



JUSTICE INSTITUTE
of BRITISH COLUMBIA

Calendar



September

2004

August

2005

Centre for Conflict Resolution

Get the Collaborative Edge

- ***Advance your career***
- ***High-value courses***
- ***Practical tools and skills***



Welcome

"I am still learning" – Michelangelo

Welcome to the Justice Institute's Centre for Conflict Resolution's calendar for September 2004 – August 2005. Whether you participate in an individual course or a full certificate, you will immediately experience the joy of learning, the satisfaction that comes from achievement, and the motivation to continue as a lifelong learner for personal and professional benefit. Our learners and clients proclaim the many benefits of our conflict resolution courses. They help you to advance your career by giving you an edge in today's fast-paced workplace.

The courses we offer in the Centre for Conflict Resolution are exceptional and provide great value for money – all courses are dynamic and interactive, with small class sizes and excellent student/instructor ratios. Many of our courses include a coached skills practice component. This unique learning model provides you with focused practice time and individualized feedback by experienced professionals in the field.

This calendar includes both new courses as well as our already well-established popular courses and certificates. And this year we are proud to launch a professional development series in response to requests from our many graduates and practitioners in the fields of negotiation and mediation (see page 11).

For those thinking of taking their first conflict resolution course, we recommend one of two excellent three-day courses as a foundational introduction to conflict resolution: **Resolving Conflict in the Workplace** or **Dealing with Interpersonal Conflict** (pages 45/32 and choose the one that best suits your needs). These courses provide you with practical concepts and skills that you can use right away. And at only \$495, they represent great value for money (tuition fee varies slightly at different locations).

Find out how our courses and programs will give you the collaborative edge, enhance organizational effectiveness and create better outcomes for individuals, organizations and communities. We are here to answer your questions and welcome your suggestions for ways to better meet your needs for lifelong learning in conflict resolution.

Pam White
Director, Centre for Conflict Resolution

GET THE COLLABORATIVE EDGE

604.528.5608 / 1.888.799.0801 / www.jibc.bc.ca/ccr

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"The courses in conflict resolution have transformed my life, my view on the world and my ability to communicate effectively, forever. I thank every one in JI for this opportunity." – PORAN POREGBAL, Registered Social Worker (front cover)

Getting Started

Advance your career and gain a collaborative edge – register now!

Everyone is welcome – there are no entrance requirements and every course will give you practical skills you can put to use immediately. Get started with any of the following courses:

- Critical Skills for Communicating in Conflict (CR102)
- Asserting Yourself in Conflict Situations (CR105)
- Dealing with Interpersonal Conflict (CR110A)
- Resolving Conflict in the Workplace (CR110B)
- Coaching Strategies: Developing People to Resolve Conflicts (CR111)
- Managing the Hostile Individual (CR108)
- Managing the Conflict Within (CR423)
- What Do I Do Now? An Introduction to Conflict Resolution Theory (CR124)
- Bullying in the Workplace: The Organizational Response (CR114)
- Transitions that Hurt, Resolutions that Help (CR123)
- Theoretical Foundations of Dispute Resolution (CR125)
- Using Multiple Gifts: Emotional, Intuitive and Somatic Ways of Knowing in Conflict Resolution (CR129)

Register directly for any of these courses through the JI Registration Office at 604.528.5590 (Greater Vancouver), 1.877.528.5591 (outside Greater Vancouver only), by fax at 604.528.5640 or in person at 715 McBride Boulevard, New Westminster.



“The Justice Institute truly offers a first-class conflict resolution program in a first-class facility. The wisdom and experience of JI instructors are highly impressive; time and time again, I have been astounded at the learning I leave with. I would recommend this program to anyone!”

