prior to attending your assessment. For more information, call Lynne Dupont at 604-528-5609.

Mediation/Third-Party Intervention: Your Learning Path

1. REQUIRED COURSES

- CR110A, Dealing with Interpersonal Conflict **OR** CR110B, Resolving Conflict in the Workplace (3 days)
- CR200, Dealing with Anger (3 days)
- CR260, Negotiation Skills Level I (3 days)
- CR250, Mediation Skills Level I (3 days)
- CR360, Negotiation Skills Level II (5 days)
- CR400, Mediation Skills Level II (5 days)

2. SPECIALIZED ELECTIVES

Choose 10 days from the following electives:

The following courses have prerequisites of: CR110A or CR110B

- CR318, Questions and Questioning (1 day)
- CR320, Dynamics of Power (3 days)
- RP205, Peacemaking Circles: A Process for Building Consensus and Relationships (2 days; RP100 is also a prerequisite)

The following courses have prerequisites of: CR250

- **NEW** CR251: Forgiveness and Apology in Mediating (2 days)
- **NEW** CR252, Defining Issues and Setting the Agenda (2 days)
- **NEW** CR253: Culture in Mediation: Enriching the Process (2 days)
- CR319, Dealing with Defensiveness in Conflict (3 days)
- CR366, The Art of Reframing (1 day)
- CR415, Separate Meetings: Pre-Mediation and Caucusing (2 days)
- CR422, The Theory and Practice of Problem-Solving Models (2 days)
- CR460, Mediating Court-Based and Non-Relationship Cases (2 days)
- CR504, Group Dynamics (2 days)
- CR508, Challenges of Facilitating (2 days)
- CR516, Building Consensus (2 days)
- CR520, Facilitating Multi-Party Disputes (3 days; CR508 is also a prerequisite)

The following courses have prerequisites of: CR400

- CR326, Ethical Dilemmas for Mediators (1 day)
- CR557, The Practice of Mediation (1 day)
- CR829, Mediation Skills Level III (2 days; CR360 is also a prerequisite)
- CR846, Civil Procedure (2 days)
- CR858, Mediating Consciously: Being Real and Becoming Aware (2 days)
- CR920, Reality Check: Mediation (1 day)

3. GENERAL ELECTIVES

Choose a total of 4 days from any courses in the calendar that are not listed on this page.

A maximum of two courses from the Family Mediation Certificate online and distance courses may be counted as elective credit towards the Mediation/Third-Party Intervention Specialization.

4. FINAL EVALUATION

- CR975, Assessment: Mediation

New Courses!

NEW

Take note!



Restorative Practices

Restorative practices incorporate a wide variety of conflict resolution approaches, including mediation, conferencing, facilitation and peacemaking circles. The emphasis of this specialization is to balance skills training with instruction in designing and implementing processes. All courses are guided by the values and principles that define restorative practices – to simultaneously prevent conflict and respond to wrongdoing when it occurs. In essence, restorative values and principles address the communication and behavioural barriers to positive interactions. The goals of restorative practices are to build healthy environments, create appropriate interventions, repair relationships and prevent further harm.

Instructors in this certificate program are practitioners who draw on experiences in a variety of applications: organizational development, schools, Aboriginal justice and community justice. They bring expertise that fosters restorative practices and ideas for working out agreements.

The Restorative Practices specialization provides learners with an opportunity to integrate conflict resolution skills into a framework that seeks to build healthy and sustainable organizations, schools and communities. Restorative practices respond effectively to situations in which people and relationships are harmed. The courses in this specialization are designed to meet the needs of diverse learners, including managers, business professionals, teachers, school administrators, criminal justice system personnel, community and Aboriginal justice workers and any others who wish to strengthen their conflict resolution methods with complementary theories and practices.

Assessment

The final evaluation for the Restorative Practices specialization is intended to demonstrate integration of learning across all courses and application of learning in a real-world setting. Candidates will demonstrate and document how they have applied their learning in restorative practices through their work in a community program, school and organizational or other setting. Involvement in some application of restorative practices in a volunteer or paid capacity is therefore a requirement for the final evaluation.

We'll bring Restorative Practices to you!

All courses in the Restorative Practices specialization can be customized and delivered on contract in your organization or community.

Restorative Practices: Your Learning Path

2. SPECIALIZED ELECTIVES

Choose 8 days from these courses:

- RP222, Facilitating Restorative Processes in Educational Communities (3 days)
- RP223, Facilitating Restorative Processes in the Workplace (3 days)
- RP205, Peacemaking Circles: A Process for Building Consensus and Relationship (3 days)
- RP220, Addressing Harm and Transforming School Culture through Restorative Approaches (2 days)
- RP221, Transforming Organizations through Restorative Practices (2 days)

1. REQUIRED COURSES

- CR102, Critical Skills for Communicating in Conflict (2 days)
- RP100, Foundations of Restorative Practices (3 days)
- CR110A, Dealing with Interpersonal Conflict (3 days)
- CR200, Dealing with Anger (3 days)
- RP103, Effects of Victimization (2 days)
- CR320, Dynamics of Power (3 days)

3. GENERAL ELECTIVES

Choose a total of 6 days from any courses in the calendar in addition to those listed on this page. Suggested courses include:

- CR105, Asserting Yourself in Conflict Situations (2 days; no prerequisite)
- CR108, Managing the Hostile Individual (2 days; no prerequisite)
- CR250, Mediation Skills Level I (3 days; prerequisite CR110A or CR110B)
- CR251, Forgiveness and Apology in Mediating (2 days; prerequisites CR110A or CR110B, and CR250)
- CR261, Conflict Resolution in Action: Workplace Options (2 days; prerequisites CR110A or CR110B, and CR250 or CR260)
- CR318, Questions and Questioning (1 day; prerequisite CR110A or CR110B)
- CR319, Dealing with Defensiveness in Conflict (3 days; prerequisites CR110A or CR110B, and CR250 or CR260)
- CR326, Ethical Dilemmas for Mediators (1 day; prerequisites CR110A or CR110B, and CR250, CR260, CR400)
- CR366, The Art of Reframing (1 day; prerequisites CR110A or CR110B, and CR250 or CR260)
- CR400, Mediation Skills Level II (5 days; prerequisites CR110A or CR110B, and CR200, CR250, CR260)
- CR508, Challenges of Facilitating (2 days; prerequisites CR110A or CR110B, and CR250 or CR260)

The four-day Basic Victim/Offender Mediation course offered by the Fraser Region Community Justice Initiatives is eligible for transfer credit towards the specialization in Restorative Practices.

4. ASSESSMENT

The final assessment for this specialization is currently under development. For more information, please contact us at 604-528-5608.

Courses can be taken individually or paired with a complementary course as an “intensive.” They may also be credited towards a certificate in Conflict Resolution with a specialization in Restorative Practices.

RESTORATIVE PRACTICES

Courses Available Exclusively on a Contract Basis

- RP104, Establishing a Community Justice Program (1 day)
- RP105, Overcoming the Ideology of Racism in the Criminal Justice System (3 days)
- RP106, Values, Ethics and Philosophies in Aboriginal Community Programs (2 days)
- RP110, Overview of the Criminal Justice System for Aboriginal Community Programs (3 days)
- RP111, Understanding the Context of Violence in Communities: Aboriginal Perspectives (3 days)

All courses in the Restorative Practices specialization can be customized and delivered in your organization or community. Look for courses marked with the box below throughout the calendar.

Available only on a contract basis

The Centre for Conflict Resolution wishes to acknowledge the contributions of the justice programs of the Gitksan, Haida Gwaii, Nisga’a, Tsimshian and Wet’suwet’en First Nations in developing RP105, Overcoming the Ideology of Racism in the Criminal Justice System, and RP106, Values, Ethics and Philosophies in Aboriginal Community Programs.

Negotiation Skills for First Nations Communities

The Negotiation Skills for First Nations Communities Certificate Program is available exclusively to communities who contract with us to deliver the courses on-site in the community. This certificate program is 175 hours (25 days) long and trains up to 25 people in communication, conflict resolution and negotiation skills. The program increases capacity for resolving conflict effectively with family members, at work and in the community. The training can also prepare negotiators who are involved in treaty negotiations or contract negotiations on behalf of their community.

Communities can contract with us for one or several courses or for the whole certificate program. Courses are scheduled at times convenient to the community; this often consists of one week of classes per month for a period of five or six months. The Centre works closely with community representatives to ensure that the course content meets the needs of the learners. Participants in the training group must complete the required number of training hours and succeed in the skills assessment in order to receive a certificate.

The Negotiation Skills for First Nations Communities (originally called First Nations Negotiation Skills) Certificate Program has been offered to communities since 1993. People who have taken the certificate program say:

"This was a good program. It offered a lot of practical experience, not just theory. We got to test the skills taught to us immediately. The role-plays were realistic and captured the issues that we deal with in our communities."

– Kim Baird, Chief and Chief Treaty Negotiator for the Tsawwassen First Nation

"The First Nations Negotiations program was awesome. I utilize the interest-based negotiating process each and every day. The process helps me with personal and business decisions. This process gets me to the heart of any issue; always seeking clarity with respect, consideration and ultimately seeking a win/win situation for all. I have experienced other business communications courses and without a doubt, I feel that this interest-based negotiation program was by far the best."

– Calvin George, Tax Administrator, Tsleil-Waututh Nation

Most classes are limited to 20 participants – don't be disappointed – register today!
See page 89 for details.

Negotiation Skills for First Nations Communities: Your Learning Path

1. REQUIRED COURSES

- CR102, Critical Skills for Communicating in Conflict (2 days)
- CR105, Asserting Yourself in Conflict Situations (2 days)
- CR110A, Dealing with Interpersonal Conflict (3 days)
- CR200, Dealing with Anger (3 days)
- CR260, Negotiation Skills Level I (3 days)
- CR360, Negotiation Skills Level II (5 days)

2. GENERAL ELECTIVES

The sponsoring community chooses another 7 days of courses. These can be any of the courses listed in this calendar. Two electives have been specifically developed for the Negotiation Skills for First Nations Communities Certificate and are recommended: CR833, Intercultural Issues in Negotiation, and CR832, Team Negotiations. Each community chooses courses that best meet its needs.

Some communities choose courses from the Restorative Practices specialization, others choose courses from the Mediation/Third-Party Intervention specialization while still others pick and choose from all courses in the calendar.

3. ASSESSMENT

CR950, Assessment: Negotiation



First Nations Logo

The First Nations logo incorporates many of the virtues the Justice Institute of BC strives to represent through its educational programming.

This design represents the concept of justice for First Nations, Inuit and Métis peoples, and acknowledges the diversity.

- The top of the design represents the coastal design of a human, with open hands, both welcoming and reaching out to everyone.
- The circle represents togetherness and unity.
- The sweet grass ceremony of the east is for ceremonial use.
- The copper shield of the west symbolizes wealth, status and rank.
- The eagle and raven prove clan representation and position.
- The feathers symbolize cleansing, vision and strength.

The eagle and raven within the copper shield bring justice through their supernatural power, by providing meaning, understanding and solutions to problems faced by Aboriginal people in the past and in the present. The four points on the sweet grass provide for a complete connection; in correlation to the medicine wheel, each quarter connects to form a complete circle, and each of the four colours of people are represented: white, red, black and yellow. Today, First Nations, Inuit and Métis peoples equate justice with healing, balance and cleansing.

Logo designed by Haida artist James Cowpar



Family Mediation

The Family Mediation Certificate is a joint offering from two divisions of the Justice Institute: the Centre for Conflict Resolution and the Corrections and Community Justice Division (CCJD). For a number of years, the two divisions have offered the courses that now make up the Family Mediation Certificate. The Centre has offered courses in conflict resolution and mediation since 1982. Since 1979, the CCJD has offered courses for Family Justice Counsellors with the Ministry of Attorney General to complete their educational requirements. When the CCJD courses were opened to members of the public, the Centre and CCJD decided to combine all the courses into a certificate program.

This 20-credit certificate is 280 hours or 40 days long and is awarded upon successful completion of all classroom and online course requirements and an assessment.

The goal of the Family Mediation Certificate is to provide quality education and training in mediation within a family context that may be applied towards the minimum training requirements of Family Mediation Canada for certification as a Family Relations Mediator. Courses are delivered in a combination of classroom and online models. The CCJD courses are delivered online or by correspondence, while the Centre for Conflict Resolution courses are delivered in classrooms at the Justice Institute's main campus in New Westminster (some of the Conflict Resolution courses are available at our downtown YWCA location, at our Victoria campus and through our community partnerships with colleges throughout BC).

Courses may be counted towards Family Mediation Canada certification to the extent that the subject matter complies with the requirements in the FMC Practice Certification and Training Standards 2002. Fees for some of the Family Mediation certificates, online and correspondence courses are expected to increase in January 2004.

The assessment component for the Family Mediation Certificate consists of written preparation for a mediation, one-hour mediation role-play, a self-evaluation and an oral examination. For information, contact Lynne Dupont at 604-528-5609.

For more information about the online courses, call Margot D'Souza at 604-528-5546 or e-mail mdsouza@jibc.bc.ca.

For more information on the Centre for Conflict Resolution face-to-face courses or to request a Family Mediation Certificate Application Form, call 604-528-5608 or e-mail conres@jibc.bc.ca.

Register directly for any courses in the Family Mediation Certificate through the JI Registration Office: 604-528-5590.



The Dispute Resolution Practicum Society is developing a family mediation practicum. The practicum is intended to assist participants to meet the requirements for Certification as a Family Relations Mediator by Family Mediation Canada. For more information contact the Centre for Conflict Resolution at 604-528-5608 or Court Mediation Practicum Program at 604-684-1306 or 1-877-656-1300

Family Mediation: Your Learning Path

1. REQUIRED COURSES

Conflict Resolution and Mediation

- CR110A, Dealing with Interpersonal Conflict, or CR110B, Resolving Conflict in the Workplace (3 days)
- CR200, Dealing with Anger (3 days)
- CR260, Negotiation Skills Level I (3 days)
- CR250, Mediation Skills Level I (3 days)
- CR400, Mediation Skills Level II (5 days)

Family Dynamics

- CORR605, Family Violence: Impact on Separation and Divorce (3 days OLL)
- CORR606, Introduction to Family Justice Services in BC (3 days correspondence)
- FAM103, Effects of Separation and Divorce on Adults (3 days OLL)
- FAM104, Effects of Separation and Divorce on Children (3 days OLL)
- FAM112, Child Support Guidelines (3 days OLL)

Ethics – Choose one:

- FAM102, Professional Ethics and Standards of Conduct (1 day OLL)
- CR326, Ethical Dilemmas for Mediators (1 day)

Intercultural Issues – Choose one:

- CR253, Culture in Mediation: Enriching the Process (2 days)
- FAM109, Multicultural Issues in Family Justice (1 day OLL)

OLL = On-Line Learning



2. SPECIALIZED ELECTIVES

Choose 5 days from the following courses:

- CR557, The Practice of Mediation (1 day)
- CR302, Shifting from Positions to Interests (2 days)
- CR415, Separate Meetings: Pre-Mediation and Caucusing (2 days)
- CR252, Defining Issues and Setting the Agenda (2 days)
- CR846, Civil Procedure (1 day)
- CR829, Mediation Skills Level III (2 days)
- CR319, Dealing with Defensiveness in Conflict (3 days)
- CR320 Dynamics of Power (3 days)
- FAM101, Role of the Family Justice Counsellor (3 days OLL)
- FAM105, Court Processes and Court Documents (3 days OLL)
- FAM108, Substance Abuse Issues in Family Justice (1 day OLL)

3. ASSESSMENT

CR976, Family Mediation Assessment

Learning in Your Organization

At the Centre for Conflict Resolution, we help businesses and organizations equip their staff to deal with conflict while providing a shared, consistent learning experience to entire work teams. By bringing our courses to you, we can help your organization capitalize on first-rate conflict resolution training with the efficiency and cost-effectiveness of training groups of employees at one time in one place.

The majority of our extensive leading-edge curriculum is appropriate for workplace settings. We can also adapt the format of our courses and design their application to meet your organization's specific needs and circumstances. This ensures that by working with you to identify your training needs, we can deliver the most effective course for your organization.

Our Instructional Team

Our courses are delivered by instructors, who are practioners with years of conflict resolution experience from a broad range of industries and professions, including business, health care, financial management, education, law and community development.

For Your Information

- General program size consists of between 10 and 20 participants.
- Courses delivered on contract are eligible for credit towards the Certificate in Conflict Resolution.
- Program costs are based on location, course content, number of participants and degree of customization required.
- Some courses may require prerequisites.

Our most requested courses for on-site training include:

- CR102, Critical Skills for Communicating in Conflict (see page 31)
- CR105, Asserting Yourself in Conflict Situations (see page 26)
- CR108, Managing the Hostile Individual (see page 39)
- CR110B, Resolving Conflict in the Workplace (see page 45)
- CR200, Dealing with Anger (see page 32)

For a quote regarding your training needs or for further information, contact our Organizational Learning Program Coordinator, Shelley Karrel, at: 604-528-5615 or 1-888-799-0801, or e-mail skarrel@jibc.bc.ca.

Centre for Conflict Resolution Services
Program and Career Information Sessions

If you would like more information about our programs and courses, you may attend one of our free program and career information sessions. These informal sessions are also great for people who would like more information about career opportunities in the dispute resolution field or about other dispute resolution organizations. You do not need to register for the sessions.

Campus	Date	Time	Room
New Westminster Registration: Toll-free 1-888-799-0801	October 29, 2003	6:00 – 8:00 pm	C202
	December 10, 2003	12:00 – 2:00 pm	C207
	February 18, 2004	12:00 – 2:00 pm	C207
	April 28, 2004	6:00 – 8:00 pm	C200
	June 20, 2004	12:00 – 2:00 pm	C207
Victoria Registration: Toll-free 1-877-528-5591	September 25, 2003	7:00 – 9:00 pm	
	January 21, 2004	7:00 – 9:00 pm	
	March 24, 2004	7:00 – 9:00 pm	

Needs Analysis

Getting the most out of your professional development efforts and people development budget has never been more important. The Centre will help you uncover your organization's development needs. By working with you in conducting training needs analysis, we can match our training to your people's learning needs and priorities.

For more information, contact Shelley Karrel, Organizational Learning Program Coordinator, at 604-528-5615 or 1-888-799-0801, or e-mail skarrel@jibc.bc.ca.

Individual Tutoring

This service is for students who would like some extra help in the application of a particular skill or concept or in preparing for the assessment process. We will put you in touch with one of the Centre's coaches who are available on a private basis.

For more information, contact Lynne Dupont, Program Assistant, at 604-528-5609 or e-mail ldupont@jibc.bc.ca.

Supervised Coaching Sessions

Want high-level feedback and coaching? Want more practice? Take advantage of our evening coached sessions to build your skills and confidence. Work on applications in your workplace, try out approaches to challenging real-life situations and gain a deeper level of self-awareness regarding your effectiveness. These sessions integrate personal/professional coaching with skills coaching and are also useful in preparing for assessments. Register for any number of sessions and receive 0.5 credit for every two sessions completed. The prerequisites for this course are either CR110A (page 33) or CR110B (page 47).

NEW COURSE See page 47 for more information on this course.

Help us keep in touch with you – update your address, phone and e-mail information by calling 604-528-5608.

Individual Professional Coaching

The purpose of professional coaching services is to support program participants as they integrate their new learning. The service consists of individual coaches assisting people who are interested in effectively integrating conflict resolution skills within their professional settings by clarifying current conflict resolution skill use and integration, developing goals and creating strategies and plans to strengthen skill use and integration. We will put you in touch with one of the Centre’s coaches who have had additional training in professional coaching.

For more information, contact the Centre for Conflict Resolution Reception at 604-528-5608.

Mediation/Facilitation

We can connect you with trained and experienced professional mediators and facilitators.

For more information, contact the Centre for Conflict Resolution Reception at 604-528-5608.

Special Event and Conference Speakers

The Centre can fill requests for speakers from academic institutions, nonprofit organizations, community associations and other groups. These speakers are active members of our instructional team and are also available for media interviews.

For more information, contact Pam White, Director, Centre for Conflict Resolution, at 604-528-5613 or e-mail pwhite@jibc.bc.ca.

Resources for Teaching Conflict Resolution to Youth

Based on the internationally recognized Conflict Resolution certificate program offered by the Centre for Conflict Resolution, the High School Resource Series was developed in conjunction with teachers from the New Westminster School District. It is a classroom-ready resource that has proven to be a highly successful model for helping youth learn and integrate skills that can make a positive difference in their lives and in the lives of their families, school and communities.

This comprehensive, culturally inclusive resource is designed to assist students in Grades 8 to 12. The four modules focus on key skills:

- Fundamentals of Conflict resolution
- Anger Management
- Negotiation
- Mediation

Each module has a separate Student Manual and a comprehensive Teacher's Guide with helpful tips on course delivery and teaching methods. The Student Manuals include examples, exercises, discussion notes and thoughts to ponder.

The Teacher's Guides feature:

- Scope and Sequence – learning objectives for each segment of the module, and corresponding time estimates
- Lesson Plan Overviews – complete with suggested activities, time estimates and required resources
- Activity Plans – detailed instructions on conducting learning activities, suggested debrief questions and a list of content points
- Assessment Instruments
- Bibliography and Additional Resource List

For more information about the High School Resource Series or to inquire about purchasing the modules, please contact Sandy Beauchesne at 604-528-5612 or e-mail sbeauchesne@jibc.bc.ca.



NEW
COURSE

Course Descriptions

Course
fees vary
by location.

Course
fees vary
by location.

Courses

To assist you in your course and program planning, this section provides:

- Alphabetical course descriptions
- A list of courses in date order, beginning on page 52
- A list of courses by location, beginning on page 60
- A list of courses by course name, beginning on page 69

Addressing Harm and Transforming School Culture through Restorative Approaches (RP220)

Prerequisite(s):	None		
Recommended:	RP100		
Length:	2 days (14 hours)	Credit:	1
Fee:	\$ 330	Dates & Locations:	Page 69

Schools are beginning to open their doors to restorative principles and practices as an alternative to punitive disciplinary measures, as a way to reach and reclaim “at-risk” youth and as an opportunity to create a culture of caring and respect. Experience has shown that restorative approaches are useful in responding to conflict and victimization by strengthening and restoring relationships, repairing harm caused and effectively involving those affected. This course examines restorative justice through a school culture and student discipline lens. Using a foundation of values, research, and promising models, the continuum of restorative approaches will be examined. Safe school issues such as bullying, harassment, code of silence and fear of retaliation will be covered. Interactive formats such as inquiry, case studies and simulations will be used.

The Art of Reframing (CR366)

Prerequisite(s):	CR110A or CR110B, and CR260 or CR250		
Length:	One day (7 hours)	Credit:	0.5
Fee:	\$ 165 – \$ 190	Dates & Locations:	Page 69

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

Asserting Yourself in Conflict Situations (CR105)

Prerequisite(s):	None		
Length:	Two days (14 hours)	Credit:	1
Fee:	\$ 330 – \$ 395	Dates & Locations:	Page 69

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 reaching outcomes that work for you. In conflict situations, it can be especially difficult to maintain an assertive stance rather than overreacting or selling yourself short. This course addresses assertiveness in a variety of challenging situations and gives you opportunities to practice improving and maintaining an assertive style under pressure.

Assessment: Family Mediation (CR976)

Prerequisite(s): ???

Fee: TBA – See website **Dates & Locations:** TBA – See website

The assessment component for the Family Mediation Certificate consists of written preparation for a mediation, one-hour mediation role-play, a self-evaluation and an oral examination. The assessment can be scheduled at the Justice Institute or on a mail-in basis. For information, contact Lynne Dupont at 604-528-5609.

Note: You will be permitted to register for your assessment only after completing all Family Mediation certificate required and elective courses. You must be enrolled as a certificate student.

Assessment: Mediation (CR975)

Prerequisite(s): CR110A or CR110B, and CR200, CR250, CR260, CR400

Fee: \$ 515 – \$ 530 **Dates & Locations:** Page 69

In order to receive your Certificate with a Mediation/Third-Party Intervention specialization, you must successfully complete this assessment. The assessment consists of a written self-evaluation, a written preparation for the mediation assessment to be role-played, a one-hour role-play simulation with the participant acting as the mediator and an oral questioning period during which the participant is asked to identify key concepts of the program as they relate to the role-play.