– KARA DERINGER, Master’s Student

Contact Information

Register for Courses:	604.528.5590	1.877.528.5591
General Information:	604.528.5608	1.888.799.0801
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Course and Program Contacts:

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Kent Highnam <i>Program Coordinator, Customized Training Solutions</i>	604.528.5615	khighnam@jibc.bc.ca
Nym Hughes <i>Program Coordinator, Learner and Instructional Development</i>	604.528.5622	nhughes@jibc.bc.ca
Pam White <i>Director</i>	604.528.5613	pwhite@jibc.bc.ca

Planning Your Course Schedule:

Sue Crosato <i>Program Planner</i>	604.528.5618	scrosato@jibc.bc.ca
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Assessment Information:

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Customized Training Solutions:

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Prior Learning Assessment and Recognition:

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Transferring Credits from Other Educational Organizations:

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Executive Programs:

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Professional Development Series:

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High School Resource Modules:

Sonia Carnduff <i>Administrative Research Assistant</i>	604.528.5825	scarnduff@jibc.bc.ca
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INNOVATIVE EDUCATION AND TRAINING

Conflict Resolution Courses
(see page 26)

- 10 courses with no entrance requirements
- Advanced in-depth and specialized courses
- Small class size

Three Certificates
(see page 13)

- Negotiation
- Mediation/Third Party Intervention
- Family Mediation

Working with Aboriginal Communities (see page 8)

- Culturally relevant training
- Educating negotiators
- Building capacity

Customized Training Solutions
(see page 6)

- Foster organizational excellence
- Build positive working relationships
- Improve your business performance

Executive Programs
(see page 10)

- Designed for executives and senior managers
- Enhance personal effectiveness
- Create outcomes for organizations

Professional Development Series
(see page 11)

- Designed for graduates and practitioners
- Leading-edge content

NEW!

"I feel strongly that the skills presented in the courses are relevant to all situations regardless of whether they center around workplace conflict or around personal life conflict. I had a great experience."

– HARMIT MANN
Women's Resource Society
of the Fraser Valley

**The Centre for
Conflict Resolution**

is a top education provider in North America in the field of conflict resolution. We offer skills training to help you engage in productive dialogue and manage conflict to build positive interpersonal, community and workplace relationships.

SERVICES FOR LEARNERS AND CLIENTS

JIBC Registration

(see page 99)

- By phone:
Greater Vancouver:
604.528.5590
- Outside Greater Vancouver
only: 1.877.528.5591
- By fax: 604.528.5653

Locations Throughout BC

(see page 96)

- New Westminster
- Vancouver
- Victoria
- Abbotsford
- Campbell River
- Salmon Arm
- Kelowna
- Penticton
- Vernon

Information Sessions

(see page 24)

Free program and career information sessions in:

- New Westminster
- Victoria
- Penticton

Getting Started

(see page 2)

- Your first course
- Guidelines and suggestions
- Planning your certificate

Learner Services

(see page 82)

- Prior Learning Assessment Recognition
- Learners with disabilities
- Career information

Customized Conflict Resolution Training in Your Workplace – *Make the investment, enjoy the rewards*

Clearly, conflict imposes costs on all organizations. From lost business, low productivity and staff turnover to funds spent on grievances and litigation, conflict is a significant drain on both employee morale and the financial bottom line.

Tackle this issue while investing in your organization's most valuable asset – your people. By providing your employees with core skills and strategies in conflict resolution, you enable them to build positive working relationships, foster organizational excellence and improve your business performance.

Value

With **Customized Training Solutions** in conflict resolution, we create and deliver training programs that are ideally tailored to your organization.

- We provide a shared, consistent learning experience for employees that enhances work team morale and builds positive workplace norms.
- We tailor the format and context of our courses to suit your organization's operational and learning requirements while using the latest methods in effective adult learning.
- We give your employees both skills and postsecondary credits through our training. With 18 credits, they are eligible for a certificate in Conflict Resolution from the Justice Institute of BC.

*"I thoroughly enjoyed the
course and can't wait to
take the next one!"*

– FAZIL BHIMJI,
Past President,
Canadian Air Traffic
Control Association



Faculty

Members of our instructional team have outstanding qualifications and are passionate about their work. They represent a broad cross-section of professions, from business management, finance and law, to community development, social services and education, to health care, high tech and international relations.