Note: You will be permitted to register for your assessment only after successfully completing CR400, Mediation Skills Level II and you must be enrolled as a certificate student. You may do your assessment after completing CR400 even if you have not finished all of your elective hours. We recommend registering for the assessment one to three months after completing CR400.

Assessment: Negotiation (CR950)

Prerequisite(s): CR110A or CR110B, and CR200, CR250, CR260, CR360

Fee: \$ 415 – \$ 430 **Dates & Locations:** Pages 69/70

In order to receive your Certificate with a Conflict Resolution/Negotiation specialization, you must successfully complete this assessment. 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 participant acting as the skilled negotiator and an oral questioning period during which the participant is asked to identify key concepts of the program as they relate to the role-play.

Note: You will be permitted to register for your assessment only after successfully completing CR360, Negotiation Skills Level II and you must be enrolled as a certificate student. You may do your assessment after completing CR360 even if you have not finished all of your elective hours. We recommend registering for the assessment one to three months after completing CR360.

Course
fees vary
by location.

Most classes are limited to 20 participants – don't be disappointed – register today!
See page 89 for details.

NEW COURSE

Course fees vary by location.

NEW COURSE

Balancing Empathy and Assertion (CR327)

Prerequisite(s): CR110A or CR110B
Recommended: CR102 and/or CR105
Length: Two days (14 hours) Credit: 1
Fee: \$ 330 Dates & Locations: Page 70

Empathy and assertion are often described as the two foundations of collaborative conflict resolution, but finding the balance between them can be tricky. In this two-day course, you will practice strategies for achieving the mental and emotional clarity necessary to effectively use assertion and empathy. Through facilitated small-group exercises, you will have opportunities to practice finding – and keeping – the elusive balance. **Instructor:** *Joan Balmer*

Breaking Repetitive Conflict Patterns (CR113)

Prerequisite(s): CR110A or CR110B
Length: Two days (14 hours) Credit: 1
Fee: \$ 330 Dates & Locations: Page 70

This two-day course defines and demystifies how and why conflict occurs. Most conflicts take people by surprise. When you learn to decipher the dynamics of conflict, you can recognize the early warning signs and prepare appropriately. You can recognize when conflicts are about to occur and skillfully self-manage the interaction away from the conflict or move through it. This course supports the approach taught in other Conflict Resolution Certificate courses and assists you to integrate your skills much more quickly because your mental capacity is not consumed with trying to understand why you keep getting into conflicts. **Instructor:** *Rob McGregor*

Building Consensus (CR516)

Prerequisite(s): CR110A or CR110B, and one of CR250 or CR260
Length: Two days (14 hours) Credit: 1
Fee: \$ 350 – \$ 395 Dates & Locations: Page 70

In recent years, there has been an increase in the use of participative approaches to making decisions and resolving conflict. Collaborative approaches have tremendous appeal, with benefits that include building more cohesive teams, resolving outstanding differences and increasing commitment to agreements. This shift towards participation in solving problems, setting policies, making decisions and planning events has not always been successful. Reaching agreement in groups is not easy. This course is designed to help you gain the skills and processes necessary to make effective decisions and build committed agreement in groups. **Instructor:** *Arthur Ridgeway*

Bullying in the Workplace: The Organizational Response (CR114)

Prerequisite(s): None
Length: One day (7 hours) Credit: 0.5
Fee: \$ 125 Dates & Location: Page 70

Bullying among employees is a form of harassment that is just recently coming to light in Canada. Quebec, the first province to address the serious impact of workplace bullying, has just passed legislation to take effect in 2004. In response to this rapidly growing awareness of workplace bullying and the toll it takes on employees throughout an organization, this course is designed to address the problem with those responsible for workplace health, safety and morale. Topics include:

- What is workplace bullying?
- Why, when and where does it most often occur?

- Why is bullying one of the most difficult forms of harassment to address?
- How does our local experience of bullying differ from that described in current literature?

The instructors will provide research, insights and practical suggestions supported by their work in assisting organizations to respond to this pervasive issue. This course is for private, public and non-profit sector managers and supervisors, human resources personnel, union representatives, workplace harassment/respectful workplace consultants and employee and family assistance personnel. **The tuition fee of \$125 includes a networking lunch, coffee, and course materials.**

Instructors: Marje Burdine, Ed Jackson and Kent Highnam

Challenges of Facilitating (CR508)

Prerequisite(s): CR110A or CR110B, and CR260 or CR250

Recommended: CR504

Length: Two days (14 hours) **Credit:** 1

Fee: \$ 330 – \$ 395 **Dates & Locations:** Page 70

This course builds on ideas and strategies introduced in CR504, Group Dynamics, and is for group or team facilitators who would like to further their skills to meet the challenges involved in facilitating. You will review the basics of facilitation and group functioning, but 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, you will identify and work through these and other challenges.

Child Support Guidelines (FAM112)

Prerequisite(s): None

Length: 21 hours to be completed within six weeks

Credit: 1.5

Fee: \$ 475 **Online Course**

This online course in the Family Mediation Certificate is designed to provide you with the knowledge and ability to assist clients with child support issues resulting from separation and divorce. You will become familiar with the family mediator's function of helping clients determine the proper amount of child support according to current legislation, with changing child support orders when circumstances change and with assisting clients when one parent lives outside the jurisdiction of the court.

Civil Procedure (CR846)

Prerequisite(s): CR110A or CR110B, CR250

Recommended: CR260, CR400

Length: Two days (14 hours) **Credit:** 1

Fee: \$ 330 **Dates & Locations:** Page 70

This course is for those who want to practice mediation in the context of the civil justice system. It is required for mediators who do not have a law degree but want to be considered for the BC Mediator Roster. The course examines the aspects of civil procedure that mediators need to be familiar with: what the litigation track looks like, including the practicalities of time and cost as a typical case proceeds through the system, as well as the role of lawyers in litigation and mediation. The course also addresses 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. **Instructor:** Terry Harris

Take note!



Course fees vary by location.

On-Line Learning



"I'm looking forward to putting to work the skills that I've learned over the past couple of days. I'm committed to take what I have learned back with me to my place employment. I now can really make a difference."
– Deb Ward

NEW
COURSE

Course Descriptions

Coaching Others in Conflict Situations (CR111)

Prerequisite(s): CR110A or CR110B
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 330 – \$ 395 **Dates & Locations:** Page 70

This course is for *anyone* who wants to help others resolve conflicts respectfully and effectively! Coaching strategies engage disputants in proactively resolving their own challenges. This course combines coaching with conflict resolution theory and practice, so that you can coach others towards practical, interest-based resolution. Based on a business coaching model, the methodologies presented are easily transferable to personal coaching and will be of particular interest to leaders, managers and those involved in dispute resolution. **Instructor:** *Linda Dobson-Sayer*

**Conflict and Diversity:
Key Challenges for the New Workplace (CR837)**

Prerequisite(s): CR110A or CR110B **Available only on a contract basis**
Length: Three days (21 hours) **Credit:** 1.5

This course is for conflict resolution students, mediators, lawyer, psychologists, adjudicative tribunals, administrative personnel and other human service providers who deal with inter- and intra-cultural conflict and intercultural sensitivity in British Columbia. Working with the diverse client base in British Columbia, we deal with different perceptions about conflict and different pathways to resolving these conflicts. This course deals with the key foundational and theoretical elements that drive successful practice, as well as the hands-on skills that can be integrated into professional settings to serve clients and the public in more effective ways. The underlying theme is integrating skills, knowledge and experience to make service provision effective, client-centered and respectful. The course will provide learners with specific mediation and conflict resolution strategies useful in a variety of settings. **Instructors:** *Charles Boehm-Hill and Jeanette Matson*

**Conflict Prevention and Resolution through
Organizational Design (CR361)**

Prerequisite(s): CR110A or CR110B
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 415 **Dates & Locations:** Page 70

Often communication and conflict resolution skills are not sufficient to create a healthy, productive workplace because organizational cultures, structures and systems get in the way. A practical framework is needed for breaking down long-standing barriers and replacing outdated management models and practices with a new paradigm of teamwork, self-management and organizational democracy. This course focuses on designing organizational structures and systems and changing workplace cultures to ones shaped by values, ethics and integrity. **Instructor:** *Ken Cloke*

Certificate Grads –
new certificate
specializations are
available – increase
the value of your
Certificate in Conflict
Resolution by adding
another specialization!

Court Processes and Court Documents (FAM105)

Prerequisite(s): None
Length: 21 hours to be completed within six weeks
Credit: 1.5
Fee: \$ 475 **Online Course**

This online course in the Family Mediation Certificate will provide you with the knowledge and ability to assist clients with in- and out-of-court options. You will become familiar with the family justice counsellor's function in preparing court documents, filing applications and changing or enforcing court orders. You will also be introduced to the Family Maintenance Enforcement Program and its service capabilities.

Critical Skills for Communicating in Conflict (CR102)

Prerequisite(s): None
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 330 – \$ 525 **Dates & Locations:** Pages 70/71

If you have not had previous training in interpersonal communication skills, start with this elective. This course focuses intensively on communication theory and skills that are the building blocks of mediating, negotiating or resolving interpersonal conflict. Each skill is demonstrated and then practiced in short exercises involving conflict situations. Specific skills include nondefensive listening, questioning, reframing and assertive speaking.

Criticism: How to Give and Receive It (CR206)

Prerequisite(s): CR110A or CR110B
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 330 – \$ 450 **Dates & Locations:** Page 71

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, you will explore and practice the essential elements of giving and receiving criticism constructively. **Instructor:** Deborah White

Culture in Mediation: Enriching the Process (CR253)

Prerequisite(s): CR110A or CR110B, and CR250
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 330 **Dates & Locations:** Page 71

Culture is such a complex and sensitive subject that we often don't discuss it, yet culture permeates all that we do. In mediation, we need to ground our processes in the cultural context of the parties in order to make the work meaningful. How can we do so without making assumptions and relying upon shallow generalizations? This course expands upon Mediation Skills Level I. It explores barriers to effective intercultural communication, bias and stereotyping. Learners will develop ways to acknowledge and work with cultural diversity to create a climate where the parties can listen, learn and build understanding. The course introduces a "big-picture" framework for process that is inclusive, is based upon certain fundamental core values and can be applied universally. **Instructor:** Sally Campbell

On-Line Learning



*"Positive, skill building.
Instructor was personable,
professional, funny and
absolutely knew her
material. Excellent
course, and very
well managed."
– Steve Gardner*

**NEW
COURSE**

*“Thank you,
the course will
help with my
development as
a supervisor.”
– Andrew Easton*

Course
fees vary
by location.

Dealing with Anger (CR200)

Prerequisite(s): CR110A or CR110B
Recommended: CR260
Length: Three days (21 hours) **Credit:** 1.5
Fee: \$ 495 – \$ 572 **Dates & Locations:** Page 71

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 (Dealing with Interpersonal Conflict)/CR110B (Resolving Conflict in the Workplace), and presents theory, skills and approaches for managing one's 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 are explored. Emphasis is on self-awareness and skill development through small-group exercises and videotaped practice sessions on the final day.

Dealing with Defensiveness in Conflict (CR319)

Prerequisite(s): CR110A or CR110B, and CR260 or CR250
Length: Three days (21 hours) **Credit:** 1.5
Fee: \$ 495 – \$ 510 **Dates & Locations:** Page 71

Defensiveness is behaviour for protecting oneself from a perceived threat or attack. In negotiations and mediations it can create major barriers, but when explored it can open up opportunities for breakthroughs. When parties are defending and protecting self-image (face saving), listening becomes more difficult and positions become entrenched. Left unaddressed, defensiveness can stalemate the discussion. This course covers theories from different psychological perspectives on defence mechanisms affecting us and others. These theories are then integrated with skills for addressing defensiveness in conflict situations. How face saving impacts defensive behaviours is also discussed. **Instructor:** Donna Soules

Dealing with Interpersonal Conflict (CR110A)

Prerequisite(s): None
Length: Three days (21 hours) **Credit:** 1.5
Fee: \$ 495– \$ 572 **Dates & Locations:** Page 72

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



Defining Issues and Setting the Agenda (CR252)

Prerequisite(s): CR110A or CR110B, and CR250
Length: One day (7 hours) **Credit:** 1
Fee: \$ 330 – \$ 395 **Dates & Locations:** Page 72

During a mediation, have you ever had difficulty identifying the negotiable issues following the parties' opening statements? Do you find yourself asking too many questions even as the issues continue to elude you? This interactive, practical course will help mediators listen for and identify the issues that are embedded in the opening remarks (Stage 2). Using a variety of video, demonstration and in-the-moment examples, participants will learn how to sift through the dynamics, the emotion and the way the parties express themselves in order to clearly isolate issues that should form the agenda. The course also discusses the kinds of questions that would clarify issues in a pre-mediation session. **Instructor:** *Ron Monk*

Dynamics of Power (CR320)

Prerequisite(s): CR110A or CR110B
Recommended: PRJ100 for participants in the Restorative Practices specialization
Length: Three days (21 hours) **Credit:** 1.5
Fee: \$ 330 – \$ 495 **Dates & Locations:** Page 72

(Formerly CR314, Dynamics of Power in Dispute Resolution, two days) This course provides you with an opportunity to examine critical questions regarding your 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 we work to resolve disputes and implement restorative practices, and what are the implications of using that power? Learn how to recognize the power base of others, and the implications that power dynamics have in dispute resolution and restorative practice. Through video simulations, self-reflective exercises and small-group discussions, you will become more comfortable with power dynamics and identify how power can be used positively to enhance the dispute resolution process. **Instructor:** *Joan Balmer*

Effects of Separation and Divorce on Adults (FAM103)

Prerequisite(s): None
Length: 21 hours to be completed within six weeks
Credit: 1.5
Fee: \$ 475 **Online Course**

This online course in the Family Mediation Certificate focuses on the effects of separation and divorce on adults. You will learn about the divorce process and the family dynamics of separation and divorce, including the legal, financial, social and psychological effects of family breakdown on family members. Also covered are special issues related to families, such as parental responsibility, gender bias, parental mobility and the impact of new relationships. You will learn constructive intervention programs that will help them guide their clients. This course is a companion to FAM104, Effects of Separation and Divorce on Children.

NEW
COURSE

On-Line Learning



On-Line Learning



Course
fees vary
by location.

Effects of Separation and Divorce on Children (FAM104)

Prerequisite(s): None
Length: 21 hours to be completed within six weeks
Credit: 1.5
Fee: \$ 475 Online Course

The purpose of this online course in the Family Mediation Certificate is to examine the research literature on the effects of separation and divorce on children. The course looks at how factors such as parental conflict affect children's adjustment, and explores appropriate living arrangements and visitation schedules for children. You will be guided through the actions that need to be taken in cases where abuse is present. You will learn how, as counsellors and/or mediators, to work more effectively with parents as they make a parenting plan and meet challenges they may experience with their children. This course is a companion to FAM103, Effects of Separation and Divorce on Adults.

The Effects of Victimization (RP103)

Prerequisite(s): None
Recommended: RP100
Length: 2 days (14 hours) Credit: 1
Fee: \$ 330 – \$ 395 Dates & Locations: Page 72

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

Establishing a Community Justice Program (RP104)

Prerequisite(s): None
Recommended: RP100
Length: 1 day (7 hours) Credit: 1.5

Available only on a contract basis

Establishing a community justice (CJ) program begins with the community. Building on experiences with existing programs, this course focuses on designing a process that will lead to the establishment of a CJ program, and provides an overview of the various steps and tasks involved, including how to build capacity within a community that will support a CJ program and how to mobilize that community. The values and philosophy of restorative justice are intrinsic to the process; the course will not provide a "cookie-cutter approach."

Ethical Dilemmas for Mediators (CR326)

Prerequisite(s): CR110A or CR110B, and CR250, CR260, CR400

Length: One day (7 hours) **Credit:** 0.5

Fee: \$ 165 **Dates & Locations:** Page 72

In practice, mediators frequently encounter situations that require tough decisions. What's a mediator to do when personal or professional values are challenged? Professional codes of conduct that govern the mediator can sometimes conflict. How does a mediator sort through the issues and decide what to do? When should clients be referred? When should the mediator terminate the mediation? What happens when the decision isn't clear? This course will assist you to clarify the application of professional codes of conduct and the "real-world" application of ethical behaviour in the practice of mediation. **Instructor:** Lee Turnbull

Expanding Roles for Conflict Resolvers:

Coaches, Advocates and Collaborative Negotiators (CR122)

Prerequisite(s): None

Length: Two days (14 hours) **Credit:** 1

Fee: \$ 595 **Dates & Locations:** Page 72

This course is for anyone whose work requires them to act as an agent or representative, formally or informally, for persons in conflict. This may include lawyers, mediators, social workers, community advocates, mental health workers, environmental activists and lobbyists. Content includes the changing and expanding roles of conflict resolvers beyond the classical model of third-party neutral or mediator; ways in which agents or representatives can play a strategic role in conflict resolution beyond a traditional positional/adversarial advocacy model; limitations of the traditional model of representation and advocacy for consumers of conflict resolution services; and three new, "cutting-edge" models for representative or agency roles in conflict resolution: one-on-one conflict coaching, legal or other supportive advocacy in mediation and consensus-building processes, and collaborative family lawyering. **Instructors:** Julie MacFarlane and Bernie Mayer

*"Made learning
easy. Very intuitive,
excellent feedback,
extremely helpful.
Great class,
learned a lot."
– Jeff Addison*

Facilitating Multi-Party Disputes (CR520)

Prerequisite(s): CR110A or CR110B, and CR250 or CR260, and CR508

Recommended: CR504

Length: Three days (21 hours) **Credit:** 1.5

Fee: \$ 495 **Dates & Locations:** Page 72

This course builds on strategies introduced in CR508, 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 presents a framework for helping groups 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. The course offers theory and practical tips, discussion and a small workgroup. **Instructor:** Sally Campbell



*“Awesome instruction,
coaching, feedback
and direction.”*
– Debra Hanuse

Learn more about us –
attend a free Program
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Session (see page 23)
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www.jibc.bc.ca/ccr

On-Line Learning



Facilitating Restorative Processes in Educational Communities (RP222)

Prerequisite(s): None
Recommended: RP100, RP220
Length: 3 days (21 hours) **Credit:** 1.5
Fee: \$ 495 **Dates & Locations:** Page 72

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

Facilitating Restorative Processes in the Workplace (RP223)

Prerequisite(s): None
Recommended: RP100, RP221
Length: 3 days (21 hours) **Credit:** 1.5
Fee: \$ 495 **Dates & Locations:** Page 72

Building upon fundamental conflict resolution skills, this course will assist those in organizational settings to implement and manage restorative processes in the workplace. We will review the roles and responsibilities of the facilitator(s) in large-group situations, and assess the suitability of incidents for restorative processes. We will also address how to handle pre-conference activities, manage difficult situations, deal with power imbalances, debrief the conference and conduct follow-up and referral procedures. Participants will have opportunities to practice in role-play simulations.

Family Violence: Impact on Separation and Divorce (CORR605)

Prerequisite(s): None
Length: 21 hours to be completed within six weeks
Credit: 1.5
Fee: \$ 475 **Online Course**

This online course in the Family Mediation Certificate provides a general overview of the topic of relationship violence. It examines the dynamics of relationship abuse, particularly during separation and divorce. You will learn theories of abuse, the impact of abuse on family members, screening protocols, interviewing techniques, court remedies and how to arrange a parenting plan. This is a preparatory course for those seeking a career as a family justice counsellor, and is crucial for those who practice family mediation.

Forgiveness and Apology in Mediating (CR251)

Prerequisite(s): CR110A or CR110B, and CR250
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 350 **Dates & Locations:** Page 73

This practical course takes the principle that “it’s the parties’ dispute” to a deeper level. Forgiveness and apology are not to be sought after, for what this elicits lacks authenticity and subtle power imbalances are often created by such seeking. The mediator can, however, create a setting that invites the parties to a level of engagement where forgiveness and even apology are authentic and can bring about real transformation. This course looks at the subtle dynamics of forgiveness, what the energy of true forgiveness is and how to recognize it. You will explore different perspectives on apology and experience what it means when apology is either authentic or inauthentic. **Instructor:** *Barbara Ashley-Phillips*

Foundations of Restorative Practices (RP100)

Prerequisite(s): None
Length: 3 days (21 hours) **Credit:** 1.5
Fee: \$ 495 **Dates & Locations:** Page 73

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

Group Dynamics (CR504)

Prerequisite(s): CR110A or CR110B, and CR260 or CR250
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 330 – \$ 395 **Dates & Locations:** Page 73

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

NEW
COURSE

Course Descriptions

Course
fees vary
by location.

Handling Conflict on the Telephone (CR101)

Prerequisite(s):	None	Available only on a contract basis
Length:	One day (7 hours)	Credit: 0.5

Dealing with angry people and trying to resolve conflict over the telephone can be particularly challenging. This one-day course focuses 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 is for people who want to develop more skills for responding effectively to anger and conflict over the phone, and will be of particular interest to those with no or few previous courses in the Conflict Resolution Certificate Program.

Instructor: Dale Trimble

Intercultural Communications:
Bridging the Divide in Conflict Situations (CR552)

Prerequisite(s):	CR110A or CR110B	Available only on a contract basis
Length:	Two days (14 hours)	Credit: 1.0

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. Participants will learn how intercultural conflict occurs through miscommunication and how to prevent or address intercultural conflict through the use of effective intercultural communication skills. Participants will explore attitudes, behaviours, triggers, frameworks, and verbal and non-verbal messages as they relate to culture. Through structured exercises, discussion 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 communication and conflict. The course builds on skills developed in CR110A or CR110B and takes a universal (not ethnocentric) approach to intercultural communications, and 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.

Intercultural Negotiations (CR833)

Prerequisite(s):	CR360	Available only on a contract basis
Length:	14 hours	Credit: 1.0

This course is the Negotiation Skills for First Nations Communities Specialization offers opportunities to explore personal and cultural identity and build awareness of how those identities impact negotiating behaviour. As intercultural negotiators, it is crucial to understand exactly how values affect the negotiation process. Through presentations, large and small group discussions and role-play exercises, this course will assist participants to explore how cultural values, preferences, biases, blind spots and needs show up in the negotiation and to understand how other negotiators are affected. In addition, the course will cover dealing with power issues, confronting stereotypes and building understanding at the negotiation table.

Introduction to Family Justice Services in BC (CORR606)

Prerequisite(s):	None
Length:	21 hours to be completed within 12 weeks
Credit:	1.5
Fee:	\$ 450 Correspondence Course

This introductory correspondence course in the Family Mediation Certificate is for mediators and those working in the helping professions. It provides an overview of the various components of the family justice system. You will learn how the courts define legal terms such as custody, access, guardianship and support (but not property division). It explains how the family justice system works and the need to consider issues such as relationship violence. This is a preparatory course for those seeking a career as a family justice counsellor.

New Correspondence Course!



Managing the Conflict Within (CR423)

Prerequisite(s): None
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 330 **Dates & Locations:** Page 73

Conflict situations often provoke strong emotions and reactions such as fear, anger, bitterness, powerlessness, despondency, vulnerability, arrogance and so on. This may lead to internal confusion regarding the conflict itself, resulting in entrenchment of our position, an unsatisfying compromise or a collapse into accommodation. This course is designed to increase levels of self-awareness and self-mastery and to increase your abilities and skills in managing yourself more effectively both when conflict occurs and during the resolution process. Through exercises and awareness-raising techniques, you will develop the skills of inquiry, emotional awareness, self-observation and assessment, self-management and being in the present.

Instructors: Joan Balmer and Nikki de Carteret

Managing the Hostile Individual (CR108)

Prerequisite(s): None
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 330 – \$ 395 **Dates & Locations:** Page 73

Many people find themselves the target of hostile or aggressive behaviour as a regular part of their jobs. Dealing with these encounters 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. You will have an opportunity to identify factors that escalate the level of hostility, identify personal responses to hostile behaviour, learn and practice a model for defusing hostility and increase you skills in constructively confronting problem behaviour. **Instructor:** Mario Govorchin

**Mediating Consciously:
Being Real and Becoming Aware (CR858)**

Prerequisite(s): CR110A or CR110B, and CR250, CR260, CR400
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 350 **Dates & Locations:** Page 73

This course is a process of ongoing inquiry: what we are doing, how we are doing it and who we are becoming. As part of a group of co-learners proceeding on the dynamic and challenging path called mediation, you will expand your use of mediator interventions beyond the level of skill application to a deeper understanding of mediator participation as conscious strategy. You will discuss and ponder the impact of culture, gender and power, the “transformative” practice, the essence of neutrality, what it means to be impartial and objective (versus neutral) and the nature of your own inner wisdom and intuition. **Instructor:** Michael Fogel

“I felt we learned a lot about conflict and had lots of approaches to look non-aggressively at conflict. Instructor let us try/struggle with the tasks and then offered useful help. Both coaches brought their own self-skills to the class and fit in well with the instructor’s agenda and personality.”
– Brian DeBeck

Transfer Credit – The Centre has transfer credit and equivalency agreements with a variety of post-secondary institutions and professional organizations. Consult www.jibc.bc.ca/ccr for more details.

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

Prerequisite(s): CR110A or CR110B, and CR200, CR250, CR260
Recommended: CR400
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 330 **Dates & Locations:** Page 73

Mediation cases focusing on financial or contractual issues and/or heading to court require different approaches and styles. This course uses simulations drawn from actual provincial court cases to present you with disputants who have no ongoing relationship, restricted opportunities for creative solutions and/or a highly adversarial and litigious frame of mind. You will learn to adapt an interest-based mediation approach to situations involving nonpayment and other monetary issues that are criteria-based or extremely time-limited, and that may require more directive approaches. You will also practice caucusing, moving from discussion to settlement and agreement writing. This course is for anyone considering involvement in the Court Mediation Practicum Program (page 77), as well as mediators who wish to work in the field of commercial mediation.

Mediation Skills Level I (CR250)

Prerequisite(s): CR110A or CR110B
Recommended: CR260
Length: Three days (21 hours) **Credit:** 1.5
Fee: \$ 495 – \$ 572 **Dates & Locations:** Page 73

Mediation is a practical method for helping people resolve their conflicts and attain mutually satisfactory outcomes. This course introduces the concepts, skills and techniques needed to mediate disputes: determining whether mediation is appropriate, the role of the mediator, guiding the process, managing emotions and using communication skills as a mediator. You 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. Please bring a VHS videotape to record your role-play on the final day of the course.

Mediation Skills Level II (CR400)

Prerequisite(s): CR110A or CR110B, and CR200, CR250, CR260
Length: Five days (35 hours) **Credit:** 2.5
Fee: \$ 790 – \$ 850 **Dates & Locations:** Page 74

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

Mediation Skills Level III (CR829)

Prerequisite(s): CR110A or CR110B, and
CR200, CR250, CR260, CR360, CR400

Length: Two days (14 hours) **Credit:** 1

Fee: \$ 350 **Dates & Locations:** Page 74

Participants in this two-day course will build on the skills and insights gained in Mediation Skills Level II, other foundational work and “real-world” application. You will learn how to deal with more difficult mediation situations by applying previously learned as well as new mediation skills and interventions in innovative and strategic ways. Areas of exploration and practice include balancing content and process, the production and use of a shared base of information, the effect of mediator presence, tracking and shifting focus, getting to the real interest, power and power balancing, mediator assertiveness and directiveness, and mediator participation in problem solving and framing of outcomes. **Instructor:** *Michael Fogel*

*“Fantastic course,
good manual, great
coaching, fabulous
instruction – so
very helpful.”
– E. Church*

Multicultural Issues in Family Justice (FAM109)

Prerequisite(s): None

Length: 7 hours to be completed within two weeks

Credit: 0.5

Fee: \$ 275 **Online Course**

This online course in the Family Mediation Certificate is designed to provide an opportunity to explore the realm of personal and cultural sensitivity and how it applies to the working environment of family justice counsellors/mediators in British Columbia. You will be introduced to factors that you need to consider when addressing issues of race, class and/or gender. Through research, case studies and group discussion, you will learn the basic skills needed to be culturally competent in your work with clients.

On-Line Learning



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

Prerequisite(s): CR110A or CR110B, and CR260 or CR250

Recommended: CR102

Length: Two days (14 hours) **Credit:** 1

Fee: \$ 350 – \$ 395 **Dates & Locations:** Page 74

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

Negotiating within a Labour Context (CR501)

Prerequisite(s): None Available only on a contract basis

Length: Two days (14 hours) Credit: 1

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

Negotiation Skills Level I (CR260)

Prerequisite(s): CR110A or CR110B

Length: Three days (21 hours) Credit: 1.5

Fee: \$ 495 – \$ 572 Dates & Locations: Page 74

Negotiation skills are essential in daily interactions with others. Traditional approaches to negotiation promote competitive tactics, often resulting in unsatisfactory outcomes for one or both negotiators. Collaborative or interest-based negotiation aims for agreements that respond to the interests of both parties. In this course, you will learn to prepare for negotiations, assess your 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. Participants are asked to bring a VHS videotape to record their role-play on the final day of the course. **Recommended reading:** *Getting to Yes*, by Roger Fisher and William Ury.

Negotiation Skills Level II (CR360)

Prerequisite(s): CR110A or CR110B, and CR200, CR250, CR260

Length: Five days (35 hours) Credit: 2.5

Fee: \$ 790 – \$ 850 Dates & Locations: Page 74

This advanced course builds on CR260, Negotiation Skills Level I, to apply an interest-based approach to more complex negotiations. Content includes negotiator assertiveness and style, identifying and responding to competitive tactics, assessing power dynamics and resolving impasses. As CR360 is the final prerequisite course for CR950, Conflict Resolution/Negotiation Assessment, coaches' feedback on participants' role-plays will be based on the Assessment Role-Play Criteria. For Certificate candidates, it is strongly recommended that CR360 be taken near the end of your 210 hours of classroom training. You must complete CR360 before scheduling your Conflict Resolution/Negotiation Assessment. **Recommended reading:** *Getting Past No*, by Roger Fisher and William Ury.



Overcoming the Ideology of Racism in the Criminal Justice System (RP105)

Prerequisite(s):	None	Available only on a contract basis
Recommended:	RP100	
Length:	3 days (21 hours)	Credit: 1.5

This practical course is for people working in varied areas of the justice system. It forms a foundation for participants to explore their understanding of racism, diversity, oppression and privilege. Using interactive participation and case studies, we will experience a variety of tools and techniques used in solving cross-cultural conflicts and identity-based conflict. This course is highly recommended for individuals entering or working in the justice, public safety and human services field.

Overview of the Criminal Justice System for Aboriginal Community Programs (RP110)

Prerequisite(s):	None	Available only on a contract basis
Length:	3 days (21 hours)	Credit: 1.5

In addition to benefiting people who currently work with or are interested in working with adults or youth in conflict with the law, this comprehensive preparatory course will be useful to community services and programs whose clients are affected by involvement with the criminal justice system. The course content has been developed specifically to meet the needs and issues of Aboriginal communities. The course will give learners an entry-level understanding of the Canadian adult and youth justice system, as well as practical skills for working effectively with adults and youth who are in conflict with the law. Course materials adapted from the JI's Corrections and Community Justice Division cover the various duties and functions of probation officers, adult correctional officers and youth custody workers. The knowledge and skills gained from this course will help service providers liaise effectively with justice system personnel and provide better service to their clientele.

Peacemaking Circles: A Process for Building Consensus and Relationships (RP205)

Prerequisite(s):	None	
Recommended:	RP100, CR110A or CR110B, CR102	
Length:	3 days (21 hours)	Credit: 1.5
Fee:	\$ 545	Dates & Locations: Page 74

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

NEW
COURSE

NEW
COURSE

Course Descriptions

*"An excellent
instructor with
lots of knowledge.
I had a great time
and this was an
eye-opening
experience."
— Judy Hamanishi*

**The Power of Dialogue:
Constructive Conversations on Divisive Issues (CR115)**

Prerequisite(s):	None	
Length:	Three days (21 hours)	Credit: 1.5
Fee:	\$ 950	Date & Locations: Page 74

This course is delivered by instructors from the Public Conversations Project (PCP) in Watertown, Massachusetts. The central objective of PCP's approach to dialogue is "to avoid repeating unproductive debates and to invite new conversations." Dialogues based on PCP principles take many forms. They offer conversational structures that invite and permit adversaries to step back from the kind of speaking that amplifies distance and polarization, and to enter instead into conversation that is personal, nuanced, complex and contactful. Often, the resulting shift in relationship between opponents opens the door to possibilities that were previously obscured or entirely underdeveloped.

In this course, you will gain an understanding of the principles and practices underlying the PCP approach to dialogue facilitation through experiential exercises and faculty presentations, and by design and facilitation of a complete PCP-type dialogue in an extended simulation. In this hands-on process, you will learn how to apply the key elements of PCP dialogues. *The tuition fee includes a networking lunch, snacks, coffee, and course materials.* Instructors: Ann McBroom and Robert Stains

The Practice of Mediation (CR557)

Prerequisite(s):	CR110A or CR110B, and CR250, CR260, CR400	
Length:	One day (7 hours)	Credit: 0.5
Fee:	\$ 220	Dates & Locations: Page 75

A solid understanding of the nuts and bolts of mediation practice is essential to succeed as a mediator. This course focuses on setting up and developing a mediation practice. Topics include: agreements to mediate, marketing, identifying personal target markets, fees, mediation insurance, networking, publishing, resources for mediators and drafting agreements. This course will be helpful to beginning mediators as well as to those who have been in practice for some time and wish to further develop marketing strategies. A copy of Forrest S. Mosten's *Mediation Career Guide: A Strategic Approach to Building a Successful Practice* (San Francisco: Jossey-Bass, 2001) will be supplied to each participant and is included in the course fee. Instructor: Lee Turnbull

On-Line Learning



Professional Ethics and Standards of Conduct (FAM102)

Prerequisite(s):	None	
Length:	7 hours to be completed within two weeks	
Credit:	0.5	
Fee:	\$ 285	Online Course

This online course in the Family Mediation Certificate is designed to stimulate thought and conversation for the participant in the area of professional conduct and ethics when working as an employee of the British Columbia Ministry of Attorney General. The course examines moral behaviour with an exploration of integrity, both personal and professional. Participants will be provided with Corrections Branch standards and policy and the Family Mediation Canada Code of Conduct, which provides guidelines and structure in relation to professional conduct and ethical behaviour. You will also be provided with a guide to moral decision making, which will assist you in working through the scenarios in this course as well as situations that may arise in the workplace. Activities, self-tests, discussions and assignments are used throughout the course to make the material relevant to participants.

Questions and Questioning (CR318)

Prerequisite(s): CR110A or CR110B
Length: One day (7 hours) **Credit:** 0.5
Fee: \$ 165 **Dates & Locations:** Page 75

Basing negotiation or mediation on interests is an activity that is enormously assisted by the conscious use of questions. Questions can be facilitative, directive, accusatory, helpful or condemnatory. They evoke ideas, illuminate culture, encourage images and invite articulation. How do we make the question a tool of art in the hands of a principled asker? How can we use questions to ensure an honest, curious and thorough inquiry? This course will be practice-oriented, focusing on the issues raised by participants. Come prepared to ask and learn. **Instructor:** Gordon Sloan

Reality Check: Mediation (CR920)

Prerequisite(s): CR110A or CR110B, and CR250, CR400
Length: One day (7 hours) **Credit:** 0.5
Fee: \$ 310 – \$ 325 **Dates & Locations:** Page 75

Self-reflection and self-evaluation are crucial components of mediation practice. This one-day course provides beginning mediators with an opportunity to compare their self-evaluation against detailed and concrete feedback from a senior instructor. A small class of four participants will role-play and receive feedback based on the criteria for the mediation assessment. **CR920 is recommended for assessment preparation.** Participants are asked to bring a VHS videotape to record their role-play.

Reality Check: Negotiation (CR910)

Prerequisite(s): CR110A or CR110B, and CR260, CR360
Length: One day (7 hours) **Credit:** 0.5
Fee: \$ 250 – \$ 265 **Dates & Locations:** Page 75

This course provides participants with an opportunity to work interactively with an instructor in negotiation role-plays. With a maximum class size of four, each participant receives individualized and immediate feedback from the instructor. Feedback consists of constructive comments about strengths as well as areas that need additional work, with reference to the criteria for successful assessment completion. CR910 is recommended for assessment preparation. Please bring a VHS videotape to record your role-play.

Reconciling Differences (CR834)

Prerequisite(s): CR110A or CR110B, and CR260 or CR250
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 380 **Dates & Locations:** Page 75

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

Most classes are limited to 20 participants – don't be disappointed – register today!
See page 89 for details.

Course fees vary by location.

You must receive a reality check package prior to attending your reality check. For more information, call Ximena Ibacache at 604-528-5610.

Course fees vary by location.

You must receive a reality check package prior to attending your reality check. For more information, call Ximena Ibacache at 604-528-5610.

*"A wonderful program. Pulls it all (previous content) together and takes it deeper."
– Neil Godin*

Course
fees vary
by location.

On-Line Learning



*“Feedback on final
role-play was
very/extremely
helpful to me in
identifying strengths
and weaknesses.”
– Debra Hanuse*

Resolving Conflict in the Workplace (CR110B)

Prerequisite(s): None
Length: Three days (21 hours) **Credit:** 1.5
Fee: \$ 495 – \$ 550 **Dates & Locations:** Pages 75/76

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

Role of the Family Justice Counsellor (FAM101)

Prerequisite(s): None
Length: 21 hours to be completed within six weeks
Credit: 1.5
Fee: \$ 475 **Online Course**

This online course in the Family Mediation Certificate provides a context for how family justice services are delivered in British Columbia. You will learn about the role of family justice counsellors and how they work with clients. Case studies and observation of others will be used to reinforce and assess the learning. The course uses material from the Family Relations Act and the Family Justice Services Manual of Operations. Activities, self-tests, discussions and assignments throughout the course are designed to make the material relevant to participants.

**Separate Meetings:
Pre-Mediation and Caucusing (CR415)**

Prerequisite(s): CR110A or CR110B, and CR250
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 350 **Dates & Locations:** Page 76

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

Instructor: Michael Fogel

Shifting from Positions to Interests (CR302)

Prerequisite(s): CR110A or CR110B, and CR260 or CR250
Recommended: CR102
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 350 – \$ 395 **Dates & Locations:** Page 76

Whether in the context of negotiation, mediation or interpersonal conflict, people adopt positions and offer solutions in order to meet their underlying interests. Working towards 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 you reach positive outcomes through a deeper exploration of positions, interests and intentions. You will enhance skills aimed at eliciting underlying interests, illuminating blocks, facilitating processes, establishing positive outcomes and generating a wider range of choices. **Instructor:** Arthur Ridgeway

Substance Abuse Issues in Family Justice (FAM108)

Prerequisite(s): None
Length: 7 hours to be completed within two weeks
Credit: 0.5
Fee: \$ 275 **Online Course**

This online course in the Family Mediation Certificate is for family mediators and counsellors who work with families. It explores the nature of substance use in our society and looks at the complexities of substance use as it affects families. The course is designed to provoke thinking around the central themes regarding treatment, such as harm reduction, to provide resources for clients and to give you a greater understanding of the symptoms and effects of substances and alcohol and the link between substance abuse and alcohol.

Supervised Coaching Sessions (CR121)

Prerequisite(s): CR110A or CR110B
Length: 4 hours
Credit: 0.5 for every two sessions completed
Fee: \$ 85 **Dates & Locations:** Page 76

Do you want high-level feedback and coaching? More practice? Take advantage of our evening coached sessions to build your skills and confidence. Work on applications in your workplace, try out approaches to challenging real-life situations and gain a deeper level of self-awareness regarding your effectiveness. These sessions integrate personal/professional coaching with skills coaching and are also useful in preparing for assessments. Register for any number of sessions and receive 0.5 credit for every two sessions completed.

Team Negotiations (CR832)

Prerequisite(s): CR360
Length: Two days (14 hours)
Credit: 1.0

Available only on a contract basis

This course is the Negotiation Skills for First Nations Communities Specialization will provide knowledge and skills in negotiating as a team. Through lecture, discussion, small group work demonstrations, and a team role-play, participants will look at team development, the roles of team members and dealing with team conflict. As well, the course will cover issues of accountability and representativeness including keeping the community informed and supportive, dealing with community expectations and ensuring that the negotiating team remains responsive to community input. Participants will prepare for a negotiation, negotiate and evaluate the negotiation using consensus principles.

The Theory and Practice of Problem-Solving Models (CR422)

Prerequisite(s): CR110A or CR110B and CR250
Recommended: CR360, CR400
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 330 **Dates & Locations:** Page 69

Mastering the art of negotiation and mediation is a multi-dimensional puzzle. Communication skills, positions to interests and the four-stage model are pieces of that puzzle. The problem-solving context provides participants with strategies for putting these pieces together. You will gain practical tools and theories for decision making, problem analysis and process design that support all stages of negotiation and mediation. Strengthening your ability to make conscious use of these tools frees you to let go of formal models and allow more of your natural style to guide your practice.

Instructor: Terry Neiman

On-Line Learning



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instructions
and coaching.
Very valuable
and helpful.”
– Elaine Church

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www.jibc.bc.ca/ccr

Transforming Organizations through
Restorative Practices (RP221)

Prerequisite(s): None
Recommended: RP100
Length: Two days (14 hours) Credit: 1
Fee: \$ 330 Dates & Locations: Page 76

As organizational life becomes more complex and specialized, the need to find ways to integrate differences across many dimensions becomes crucial. Managers, administrators, workers and business professionals all need to find ways where their expertise and interests can come together in partnership to further the organization's mission. This course offers a balanced approach to creating the space for difficult conversations using dialogue to build sustainable relationships and sustainable outcomes. We will explore the design and implementation of restorative practices in organizational life that lead to change that makes a difference, rather than change that is simply for the sake of change. **Recommended reading:** *The Fifth Discipline: The Art and Practice of the Learning Organization*, by Peter Senge; *Dialogue and the Art of Thinking Together: A Pioneering Approach to Communicating in Business and in Life*, by William Isaacs.

Understanding the Effects of Violence in Communities:
Aboriginal Perspectives (RP111)

Prerequisite(s): None **Available only on a contract basis**
Length: Three days (21 hours) Credit: 1.5

In this course participants will look at the outcomes of a colonial legacy in First Nations communities across Canada. While First Nations themselves vary in culture, size and environment, the social issues are similar in each community. This course will examine how First Nations peoples use traditional knowledge, skills and abilities integrated with a holistic approach to help heal the scars left by colonization and the roles individuals, communities and governments play in the entire process.

Unfinished Business (CR316)

Prerequisite(s): CR110A or CR110B, and one of CR200, CR250 or CR260
Length: Two days (14 hours) Credit: 1
Fee: \$ 350 Dates & Locations: Page 76

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

Use It or Lose It Clinic (CR930)

Prerequisite(s): CR110A or CR110B
Length: One day (7 hours) **Credit:** 0.5
Fee: \$ 165 **Dates & Locations:** Page 76

Practice is the most critical factor in gaining competence and confidence in collaborative conflict resolution. Coached practice with feedback is especially valuable. This one-day clinic operates like the coached role-play day of a required course, except that participants choose the skill area they want to work on: interpersonal conflict resolution, dealing with anger, mediation or negotiation. This course will be helpful to those returning to the Certificate Program after an absence who want a skills check, to those who need it to meet the attendance and participation requirements of another course for credit and to those who want to focus skill development in a particular area.

*“Instructor creative,
very good teacher –
real ease in getting
across the concepts.”
– Mark Collins*

Values, Ethics and Philosophies in Aboriginal Community Programs (RP106)

Prerequisite(s): None
Recommended: RP100 **Available only on a contract basis**
Length: Two days (14 hours) **Credit:** 1.0

This interactive and challenging course is designed for discussion and reflection on values, ethics and philosophies in Aboriginal programs. It will provide us with the opportunity to create and define ethical guidelines that are appropriate to our organization and culture, and encourage proactive thinking about issues common to small communities in particular. We will look at strategies for handling ethical dilemmas, the impact of colonization, cultural ethics, organizational ethics and personal values. The intent is to help foster the notion of the reflective practitioner.

**NEW
COURSE**

Workplace Options: Conflict Resolution in Action (CR262)

Prerequisite(s): CR110A or CR110B; CR260 and/or CR250
Length: Two days (14 hours) **Credit:** 1
Fee: \$ 330 **Dates & Locations:** Page 76

Due to lack of time, credibility or cooperation, many managers do not have the opportunity to use formal conflict resolution processes to address workplace issues. There may a shifting range of people involved in the conflict, or the issue may require more than individual collaboration. Further complications may include issues of diversity in the form of cultural or gender differences, and the impact of rapid organizational change. Such problems may require a range of interventions, often calling for creative application of the values and principles of conflict resolution combined with a multi-faceted delivery method. You will develop a repertoire of assessment and intervention tools for handling difficult situations through discussion, skills practice, case studies and simulations.

Instructor: Margaretha Hoek



**NEW
COURSE**

The Power of Dialogue:

Constructive Conversations on Divisive Issues (CR115)

Prerequisite(s): None **Length:** Three days (21 hours) **Credit:** 1.5
Fee: \$ 950 **Dates:** March 25–27 **Location:** New Westminster

This course is delivered by instructors from the Public Conversations Project (PCP) in Watertown, Massachusetts. The central objective of PCP's approach to dialogue is "to avoid repeating unproductive debates and to invite new conversations." Dialogues based on PCP principles take many forms. They offer conversational structures that invite and permit adversaries to step back from the kind of speaking that amplifies distance and polarization, and to enter instead into conversation that is personal, nuanced, complex and contactful. Often, the resulting shift in relationship between opponents opens the door to possibilities that were previously obscured or entirely underdeveloped.

In this course, you will gain an understanding of the principles and practices underlying the PCP approach to dialogue facilitation through experiential exercises and faculty presentations, and by design and facilitation of a complete PCP-type dialogue in an extended simulation. In this hands-on process, you will learn how to apply the key elements of PCP dialogues. *The tuition fee includes a networking lunch, snacks, coffee, and course materials.*

ANN McBROOM is a conflict resolution professional at the King County Alternative Dispute Resolution Program in Seattle, WA. Ann has been the manager of the Centre since 1989 and has developed and presented training for all levels of government and consulted in conflict system improvements and meeting design. She has also worked with the Sound Options Mediation and Training Group in Bainbridge Island, WA and as the Director of Bellevue, WA Community Mediation Program.

ROBERT R. STAINS JR. M.Ed., LMFT, is the program Director of the Public Conversations Project and is on the faculty of the Family Institute of Cambridge. At PCP he provides training and consultation to practitioners and organizations on creating openings for constructive conversations in the midst of conflict. He co-developed and co-presents the "Power of Dialogue" and "Inquiry as Intervention" workshops. Robert also serves as a consultant to the Interpersonal Skills Component of the Harvard Negotiation Project at Harvard Law School and maintains a private mediation, consulting and training practice in Beverly, MA.

Conflict Prevention and Resolution through Organizational Design (CR361)

Prerequisite(s): CR110A or CR110B **Length:** Two days (14 hours) **Credit:** 1.0
Fee: \$ 415 **Dates:** June 14–15 **Locations:** New Westminster

Often communication and conflict resolution skills are not sufficient to create a healthy, productive workplace because organizational cultures, structures and systems get in the way. A practical framework is needed for breaking down long-standing barriers and replacing outdated management models and practices with a new paradigm of teamwork, self-management and organizational democracy. This course focuses on designing organizational structures and systems and changing workplace cultures to ones shaped by values, ethics and integrity.

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.