Courses

All of our courses can be customized to suit your needs. Our most requested courses for on-site training include:

- Resolving Conflict in the Workplace (page 45)
- Critical Skills for Communicating in Conflict (page 31)
- Asserting Yourself in Conflict Situations (page 26)
- Managing the Hostile Individual (page 37)
- Handling Conflict on the Telephone (page 36)
- Sharpening Your Edge in Negotiation (page 46)
- Conflict on the Front Lines: Managers as Conflict Resolvers (page 30)
- Effective Teamwork: From Conflict to Collaboration (page 34)
- Conflict and Inclusion in the Workplace: Awareness, Strategies, Skills (page 30)

Can't find the course you're looking for? Give us a call and we'll design it with you.

Training Needs Analysis

Get the most out of your professional development efforts. The Centre will help you uncover your organization's professional development needs. By working with you in conducting training needs analysis, we can match our training to your staff's learning needs priorities.

For a quote regarding your training needs or for further information, contact Kent Highnam, Coordinator of Customized Training Solutions, at 604.528.5615 or 1.888.799.0801, or e-mail khighnam@jibc.bc.ca.

***Give your workplace the collaborative edge with
CUSTOMIZED TRAINING SOLUTIONS!***

*"Many people I know
would benefit from the
awareness this
program offers."*

– YVONNE WILSON,
Family Development,
Sacred Wolf
Friendship Centre

Working with Aboriginal Communities and Agencies

The Centre for Conflict Resolution is committed to working with Aboriginal Communities to design and deliver culturally relevant training. Through our training, Aboriginal communities and agencies have prepared negotiators for treaty and other negotiations and have increased the capacity for resolving conflicts effectively with family members, at work and in the community. The practical tools and skills learned also help to advance careers and increase employment opportunities.

Communities or agencies may contract with us for one or several courses or for a complete Certificate. Courses are delivered in your community and scheduled at times convenient for you. We work closely with community representatives to ensure that the course content meets the needs of the learners.

For more information, please contact Kent Highnam, Coordinator of Customized Training Solutions, at 604.528.5615 or 1.888.799.0801, or e-mail khighnam@jibc.bc.ca.

For more information about other Justice Institute programs and services offered to Aboriginal agencies and communities, please contact Roberta Stewart, Coordinator, Aboriginal Programs and Services for the Justice Institute, at 604.528.5621 or e-mail rstewart@jibc.bc.ca.



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 is 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



Executive Programs with Impact Above and Beyond What You've Experienced

The Justice Institute of BC now offers programs developed specifically for executives and senior managers – the leaders of organizational change. These programs will help improve working relationships, enhance organizational and personal effectiveness and create better outcomes for individuals and their organizations.

Upcoming Courses:**Leading and Managing with Influence:****Overcoming Resistance, Building Relationships that Work**

Dates: September 22–23, 2004

Location: Suite 1800, 400 Burrard Street, Vancouver, BC

Fee: \$ 1,700

Faculty: Michael Fogel

This workshop is designed for corporate leaders and others in senior positions who are looking to continue to meet their leadership challenges. You will learn how to engage more effectively and productively with those you need to influence, how to become emotionally intelligent and foster that trait in others and, using a structured preparation tool, how to strategically prepare to be more persuasive in circumstances where you encounter roadblocks and naysayers.

Managing the Difficult Conversation

Date: November 10, 2004

Location: 910 Government Street, Victoria, BC

Fee: \$ 875

Faculty: Deborah White and Larry Gregg

All executives are faced with having to have conversations that make them feel uncomfortable or awkward. This often occurs when the stakes are high and the outcome is uncertain, self-esteem is on the line or people feel very strongly about what has to be discussed. *Managing the Difficult Conversation* offers a variety of skills to help executives deal successfully with the most difficult conversations and transform difficult relationship problems. Participants will learn what works and why. *Managing the Difficult Conversation* will explore ways to reduce anxiety and increase the likelihood of success, while recognizing that situations are different for every person.

For more information about Executive Programs, please contact Pam White, Director, Centre for Conflict Resolution, at 604.528.5613 or e-mail pwhite@jibc.bc.ca; or visit us at www.jibc.bc.ca/ccr.



Professional Development Series for Graduates and Practitioners

NEW!