Bullying in the Workplace: The Organizational Response (CR114)

Prerequisite(s): None **Length:** One day (7 hours) **Credit:** 0.5
Fee: \$ 125 **Date:** Nov 26 **Location:** New Westminster

Bullying among employees is a form of harassment that is just recently coming to light in Canada. Quebec, the first province to address the serious impact of workplace bullying, has just passed legislation to take effect in 2004. In response to this rapidly growing awareness of workplace bullying and the toll it takes on employees throughout an organization, this course is designed to address the problem with those responsible for workplace health, safety and morale. Topics include:

- What is workplace bullying?
- Why, when and where does it most often occur?
- Why is bullying one of the most difficult forms of harassment to address?
- How does our local experience of bullying differ from that described in current literature?

The instructors will provide research, insights and practical suggestions supported by their work in assisting organizations to respond to this pervasive issue. This course is for private, public and non-profit sector managers and supervisors, human resources personnel, union representatives, workplace harassment/respectful workplace consultants and employee and family assistance personnel. *The tuition fee of \$125 includes a networking lunch, coffee, and course materials.*

Take note!

MARJE BURDINE, M.Ed., is a Respectful Workplace Advisor with BC Rapid Transit Company (SkyTrain), where she has been instrumental in developing an anti-bullying program and policy. She has extensive background in workplace conflict resolution and harassment issues, primarily with BC Hydro, SkyTrain, Matsqui Federal Institution, and the BC Ministry of Attorney General.

KENT HIGHNAM, Cert. ConRes., M.A., has a professional background in international relations and public relations. As the communications coordinator for the Community Social Services Employers' Association, Kent deals with union/management issues, human resource management and organizational development. Kent instructs in conflict resolution and negotiation for several public and private organizations, including as a lecturer for Simon Fraser University.

ED JACKSON, Cert. ConRes., CGA, is an organizational consultant specializing in conflict resolution programs, training and mediation. As an advisor to federal and provincial ministries and both private and public sector organizations, he has designed and coordinated the implementation of Respectful Workplace Programs and has facilitated workplace disputes involving bullying.

Expanding Roles for Conflict Resolvers: Coaches, Advocates and Collaborative Negotiators (CR122)

Prerequisite(s): None **Length:** Two days (14 hours) **Credit:** 1.0
Fee: \$ 595 **Dates:** April 19–20 **Location:** New Westminster

This course is for anyone whose work requires them to act as an agent or representative, formally or informally, for persons in conflict. This may include lawyers, mediators, social workers, community advocates, mental health workers, environmental activists and lobbyists. Content includes the changing and expanding roles of conflict resolvers beyond the classical model of third-party neutral or mediator; ways in which agents or representatives can play a strategic role in conflict resolution beyond a traditional positional/adversarial advocacy model; limitations of the traditional model of representation and advocacy for consumers of conflict resolution services; and three new, “cutting-edge” models for representative or agency roles in conflict resolution: one-on-one conflict coaching, legal or other supportive advocacy in mediation and consensus-building processes, and collaborative family lawyering. Instructors: Julie MacFarlane and Bernie Mayer

JULIE MACFARLANE, is a tenured half-time Full Professor at the Faculty of Law of the University of Windsor (on leave). During 2002–2003 she is Visiting Professor at Osgoode Hall Law School, Toronto, where she is co-director of the Master in Law (ADR) Program. Dr. Macfarlane devotes the other half of her time to her consulting practice, which offers conflict resolution service, training, facilitation and systems design for a range of public and private sector clients. Dr. Macfarlane is the editor of *Dispute Resolution: Readings and Case Studies* as well as numerous periodical articles on dispute resolution and mediation.

BERNIE MAYER, Ph.D., is a partner at CDR Associates in Boulder, Colorado, where he provides democratic decision-making and conflict management assistance to business, government agencies, professionals and organizations in the public sector. He has mediated or facilitated the resolution of many different types of conflicts, including labour/management, public policy and ethnic conflicts. Bernie has written extensively on conflict resolution and is the author of *The Dynamic of Conflict Resolution: A Practitioner's Guide* (Jossey-Bass, 2000).

Date	Course	Location	Fee
Sep 8–9	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Sep 10–12	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Sep 15	Reality Check: Negotiation (CR910)	New Westminster	\$250
Sep 15–16	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330
Sep 15–16	Shifting from Positions to Interests (CR302)	New Westminster	\$350
Sep 17–18	Negotiating with Difficult People (CR362)	New Westminster	\$350
Sep 17–19	Negotiation Skills Level I (CR260)	New Westminster	\$495
Sep 22	Reality Check: Negotiation (CR910)	New Westminster	\$250
Sep 22–24	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Sep 23	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	New Westminster	\$85
Sep 24–26	Dealing with Anger (CR200)	New Westminster	\$495
Sep 25–26	Critical Skills for Communicating in Conflict (CR102)	Victoria Campus	\$395
Sep 29–30	Critical Skills for Communicating in Conflict (CR102)	YWCA	\$330
Sep 29–Oct 1	Dealing with Interpersonal Conflict (CR110A)	Victoria Campus	\$510
Oct 1–3	Dynamics of Power (CR320)	New Westminster	\$495
Oct 1–3	Mediation Skills Level I (CR250)	YWCA	\$495
Oct 6	Assessment: Negotiation (CR950)	New Westminster	\$415
Oct 6–7	Criticism: How to Give and Receive It (CR206)	New Westminster	\$330
Oct 6–8	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Oct 7	Assessment: Negotiation (CR950)	New Westminster	\$415
Oct 7–8	Asserting Yourself in Conflict Situations (CR105)	Victoria Campus	\$395
Oct 8	Reality Check: Negotiation (CR910)	New Westminster	\$250
Oct 9	Reality Check: Negotiation (CR910)	New Westminster	\$250
Oct 14–16	Negotiation Skills Level I (CR260)	New Westminster	\$495
Oct 15–17	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Oct 15–17	Negotiation Skills Level I (CR260)	Victoria Campus	\$510
Oct 20–21	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330
Oct 20–22	Dealing with Anger (CR200)	Victoria Campus	\$510
Oct 20–24	Negotiation Skills Level II (CR360)	New Westminster	\$790
Oct 22–24	Dealing with Anger (CR200)	New Westminster	\$495
Oct 23–24	Critical Skills for Communicating in Conflict (CR102)	NIC Courtenay	\$525
Oct 24–25	Critical Skills for Communicating in Conflict (CR102)	OUC Penticton	\$450
Oct 27	Assessment: Negotiation (CR950)	New Westminster	\$415
Oct 27–29	Mediation Skills Level I (CR250)	New Westminster	\$495
Oct 28	Assessment: Negotiation (CR950)	New Westminster	\$415
Oct 28–30	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Oct 30	Questions and Questioning (CR318)	New Westminster	\$165
Oct 30–Nov 1	Mediation Skills Level I (CR250)	Victoria Campus	\$510

Date	Course	Location	Fee
Nov 3–4	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$ 330
Nov 3–4	Group Dynamics (CR320)	New Westminster	\$ 330
Nov 3–4	Shifting from Positions to Interests (CR302)	Victoria Campus	\$ 395
Nov 3–5	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$ 495
Nov 3–5	Foundations of Restorative Practices (RP100)	New Westminster	\$ 495
Nov 4	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	New Westminster	\$ 85
Nov 5–6	Challenges of Facilitating (CR508)	New Westminster	\$ 330
Nov 5–7	Negotiation Skills Level I (CR260)	New Westminster	\$ 495
Nov 6–7	Effects of Victimization (RP103)	New Westminster	\$ 330
Nov 7	Reality Check: Negotiation (CR910)	New Westminster	\$ 250
Nov 7	The Art of Reframing (CR366)	New Westminster	\$ 165
Nov 12–13	Critical Skills for Communicating in Conflict (CR102)	Victoria Campus	\$ 395
Nov 12–14	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$ 495
Nov 12–14	Mediation Skills Level I (CR250)	New Westminster	\$ 495
Nov 14	Reality Check: Negotiation (CR910)	New Westminster	\$ 250
Nov 17–19	Dealing with Anger (CR200)	New Westminster	\$ 495
Nov 17–19	Dealing with Defensiveness in Conflict (CR319)	New Westminster	\$ 495
Nov 17–19	Resolving Conflict in the Workplace (CR110B)	Victoria Campus	\$ 510
Nov 17–21	Mediation Skills Level II (CR400)	New Westminster	\$ 790
Nov 20–21	Coaching Others in Conflict Situations (CR111)	New Westminster	\$ 330
Nov 20–21	Critical Skills for Communicating in Conflict (CR102)	UCFV Abbotsford	\$ 330
Nov 20–22	Dealing with Interpersonal Conflict (CR110A)	NIC Campbell River	\$ 572
Nov 24	Reality Check: Mediation (CR920)	New Westminster	\$ 310
Nov 24	The Art of Reframing (CR366)	Victoria Campus	\$ 190
Nov 24–25	Culture in Mediation: Enriching the Process (CR253)	New Westminster	\$ 330
Nov 24–25	Asserting Yourself in Conflict Situations (CR105)	YWCA	\$ 330
Nov 26	Bullying in the Workplace: The Organizational Response (CR114)	New Westminster	\$ 125
Nov 26	Reality Check: Negotiation (CR910)	Victoria Campus	\$ 265
Nov 26–28	Dealing with Interpersonal Conflict (CR110A)	YWCA	\$ 495
Nov 27–29	Resolving Conflict in the Workplace (CR110B)	OUC Vernon	\$ 550
Nov 28	Reality Check: Mediation (CR920)	New Westminster	\$ 310
Dec 1	Use It or Lose It (CR930)	New Westminster	\$ 165
Dec 1–2	Managing the Hostile Individual (CR108)	New Westminster	\$ 330
Dec 1–3	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$ 495
Dec 2	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	New Westminster	\$ 85
Dec 3–5	Mediation Skills Level I (CR250)	New Westminster	\$ 495

Date	Course	Location	Fee
Dec 3–5	Dealing with Defensiveness in Conflict (CR319)	Victoria Campus	\$510
Dec 4–5	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$495
Dec 8	Assessment: Negotiation (CR950)	New Westminster	\$415
Dec 8–10	Negotiation Skills Level I (CR260)	New Westminster	\$495
Dec 8–12	Negotiation Skills Level II (CR360)	New Westminster	\$790
Dec 8–12	Mediation Skills Level II (CR400)	Victoria Campus	\$850
Dec 9	Assessment: Negotiation (CR950)	New Westminster	\$415
Dec 15	Assessment: Mediation (CR975)	New Westminster	\$515
Dec 15–16	Shifting from Positions to Interests (CR302)	New Westminster	\$350
Dec 15–17	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Dec 16	Assessment: Mediation (CR975)	New Westminster	\$515
Dec 17–18	Reconciling Differences (CR834)	New Westminster	\$380
Dec 17–19	Dealing with Anger (CR200)	New Westminster	\$495
Jan 8–9	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Jan 12–14	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Jan 12–14	Dealing with Anger (CR200)	YWCA	\$495
Jan 19–20	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Jan 19–21	Negotiation Skills Level I (CR260)	New Westminster	\$495
Jan 20	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	New Westminster	\$85
Jan 21–23	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Jan 22–23	Managing the Conflict Within (CR423)	New Westminster	\$330
Jan 26–27	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330
Jan 26–28	Dealing with Interpersonal Conflict (CR110A)	Victoria Campus	\$510
Jan 26–30	Mediation Skills Level II (CR400)	New Westminster	\$790
Jan 28–29	Separate Meetings: Pre-Mediation and Caucusing (CR415)	New Westminster	\$350
Jan 28–30	Dealing with Anger (CR200)	New Westminster	\$495
Feb 2	Reality Check: Negotiation (CR910)	New Westminster	\$250
Feb 3	Reality Check: Negotiation (CR910)	New Westminster	\$250
Feb 3–5	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Feb 4–6	Negotiation Skills Level I (CR260)	New Westminster	\$495
Feb 5–7	Negotiation Skills Level I (CR260)	Victoria Campus	\$510
Feb 9–10	Critical Skills for Communicating in Conflict (CR102)	Victoria Campus	\$395
Feb 9–11	Mediation Skills Level I (CR250)	New Westminster	\$495
Feb 12	Assessment: Negotiation (CR950)	Victoria Campus	\$430
Feb 12–13	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Feb 12–13	Workplace Options: Conflict Resolution in Action (CR262)	New Westminster	\$330
Feb 16–17	Criticism: How to Give and Receive It (CR206)	New Westminster	\$330

Date	Course	Location	Fee
Feb 16–20	Negotiation Skills Level II (CR360)	New Westminster	\$ 790
Feb 18–19	The Theory and Practice of Problem-Solving Models (CR422)	New Westminster	\$ 330
Feb 18–20	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$ 495
Feb 19–20	Asserting Yourself in Conflict Situations (CR105)	Victoria Campus	\$ 395
Feb 19–21	Dealing with Anger (CR200)	NIC Campbell River	\$ 572
Feb 23–24	Shifting from Positions to Interests (CR302)	New Westminster	\$ 350
Feb 23–25	Dealing with Anger (CR200)	New Westminster	\$ 495
Feb 23–25	Negotiation Skills Level I (CR260)	YWCA	\$ 495
Feb 25–26	Unfinished Business (CR316)	New Westminster	\$ 350
Feb 25–27	Mediation Skills Level I (CR250)	Victoria Campus	\$ 510
Feb 26	Assessment: Negotiation (CR950)	New Westminster	\$ 415
Feb 26–27	Asserting Yourself in Conflict Situations (CR105)	YWCA	\$ 330
Feb 26–28	Mediation Skills Level I (CR250)	OUC Penticton	\$ 550
Feb 27	Assessment: Negotiation (CR950)	New Westminster	\$ 415
Mar 1	The Practice of Mediation (CR557)	New Westminster	\$ 220
Mar 1–3	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$ 495
Mar 2	Ethical Dilemmas for Mediators (CR326)	New Westminster	\$ 165
Mar 2	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	New Westminster	\$ 85
Mar 3–4	Defining Issues and Setting the Agenda (CR252)	New Westminster	\$ 330
Mar 4	Reality Check: Mediation (CR920)	New Westminster	\$ 310
Mar 5	Reality Check: Mediation (CR920)	New Westminster	\$ 310
Mar 8–9	Group Dynamics (CR504)	New Westminster	\$ 330
Mar 8–10	Dealing with Anger (CR200)	Victoria Campus	\$ 510
Mar 10–11	Challenges of Facilitating (CR508)	New Westminster	\$ 330
Mar 10–12	Mediation Skills Level I (CR250)	New Westminster	\$ 495
Mar 10–12	Resolving Conflict in the Workplace (CR110B)	YWCA	\$ 495
Mar 15–16	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$ 330
Mar 15–16	Defining Issues and Setting the Agenda (CR252)	Victoria Campus	\$ 395
Mar 15–17	Dynamics of Power (CR320)	New Westminster	\$ 495
Mar 17–19	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$ 495
Mar 17–19	Peacemaking Circles: A Process for Building Consensus and Relationships (RP205)	New Westminster	\$ 545
Mar 17–19	Dealing with Anger (CR200)	New Westminster	\$ 495
Mar 18–19	Civil Procedure (CR846)	New Westminster	\$ 330
Mar 19–20	Building Consensus (CR516)	Victoria Campus	\$ 395
Mar 22–24	Negotiation Skills Level I (CR260)	New Westminster	\$ 495
Mar 22–26	Mediation Skills Level II (CR400)	New Westminster	\$ 790

Date	Course	Location	Fee
Mar 23–24	Coaching Others in Conflict Situations (CR111)	New Westminster	\$330
Mar 25–26	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330
Mar 25–27	Dealing with Anger (CR200)	OUC Vernon	\$550
Mar 25–27	The Power of Dialogue: Constructive Conversations on Divisive Issues (CR115)	New Westminster	\$950
Mar 29	Assessment: Mediation (CR975)	New Westminster	\$515
Mar 29–31	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Mar 29–31	Resolving Conflict in the Workplace (CR110B)	Victoria Campus	\$510
Mar 30	Assessment: Mediation (CR975)	New Westminster	\$515
Mar 30–Apr 1	Mediation Skills Level I (CR250)	New Westminster	\$495
Mar 31–Apr 1	Mediation Skills Level III (CR829)	New Westminster	\$350
Apr 1–2	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Apr 1–3	Negotiation Skills Level I (CR260)	NIC Campbell River	\$572
Apr 2	The Art of Reframing (CR366)	New Westminster	\$165
Apr 5	Use It or Lose It (CR930)	New Westminster	\$165
Apr 5–6	Managing the Hostile Individual (CR108)	Victoria Campus	\$395
Apr 5–7	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Apr 6	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	New Westminster	\$85
Apr 7	Reality Check: Mediation (CR920)	Victoria Campus	\$325
Apr 13	Reality Check: Negotiation (CR910)	Victoria Campus	\$265
Apr 13–15	Negotiation Skills Level I (CR260)	New Westminster	\$495
Apr 14–16	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Apr 15–16	Group Dynamics (CR504)	Victoria Campus	\$395
Apr 16	Reality Check: Negotiation (CR910)	New Westminster	\$250
Apr 19	Reality Check: Negotiation (CR910)	New Westminster	\$250
Apr 19	The Art of Reframing (CR366)	Victoria Campus	\$190
Apr 19–20	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330
Apr 19–20	Expanding Roles for Conflict Resolvers: Coaches, Advocates and Collaborative Negotiators (CR122)	New Westminster	\$595
Apr 19–21	Mediation Skills Level I (CR250)	YWCA	\$495
Apr 19–23	Negotiation Skills Level II (CR360)	New Westminster	\$790
Apr 21–23	Dealing with Anger (CR200)	New Westminster	\$495
Apr 21–23	Resolving Conflict in the Workplace (CR110B)	UCFV Abbotsford	\$495
Apr 22–23	Critical Skills for Communicating in Conflict (CR102)	YWCA	\$330
Apr 22–24	Dealing with Defensiveness in Conflict (CR319)	Victoria Campus	\$510
Apr 23–24	Criticism: How to Give and Receive It (CR206)	OUC Penticton	\$450
Apr 26	Reality Check: Negotiation (CR910)	New Westminster	\$250
Apr 26	Assessment: Mediation (CR975)	Victoria Campus	\$530

Date	Course	Location	Fee
Apr 26–27	Managing the Hostile Individual (CR108)	New Westminster	\$ 330
Apr 26–28	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$ 495
Apr 26–28	Foundations of Restorative Practices (RP100)	New Westminster	\$ 495
Apr 29–30	Breaking Repetitive Conflict Patterns (CR113)	New Westminster	\$ 330
Apr 29–30	Effects of Victimization (RP103)	New Westminster	\$ 330
Apr 29–30	Challenges of Facilitating (CR508)	Victoria Campus	\$ 395
May 3–5	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$ 495
May 3–5	Dealing with Defensiveness in Conflict (CR319)	New Westminster	\$ 495
May 6–7	Mediating Consciously: Being Real and Becoming Aware (CR858)	New Westminster	\$ 350
May 6–8	Negotiation Skills Level I (CR260)	Victoria Campus	\$ 510
May 10–11	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$ 330
May 10–11	Shifting from Positions to Interests (CR302)	New Westminster	\$ 350
May 10–12	Negotiation Skills Level I (CR260)	New Westminster	\$ 495
May 10–14	Mediation Skills Level II (CR400)	New Westminster	\$ 790
May 11	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	New Westminster	\$ 85
May 12–13	Negotiating with Difficult People (CR362)	New Westminster	\$ 350
May 12–14	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$ 495
May 13–14	Criticism: How to Give and Receive It (CR206)	Victoria Campus	\$ 395
May 13–15	Mediation Skills Level I (CR250)	NIC Campbell River	\$ 572
May 17	Reality Check: Negotiation (CR910)	New Westminster	\$ 250
May 17–19	Mediation Skills Level I (CR250)	New Westminster	\$ 495
May 17–19	Dealing with Interpersonal Conflict (CR110A)	Victoria Campus	\$ 510
May 18	Reality Check: Negotiation (CR910)	New Westminster	\$ 250
May 18–20	Dealing with Anger (CR200)	New Westminster	\$ 495
May 19	Assessment: Negotiation (CR950)	New Westminster	\$ 415
May 20	Assessment: Negotiation (CR950)	New Westminster	\$ 415
May 26–28	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$ 495
May 27–28	Mediating Court-Based and Non-Relationship Cases (CR460)	New Westminster	\$ 330
May 27–28	Critical Skills for Communicating in Conflict (CR102)	Victoria Campus	\$ 395
May 31	Reality Check: Mediation (CR920)	New Westminster	\$ 310
May 31–Jun 1	Transforming Organizations through Restorative Practices (RP221)	New Westminster	\$ 330
May 31–Jun 1	Asserting Yourself in Conflict Situations (CR105)	YWCA	\$ 330
Jun 1	Reality Check: Mediation (CR920)	New Westminster	\$ 310
Jun 1–3	Negotiation Skills Level I (CR260)	New Westminster	\$ 495
Jun 2–3	Forgiveness and Apology in Mediating (CR251)	New Westminster	\$ 350

Date	Course	Location	Fee
Jun 2–3	Coaching Others in Conflict Situations (CR111)	Victoria Campus	\$395
Jun 2–4	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Jun 2–4	Facilitating Restorative Processes in the Workplace (RP223)	New Westminster	\$495
Jun 2–4	Dealing with Anger (CR200)	YWCA	\$495
Jun 7	Assessment: Negotiation (CR950)	New Westminster	\$415
Jun 7	Reality Check: Negotiation (CR910)	Victoria Campus	\$265
Jun 7–8	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Jun 7–8	Balancing Empathy and Assertion (CR327)	New Westminster	\$330
Jun 8	Assessment: Negotiation (CR950)	New Westminster	\$415
Jun 9–11	Mediation Skills Level I (CR250)	New Westminster	\$495
Jun 11–12	Negotiating with Difficult People (CR362)	Victoria Campus	\$395
Jun 14–15	Conflict Prevention and Resolution through Organizational Design (CR361)	New Westminster	\$415
Jun 14–16	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Jun 14–16	Mediation Skills Level I (CR250)	Victoria Campus	\$510
Jun 15–17	Dealing with Anger (CR200)	New Westminster	\$495
Jun 17	Assessment: Mediation (CR975)	New Westminster	\$515
Jun 17–18	Criticism: How to Give and Receive It (CR206)	New Westminster	\$330
Jun 17–18	Asserting Yourself in Conflict Situations (CR105)	UCFV Abbotsford	\$330
Jun 18	Assessment: Mediation (CR975)	New Westminster	\$515
Jun 18	Assessment: Negotiation (CR950)	Victoria Campus	\$430
Jun 21–22	Shifting from Positions to Interests (CR302)	New Westminster	\$350
Jun 21–25	Negotiation Skills Level II (CR360)	New Westminster	\$790
Jun 22	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	New Westminster	\$85
Jun 23–24	Building Consensus (CR516)	New Westminster	\$350
Jun 23–25	Negotiation Skills Level I (CR260)	YWCA	\$495
Jun 24–26	Resolving Conflict in the Workplace (CR110B)	Victoria Campus	\$510
Jun 28–29	Asserting Yourself in Conflict Situations (CR105)	Victoria Campus	\$395
Jun 28–30	Mediation Skills Level I (CR250)	New Westminster	\$495
Jun 28–30	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Jul 5–6	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Jul 5–6	Addressing Harm and Transforming School Culture through Restorative Approaches (RP220)	New Westminster	\$330
Jul 5–7	Dynamics of Power (CR320)	New Westminster	\$495
Jul 6–10	Negotiation Skills Level II (CR360)	Victoria Campus	\$850
Jul 7–9	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Jul 7–9	Dealing with Anger (CR200)	New Westminster	\$495