Build on your current career skills while solidifying the knowledge you already possess through the Professional Development Series.

This series has something for everyone and showcases our leading-edge developments in conflict resolution theory and practice. All learners will enhance and deepen their knowledge of collaborative conflict resolution.

- **Bullying in the Workplace: The Organizational Response** (page 29)
- **Designing and Implementing Anti-Bullying and Personal Harassment Programs** (page 33)
- **Coaching Strategies: Developing People to Resolve Conflict** (page 30)
- **Managing to Reduce Conflict** (page 37)
- **Peacemaking Circles: A Process for Building Consensus and Relationships** (page 42)
- **Using Multiple Gifts: Emotional, Intuitive and Somatic Ways of Knowing in Conflict Resolution** (page 49)
- **Transitions that Hurt, Resolutions that Help** (page 48)
- **What Do I Do Now? An Introduction to Conflict Resolution Theory** (page 49)
- **Theoretical Foundations of Dispute Resolution** (page 48)
- **Every Conflict Tells a Story: Reconciling Divergent Perspectives** (page 35)
- **Mediating the Financial Divorce** (page 39)

These courses can be tailored to fit your needs and we will bring them to your workplace! Inquire about on-site training opportunities at your place of business by phoning Kent Highnam, Coordinator of Customized Training Solutions, at 604.528.5615 or 1.888.799.0801, or e-mail khighnam@jibc.bc.ca.

**PROFESSIONAL DEVELOPMENT SERIES –
Take one or take them all!**

Benefits of Becoming a Certificate Student

When you enroll as a certificate student in the Centre for Conflict Resolution, you join a learning community that is an extension of our unique classroom experience. You belong to an exceptional culture of learning, peer support, personal development and ongoing innovation in collaborative conflict resolution education in BC.

Members of our certificate student body receive the following benefits:

- Privileged access to online discussion forums dealing with conflict resolution and related areas.
- Advance notice of special events, unique courses and restricted offerings of professional development opportunities.
- Invitations to social and networking functions with Centre instructional team members and staff.
- Invitations to participate in surveys that will help shape future Centre activities and offerings.
- Library borrowing privileges from the Justice Institute's extensive collection of books, periodicals and videos on conflict resolution and related subjects. Access the JI's online library when you are at the New Westminster Campus.
- Personalized assistance from Centre staff in planning your learning path and program progression.
- Course material binder to help you organize your manuals, handouts and other materials, and a highly coveted Justice Institute lapel pin.
- Crystallization of your graduation criteria: our courses, programs and related criteria are evaluated and revised on a regular basis, but your graduation criteria are set when you register in a certificate program. You will therefore always know what the requirements are for graduation.

Enroll in your certificate now and join our ever-growing learning community.



*"I love the
professionalism
of the JI, love
the library."*

– SALLY TURNER,
Student

Certificate Specializations at a Glance				Available exclusively on a contract basis			
1	Negotiation	2	Mediation/ Third-Party Intervention	3	Family Mediation	4	Restorative Practices
Required courses	5 courses totalling 17 days / 8.5 credits	6 courses totalling 22 days / 11 credits	12 courses totalling 34 days / 17 credits	5 courses totalling 14 days / 7 credits			
Specialized electives	10 days / 5 credits	10 days / 5 credits	6 days / 3 credits	10 days / 5 credits			
General electives	9 days / 4.5 credits	4 days / 2 credits	None	6 days / 3 credits			
Total days/ credits	36 days / 18 credits	36 days / 18 credits	40 days / 20 credits	30 days / 15 credits			
Assessment	Negotiation Role-Play	Mediation/ Third-Party Intervention Role-Play	Family Mediation Role-Play	Restorative Practices Assessment			

Choosing Certificates

The Centre for Conflict Resolution offers three certificates:

- Negotiation (page 14)
- Mediation/Third-Party Intervention (page 16)
- Family Mediation (page 18)

Courses leading to these certificates are available at our various locations in BC (page 96).

Besides individual courses, all of our certificates are available on a contract basis to communities and organizations (page 6). An additional certificate in Restorative Practices is available exclusively on a contract basis.