Date	Course	Location	Fee
Jul 7–9	Facilitating Restorative Processes in Educational Communities (RP222)	New Westminster	\$495
Jul 8–9	Civil Procedure (CR846)	New Westminster	\$ 330
Jul 12	Reality Check: Negotiation (CR910)	New Westminster	\$ 250
Jul 12–14	Negotiation Skills Level I (CR260)	New Westminster	\$ 495
Jul 12–14	Dealing with Anger (CR200)	Victoria Campus	\$ 510
Jul 13	Reality Check: Negotiation (CR910)	New Westminster	\$ 250
Jul 14–16	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$ 495
Jul 19	Reality Check: Mediation (CR920)	New Westminster	\$ 310
Jul 19–20	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$ 330
Jul 19–20	Group Dynamics (CR504)	New Westminster	\$ 330
Jul 20	Reality Check: Mediation (CR920)	New Westminster	\$ 310
Jul 21–22	Challenges of Facilitating (CR508)	New Westminster	\$ 330
Jul 21–23	Mediation Skills Level I (CR250)	New Westminster	\$ 495
Jul 23	The Art of Reframing (CR366)	New Westminster	\$ 165
Jul 26	Use It or Lose It (CR930)	New Westminster	\$ 165
Jul 26–28	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$ 495
Jul 26–28	Dealing with Anger (CR200)	New Westminster	\$ 495
Aug 3–5	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$ 495
Aug 4–6	Negotiation Skills Level I (CR260)	New Westminster	\$ 495
Aug 9–10	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$ 330
Aug 9–13	Mediation Skills Level II (CR400)	New Westminster	\$ 790
Aug 10	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	New Westminster	\$ 85
Aug 16–18	Facilitating Multi-Party Disputes (CR520)	New Westminster	\$ 495
Aug 16–18	Resolving Conflict in the Workplace (CR110B)	YWCA	\$ 495
Aug 17–19	Mediation Skills Level I (CR250)	New Westminster	\$ 495
Aug 19	Assessment: Negotiation (CR950)	New Westminster	\$ 415
Aug 19–20	Managing the Hostile Individual (CR108)	YWCA	\$ 330
Aug 20	Assessment: Negotiation (CR950)	New Westminster	\$ 415
Aug 23–24	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$ 330
Aug 23–27	Negotiation Skills Level II (CR360)	New Westminster	\$ 790
Aug 25–27	Dealing with Anger (CR200)	New Westminster	\$ 495
Aug 26	Assessment: Negotiation (CR950)	New Westminster	\$ 415
Aug 27	Assessment: Negotiation (CR950)	New Westminster	\$ 415
Aug 30	Assessment: Mediation (CR975)	New Westminster	\$ 515
Aug 30–Sep 1	Negotiation Skills Level I (CR260)	New Westminster	\$ 495
Aug 31	Assessment: Mediation (CR975)	New Westminster	\$ 515
Aug 31–Sep 2	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$ 495

Date	Course	Instructor	Fee
New Westminster Campus, 715 McBride Boulevard			
Sep 8–9	Critical Skills for Communicating in Conflict (CR102)	Gary Harper	\$330
Sep 10–12	Dealing with Interpersonal Conflict (CR110A)	Janice Bateman	\$495
Sep 15	Reality Check: Negotiation (CR910)	Centre Assessor	\$250
Sep 15–16	Asserting Yourself in Conflict Situations (CR105)	Linda Dobson-Sayer	\$330
Sep 15–16	Shifting from Positions to Interests (CR302)	Arthur Ridgeway	\$350
Sep 17–18	Negotiating with Difficult People (CR362)	Arthur Ridgeway	\$350
Sep 17–19	Negotiation Skills Level I (CR260)	Jill Schroder	\$495
Sep 22	Reality Check: Negotiation (CR910)	Centre Assessor	\$250
Sep 22–24	Resolving Conflict in the Workplace (CR110B)	Jim Toogood	\$495
Sep 23	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	Centre Coach	\$85
Sep 24–26	Dealing with Anger (CR200)	Joan Balmer	\$495
Oct 1–3	Dynamics of Power (CR320)	Joan Balmer	\$495
Oct 6	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Oct 6–7	Criticism: How to Give and Receive It (CR206)	Deborah White	\$330
Oct 6–8	Dealing with Interpersonal Conflict (CR110A)	Ed Jackson	\$495
Oct 7	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Oct 8	Reality Check: Negotiation (CR910)	Centre Assessor	\$250
Oct 9	Reality Check: Negotiation (CR910)	Centre Assessor	\$250
Oct 14–16	Negotiation Skills Level I (CR260)	Sue Yerxa	\$495
Oct 15–17	Resolving Conflict in the Workplace (CR110B)	Kelly Henderson	\$495
Oct 20–21	Asserting Yourself in Conflict Situations (CR105)	Gary Harper	\$330
Oct 20–24	Negotiation Skills Level II (CR360)	Dale Zaiser	\$790
Oct 22–24	Dealing with Anger (CR200)	Elizabeth Azmier-Stewart	\$495
Oct 27	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Oct 27–29	Mediation Skills Level I (CR250)	Donna Soules	\$495
Oct 28	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Oct 28–30	Resolving Conflict in the Workplace (CR110B)	Gary Harper	\$495
Oct 30	Questions and Questioning (CR318)	Gordon Sloan	\$165
Nov 3–4	Critical Skills for Communicating in Conflict (CR102)	Janice Bateman	\$330
Nov 3–4	Group Dynamics (CR320)	Deborah White	\$330
Nov 3–5	Dealing with Interpersonal Conflict (CR110A)	Jill Schroder	\$495
Nov 3–5	Foundations of Restorative Practices (RP100)	Phil Gatensby and Terry Waterhouse	\$495
Nov 4	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	Centre Coach	\$85

Date	Course	Instructor	Fee
New Westminster Campus, 715 McBride Boulevard			
Nov 5–6	Challenges of Facilitating (CR508)	Deborah White	\$ 330
Nov 5–7	Negotiation Skills Level I (CR260)	Mario Govorchin	\$ 495
Nov 6–7	Effects of Victimization (RP103)	Joe Solanto	\$ 330
Nov 7	Reality Check: Negotiation (CR910)	Centre Assessor	\$ 250
Nov 7	The Art of Reframing (CR366)	Deborah White	\$ 165
Nov 12–14	Resolving Conflict in the Workplace (CR110B)	Gary Harper	\$ 495
Nov 12–14	Mediation Skills Level I (CR250)	Jim Toogood	\$ 495
Nov 14	Reality Check: Negotiation (CR910)	Centre Assessor	\$ 250
Nov 17–19	Dealing with Anger (CR200)	Mario Govorchin	\$ 495
Nov 17–19	Dealing with Defensiveness in Conflict (CR319)	Donna Soules	\$ 495
Nov 17–21	Mediation Skills Level II (CR400)	Ron Monk	\$ 790
Nov 20–21	Coaching Others in Conflict Situations (CR111)	Linda Dobson-Sayer	\$ 330
Nov 24	Reality Check: Mediation (CR920)	Centre Assessor	\$ 310
Nov 24–25	Culture in Mediation: Enriching the Process (CR253)	Sally Campbell	\$ 330
Nov 26	Bullying in the Workplace: The Organizational Response (CR114)	Marj Burdine, Ed Jackson and Kent Highnam	\$ 125
Nov 28	Reality Check: Mediation (CR920)	Centre Assessor	\$ 310
Dec 1	Use It or Lose It (CR930)	Centre Coach	\$ 165
Dec 1–2	Managing the Hostile Individual (CR108)	Mario Govorchin	\$ 330
Dec 1–3	Resolving Conflict in the Workplace (CR110B)	Ed Jackson	\$ 495
Dec 2	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	Centre Coach	\$ 85
Dec 3–5	Mediation Skills Level I (CR250)	Sandy Dunlop	\$ 495
Dec 4–5	Critical Skills for Communicating in Conflict (CR102)	Derm McNulty	\$ 495
Dec 8	Assessment: Negotiation (CR950)	Centre Assessor	\$ 415
Dec 8–10	Negotiation Skills Level I (CR260)	Deborah White	\$ 495
Dec 8–12	Negotiation Skills Level II (CR360)	Mario Govorchin	\$ 790
Dec 9	Assessment: Negotiation (CR950)	Centre Assessor	\$ 415
Dec 15	Assessment: Mediation (CR975)	Centre Assessor	\$ 515
Dec 15–16	Shifting from Positions to Interests (CR302)	Arthur Ridgeway	\$ 350
Dec 15–17	Dealing with Interpersonal Conflict (CR110A)	Terry Harris	\$ 495
Dec 16	Assessment: Mediation (CR975)	Centre Assessor	\$ 515
Dec 17–18	Reconciling Differences (CR834)	Arthur Ridgeway	\$ 380
Dec 17–19	Dealing with Anger (CR200)	Stacey Holloway	\$ 495
Jan 8–9	Critical Skills for Communicating in Conflict (CR102)	Sandy Dunlop	\$ 330
Jan 12–14	Resolving Conflict in the Workplace (CR110B)	Stacey Holloway	\$ 495

Date	Course	Instructor	Fee
New Westminster Campus, 715 McBride Boulevard			
Jan 19–20	Critical Skills for Communicating in Conflict (CR102)	Terry Harris	\$330
Jan 19–21	Negotiation Skills Level I (CR260)	Jill Schroder	\$495
Jan 20	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	Centre Coach	\$85
Jan 21–23	Dealing with Interpersonal Conflict (CR110A)	Linda Dobson-Sayer	\$495
Jan 22–23	Managing the Conflict Within (CR423)	Joan Balmer and Nikki de Carteret	\$330
Jan 26–27	Asserting Yourself in Conflict Situations (CR105)	Elizabeth Azmier-Stewart	\$330
Jan 26–30	Mediation Skills Level II (CR400)	Deborah White	\$790
Jan 28–29	Separate Meetings: Pre-Mediation and Caucusing (CR415)	Michael Fogel	\$350
Jan 28–30	Dealing with Anger (CR200)	Mario Govorchin	\$495
Feb 2	Reality Check: Negotiation (CR910)	Centre Assessor	\$250
Feb 3	Reality Check: Negotiation (CR910)	Centre Assessor	\$250
Feb 3–5	Resolving Conflict in the Workplace (CR110B)	Jill Schroder	\$495
Feb 4–6	Negotiation Skills Level I (CR260)	Dale Zaiser	\$495
Feb 9–11	Mediation Skills Level I (CR250)	Lee Turnbull	\$495
Feb 12–13	Critical Skills for Communicating in Conflict (CR102)	Jill Schroder	\$330
Feb 12–13	Workplace Options: Conflict Resolution in Action (CR262)	Margaretha Hoek	\$330
Feb 16–17	Criticism: How to Give and Receive It (CR206)	Deborah White	\$330
Feb 16–20	Negotiation Skills Level II (CR360)	Nancy McPhee	\$790
Feb 18–19	The Theory and Practice of Problem-Solving Models (CR422)	Terry Neiman	\$330
Feb 18–20	Dealing with Interpersonal Conflict (CR110A)	Sue Yerxa	\$495
Feb 23–24	Shifting from Positions to Interests (CR302)	Arthur Ridgeway	\$350
Feb 23–25	Dealing with Anger (CR200)	Nym Hughes	\$495
Feb 25–26	Unfinished Business (CR316)	Arthur Ridgeway	\$350
Feb 26	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Feb 27	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Mar 1	The Practice of Mediation (CR557)	Lee Turnbull	\$220
Mar 1–3	Resolving Conflict in the Workplace (CR110B)	Mario Govorchin	\$495
Mar 2	Ethical Dilemmas for Mediators (CR326)	Lee Turnbull	\$165
Mar 2	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	Centre Coach	\$85
Mar 3–4	Defining Issues and Setting the Agenda (CR252)	Ron Monk	\$330
Mar 4	Reality Check: Mediation (CR920)	Centre Assessor	\$310
Mar 5	Reality Check: Mediation (CR920)	Centre Assessor	\$310

Date	Course	Instructor	Fee
New Westminster Campus, 715 McBride Boulevard			
Mar 8–9	Group Dynamics (CR504)	Joan Balmer	\$ 330
Mar 10–11	Challenges of Facilitating (CR508)	Ron Monk	\$ 330
Mar 10–12	Mediation Skills Level I (CR250)	Deborah White	\$ 495
Mar 15–16	Critical Skills for Communicating in Conflict (CR102)	Nancy McPhee	\$ 330
Mar 15–17	Dynamics of Power (CR320)	Joan Balmer	\$ 495
Mar 17–19	Dealing with Interpersonal Conflict (CR110A)	Brian Frank	\$ 495
Mar 17–19	Peacemaking Circles: A Process for Building Consensus and Relationships (RP205)	Mark Wedge and TBA	\$ 545
Mar 17–19	Dealing with Anger (CR200)	Sue Yerxa	\$ 495
Mar 18–19	Civil Procedure (CR846)	Terry Harris	\$ 330
Mar 22–24	Negotiation Skills Level I (CR260)	Ed Jackson	\$ 495
Mar 22–26	Mediation Skills Level II (CR400)	Donna Soules	\$ 790
Mar 25–26	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee	\$ 330
Mar 25–26	Coaching Others in Conflict Situations (CR111)	Linda Dobson-Sayer	\$ 330
Mar 25–27	The Power of Dialogue: Constructive Conversations on Divisive Issues (CR115)	Ann McBroom and Robert Stains	\$ 950
Mar 29	Assessment: Mediation (CR975)	Centre Assessor	\$ 515
Mar 29–31	Resolving Conflict in the Workplace (CR110B)	Jim Toogood	\$ 495
Mar 30	Assessment: Mediation (CR975)	Centre Assessor	\$ 515
Mar 30–Apr 1	Mediation Skills Level I (CR250)	Terry Harris	\$ 495
Mar 31–Apr 1	Mediation Skills Level III (CR829)	Michael Fogel	\$ 350
Apr 1–2	Critical Skills for Communicating in Conflict (CR102)	Mario Govorchin	\$ 330
Apr 2	The Art of Reframing (CR366)	Deborah White	\$ 165
Apr 5	Use It or Lose It (CR930)	Centre Coach	\$ 165
Apr 5–7	Dealing with Interpersonal Conflict (CR110A)	Jill Schroder	\$ 495
Apr 6	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	Centre Coach	\$ 85
Apr 13–15	Negotiation Skills Level I (CR260)	Gary Harper	\$ 495
Apr 14–16	Resolving Conflict in the Workplace (CR110B)	Jill Schroder	\$ 495
Apr 16	Reality Check: Negotiation (CR910)	Centre Assessor	\$ 250
Apr 19	Reality Check: Negotiation (CR910)	Centre Assessor	\$ 250
Apr 19–20	Asserting Yourself in Conflict Situations (CR105)	Jill Schroder	\$ 330
Apr 19–20	Expanding Roles for Conflict Resolvers: Coaches, Advocates and Collaborative Negotiators (CR122)	Julie MacFarlane and Bernie Mayer	\$ 595
Apr 19–23	Negotiation Skills Level II (CR360)	Dale Zaiser	\$ 790
Apr 21–23	Dealing with Anger (CR200)	Joan Balmer	\$ 495
Apr 26	Reality Check: Negotiation (CR910)	Centre Assessor	\$ 250

Date	Course	Instructor	Fee
New Westminster Campus, 715 McBride Boulevard			
Apr 26–27	Managing the Hostile Individual (CR108)	Mario Govorchin	\$330
Apr 26–28	Dealing with Interpersonal Conflict (CR110A)	Nancy Baker	\$495
Apr 26–28	Foundations of Restorative Practices (RP100)	Barry Warhaft and Nancy Hinds	\$495
Apr 29–30	Breaking Repetitive Conflict Patterns (CR113)	Rob McGregor	\$330
Apr 29–30	Effects of Victimization (RP103)	Joe Solanto	\$330
May 3–5	Resolving Conflict in the Workplace (CR110B)	Joan Balmer	\$495
May 3–5	Dealing with Defensiveness in Conflict (CR319)	Donna Soules	\$495
May 6–7	Mediating Consciously: Being Real and Becoming Aware (CR858)	Michael Fogel	\$350
May 10–11	Critical Skills for Communicating in Conflict (CR102)	Nancy McPhee	\$330
May 10–11	Shifting from Positions to Interests (CR302)	Arthur Ridgeway	\$350
May 10–12	Negotiation Skills Level I (CR260)	Jim Toogood	\$495
May 10–14	Mediation Skills Level II (CR400)	Linda Dobson-Sayer	\$790
May 11	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	Centre Coach	\$85
May 12–13	Negotiating with Difficult People (CR362)	Arthur Ridgeway	\$350
May 12–14	Dealing with Interpersonal Conflict (CR110A)	Kelly Henderson	\$495
May 17	Reality Check: Negotiation (CR910)	Centre Assessor	\$250
May 17–19	Mediation Skills Level I (CR250)	Gary Harper	\$495
May 18	Reality Check: Negotiation (CR910)	Centre Assessor	\$250
May 18–20	Dealing with Anger (CR200)	Joan Balmer	\$495
May 19	Assessment: Negotiation (CR950)	Centre Assessor	\$415
May 20	Assessment: Negotiation (CR950)	Centre Assessor	\$415
May 26–28	Resolving Conflict in the Workplace (CR110B)	Sue Yerxa	\$495
May 27–28	Mediating Court-Based and Non-Relationship Cases (CR460)	Terry Harris	\$330
May 31	Reality Check: Mediation (CR920)	Centre Assessor	\$310
May 31–Jun 1	Transforming Organizations through Restorative Practices (RP221)	Barry Stuart	\$330
Jun 1	Reality Check: Mediation (CR920)	Centre Assessor	\$310
Jun 1–3	Negotiation Skills Level I (CR260)	Dale Zaiser	\$495
Jun 2–3	Forgiveness and Apology in Mediating (CR251)	Barbara Ashley Phillips	\$350
Jun 2–4	Dealing with Interpersonal Conflict (CR110A)	Joan Balmer	\$495
Jun 2–4	Facilitating Restorative Processes in the Workplace (RP223)	Sue Yerxa and Jacquie Stevulak	\$495
Jun 7	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Jun 7–8	Critical Skills for Communicating in Conflict (CR102)	Nancy Baker	\$330

Date	Course	Instructor	Fee
New Westminster Campus, 715 McBride Boulevard			
Jun 7–8	Balancing Empathy and Assertion (CR329)	Joan Balmer	\$ 330
Jun 8	Assessment: Negotiation (CR950)	Centre Assessor	\$ 415
Jun 9–11	Mediation Skills Level I (CR250)	Jim Toogood	\$ 495
Jun 14–15	Conflict Prevention and Resolution through Organizational Design (CR361)	Ken Cloke	\$ 415
Jun 14–16	Resolving Conflict in the Workplace (CR110B)	Nym Hughes	\$ 495
Jun 15–17	Dealing with Anger (CR200)	Joan Balmer	\$ 495
Jun 17	Assessment: Mediation (CR975)	Centre Assessor	\$ 515
Jun 17–18	Criticism: How to Give and Receive It (CR206)	Deborah White	\$ 330
Jun 18	Assessment: Mediation (CR975)	Centre Assessor	\$ 515
Jun 21–22	Shifting from Positions to Interests (CR302)	Arthur Ridgeway	\$ 350
Jun 21–25	Negotiation Skills Level II (CR360)	Deborah White	\$ 790
Jun 22	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	Centre Coach	\$ 85
Jun 23–24	Building Consensus (CR516)	Arthur Ridgeway	\$ 350
Jun 28–30	Mediation Skills Level I (CR250)	Ed Jackson	\$ 495
Jun 28–30	Dealing with Interpersonal Conflict (CR110A)	Jim Toogood	\$ 495
Jul 5–6	Critical Skills for Communicating in Conflict (CR102)	Terry Harris	\$ 330
Jul 5–6	Addressing Harm and Transforming School Culture through Restorative Approaches (RP220)	Nancy Hinds and TBA	\$ 330
Jul 5–7	Dynamics of Power (CR320)	Joan Balmer	\$ 495
Jul 7–9	Resolving Conflict in the Workplace (CR110B)	Sue Yerxa	\$ 495
Jul 7–9	Dealing with Anger (CR200)	Janice Bateman	\$ 495
Jul 7–9	Facilitating Restorative Processes in Educational Communities (RP222)	Jacquie Stevulak and Terry Waterhouse	\$ 495
Jul 8–9	Civil Procedure (CR846)	Terry Harris	\$ 330
Jul 12	Reality Check: Negotiation (CR910)	Centre Assessor	\$ 250
Jul 12–14	Negotiation Skills Level I (CR260)	Dale Zaiser	\$ 495
Jul 13	Reality Check: Negotiation (CR910)	Centre Assessor	\$ 250
Jul 14–16	Dealing with Interpersonal Conflict (CR110A)	Sandy Dunlop	\$ 495
Jul 19	Reality Check: Mediation (CR920)	Centre Assessor	\$ 310
Jul 19–20	Asserting Yourself in Conflict Situations (CR105)	Gary Harper	\$ 330
Jul 19–20	Group Dynamics (CR504)	Deborah White	\$ 330
Jul 20	Reality Check: Mediation (CR920)	Centre Assessor	\$ 310
Jul 21–22	Challenges of Facilitating (CR508)	Nancy McPhee	\$ 330
Jul 21–23	Mediation Skills Level I (CR250)	Stacey Holloway	\$ 495
Jul 23	The Art of Reframing (CR366)	Deborah White	\$ 165

Date	Course	Instructor	Fee
New Westminster Campus, 715 McBride Boulevard			
Jul 26	Use It or Lose It (CR930)	Centre Coach	\$165
Jul 26–28	Resolving Conflict in the Workplace (CR110B)	Kelly Henderson	\$495
Jul 26–28	Dealing with Anger (CR200)	Mario Govorchin	\$495
Aug 3–5	Dealing with Interpersonal Conflict (CR110A)	Ed Jackson	\$495
Aug 4–6	Negotiation Skills Level I (CR260)	Deborah White	\$495
Aug 9–10	Critical Skills for Communicating in Conflict (CR102)	Gary Harper	\$330
Aug 9–13	Mediation Skills Level II (CR400)	Stacey Holloway	\$790
Aug 10	Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	Centre Coach	\$85
Aug 16–18	Facilitating Multi-Party Disputes (CR520)	Sally Campbell	\$495
Aug 17–19	Mediation Skills Level I (CR250)	Kelly Henderson	\$495
Aug 19	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Aug 20	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Aug 23–24	Asserting Yourself in Conflict Situations (CR105)	Sue Yerxa	\$330
Aug 23–27	Negotiation Skills Level II (CR360)	Mario Govorchin	\$790
Aug 25–27	Dealing with Anger (CR200)	Joan Balmer	\$495
Aug 26	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Aug 27	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Aug 30	Assessment: Mediation (CR975)	Centre Assessor	\$515
Aug 30–Sep 1	Negotiation Skills Level I (CR260)	Lee Turnbull	\$495
Aug 31	Assessment: Mediation (CR975)	Centre Assessor	\$515
Aug 31–Sep 2	Resolving Conflict in the Workplace (CR110B)	Terry Harris	\$495
Victoria Campus, 910 Government Street			
Sep 25–26	Critical Skills for Communicating in Conflict (CR102)	Nancy Baker	\$395
Sep 29–Oct 1	Dealing with Interpersonal Conflict (CR110A)	Duncan Stewart	\$510
Oct 7–8	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee	\$395
Oct 15–17	Negotiation Skills Level I (CR260)	Ron Monk	\$510
Oct 20–22	Dealing with Anger (CR200)	Ron Monk	\$510
Oct 30–Nov 1	Mediation Skills Level I (CR250)	Brian Frank	\$510
Nov 3–4	Shifting from Positions to Interests (CR302)	Arthur Ridgeway	\$395
Nov 12–13	Critical Skills for Communicating in Conflict (CR102)	Duncan Stewart	\$395
Nov 17–19	Resolving Conflict in the Workplace (CR110B)	Linda Dobson-Sayer	\$510
Nov 24	The Art of Reframing (CR366)	Ron Monk	\$190
Nov 26	Reality Check: Negotiation (CR910)	Centre Assessor	\$265