We are committed to working in partnership with Aboriginal communities and agencies to customize our courses and certificates to meet the particular needs of each community (page 8).

For more information on becoming a certificate student, see page 12.

Specialization in Negotiation

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 professional and personal settings. In today's workplace, most employers consider conflict resolution skills to be a key component of leadership. This specialization provides an excellent opportunity to 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.

Negotiation is one conflict resolution process that 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 that involves looking for mutually satisfactory solutions that meet the needs of all the people involved.

Formerly a 15-credit program, this certificate has been expanded to 18 credits to better meet the needs of our learners and to deepen specific subject matter expertise in negotiation processes. The field of conflict resolution has evolved rapidly over the past 10 years and our certificate needs to reflect the increased theoretical underpinnings of collaborative conflict resolution as well as the range of specific applications. This specialization is now 252 hours (36 training days), worth 18 credits, and culminates in a Certificate in Conflict Resolution: Specialization in Negotiation upon successful completion of all course hours and the final evaluation component.

All individuals enrolled in the Certificate in Conflict Resolution: Specialization in Negotiation before September 1, 2004, will be able to graduate under the Certificate requirements in place at the time of their enrollment. If you are already enrolled in this specialization, you can graduate with a 15-credit certificate if you so choose. Those enrolling after September 1, 2004, will need to meet the 18-credit certificate requirements.

About the Certificate Assessment Process

You must have successfully completed Negotiation Skills Level II (CR360), and be enrolled as a certificate student before you are eligible to register for your assessment. You can do your assessment in person at the JI New Westminster campus or the JI Victoria campus, or you can use our mail-in assessment option. (See page 27.)

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.

Specialization in Negotiation: Your Learning Path

2. ELECTIVES

Choose 10 days from the following electives that deepen negotiation skills and knowledge.

Note: Effective September 2005, taking one theory course will become a requirement for this specialization.

The following courses have no prerequisites:

- Critical Skills for Communicating in Conflict, CR102 (2 days)
- Asserting Yourself in Conflict Situations, CR105 (2 days)
- **NEW** What Do I Do Now? An Introduction to Conflict Resolution Theory, CR124 (2 days)
- **NEW** Theoretical Foundations of Dispute Resolution, CR125 (3 days)
- **NEW** Using Multiple Gifts: Emotional, Intuitive and Somatic Ways of Knowing in Conflict Resolution, CR129 (2 days)

The following courses have a prerequisite of either CR110A or CR110B:

- Balancing Empathy and Assertion, CR327 (2 days)
- Dynamics of Power, CR320 (3 days)

The following courses have a prerequisite of either CR250 or CR260:

- Shifting from Positions to Interests, CR303 (3 days)
- Negotiating with Difficult People: Making It Hard to Say No, CR362 (2days)
- Unfinished Business, CR316 (2 days)
- Reconciling Differences, CR834 (2 days)
- Defining Issues and Setting the Agenda, CR252 (2 days)
- Building Consensus, CR516 (2 days)
- Strengthening Your Negotiation Preparation Skills, CR359 (1 day)
- Culture in Conflict: Enriching the Process, CR253 (2 days)
- The Art and Science of Problem Solving, CR422 (2 days)
- The Art of Reframing, CR366 (1 day)
- Questions and Questioning, CR318 (1 day)

The following course has CR360 as a prerequisite:

- Preparing for Your Negotiation Assessment (Reality Check), CR910 (1 day)

1. REQUIRED COURSES

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

NEW!

3. OTHER ELECTIVES

Choose a total of 9 days from any courses in the calendar; this is your opportunity to tailor your Certificate to your particular interests and goals. Or you may choose some or all of your additional electives from the above list.

4. FINAL EVALUATION

Assessment: Negotiation, CR950

Specialization in Mediation/Third-Party Intervention

This specialization is designed for people who perform mediation and third-party intervention in their jobs and for those who are planning to be self-employed as private practice mediators/interveners. The Mediation/Third-Party Intervention specialization gives in-depth knowledge and skills in formal and informal mediation as well as other forms of third-party intervention, including restorative approaches. 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: Specialization in Mediation/Third-Party Intervention 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 92).

Completion of the certificate does not imply that you are a certified or licensed or accredited mediator.

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 92. Completion of a Certificate in Conflict Resolution: Specialization in Mediation/Third-Party Intervention signals only that you have received education and training from the Justice Institute’s Centre for Conflict Resolution and have passed the final evaluation for the education program.

About the Assessment Process

The final assessment for this specialization consists of Assessment: Mediation (CR975). You must have successfully completed Negotiation Skills Level II (CR360) and Mediation Skills Level II (CR400) and enrolled as a certificate student before you can register for your assessment. You can do your assessment in person at the JI New Westminster campus or the JI Victoria campus, or you can use our mail-in assessment option. (See page 27.)

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.

Specialization in Mediation/Third-Party Intervention: Your Learning Path

2. ELECTIVES

Choose 10 days from the following electives that deepen mediation/third-party skills and knowledge.

Note: Effective September 2005, taking one theory course will become a requirement for this specialization.

The following courses have no prerequisites:

- **NEW** What Do I Do Now? An Introduction to Conflict Resolution Theory, CR124 (2 days)
- **NEW** Theoretical Foundations of Dispute Resolution, CR125 (3 days)
- **NEW** Using Multiple Gifts: Emotional, Intuitive and Somatic Ways of Knowing in Conflict Resolution, CR129 (2 days)
- Foundations of Restorative Practice, RP100 (3 days)
- Effects of Victimization, RP103 (2 days)
- Peacemaking Circles: A Process for Building Consensus and Relationships, RP205 (3 days)

The following courses have a prerequisite of either CR110A or CR110B:

- Balancing Empathy and Assertion, CR327 (2 days)
- Dynamics of Power, CR320 (3 days)

The following courses have a prerequisite of either CR250 or CR260:

- Shifting from Positions to Interests, CR303 (3 days)
- Defining Issues and Setting the Agenda, CR252 (2 days)
- Separate Meetings: Pre-Mediation and Caucusing, CR415 (2 days)
- Culture in Conflict: Enriching the Process, CR253 (2 days)
- Dealing with Defensiveness in Conflict, CR319 (3 days)
- The Art of Reframing, CR366 (1 day)
- Questions and Questioning, CR318 (1 day)
- Civil Procedure, CR846 (2 days)
- Parent-Teen Mediation, CR307 (3 days; CR200 is also a prerequisite)
- Mediating Conflicts Between Teenagers, CR308 (2 days; CR200 is also a prerequisite)
- Resolving Conflict in Groups Level I: Understanding Group Dynamics, CR504 (2 days)
- Resolving Conflict in Groups Level II: Facilitating the Process, CR508 (2 days)
- Resolving Conflict in Groups Level III: Designing and Facilitating Multi-Stakeholder Processes, CR520 (3 days; CR508 is also a prerequisite)

The following courses have CR400 as a prerequisite:

- Mediation Skills Level III, CR829 (2 days; CR360 is also a prerequisite)
- Ethical Dilemmas for Mediators, CR326 (1 day)
- The Practice of Mediation, CR557 (1 day)
- Screening for Control and Abuse, CR515 (1 day)
- Mediating Consciously: Being Real and Becoming Aware, CR858 (2 days)
- Preparing for your Mediation Assessment (Reality Check), CR920 (1 day; CR360 is also a prerequisite)

1. REQUIRED COURSES

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

NEW!

3. OTHER ELECTIVES

Choose a total of 4 days from any elective courses in the calendar; this is your opportunity to tailor your Certificate to your particular interests and goals. Or you may choose some or all of your additional electives from the above list.

A maximum of two courses from the Family Mediation Certificate that do not appear on the above list may be used to meet other elective requirements.

4. FINAL EVALUATION

Assessment: Mediation, CR975

Specialization in Family Mediation

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. 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. Courses are delivered in a combination of classroom and online models.

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). 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, our downtown YWCA location, 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 2003. For more information about Family Mediation Canada certification requirements, please visit their website at www.fmc.ca.