Date	Course	Instructor	Fee
Victoria Campus, 910 Government Street			
Dec 3–5	Dealing with Defensiveness in Conflict (CR319)	Donna Soules	\$ 510
Dec 8–12	Negotiation Skills Level II (CR360)	Elizabeth Azmier-Stewart	\$ 850
Jan 26–28	Dealing with Interpersonal Conflict (CR110A)	Brian Frank	\$ 510
Feb 5–7	Negotiation Skills Level I (CR260)	Duncan Stewart	\$ 510
Feb 9–10	Critical Skills for Communicating in Conflict (CR102)	Nancy Baker	\$ 395
Feb 12	Assessment: Negotiation (CR950)	Centre Assessor	\$ 430
Feb 19–20	Asserting Yourself in Conflict Situations (CR105)	Linda Dobson-Sayer	\$ 395
Feb 25–27	Mediation Skills Level I (CR250)	Donna Soules	\$ 510
Mar 3–4	Effects of Victimization (RP103)	Joe Solanto	\$ 395
Mar 8–10	Dealing with Anger (CR200)	Elizabeth Azmier-Stewart	\$ 510
Mar 15–16	Defining Issues and Setting the Agenda (CR252)	Ron Monk	\$ 395
Mar 19–20	Building Consensus (CR516)	Arthur Ridgeway	\$ 395
Mar 29–31	Resolving Conflict in the Workplace (CR110B)	Brian Frank	\$ 510
Apr 5–6	Managing the Hostile Individual (CR108)	Mario Govorchin	\$ 395
Apr 7	Reality Check: Mediation (CR920)	Centre Assessor	\$ 325
Apr 13	Reality Check: Negotiation (CR910)	Centre Assessor	\$ 265
Apr 15–16	Group Dynamics (CR504)	Elizabeth Azmier-Stewart	\$ 395
Apr 19	The Art of Reframing (CR366)	Nancy McPhee	\$ 190
Apr 22–24	Dealing with Defensiveness in Conflict (CR319)	Donna Soules	\$ 510
Apr 26	Assessment: Mediation (CR975)	Centre Assessor	\$ 530
Apr 29–30	Challenges of Facilitating (CR508)	Ron Monk	\$ 395
May 6–8	Negotiation Skills Level I (CR260)	Linda Dobson-Sayer	\$ 510
May 13–14	Criticism: How to Give and Receive It (CR206)	Deborah White	\$ 395
May 17–19	Dealing with Interpersonal Conflict (CR110A)	Nancy Baker	\$ 510
May 27–28	Critical Skills for Communicating in Conflict (CR102)	Duncan Stewart	\$ 395
Jun 2–3	Coaching Others in Conflict Situations (CR111)	Linda Dobson-Sayer	\$ 395
Jun 7	Reality Check: Negotiation (CR910)	Centre Assessor	\$ 265
Jun 11–12	Negotiating with Difficult People (CR362)	Arthur Ridgeway	\$ 395
Jun 14–16	Mediation Skills Level I (CR250)	Brian Frank	\$ 510
Jun 18	Assessment: Negotiation (CR950)	Centre Assessor	\$ 430
Jun 24–26	Resolving Conflict in the Workplace (CR110B)	Duncan Stewart	\$ 510
Jun 28–29	Asserting Yourself in Conflict Situations (CR105)	Elizabeth Azmier-Stewart	\$ 395
Jul 6–10	Negotiation Skills Level II (CR360)	Nancy McPhee	\$ 850
Jul 12–14	Dealing with Anger (CR200)	Nancy McPhee	\$ 510

Date	Course	Instructor	Fee
North Island College, 1685 Dogwood Street, Campbell River – Campbell River Campus			
Nov 20–22	Dealing with Interpersonal Conflict (CR110A)	Sandy Dunlop	\$572
Feb 19–21	Dealing with Anger (CR200)	Sandy Dunlop	\$572
Apr 1–3	Negotiation Skills Level I (CR260)	Donna Soules	\$572
May 13–15	Mediation Skills Level I (CR250)	Sandy Dunlop	\$572
North Island College, 2300 Ryan Road, Courtenay – Comox Valley Campus			
Oct 23–24	Critical Skills for Communicating in Conflict (CR102)	Linda Dobson-Sayer	\$525
Okanagan University College, 583 Duncan Avenue, Penticton			
Oct 24–25	Critical Skills for Communicating in Conflict (CR102)	Sue Yerxa	\$450
Feb 26–28	Mediation Skills Level I (CR250)	Janice Bateman	\$550
Apr 23–24	Criticism: How to Give and Receive It (CR206)	Deborah White	\$450
Okanagan University College, 7000 College Way, Vernon			
Nov 27–29	Resolving Conflict in the Workplace (CR110B)	Janice Bateman	\$550
Mar 25–27	Dealing with Anger (CR200)	Janice Bateman	\$550
University College of the Fraser Valley, 34194 Marshall Road, Abbotsford			
Nov 20–21	Critical Skills for Communicating in Conflict (CR102)	Sue Yerxa	\$330
Apr 21–23	Resolving Conflict in the Workplace (CR110B)	Jim Toogood	\$495
Jun 17–18	Asserting Yourself in Conflict Situations (CR105)	Sue Yerxa	\$330
YWCA, 4th Floor, 535 Hornby Street near Dunsmuir, Downtown Vancouver			
Sep 29–30	Critical Skills for Communicating in Conflict (CR102)	Ed Jackson	\$330
Oct 1–3	Mediation Skills Level I (CR250)	Jill Schroder	\$495
Nov 24–25	Asserting Yourself in Conflict Situations (CR105)	Deborah White	\$330
Nov 26–28	Dealing with Interpersonal Conflict (CR110A)	Joan Balmer	\$495
Jan 12–14	Dealing with Anger (CR200)	Nancy McPhee	\$495
Feb 23–25	Negotiation Skills Level I (CR260)	Jim Toogood	\$495
Feb 26–27	Asserting Yourself in Conflict Situations (CR105)	Gary Harper	\$330
Mar 10–12	Resolving Conflict in the Workplace (CR110B)	Derm McNulty	\$495
Apr 19–21	Mediation Skills Level I (CR250)	Linda Dobson-Sayer	\$495
Apr 22–23	Critical Skills for Communicating in Conflict (CR102)	Ed Jackson	\$330
May 31–Jun 1	Asserting Yourself in Conflict Situations (CR105)	Deborah White	\$330
Jun 2–4	Dealing with Anger (CR200)	Nancy McPhee	\$495
Jun 23–25	Negotiation Skills Level I (CR260)	Gary Harper	\$495
Aug 16–18	Resolving Conflict in the Workplace (CR110B)	Jim Toogood	\$495
Aug 19–20	Managing the Hostile Individual (CR108)	Mario Govorchin	\$330

Course	Page	Date	Instructor	Location	Fee
Addressing Harm and Transforming School Culture through Restorative Practices (RP220)	P. 26	Jul 5–6	Nancy Hinds & TBA	New Westminster	\$ 330
The Theory and Practice of Problem-Solving Models (CR422)	P. 47	Feb 18–19	Terry Neiman	New Westminster	\$ 330
The Art of Reframing (CR366)	P. 26	Nov 7	Deborah White	New Westminster	\$ 165
		Nov 24	Ron Monk	Victoria Campus	\$ 190
		Apr 2	Deborah White	New Westminster	\$ 165
		Apr 19	Nancy McPhee	Victoria Campus	\$ 190
		Jul 23	Deborah White	New Westminster	\$ 165
Asserting Yourself in Conflict Situations (CR105)	P. 26	Sep 15–16	Linda Dobson-Sayer	New Westminster	\$ 330
		Oct 7–8	Nancy McPhee	Victoria Campus	\$ 395
		Oct 20–21	Gary Harper	New Westminster	\$ 330
		Nov 24–25	Deborah White	YWCA	\$ 330
		Jan 26–27	Elizabeth Azmier-Stewart	New Westminster	\$ 330
		Feb 19–20	Linda Dobson-Sayer	Victoria Campus	\$ 395
		Feb 26–27	Gary Harper	YWCA	\$ 330
		Mar 25–26	Nancy McPhee	New Westminster	\$ 330
		Apr 19–20	Jill Schroder	New Westminster	\$ 330
		May 31–Jun 1	Deborah White	YWCA	\$ 330
		Jun 17–18	Sue Yerxa	UCFV Abbotsford	\$ 330
		Jun 28–29	Elizabeth Azmier-Stewart	Victoria Campus	\$ 395
		Jul 19–20	Gary Harper	New Westminster	\$ 330
		Aug 23–24	Sue Yerxa	New Westminster	\$ 330
Assessment: Mediation (CR975)	P. 27	Dec 15	Centre Assessor	New Westminster	\$ 515
		Dec 16	Centre Assessor	New Westminster	\$ 515
		Mar 29	Centre Assessor	New Westminster	\$ 515
		Mar 30	Centre Assessor	New Westminster	\$ 515
		Apr 26	Centre Assessor	Victoria Campus	\$ 530
		Jun 17	Centre Assessor	New Westminster	\$ 515
		Jun 18	Centre Assessor	New Westminster	\$ 515
		Aug 30	Centre Assessor	New Westminster	\$ 515
Assessment: Negotiation (CR950)	P. 27	Oct 6	Centre Assessor	New Westminster	\$ 415
		Oct 7	Centre Assessor	New Westminster	\$ 415
		Oct 27	Centre Assessor	New Westminster	\$ 415
		Oct 28	Centre Assessor	New Westminster	\$ 415
		Dec 8	Centre Assessor	New Westminster	\$ 415
		Dec 9	Centre Assessor	New Westminster	\$ 415
		Feb 12	Centre Assessor	Victoria Campus	\$ 430
		Feb 26	Centre Assessor	New Westminster	\$ 415
		Feb 27	Centre Assessor	New Westminster	\$ 415

Course	Page	Date	Instructor	Location	Fee
Assessment: Negotiation (CR950)	P. 27	May 19	Centre Assessor	New Westminster	\$415
		May 20	Centre Assessor	New Westminster	\$415
		Jun 7	Centre Assessor	New Westminster	\$415
		Jun 8	Centre Assessor	New Westminster	\$415
		Jun 18	Centre Assessor	Victoria Campus	\$430
		Aug 19	Centre Assessor	New Westminster	\$415
		Aug 20	Centre Assessor	New Westminster	\$415
		Aug 26	Centre Assessor	New Westminster	\$415
		Aug 27	Centre Assessor	New Westminster	\$415
Balancing Empathy and Assertion (CR327)	P. 28	Jun 7–8	Joan Balmer	New Westminster	\$330
Breaking Repetitive Conflict Patterns (CR113)	P. 28	Apr 29–30	Rob McGregor	New Westminster	\$330
Building Consensus (CR516)	P. 28	Mar 19–20	Arthur Ridgeway	Victoria Campus	\$395
		Jun 23–24	Arthur Ridgeway	New Westminster	\$350
Bullying in the Workplace: The Organizational Response (CR114)	P. 50	Nov 26	Marj Burdine, Ed Jackson, Kent Highnam	New Westminster	\$125
Challenges of Facilitating (CR508)	P. 29	Nov 5–6	Deborah White	New Westminster	\$330
		Mar 10–11	Ron Monk	New Westminster	\$330
		Apr 29–30	Ron Monk	Victoria Campus	\$395
		Jul 21–22	Nancy McPhee	New Westminster	\$330
Civil Procedure (CR846)	P. 29	Mar 18–19	Terry Harris	New Westminster	\$330
		Jul 8–9	Terry Harris	New Westminster	\$330
Coaching Others in Conflict Situations (CR111)	P. 30	Nov 20–21	Linda Dobson-Sayer	New Westminster	\$330
		Mar 23–24	Linda Dobson-Sayer	New Westminster	\$330
		Jun 2–3	Linda Dobson-Sayer	Victoria Campus	\$395
Conflict Prevention and Resolution Through Organizational Design (CR361)	P. 50	Jun 14–15	Ken Cloke	New Westminster	\$415
Critical Skills for Communicating in Conflict (CR102)	P. 31	Sep 8–9	Gary Harper	New Westminster	\$330
		Sep 25–26	Nancy Baker	Victoria Campus	\$395
		Sep 29–30	Ed Jackson	YWCA	\$330
		Oct 23–24	Linda Dobson-Sayer	NIC Courtenay	\$525
		Oct 24–25	Sue Yerxa	OUC Penticton	\$450
		Nov 3–4	Janice Bateman	New Westminster	\$330
		Nov 12–13	Duncan Stewart	Victoria Campus	\$395
		Nov 20–21	Sue Yerxa	UCFV Abbotsford	\$330
		Dec 4–5	Derm McNulty	New Westminster	\$330

Course	Page	Date	Instructor	Location	Fee
Critical Skills for Communicating in Conflict (CR102)	P. 31	Jan 8–9	Sandy Dunlop	New Westminster	\$ 330
		Jan 19–20	Terry Harris	New Westminster	\$ 330
		Feb 9–10	Nancy Baker	Victoria Campus	\$ 395
		Feb 12–13	Jill Schroder	New Westminster	\$ 330
		Mar 15–16	Nancy McPhee	New Westminster	\$ 330
		Apr 1–2	Mario Govorchin	New Westminster	\$ 330
		Apr 22–23	Ed Jackson	YWCA	\$ 330
		May 10–11	Nancy McPhee	New Westminster	\$ 330
		May 27–28	Duncan Stewart	Victoria Campus	\$ 395
		Jun 7–8	Nancy Baker	New Westminster	\$ 330
		Jul 5–6	Terry Harris	New Westminster	\$ 330
		Aug 9–10	Gary Harper	New Westminster	\$ 330
Criticism: How to Give and Receive It (CR206)	P. 31	Oct 6–7	Deborah White	New Westminster	\$ 330
		Feb 16–17	Deborah White	New Westminster	\$ 330
		Apr 23–24	Deborah White	OUC Penticton	\$ 450
		May 13–14	Deborah White	Victoria Campus	\$ 395
		Jun 17–18	Deborah White	New Westminster	\$ 330
Culture in Mediation: Enriching the Process (CR253)	P. 31	Nov 24–25	Sally Campbell	New Westminster	\$ 330
Dealing with Anger (CR200)	P. 32	Sep 24–26	Joan Balmer	New Westminster	\$ 495
		Oct 20–22	Ron Monk	Victoria Campus	\$ 510
		Oct 22–24	Elizabeth Azmier-Stewart	New Westminster	\$ 495
		Nov 17–19	Mario Govorchin	New Westminster	\$ 495
		Dec 17–19	Stacey Holloway	New Westminster	\$ 495
		Jan 28–30	Mario Govorchin	New Westminster	\$ 495
		Feb 19–21	Sandy Dunlop	NIC Campbell River	\$ 572
		Feb 23–25	Nym Hughes	New Westminster	\$ 495
		Mar 8–10	Elizabeth Azmier-Stewart	Victoria Campus	\$ 510
		Mar 17–19	Sue Yerxa	New Westminster	\$ 495
		Mar 25–27	Janice Bateman	OUC Vernon	\$ 550
		Apr 21–23	Joan Balmer	New Westminster	\$ 495
		May 18–20	Joan Balmer	New Westminster	\$ 495
		Jun 2–4	Nancy McPhee	YWCA	\$ 495
		Jun 15–17	Joan Balmer	New Westminster	\$ 495
		Jul 7–9	Janice Bateman	New Westminster	\$ 495
		Jul 12–14	Nancy McPhee	Victoria Campus	\$ 510
		Jan 12–14	Nancy McPhee	YWCA	\$ 495
		Jul 26–28	Mario Govorchin	New Westminster	\$ 495
		Aug 25–27	Joan Balmer	New Westminster	\$ 495
Dealing with Defensiveness in Conflict (CR319)	P. 32	Nov 17–19	Donna Soules	New Westminster	\$ 495
		Dec 3–5	Donna Soules	Victoria Campus	\$ 510
		Apr 22–24	Donna Soules	Victoria Campus	\$ 510
		May 3–5	Donna Soules	New Westminster	\$ 495

Course	Page	Date	Instructor	Location	Fee
Dealing with Interpersonal Conflict (CR110A)	P. 32	Sep 10–12	Janice Bateman	New Westminster	\$495
		Sep 29–Oct 1	Duncan Stewart	Victoria Campus	\$510
		Oct 6–8	Ed Jackson	New Westminster	\$495
		Nov 3–5	Jill Schroder	New Westminster	\$495
		Nov 20–22	Sandy Dunlop	NIC Campbell River	\$572
		Nov 26–28	Joan Balmer	YWCA	\$495
		Dec 15–17	Terry Harris	New Westminster	\$495
		Jan 21–23	Linda Dobson-Sayer	New Westminster	\$495
		Jan 26–28	Brian Frank	Victoria Campus	\$510
		Feb 18–20	Sue Yerxa	New Westminster	\$495
		Mar 17–19	Brian Frank	New Westminster	\$495
		Apr 5–7	Jill Schroder	New Westminster	\$495
		Apr 26–28	Nancy Baker	New Westminster	\$495
		May 12–14	Kelly Henderson	New Westminster	\$495
		May 17–19	Nancy Baker	Victoria Campus	\$510
		Jun 2–4	Joan Balmer	New Westminster	\$495
		Jun 28–30	Jim Toogood	New Westminster	\$495
		Jul 14–16	Sandy Dunlop	New Westminster	\$495
		Aug 3–5	Ed Jackson	New Westminster	\$495
Defining Issues and Setting the Agenda (CR252)	P. 33	Mar 3–4	Ron Monk	New Westminster	\$330
		Mar 15–16	Ron Monk	Victoria Campus	\$395
Dynamics of Power (CR320)	P. 33	Oct 1–3	Joan Balmer	New Westminster	\$495
		Mar 15–17	Joan Balmer	New Westminster	\$495
		Jul 5–7	Joan Balmer	New Westminster	\$495
Effects of Victimization (RP103)	P. 34	Nov 6–7	Joe Solanto	New Westminster	\$330
		Mar 3–4	Joe Solanto	Victoria Campus	\$395
		Apr 29–30	Joe Solanto	New Westminster	\$330
Ethical Dilemmas for Mediators (CR326)	P. 35	Mar 2	Lee Turnbull	New Westminster	\$165
Expanding Roles for Conflict Resolvers: Coaches, Advocates and Collaborative Negotiators (CR122)	P. 51	Apr 19–20	Julie MacFarlane and Bernie Mayer	New Westminster	\$595
Facilitating Multi-Party Disputes (CR520)	P. 35	Aug 16–18	Sally Campbell	New Westminster	\$495
Facilitating Restorative Processes in Educational Communities (RP222)	P. 36	Jul 7–9	Jacquie Stevulak, Terry Waterhouse	New Westminster	\$495
Facilitating Restorative Processes in the Workplace (RP223)	P. 36	Jun 2–4	Sue Yerxa, Jacquie Stevulak	New Westminster	\$495

Course	Page	Date	Instructor	Location	Fee
Forgiveness and Apology in Mediating (CR251)	P. 37	Jun 2–3	Barbara Ashley Phillips	New Westminster	\$ 350
Foundations of Restorative Practices (RP100)	P. 37	Nov 3–5	Phil Gatensby, Terry Waterhouse	New Westminster	\$ 495
		Apr 26–28	Barry Warhaft, Nancy Hinds	New Westminster	\$ 495
Group Dynamics (CR504)	P. 37	Nov 3–4	Deborah White	New Westminster	\$ 330
		Mar 8–9	Joan Balmer	New Westminster	\$ 330
		Apr 15–16	Elizabeth Azmier-Stewart	Victoria Campus	\$ 395
		Jul 19–20	Deborah White	New Westminster	\$ 330
Managing the Conflict Within (CR423)	P. 39	Jan 22–23	Joan Balmer, Nikki de Carteret	New Westminster	\$ 330
Managing the Hostile Individual (CR108)	P. 39	Dec 1–2	Mario Govorchin	New Westminster	\$ 330
		Apr 5–6	Mario Govorchin	Victoria Campus	\$ 395
		Apr 26–27	Mario Govorchin	New Westminster	\$ 330
		Aug 19–20	Mario Govorchin	YWCA	\$ 330
Mediating Consciously: Being Real and Becoming Aware (CR858)	P. 39	May 6–7	Michael Fogel	New Westminster	\$ 350
Mediating Court-Based & Non-Relationship Cases (CR460)	P. 40	May 27–28	Terry Harris	New Westminster	\$ 330
Mediation Skills Level I (CR250)	P. 40	Oct 1–3	Jill Schroder	YWCA	\$ 495
		Oct 27–29	Donna Soules	New Westminster	\$ 495
		Oct 30–Nov 1	Brian Frank	Victoria Campus	\$ 510
		Nov 12–14	Jim Toogood	New Westminster	\$ 495
		Dec 3–5	Sandy Dunlop	New Westminster	\$ 495
		Feb 9–11	Lee Turnbull	New Westminster	\$ 495
		Feb 25–27	Donna Soules	Victoria Campus	\$ 510
		Feb 26–28	Janice Bateman	OUC Penticton	\$ 550
		Mar 10–12	Deborah White	New Westminster	\$ 495
		Mar 30–Apr 1	Terry Harris	New Westminster	\$ 495
		Apr 19–21	Linda Dobson-Sayer	YWCA	\$ 495
		May 13–15	Sandy Dunlop	NIC Campbell River	\$ 572
		May 17–19	Gary Harper	New Westminster	\$ 495
		Jun 9–11	Jim Toogood	New Westminster	\$ 495
		Jun 14–16	Brian Frank	Victoria Campus	\$ 510
		Jun 28–30	Ed Jackson	New Westminster	\$ 495
		Jul 21–23	Stacey Holloway	New Westminster	\$ 495
		Aug 17–19	Kelly Henderson	New Westminster	\$ 495

Course	Page	Date	Instructor	Location	Fee
Mediation Skills Level II (CR400)	P. 40	Nov 17–21	Ron Monk	New Westminster	\$790
		Dec 8–12	Elizabeth Azmier-Stewart	Victoria Campus	\$850
		Jan 26–30	Deborah White	New Westminster	\$790
		Mar 22–26	Donna Soules	New Westminster	\$790
		May 10–14	Linda Dobson-Sayer	New Westminster	\$790
		Aug 9–13	Stacey Holloway	New Westminster	\$790
Mediation Skills Level II (CR829)	P. 41	Mar 31–Apr 1	Michael Fogel	New Westminster	\$350
Negotiating with Difficult People (CR362)	P. 41	Sep 17–18	Arthur Ridgeway	New Westminster	\$350
		May 12–13	Arthur Ridgeway	New Westminster	\$350
		Jun 11–12	Arthur Ridgeway	Victoria Campus	\$395
Negotiation Skills Level I (CR260)	P. 42	Sep 17–19	Jill Schroder	New Westminster	\$495
		Oct 14–16	Sue Yerxa	New Westminster	\$495
		Oct 15–17	Ron Monk	Victoria Campus	\$510
		Nov 5–7	Mario Govorchin	New Westminster	\$495
		Dec 8–10	Deborah White	New Westminster	\$495
		Jan 19–21	Jill Schroder	New Westminster	\$495
		Feb 4–6	Dale Zaiser	New Westminster	\$495
		Feb 5–7	Duncan Stewart	Victoria Campus	\$510
		Feb 23–25	Jim Toogood	YWCA	\$495
		Mar 22–24	Ed Jackson	New Westminster	\$495
		Apr 1–3	Donna Soules	NIC Campbell River	\$572
		Apr 13–15	Gary Harper	New Westminster	\$495
		May 6–8	Linda Dobson-Sayer	Victoria Campus	\$510
		May 10–12	Jim Toogood	New Westminster	\$495
		Jun 1–Jun 3	Dale Zaiser	New Westminster	\$495
		Jun 23–25	Gary Harper	YWCA	\$495
		Jul 12–14	Dale Zaiser	New Westminster	\$495
		Aug 4–6	Deborah White	New Westminster	\$495
		Aug 30–Sep 1	Lee Turnbull	New Westminster	\$495
Negotiation Skills Level II (CR360)	P. 42	Oct 20–24	Dale Zaiser	New Westminster	\$790
		Dec 8–12	Mario Govorchin	New Westminster	\$790
		Feb 16–20	Nancy McPhee	New Westminster	\$790
		Apr 19–23	Dale Zaiser	New Westminster	\$790
		Jun 21–25	Deborah White	New Westminster	\$790
		Jul 6–10	Nancy McPhee	Victoria Campus	\$850
		Aug 23–27	Mario Govorchin	New Westminster	\$790
Peacemaking Circles: A Process for Building Consensus and Relationships (RP205)	P. 43	Mar 17–19	Mark Wedge and TBA	New Westminster	\$545
The Power of Dialogue: Constructive Conversations on Divisive Issues (CR115)	P. 50	Mar 25–27	Ann McBroom and Robert Stains	New Westminster	\$950