Register directly for any courses in the Family Mediation Certificate through the Justice Institute Registration Office: 604.528.5590.

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 about the Centre for Conflict Resolution face-to-face courses or to request a Family Mediation Certificate Application Form, call Sonia Camduff at 604.528.5825 or e-mail scarnduff@jibc.bc.ca.

About the Assessment Process

The assessment component for the Family Mediation Certificate is completed through a mail-in process. It consists of written preparation for a mediation, a one-hour mediation role-play, a self-evaluation and an oral examination. For information on the assessment, contact Lynne DuPont at 604.528.5609.

Family Mediation Practicum Project – an exciting opportunity for our students!

The Family Mediation Practicum Project is a family justice initiative designed to provide an opportunity for trained but inexperienced family mediators to practice mediation skills in a high-quality practicum environment. Participants in the Family Mediation Practicum Project will participate in 20 hours of actual family mediation plus 10 hours of feedback, for a total of 30 hours of practicum training with a mentor at the practicum site. The mediations are supervised by highly trained and experienced mentors who assist the mediators to prepare for and conduct each mediation and provide constructive feedback following each mediation. This project is funded and supported by the following groups: the Law Foundation of BC, the BC Ministry of Attorney General, the Continuing Legal Education Society of BC, and the Justice Institute of BC. More information on this practicum can be found at the Dispute Resolution Office website at www.ag.gov.bc.ca/dro/family-mediation

Specialization in Family Mediation: Your Learning Path

1. REQUIRED COURSES

Conflict Resolution and Mediation

- Dealing with Interpersonal Conflict, CR110A *or* Resolving Conflict in the Workplace, CR110B (3 days)
- Dealing with Anger, CR200 (3 days)
- Negotiation Skills Level I, CR260 (3 days)
- Mediation Skills Level I, CR250 (3 days)
- Mediation Skills Level II, CR400 (5 days)
- Ethical Dilemmas for Mediators, CR326 (1 day)

Family Dynamics

- Family Violence: Impact on Separation and Divorce, CORR605 (3 days OLL)
- Introduction to Family Justice Services in BC, CORR606 (3 days correspondence)
- Effects of Separation and Divorce on Adults, FAM103 (3 days OLL)
- Effects of Separation and Divorce on Children, FAM104 (3 days OLL)
- Child Support Guidelines, FAM112 (3 days OLL)
- Mediated Agreements and Related Court Orders, FAM115 (1 day OLL)

Intercultural Issues – Choose one:

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

2. SPECIALIZED ELECTIVES

Choose 5 days from the following courses:

- The Practice of Mediation, CR557 (1 day)
- Shifting from Positions to Interests, CR303 (3 days)
- Separate Meetings: Pre-Mediation and Caucusing, CR415 (2 days)
- Defining Issues and Setting the Agenda, CR252 (2 days)
- Mediation Skills Level III, CR829 (2 days)
- Dealing with Defensiveness in Conflict, CR319 (3 days)
- Dynamics of Power, CR320 (3 days)
- Substance Abuse Issues in Family Justice, FAM108 (1 day OLL)
- Screening for Control and Abuse in Mediation, CR515 (1 day)
- Mediating the Financial Divorce, CR301 (3 days)

3. ASSESSMENT

Assessment: Family Mediation, CR976

OLL = Online Learning

Restorative Practices

Available exclusively on a contract basis

We offer individual courses in Restorative Practices as well as a certificate available on a contract basis. (See course descriptions on pages 35, 36 and 42.) The certificate is worth 15 credits and requires 210 hours or 30 days of classroom training plus the completion of an integrative assessment. 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.

The Restorative Practices specialization can be tailored to meet the needs of specific organizations or communities. Many of the elective courses have been developed with and for community justice programs in Aboriginal communities.

For more information about Restorative Practices courses and certificate, contact Nym Hughes, Program Coordinator, Learner and Instructional Development, at 604.528.5622 or 1.888.799.0801, or e-mail nhughes@jibc.bc.ca.

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 courses in this program.