Course	Page	Date	Instructor	Location	Fee
The Practice of Mediation (CR557)	P. 44	Mar 1	Lee Turnbull	New Westminster	\$ 220
Questions and Questioning (CR318)	P. 45	Oct 30	Gordon Sloan	New Westminster	\$ 165
Reality Check: Mediation (CR920)	P. 45	Nov 24	Centre Assessor	New Westminster	\$ 310
		Nov 28	Centre Assessor	New Westminster	\$ 310
		Mar 4	Centre Assessor	New Westminster	\$ 310
		Mar 5	Centre Assessor	New Westminster	\$ 310
		Apr 7	Centre Assessor	Victoria Campus	\$ 325
		May 31	Centre Assessor	New Westminster	\$ 310
		Jun 1	Centre Assessor	New Westminster	\$ 310
		Jul 19	Centre Assessor	New Westminster	\$ 310
Reality Check: Negotiation (CR910)	P. 45	Jul 20	Centre Assessor	New Westminster	\$ 310
		Sep 15	Centre Assessor	New Westminster	\$ 250
		Sep 22	Centre Assessor	New Westminster	\$ 250
		Oct 8	Centre Assessor	New Westminster	\$ 250
		Oct 9	Centre Assessor	New Westminster	\$ 250
		Nov 7	Centre Assessor	New Westminster	\$ 250
		Nov 14	Centre Assessor	New Westminster	\$ 250
		Nov 26	Centre Assessor	Victoria Campus	\$ 265
		Feb 2	Centre Assessor	New Westminster	\$ 250
		Feb 3	Centre Assessor	New Westminster	\$ 250
		Apr 13	Centre Assessor	Victoria Campus	\$ 265
		Apr 16	Centre Assessor	New Westminster	\$ 250
		Apr 19	Centre Assessor	New Westminster	\$ 250
		Apr 26	Centre Assessor	New Westminster	\$ 250
		May 17	Centre Assessor	New Westminster	\$ 250
		May 18	Centre Assessor	New Westminster	\$ 250
		Jun 7	Centre Assessor	Victoria Campus	\$ 265
		Jul 12	Centre Assessor	New Westminster	\$ 250
Reconciling Differences (CR834)	P. 45	Dec 17–18	Arthur Ridgeway	New Westminster	\$ 380
Resolving Conflict in the Workplace (CR110B)	P. 46	Sep 22–24	Jim Toogood	New Westminster	\$ 495
		Oct 15–17	Kelly Henderson	New Westminster	\$ 495
		Oct 28–30	Gary Harper	New Westminster	\$ 495
		Nov 12–14	Gary Harper	New Westminster	\$ 495
		Nov 17–19	Linda Dobson-Sayer	Victoria Campus	\$ 510
		Nov 27–29	Janice Bateman	OUC Vernon	\$ 550
		Dec 1–3	Ed Jackson	New Westminster	\$ 495
		Jan 12–14	Stacey Holloway	New Westminster	\$ 495
		Feb 3–5	Jill Schroder	New Westminster	\$ 495
		Mar 1–3	Mario Govorchin	New Westminster	\$ 495
		Mar 10–12	Derm McNulty	YWCA	\$ 495

Course	Page	Date	Instructor	Location	Fee
Resolving Conflict in the Workplace (CR110B)	P. 46	Mar 29–31	Jim Toogood	New Westminster	\$495
		Mar 29–31	Brian Frank	Victoria Campus	\$510
		Apr 14–16	Jill Schroder	New Westminster	\$495
		Apr 21–23	Jim Toogood	UCFV Abbotsford	\$495
		May 3–5	Joan Balmer	New Westminster	\$495
		May 26–28	Sue Yerxa	New Westminster	\$495
		Jun 14–16	Nym Hughes	New Westminster	\$495
		Jun 24–26	Duncan Stewart	Victoria Campus	\$510
		Jul 7–9	Sue Yerxa	New Westminster	\$495
		Jul 26–28	Kelly Henderson	New Westminster	\$495
		Aug 16–18	Jim Toogood	YWCA	\$495
		Aug 31–Sep 2	Terry Harris	New Westminster	\$495
Separate Meetings: Pre-Mediation and Caucusing (CR415)	P. 46	Jan 28–29	Michael Fogel	New Westminster	\$350
Shifting from Positions to Interests (CR302)	P. 46	Sep 15–16	Arthur Ridgeway	New Westminster	\$350
		Nov 3–4	Arthur Ridgeway	Victoria Campus	\$395
		Dec 15–16	Arthur Ridgeway	New Westminster	\$350
		Feb 23–24	Arthur Ridgeway	New Westminster	\$350
		May 10–11	Arthur Ridgeway	New Westminster	\$350
		Jun 21–22	Arthur Ridgeway	New Westminster	\$350
Supervised Coaching Sessions (CR121) (4:30 pm – 8:30 pm)	P. 47	Sep 23	Centre Coach	New Westminster	\$85
		Nov 4	Centre Coach	New Westminster	\$85
		Dec 2	Centre Coach	New Westminster	\$85
		Jan 20	Centre Coach	New Westminster	\$85
		Mar 2	Centre Coach	New Westminster	\$85
		Apr 6	Centre Coach	New Westminster	\$85
		May 11	Centre Coach	New Westminster	\$85
		Jun 22	Centre Coach	New Westminster	\$85
		Aug 10	Centre Coach	New Westminster	\$85
Transforming Organizations through Restorative Practices (RP221)	P. 48	May 31–Jun 1	Barry Stuart	New Westminster	\$330
Unfinished Business (CR316)	P. 48	Feb 25–26	Arthur Ridgeway	New Westminster	\$350
Use It or Lose It (CR930)	P. 49	Dec 1	Centre Coach	New Westminster	\$165
		Apr 5	Centre Coach	New Westminster	\$165
		Jul 26	Centre Coach	New Westminster	\$165
Workplace Options: Conflict Resolution in Action (CR262)	P. 49	Feb 12–13	Margaretha Hoek	New Westminster	\$330

Instructional Team

Our instructional team consists of dispute resolution specialists who bring experience from a broad range of industries and professions, including business, education, law, counselling, community programs, community development and human relations. They are all actively involved in the dispute resolution field.

ELIZABETH AZMIER-STEWART, Cert. ConRes., B.A., is a mediator and educator with extensive experience assisting people to reconnect and collaborate in significant relationships that have been injured or stymied by conflict. Elizabeth works with individuals and groups in organizations, schools, universities, health care, land use tables, cooperatives, families and child welfare.

NANCY BAKER, Cert. ConRes., is a trainer and coach in conflict resolution and non-profit development areas. Nancy's background is in art, private business and community development, and she has maintained a mediation practice since 1994.

JOAN BALMER, Cert. ConRes., B.A., Certificate in Adult Education, M.A., is a management consultant with over 20 years of experience working with all levels of government, Crown corporations and the private sector. She specializes in working to resolve personal, interpersonal or small-group conflict and has maintained a private mediation practice since 1984.

JANICE BATEMAN, Cert. ConRes., is a trainer in negotiation, conflict resolution, anger management and communication. Her background is in social services, high-risk youth, organizational facilitation and business. Janice maintains a private mediation practice and works in Alberta and British Columbia.

CHARLES BOEHM-HILL, B.A. (Psych.), M.Ed., M.A., is president and human resources management consultant with Paideia Educational Consulting and Mediation. With the Adoptive Families Association of BC, he has co-authored *Raising Healthy Multiracial Adoptive Families: A Question and Answer Guide for Adoptive Parents*. Charles has provided anti-harassment training to civilian and sworn members of the Vancouver Police Department and the Seattle Police Department.

CHRISTIANE BOISJOLY, B.Sc., M.B.A., is a facilitator of group work within organizations and communities that want to improve their processes and relationships. Christine has worked extensively as a trainer and practitioner in conflict resolution in cross-cultural contexts, profit and non-profit organizations and government.

"Instructor – Easy to approach, very accommodating, great sense of humour, good knowledge."

– Paul Butler-Schmidt

Most classes are limited to 20 participants – don't be disappointed – register today!
See page 89 for details.

Transfer Credit – The Centre has transfer credit and equivalency agreements with a variety of post-secondary institutions and professional organizations. Consult www.jibc.bc.ca/ccr for more details.

MARJE BURDINE, M.Ed., is a Respectful Workplace Advisor with BC Rapid Transit Company (SkyTrain), where she has been instrumental in developing an anti-bullying program and policy. She has extensive background in workplace conflict resolution and harassment issues, primarily with BC Hydro, SkyTrain, Matsqui Federal Institution, and the BC Ministry of Attorney General.

SALLY CAMPBELL, Cert. ConRes., B.A., J.D., is a mediator and facilitator specializing in multi-party disputes and high conflict within multicultural settings. Sally has a background in law, which had led her to local involvement in restorative justice and her interests in the circle approach to problem solving and peacemaking.

NIKKI DE CARTERET, M.A., is an international management consultant who has worked with business, government agencies and non-profit organizations all over the world. Nikki specializes in organizational change, leadership, cross-cultural team building, intercultural communication, personal development and self-management. She has been commissioned by a British publisher to write a book on how to communicate and work with the Arabic/Islamic world.

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.

LINDA DOBSON-SAYER, Cert. ConRes., M.A. (Leadership and Management), CPPC, is an organizational consultant and Certified Executive Coach, with specific expertise in conflict resolution and team and leadership development. Linda's professional experience includes senior management positions and consulting with private and public sector organizations. In addition, she works closely with Ken Blanchard Companies (One Minute Manager) as an Executive Coach. She is passionate about helping others resolve difficulties and optimize their potential.

SANDY DUNLOP, Cert. ConRes., is a mediator in private practice, specializing in the resolution of parent-teen conflict and conflicts within families, between teens and in the workplace. She has a varied background, including journalism, group facilitation and law. Sandy currently provides individual and group instruction and coaching in anger and conflict management.

ED EDULJEE specializes in intercultural relations in the workplace and community. Previously, as director of Multiculturalism BC, he supervised a conflict resolution/community-building initiative between Sikh veterans and Surrey's Newton Legion. Ed has been invited by the US government to visit American cultural communities and conflict resolution programs. His workshops for federal fisheries officers include intercultural conflict prevention/resolution and relations with Aboriginal communities.

MICHAEL FOGEL, Cert. ConRes., J.D., LL.B., M.Ed., C.Med., is a mediator, facilitator and negotiation/conflict educator. Michael teaches postgraduate university programs and presents courses to a variety of public and private sector organizations. Prior to his move to Canada, Michael practiced law in Los Angeles and served as a municipal and superior court judge.

BRIAN FRANK, Cert. ConRes., B.A., C.Med., is a mediator and educator in the field of conflict resolution. He has extensive experience working in the areas of family, workplace, labour and community dispute resolution. Brian has an educational background in social psychology, theology and conflict resolution and focuses on achieving positive outcomes through client empowerment.

PHILLIP GATENSBY is from the Tlingit First Nation, Raven Clan, in Carcross, Yukon Territory. He has worked as a Peacebuilder, using circles to create wellness within communities, families and individuals for the past 20 years. He has worked with people of all ages and walks of life within the Yukon and across North America. Phillip has worked extensively with youth and elders and has provided facilitation in correctional, governmental, and school settings. He uses a unique blend of traditional and contemporary techniques in designing a foundation for peacebuilding.

JOAN GOLDSMITH is a management consultant based in Santa Monica. She has worked with Showtime Networks, Wells Fargo, AT&T, Pacific Bell, and others. Formerly on the faculty of the Harvard Graduate School of Education, she is coauthor with Kenneth Cloke of *Thank God It's Monday! 14 Values We Need to Humanize the Way We Work*.

MARIO GOVORCHIN, Cert. ConRes., B.A. (Psych.), is a trainer in conflict resolution, mediation and negotiation, specializing in anger management and working with troubled youth. His background includes psychology, organizational consulting and working with government, business and community organizations. Mario is a certified instructor with the Crisis Prevention Institute.

GARY HARPER, Cert. ConRes., LL.B., is a consultant, mediator and facilitator who specializes in management training and business communication. He has designed and conducted a variety of workshops on conflict resolution, team building and customer service. Gary mediates in organizations, including harassment issues. He works with all levels of government and with private industry. Gary uses storytelling to help people better understand and resolve conflict.

TERRY HARRIS, Cert. ConRes., B.A., LL.B., is a mediator in the personal injury and child protection fields. He has a varied background as a lawyer, counsellor and administrator and a unique mix of work experience as the director of a crisis line, a marriage counsellor, a street youth worker, a police constable, a juvenile detention unit supervisor and a litigation lawyer.

KELLY HENDERSON, Cert. ConRes., R.N., BSc.N., M.Ed. (CNPS), specializes in work in health care environments. Her private practice includes mediation, specified course development for organizations in communications skills, managing and resolving conflicts effectively and developing leadership in health care. She also provides support to the following SFU master's level programs: Executive MBA, Physician EMP and Executive MDP.

KENT HIGHNAM, Cert. ConRes., M.A., has a professional background in international relations and public relations. As the communications coordinator for the Community Social Services Employers' Association, Kent deals with union/management issues, human resource management and organizational development. Kent instructs in conflict resolution and negotiation for several public and private organizations, including as a lecturer for Simon Fraser University.

NANCY HINDS, Cert. ConRes., M.A., CCRT, is a teacher, facilitator, trainer and coach with diverse experience in the field of alternative dispute resolution and adult learning. Her other areas of expertise include organizational culture, dynamic group facilitation, healing/wellness and restorative justice. She has worked with the educational system and with non-profit and professional organizations to "build community and capacity in others through insight and involvement."

STACEY HOLLOWAY, Cert. ConRes., B.Sc.N., is an acknowledged and skilled interventionist in the fields of human relations and organizational development. She has extensive experience in the private sector as well as in health care and education. As a member of the Holloway Zaiser Group, she focuses on organizational development, particularly change education, change strategy consulting and change leadership development. Stacey's work also includes assessment and analysis, facilitation, mediation, training and keynote speaking. She is the author of a high school resource entitled *Interpersonal Conflict Resolution Skills for Youth*.

NYM HUGHES, Cert. ConRes., Dip. Adult Ed., M.Ed., is a mediator, facilitator, trainer and administrator. She has maintained a private practice in facilitation and mediation since 1987 and works primarily with community groups and non-profit organizations. Her particular interests include the impacts of culture and gender on conflict, learning and administration.

ED JACKSON, Cert. ConRes., CGA, is an organizational consultant specializing in conflict resolution programs, training and mediation. As an advisor to federal and provincial ministries and both private and public sector organizations, he has designed and coordinated the implementation of Respectful Workplace Programs and has facilitated workplace disputes involving bullying.

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JULIE MACFARLANE, is a tenured half-time Full Professor at the Faculty of Law of the University of Windsor (on leave). During 2002-2003 she is Visiting Professor at Osgoode Hall Law School, Toronto, where she is co-director of the Master in Law (ADR) Program. Dr. Macfarlane devotes the other half of her time to her consulting practice, which offers conflict resolution service, training, facilitation and systems design for a range of public and private sector clients. Dr. Macfarlane is the editor of *Dispute Resolution: Readings and Case Studies* as well as numerous periodical articles on dispute resolution and mediation.

BERNIE MAYER, Ph.D., is a partner at CDR Associates in Boulder, Colorado, where he provides democratic decision-making and conflict management assistance to business, government agencies, professionals and organizations in the public sector. He has mediated or facilitated the resolution of many different types of conflicts, including labour/management, public policy and ethnic conflicts. Bernie has written extensively on conflict resolution and is the author of *The Dynamic of Conflict Resolution: A Practitioner's Guide* (Jossey-Bass, 2000).

ANN McBROOM is a conflict resolution professional at the King County Alternative Dispute Resolution Program in Seattle, WA. Ann has been the manager of the Centre since 1989 and has developed and presented training for all levels of government and consulted in conflict system improvements and meeting design. She has also worked with the Sound Options Mediation and Training Group in Bainbridge Island, WA and as the Director of Bellevue, WA Community Mediation Program.

ROB MCGREGOR, Cert. ConRes., B.A. (Psych.), M.Div., specializes in sticky workplace situations. Rob is a certified master coach and mentor, a human resources consultant, instructor, chaplain and champion storyteller. He uses his experience working with some of today's most challenging business and social problems to help leaders understand how to get what they want. Rob holds a B.A. in Psychology, a Master of Divinity degree, and a Certificate in Conflict Resolution. His designation as a Certified Human Resources Professional (CHRP) and a divorce coach are in process.

DERM McNULTY, Cert. ConRes., brings to the field of conflict resolution an extensive background in the construction industry. A graduate of the Centre for Conflict Resolution, he serves as a mediator in the Provincial Courts and in private practice. He has been active in the Youth Court diversion program. Derm is a director of the Canadian Construction Institute, Conflict and Decision Management Centre, and the UBC Law Faculty's CoRe program. Derm provides coaching services at the Justice Institute and the UBC Faculty of Law, and in the private sector.

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NANCY McPHEE, Cert. ConRes., is a facilitator, instructor and mediator with over 25 years of experience in the classroom. Her background includes education, community development, health care and volunteer experiences. Nancy's vibrant style, sense of humour and common-sense approach make learning fun and relevant.

RON MONK, Cert. ConRes., D. Tech., is a trainer in conflict resolution, mediation, negotiation and communication skills. His background is in broadcast communications, not-for-profit management and government. Ron has maintained a mediation practice since 1987, and his work encompasses organizations, government agencies, family, child protection and intercultural and multi-party/group facilitation.

TERRY NEIMAN, C.Med., Cert. ConRes., M.Sc., is a trainer and consultant specializing in the facilitation of problem solving, process improvement, negotiation, teamwork and conflict and risk management. Terry is also a mediator specializing in multi-party, organizational, public policy, commercial, business and family disputes. His background includes materials science and engineering, corporate management experience and consulting in various fields.

BARBARA ASHLEY PHILLIPS, B.A., J.D. , has 20 years of experience in mediation and training. Her latest book, *The Mediation Field Guide*, is described as "practical and profound" by Ken Cloke and as "a welcome inspiration to the field of conflict resolution", in an ABA Journal review. With a J.D. from Yale Law School, Barbara Phillips served as an Assistant United States Attorney and practiced primarily federal civil trial law in Oregon and California before becoming a mediator.

ARTHUR RIDGEWAY, Cert. ConRes., Ph.D., R.Psych., is a consultant and facilitator in the fields of dispute resolution and leadership development. Internationally, he represents Canada at the Alternative Dispute Resolution Executive Education Project and has worked as a facilitator for the Asian Development Bank Institute. Arthur is a senior associate with the Niagara Institute and an associate facilitator with the Conference Board of Canada.

JILL SCHRODER, Cert. ConRes., B.A., M.Sc., C.Med., is a mediator, personal coach and facilitator. Her background is in developing, coaching and presenting in-house and public training in conflict resolution, mediation, negotiation, assertiveness, communication skills, dealing with anger and managing transition. Jill specializes in workplace and relationship disputes and has a strong interest in and commitment to personal transformation.

GORDON SLOAN has been active in teaching and training mediators and negotiators for about 15 years. His work is national in scope, involving all sorts of groups and professions, in government, industry and academic settings. His interests are in dispute resolution philosophy, attitudes, skills and technique.

JOE SOLANTO, Ph.D., is a therapist, clinical supervisor and educator in private practice. His background is in working with high-risk youth. Joe 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.

DONNA SOULES, Cert. ConRes., M.A., is a teacher in the Criminology Department of Malaspina University-College in Nanaimo. She has a private mediation practice on Vancouver Island focusing on organization, family and First Nations issues. Donna is a member of the BC Mediator Roster Society.

ROBERT R. STAINS JR. M.Ed., LMFT, is the program Director of the Public Conversations Project and is on the faculty of the Family Institute of Cambridge. At PCP he provides training and consultation to practitioners and organizations on creating openings for constructive conversations in the midst of conflict. He co-developed and co-presents the "Power of Dialogue" and "Inquiry as Intervention" workshops. Robert also serves as a consultant to the Interpersonal Skills Component of the Harvard Negotiation Project at Harvard Law School and maintains a private mediation, consulting and training practice in Beverly, MA.

JACQUIE STEVULAK, Cert. ConRes., is currently the executive director of the North Vancouver Restorative Justice Society, which delivers a Restorative Response Program on the North Shore. She has over 20 years of experience in the legal and education fields.

DUNCAN M. STEWART, Cert. ConRes., Ph.D. (Psych.), M.Ed., Dipl. Bus. Admin., RCC, is a specialist in remedial interventions with dysfunctional and chronically stressed workgroups, organizations and individuals in the areas of entrenched conflicts and employee performance problems. His background is in consulting and training in organizational analysis and development, group mediation and facilitation, formal investigative techniques, bilateral management/union consulting and mental health assessment and treatment.

JUDGE BARRY STUART (retired), LL.B, O.P.N.G., has 26 years of experience working with various forms of alternative dispute resolution in both national and international settings. He has been involved in the use of peacemaking circles for 10 years in both the public and private sectors. As part of the judicial team of the Yukon Territory, Barry initiated the world's first sentencing circle. He has written, taught and trained extensively on the use of peacemaking circles and other consensus-based forms of conflict resolution.

Help us keep in touch with you – update your address, phone and e-mail information by calling 604-528-5608.

JIM TOOGOOD, Cert. ConRes., is a trainer in conflict resolution, negotiation and mediation. His background includes extensive experience in business and labour. Jim is a mediator, facilitator and consultant within organizational workplace settings and in commercial and personal injury and labour disputes.

DALE TRIMBLE, M.A., RCC, is a trainer, consultant and therapist. He co-founded the Vancouver Alternatives to Violence Program and the BC Association for Counsellors of Abusive Men. He customizes conflict resolution training for the corporate workplace as well as non-profit organizations, and focuses on effective ways to end conflict.

LEE TURNBULL, Cert. ConRes., LL.B., M.Ed. (Couns. Psych.), FMC, C.Med., is a trainer and consultant in systems design. She has a background in mediation and facilitation within commercial, intergovernmental, public process, school district, workplace and family disputes. Lee is program manager for the Court Mediation Program (CMP).

BARRY WARHAFT, PBD, M.A., is the program director of Vancouver Aboriginal Transformative Justice Services and JI Program Coordinator in Restorative Practices. He has worked extensively in the area of developing and implementing community-based justice programs and is committed to the role and realization of restorative practices in all aspects of personal and professional life.

TERRY WATERHOUSE, M.A. (cand.), is the Manager of Youth Services for the Burnaby School District. He has developed a variety of programs that support the development of schools as safe and caring places for children to learn. An experienced workshop facilitator, he has delivered workshops across Canada to a variety of audiences on developing school-wide systems for prevention, strategies for preventing and intervening in violence and abuse and developing effective home/school/community partnerships.

MARK WEDGE is a trainer in peacemaking and circles. He has spoken about circles across Canada and internationally. Mark's background is in community development and Aboriginal capacity development. Mark has also travelled extensively in order to share and learn about other cultures.

DEBORAH WHITE, Cert. ConRes., B.S.W., M.A. (Applied Behavioral Science), is an organization/management consultant, mediator, facilitator and trainer. She has over 20 years of experience in both the public and private sectors working with people at all levels within the organization. Deborah's practice focuses on process consulting, coaching, workplace mediation, organizational facilitation, skills training and reconstruction of working relationships.

SUE YERXA, Cert. ConRes., B.Sc., Dip. Leadership, is a trainer, mediator and facilitator. She holds certificates in Critical Incident Stress Management and a bachelor's degree in psychology. Sue's background is in the social services field. She currently provides training and intervention for government agencies and private companies.

DALE ZAISER, Cert. ConRes., B.A., M.A., is a trainer in conflict resolution, negotiation and interpersonal skills. His background includes psychiatric nursing, peer mediation in the school system and organizational development work. Dale is also a facilitator working with organizational conflict and the management of change.

Coaches

Many of our courses include a coached skills practice component. This unique learning tool provides participants with focused skills practice time and individualized feedback provided by an experienced skills coach. Our skills coaches have experience both with our program and in the dispute resolution field. If you would like to learn more about our coaches, visit the instructional team section of our website. Our skills coaches are:

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

Learner Information

We offer courses throughout British Columbia through partnerships with local post secondary institutions. Our partner institutions are responsible for the course offerings, registration, fees and facilities. The Justice Institute provides the course content, instructional team and materials.

Partner institution policies and procedures regarding registration, cancellations, refunds, and so on may differ from those of the Justice Institute. If you are registering for one of our courses through a partner institution, it is important that you familiarize yourself with the policies of both the JI and the partner institution.

Fees at partner institutions are often higher than those charged at the JI and at the YWCA. This is generally necessary because of travel costs for the instructional team, as well as other facility and administrative costs. For more information on partner institution fees, please contact the institution directly.

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Course Locations

We partner with universities, colleges and other organizations to offer our courses throughout BC. See page 2 for more information and addresses.



Apparel

Accessories

Gifts

Books

Videos

Sundries

Located at the JI's main campus in New Westminster, the JI Store is a retail outlet managed to support and promote the work of the JI and its clients. The store offers an ever-expanding array of crested clothing, student supplies, JI publications, specialty equipment related to the JI's work, and gifts selected to ensure that the JI's reputation for quality is represented through its merchandise.

Open Monday to Friday
9:30 to 4:00

or visit our website www.jibc.bc.ca

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Canada V3L 5T4
Tel: 604•528•5870 Fax: 604•528•5870
Email: jjistore@jibc.bc.ca

On-Line and Correspondence Courses

Registration: 604-528-5590

All information: 604-528-5608 or 1-888-799-0801 or www.jibc.bc.ca/ccr

Class Times

Courses at the Justice Institute's New Westminster and Victoria campuses are normally held between the hours of 9:00 am and 5:00 pm. Check the video monitor by the main reception desk for your classroom number. Downtown Vancouver (YWCA) courses are held on the 4th floor from 9:00 am to 5:00 pm. Partner institutions set their own class times. Please verify class times and room locations when you register for any partner institution course.

Videotapes

Students are encouraged to bring a VHS videotape to record their skills practice role-play sessions in required courses. Blank videocassettes can be purchased at the JI Store.

Prior Learning Assessment and Recognition (PLAR)

Prior Learning Assessment and Recognition (PLAR) is a process for granting credit in a post secondary program based on what you know and can do, no matter where or how you gained your knowledge and skills. The PLAR process is an active partnership between the JI and the student, and involves documenting your learning so we can assess it for credit. The maximum amount of credit that can be awarded through PLAR is 50% of our certificate hours, regardless of specialization.

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

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

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

If you are able to demonstrate to us that your knowledge and skills gained through work and life experiences are comparable to what you would learn in one or more of our courses, you may be entitled to receive credit.

How much does it cost?

A processing fee is charged for each PLAR application. The fee is based on the work involved in assessing the candidate and is not based on credit awarded. Most applications are assessed between \$25 and \$150 and the maximum fee is \$250. The fee is nonrefundable and must be submitted with your PLAR application.

On-Line Learning



How long does the process take?

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

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

Contact us at 604-528-5608 or e-mail conres@jibc.bc.ca and ask for our PLAR Application Package. You can also find it on our website at www.jibc.bc.ca/ccr. We can also make the PLAR process available in a range of formats, such as large print, oral interview and sign language interpretation. Let us know what meets your needs.

Transfer Credit

The Centre for Conflict Resolution is actively involved in pursuing transfer credit agreements with other post secondary institutions nationwide. Centre for Conflict Resolution courses qualify for transfer credit at the University College of the Fraser Valley, Athabasca University, the University of Victoria, Douglas College, Malaspina University-College and Camosun College School of Business. Additional transfer credit agreements are under negotiation.

For more information on transfer credit, including the current list of participating schools and programs, please visit our website at www.jibc.bc.ca/ccr or call 604-528-5608.

Education Credits

Centre for Conflict Resolution courses are also recognized for continuing education credits by many organizations, including:

- BC Human Resources Management Association
- BC Association of Foresters

For more information, please visit our website at www.jibc.bc.ca/ccr.



Registration

Attendance Requirements

In order to use a course for credit towards any certificate or specialization, a status of “credit granted” is required. Our course credits are based on full attendance, participation and role-play completion, as follows:

- One- or two-day courses: You must attend the full course to receive credit.
- Three-, four-, or five-day courses: Students who miss more than 7 hours of classroom time must repeat the entire course at their own expense. Students who miss less than 7 hours of classroom time will receive a status of “no credit granted” for the course on their student record. You can upgrade this status to “credit granted” by attending a Use It or Lose It Clinic (CR930).
- All courses: If the course involves a coached skills-practice role-play, you must complete your role-play or you will receive a status of “no credit granted” for the course on your student record. You can upgrade this status to “credit granted” by attending a Use It or Lose It Clinic (CR930).

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 JI is not responsible for participants’ expenses (e.g., airline or hotel reservations) if a course must be cancelled. The JI reserves the right to cancel courses. We truly regret any inconvenience this may cause.

Course Fees – Transfers

The JI Registration Office must receive notification regarding transfer from one course to another one week (seven days) before the start date of the course you are transferring from. Transfers are subject to an administrative charge of \$25.

Course Fees – Refunds

JI course registration fees are refundable provided we receive notification of cancellation one week (seven days) before the course start date. Refunds are subject to an administrative charge of \$25.

Refund policies differ among institutions. If you register with one of our partner institutions, please familiarize yourself with its refund policy.

NSF Cheques

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

JI Registration Office:

■ By phone:

Greater Vancouver:
604-528-5590

Outside Greater
Vancouver only:
1-877-528-5591

■ By fax: 605.528.6540

Take note!

Tax Receipts

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 for all courses in the previous year. Our registration office handles tax receipts.

Transcripts

A transcript and certificate will be mailed to graduates and can be requested by contacting our registration office. The cost of additional documents is \$5 per copy.

Address or Name Change

Please inform our registration office of any change to your name or address so that we can update our records and stay in touch with you.

Instructor Substitutions

Our course schedule includes the name of the instructor we have booked for each course. Occasionally, a substitution is required. Registered students are given advance notice of instructor substitutions on a best-effort basis, using the contact information available in our student records system. We regret that we are unable to reimburse students for any costs associated with their decision to drop a course as a result of an instructor substitution. Students can transfer to another scheduled course without penalty, provided space is available.

Participant Substitutions

Substitutions are welcome as long as the substituting participant has completed the course prerequisites.

Registering for Negotiation and Mediation Assessments

Students will be permitted to register for these assessments only upon successful completion of the relevant Level II course. If you wish to cancel or reschedule your assessment, you will be charged a cancellation/transfer fee of 50% of the regular fee.

Career Opportunities in Dispute Resolution

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

Here are a few helpful hints for people who are considering a career in the dispute resolution field:

- Most people who work in the dispute resolution field are in private practice as mediators, facilitators and trainers.
- While there is currently no legislation in BC governing who can or cannot call themselves mediators, there are voluntary professional certifications available through mediator membership organizations.
- There are requirements of training and experience for applying to the BC Mediator Roster (see next page).
- It is still very unusual for people to make their living exclusively through private-practice mediation. Many private-practice mediators combine a mediation practice with other forms of practice or another job.
- Making a living as a private-practice mediator requires building up a client base over time, usually based on word-of-mouth reputation. Like any self-employed businessperson, mediators have to be creative and persistent in marketing their services.
- Trained but inexperienced mediators can acquire hands-on supervised practice through the Court Mediation Practicum Program (for more information about the Program, see page 93).
- Most people working in restorative justice are already employed in the education and justice fields.
- Most restorative justice community programs are staffed primarily by volunteers.

For more information on working in the alternate dispute resolution field, check the Web Resources link on our home page at www.jibc.bc.ca/ccr.

HELPFUL RESOURCES

Mediator Accreditation

Two practitioner organizations offer an accreditation process for mediators. Accreditation requires a certain number of hours of training and practical experience and the successful completion of a skills-based assessment. For more information about mediator accreditation, please contact these organizations directly:

- BC Arbitration and Mediation Institute
Phone: 604-736-6614 or 1-877-332-2264
Web: www.amibc.org

For JI courses that qualify towards the C.Med. (Chartered Mediator) status granted by the ADR Institute of Canada, visit the ADR Canada website at www.amic.org.

- Family Mediation Canada
Phone: 519-836-7750
E-mail: fmc@fmc.ca
Web: www.fmc.ca

Transfer Credit – The Centre has transfer credit and equivalency agreements with a variety of post-secondary institutions and professional organizations. Consult www.jibc.bc.ca/ccr for more details.

Certificate Grads – new certificate specializations are available – increase the value of your Certificate in Conflict Resolution by adding another specialization!

BC Mediator Roster (Civil and Family)

The BC Mediator Roster Society manages a list of civil and family mediators who have met minimum training and experience criteria and who have subscribed to defined Standards of Conduct. The list, which consists of the Civil Roster and the Family Roster, is available to lawyers, judges, government agencies and any other organization or member of the public who wishes to resolve disputes using mediation.

Mediators who wish to be admitted to the Civil Roster or the Family Roster must meet the Society's admission criteria. These include training and experience requirements, references, liability insurance and adherence to the Society's Standards of Conduct.

The training requirements are as follows:

1. (a) For the Civil Roster: 80 hours of core education in conflict resolution and mediation theory and skills, provided that 40 of those hours are on mediation and include 10 hours of simulated or role-play mediation under direct supervision.
- (b) For the Family Roster:
 - (i) Certification by Family Mediation Canada **or**
 - (ii) 80 hours of core education in conflict resolution and mediation theory and skills, provided that 40 of those hours are on mediation and include 10 hours of simulated or role-play mediation under direct supervision, and 24 hours are on issues specifically relating to family dynamics in separation and divorce, including power imbalances and abuse.
2. For both Civil and Family Rosters:
 - (a) For non-lawyers, a minimum 2 days (14 hours) of instruction in civil procedure. This is in addition to the other training requirements.
 - (b) For all applicants, 20 hours per year of ongoing professional development or continuing education related to the field of dispute resolution.

The experience requirements are as follows:

1. For the Civil Roster: completion of a minimum of 10 mediations as the only (or the primary) mediator.
2. For the Family Roster: completion of a minimum of 50 mediations as the only (or the primary) mediator, including a minimum of 40 family mediations. At least 30 of the family mediations must have been conducted over the past five years and have been concerned with reorganization of the family after separation or divorce, including certain parenting issues (custody, access, maintenance or guardianship issues) or financial support and property matters connected to separation or divorce.

The BC Mediator Roster Society has accepted applicants who have taken courses offered by the Centre for Conflict Resolution. A list of these courses and additional information about admission are available at:
www.mediator-roster.bc.ca/List_Courses.pdf.

British Columbia Mediator Roster Society
P.O. Box 9222 Stn. Prov. Govt.
Victoria, BC V8W 9J1
Phone: 1-888-713-0433
Fax: 250-387-1189
E-mail: mediators@mediator-roster.bc.ca
Web: www.mediator-roster.bc.ca

Court Mediation Practicum Program

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

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

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

Classes of between 12 and 16 mediators begin periodically throughout the year in accordance with demand for mediation services. Whenever a new class is ready to be filled, qualified applicants on the waiting list will be contacted in order of application date and offered a position in the class.

Completion of the practicum depends upon mediator availability, volume of cases referred to the program and cancellations of mediations by parties. The average completion time is three to five months.

The fee for the practicum is \$ 2,140 (\$2,000 plus GST). The fee is payable upon acceptance to the program.

To apply for the practicum or request further information, please contact:

Court Mediation Practicum Program
177 – 800 Hornby Street
Vancouver, BC V6Z 2C5
Phone: 604-684-1300 or 1-877-656-1300
Fax: 604-684-1306
E-mail: info@courtmediation.com

Court Mediation Practicum Program – Aboriginal Bursary

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

First Nations Student Services

Support services for First Nations students are available from the Program Coordinator, First Nations Programs and Services. The Program Coordinator provides support to Aboriginal students attending courses on-site at the JI. Please feel free to set up an appointment by calling 604-528-5621.

Access for People with Disabilities

The JI building at New Westminster is fully accessible, including curb approaches. There is elevator access to all floors and separate accessible washrooms located on each floor. Pay phones are wheelchair-accessible. The Registration Services Advisor is located in the Registration Office on the ground floor, and she can assist with a variety of classroom and study supports for students with disabilities. These may include:

- Sign language interpreters
- Captioning or other adaptive equipment or technology
- Computer screen viewing aids
- Notetakers
- Classroom and exam tutors
- Conversion of course materials to alternative formats

For more information, contact:

Trudy Salt
Registration Services Advisor
Phone: 604-528-5588
Fax: 604-528-5653
TTY: 604-528-5655
E-mail: tsalt@jibc.bc.ca

Student Code of Conduct

Participants in courses offered or sponsored by the Justice Institute of BC are required to abide by the JI's Student Code of Conduct. Refer to the JI website www.jibc.bc.ca for more information.

Harassment and Discrimination

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

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

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

If you want more information about the JI's anti-harassment and anti-discrimination policy, or if you want to talk about something that is of concern to you, please contact Pam White, Director, Centre for Conflict Resolution, at 604-528-5613 or e-mail pwhite@jibc.bc.ca.

Suggestions and Complaints

If you have suggestions on how we can improve our courses and programs, please let us know. We appreciate your input! Call 604-528-5608 or 1-888-799-0801, or e-mail conres@jibc.bc.ca.

Practice Groups

Some students find it beneficial to form practice groups outside of class time. These groups enable students to further develop their skills and obtain feedback from others who have received the same training. The Centre encourages these groups but is unable to facilitate their formation because of the confidential nature of student records. Students are invited to use the Centre's bulletin board on the second floor, near room C200, to post notices regarding practice groups.

If you are looking for supervised coaching, check out CR121, Supervised Coaching Sessions, on page 47.

Campus Information

Location

The JI's New Westminster campus is located at 715 McBride Boulevard, New Westminster, BC V3L 5T4.

Information Desk

The Information Desk is located in the atrium on the main floor. The Information Desk is staffed from 7:00 am to 5:00 pm, Monday to Friday. Information Desk staff direct students and visitors to classrooms and offices and provide general information about JI courses and programs.

The Information Desk also handles requests for First Aid Attendants, maintains a register of lost and found items and manages all notices for the bulletin boards and flyers for the information racks near the atrium.

Registration Office

The Registration Office is located near the Information Desk in the atrium. Office hours are from 8:00 am to 4:30 pm, Monday to Friday. Brochures and information packages are available for many of the Justice Institute courses and programs. Our staff will be happy to give information about course availability, program prerequisites and accommodations in the area, as well as to provide registration services. Phone 604-528-5590, 1-877-528-5591, fax 604-528-5653, TDD/TTY 604-528-5655.

Library

Located off the atrium, the JI Library is open from 8:00 am to 5:00 pm Monday to Friday and from 9:00 am to 4:00 pm on Saturday (September to June). A book drop for after-hours book return is located outside the 8th Avenue entrance doors. Study carrels and tables are available for your use. Three study rooms for private and group study may be reserved by contacting library staff.

For shortened summer hours, visit our website at:
www.jibc.bc.ca/Libraryfiles/jilibrary.htm.

To check out our extensive services and holdings, please come by in person when you are on campus or visit our website. All students attending courses at the JI are welcome to use the library. However, borrowing privileges are limited to students enrolled in certificate and pre-employment programs.

Parking

Free parking is available at the JI. Designated parking for disabled persons is located near both main entrances to the building. Overflow parking is accommodated at the Canada Games Pool parking lot south of the Justice Institute. From the JI parking lot, turn right onto 8th Avenue, right onto Cumberland Street and right onto 7th Avenue, or enter the overflow parking lot from East 6th Avenue.

Taxi Service

A direct access telephone for taxi service is located at the bank of public telephones in the atrium, behind the stairwell. (Most Greater Vancouver regional taxicab drivers are trained at the JI so almost all of them will know the location.)

Bicycle Parking

A sheltered bicycle rack is located outside the gymnasium entrance.

Environment

Out of consideration for the environment, please use designated containers for recycling aluminum cans and bottles. The recycling containers are located by the dispensing machines off the atrium and in the cafeteria. Recycling boxes for paper materials are also available in classrooms.

Photocopying/Faxes

Photocopying is available in the library for a charge of 20 cents per page. Faxes may be sent from the library for a charge per page of \$1 for local, \$2 for long distance and \$3 for international. Faxes may be received for a charge of \$1 per page.

Cafeteria

Full cafeteria service with hot meals as well as sandwiches and snacks is available from 7:00 am to 3:30 pm daily. Seating is available indoors and out. Check with the program coordinator or class instructor for information about cafeteria services while attending weekend courses.

Coffee and other beverages may be taken to the classroom, but only in bottles with lids, cups with firmly attached lids or mugs with covers. You are encouraged to bring travel mugs for use in the classroom. Food may not be taken into classrooms. Neither food nor drink may be taken into the library, theatre or gymnasium.

Pay Telephones

Pay phones are located in the atrium behind the stairwell and by the gym. One outside pay phone is located at the east side of the building. Pay phones are wheelchair-accessible.

Student Message Board

The message board is located in the hall between the atrium and the cafeteria.

Bank Machine (ATM)

An automated teller machine is located in the atrium near the cafeteria and the JI Store.

Canada Post Mailbox

A Canada Post mailbox is located on the sidewalk near the gymnasium entrance.

Newspapers

Newspapers are available from a dispensing box on the sidewalk near the gymnasium entrance.

The *Vancouver Sun* and the *Globe and Mail* are available for reading in the library.

Student Safety and Security

First Aid

Contact Information Desk staff, who will page a First Aid attendant. The Information Desk is staffed from 7:00 am to 5:00 pm, Monday to Friday. Security personnel are available while evening and weekend classes are in session.

Fire Safety and Emergency Response

Staff will guide you in the event of a fire or other emergency. Exit the building when the fire alarm sounds. Areas of refuge are located at each staircase landing for use in the event of a disaster. Disaster assembly areas are located in the parking lots outside the building.

Campus Safety and Reporting

Any threat to personal safety or any unsafe condition should be reported immediately to the instructor of your course or program, security personnel or any JI staff member.

Smoke-Free Facility

The JI building is a smoke-free facility. Smoking is permitted in designated outside areas only (on the terrace off the cafeteria and on the landing outside exit doors near the theatre). Ashtrays are found at these locations.



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Registration Form

(Fields marked with an asterisk * are mandatory for government reporting purposes. Information is protected under privacy legislation.)

Current date:
 Have you ever taken a course at the Justice Institute of BC?
 ☐ Yes
 ☐ No

IF YES, JI STUDENT NUMBER (IF KNOWN):	PEN (IF KNOWN):	
*LAST NAME	*FIRST NAME	MIDDLE NAME OR INITIAL
POSITION	ORGANIZATION	

The following is my:
 ☐ Work address
 ☐ Home address.

*STREET NAME AND ADDRESS			
*CITY/TOWN		*PROVINCE/STATE	*COUNTRY
*POSTAL CODE / ZIPCODE		E-MAIL ADDRESS	FAX : ()
EVENING OR HOME PHONE ()	DAY PHONE ()	CELL PHONE ()	PAGER ()
*DATE OF BIRTH: (MM/DD/YY)		PREVIOUS NAME USED FOR REGISTRATION, IF ANY: <input type="checkbox"/> N/A	
*IMMIGRATION STATUS: <input type="checkbox"/> CANADIAN CITIZEN <input type="checkbox"/> PERMANENT RESIDENT <input type="checkbox"/> STUDENT VISA <input type="checkbox"/> OTHER VISA <input type="checkbox"/> NON-CANADIAN STUDYING OUTSIDE CANADA <input type="checkbox"/> OTHER (SPECIFY) : <input type="checkbox"/> UNKNOWN			
*GENDER: <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE		ARE YOU OF ABORIGINAL HERITAGE? <input type="checkbox"/> YES <input type="checkbox"/> NO	
DISABILITIES OR SPECIAL REQUIREMENTS (PLEASE DESCRIBE):			

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

COURSE NAME	COURSE NO.	START DATE	COURSE FEE
Note: Under current regulations JI courses are GST-exempt.			TOTAL FEE

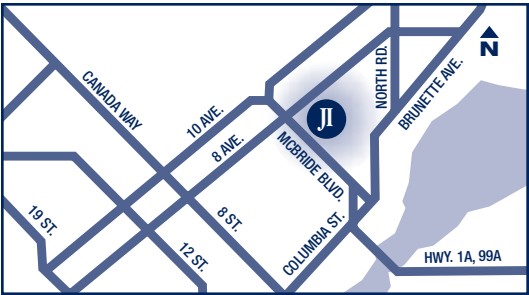
Enclosed is my course fee payment by:

<input type="checkbox"/> Cheque or money order. <input type="checkbox"/> Mastercard <input type="checkbox"/> VISA	Cheque issued by <input type="checkbox"/> student or <input type="checkbox"/> _____ NAME OF CARD HOLDER: _____
CREDIT CARD NUMBER:	EXPIRY DATE MM/YY:
SIGNATURE OF CARD HOLDER:	JI USE ONLY: AUTHORIZATION NUMBER

☐ Please check this box if you do not want to receive future mailings about JIBC programs.

Send your registration form and payment or the same information by e-mail to:
Justice Institute of BC, 715 McBride Boulevard, New Westminster, BC, Canada, V3L 5T4
 For registration only: Greater Vancouver: 604 528.5590 • Outside Greater Vancouver: 1-877-528-5591
 Fax: 604 528.5653 • E-mail: registration@jibc.bc.ca
 Please use one registration form per student. Photocopy this form for use by each additional student.

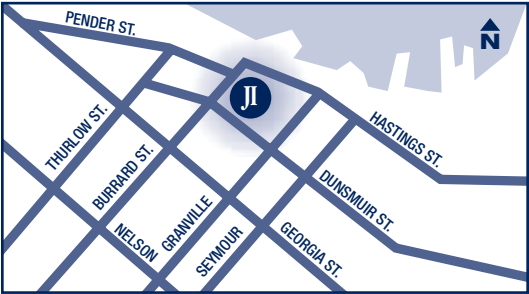
For directions online:
www.jibc.bc.ca



JIBC Campus New Westminster:
715 McBride Boulevard, New Westminster



JIBC Campus Victoria:
910 Government Street, Victoria



JIBC Campus Vancouver:
400 Burrard Street, Vancouver



YWCA, 4th Floor:
535 Hornby Street, Vancouver

Twenty-five years of making communities safer

On April 27, 1978, the Justice Institute of BC was created through an Order in Council of the government of British Columbia. The JI came into being through a joint effort of the Ministries of Attorney General and Education, and through the efforts of a group of dedicated people who believed in this unique concept. In its first year of operation, the JI served 2,191 students.

We've grown tremendously in 25 years. Today, our student numbers average 27,000 a year, with some 6,000 students taking online programs. Our programs are delivered in over 173 communities in BC and in countries around the world.

The JI remains unique – nowhere else in North America will you find an educational institution that delivers the range of programs we provide. Our academic areas now include conflict resolution, corrections, courts, emergency management, leadership and community services, fire, paramedics, police, and traffic education.

As we celebrate our 25th anniversary and reflect on the years since 1978, we look confidently to the future, and to continuing our work of developing leaders who prevent and manage crisis – the people who make our communities safer places in which to live.





Program Calendar September 2003 / August 2004



Contact us:

Email: conres@jibc.bc.ca

By telephone:

- Greater Vancouver: 604.528.5608
- Toll Free Canada wide: 1.888.799.0801

To register:

- By phone: 604.528.5590 (Greater Vancouver)
1.877.528.5591 (Outside Greater Vancouver only)
- By fax: 605.528.6540
- By mail or
in person: 715 McBride Blvd.
New Westminster, B.C.
Canada V3L 5T4

Staying in touch with you is important to us. Please help us reserve our natural resources and reduce mailing costs by upgrading your address with us either by email, phone or fax. You can also view our calendar and periodic updates on-line at www.jibc.bc.ca/ccr