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 \$250. See page 12 for the many benefits of being a certificate student.
- The number of required courses and electives varies in each specialization. For details on how to complete each certificate program, see page 13.
- You progress through the program at your own pace. You choose the amount of time that you have for taking 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.
- The cost of completing a certificate varies depending on the specialization you choose. You can expect to pay between \$6,000 and \$7,000 to complete a certificate.
- You can choose your specialization at any time, and all eligible previous courses will be counted towards the requirements of that specialization.
- 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 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.

Planning Your Certificate

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 and how much time you have to take courses. The following is a guide to help you plan your program:

1. Take the first required course – either Dealing with Interpersonal Conflict (CR110A) *or* Resolving Conflict in the Workplace (CR110B). These courses form a foundation for the rest of the certificate program.
2. We then recommend Critical Skills for Communicating in Conflict (CR102).
3. Then take Negotiation Skills Level I (CR260), then Mediation Skills Level I (CR250). After taking these courses, you will have a better idea of whether Negotiation or Mediation is the direction you want to pursue.
4. It's now time to determine your specialization, enroll 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.
5. It may also be time to think about forming a skills practice group. Many of our learners find it beneficial to meet with a small group of colleagues to practice and improve their skills. Talk to other learners about starting a practice group, or check the bulletin board near room C201 for more information.
6. Once your learning path has been decided, take any remaining required courses, except Negotiation Skills Level II (CR360).
7. Both specializations have a list of electives that relate directly to and strengthen negotiation or mediation, and you must choose at least 10 days from that list. Each specialization also has a number of days of electives that you can fill with any of our courses. These electives are intended to broaden your learning experience and expose you to a variety of instructional techniques, concepts and skills. We encourage you to experiment in areas outside your specialization.

8. It's a good idea to take Negotiations Skills Level II (CR360) near the end of your program in the Negotiation specialization, as it helps solidify your skills and prepare you for assessment. Mediation Skills Level II (CR400) 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.
9. If after completing all your course work you do not feel ready for the assessment, try a Preparing for Your Assessment (Reality Check) course. This course 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 for a fee.
10. Finally, complete your assessment. About 70% of people successfully complete the assessment on their first try. If you're unsuccessful the first time around, we encourage you to try again. Your assessor will give you feedback on the skills you need to work on.
11. After receiving your certificate, we like you to stay in touch to further your professional development with new and advanced courses. *Check out our Professional Development Series (page 11).* You may also have become interested in another area of conflict resolution and may choose to upgrade your certificate by including a second specialization.



"Among the pleasures of teaching at the Justice Institute are the support of staff and colleagues, and the generosity of students who bring their diverse life lessons to the study of conflict resolution. Working and learning here is an enriching experience."

— DONNA SOULES,
Faculty

Program and Career Information Sessions

Attend one of our free, informal program and career information sessions for more information about our programs and courses and about career opportunities in the dispute resolution field. Registration for the sessions is not required.

Date	Time	Location
September 22, 2004	6:00 pm – 8:00 pm	JIBC – Victoria
October 20, 2004	6:00 pm – 8:00 pm	JIBC – New Westminster
October 28, 2004	6:00 pm – 8:00 pm	OUC – Penticton
November 24, 2004	6:00 pm – 8:00 pm	JIBC – Victoria
December 8, 2004	12:00 pm – 2:00 pm	JIBC – New Westminster
January 26, 2005	6:00 pm – 8:00 pm	JIBC – Victoria
February 23, 2005	12:00 pm – 2:00 pm	JIBC – New Westminster
March 23, 2005	6:00 pm – 8:00 pm	JIBC – Victoria
April 27, 2005	6:00 pm – 8:00 pm	JIBC – New Westminster
May 25, 2005	6:00 pm – 8:00 pm	JIBC – New Westminster
June 29, 2005	12:00 pm – 2:00 pm	JIBC – New Westminster

Location Addresses

Justice Institute of BC, New Westminster Campus
715 McBride Boulevard, New Westminster

Justice Institute of BC, Victoria Campus
910 Government Street, Victoria

Okanagan University College – Penticton
583 Duncan Avenue West, Penticton



Jl New Westminster Campus

Information Session for Learners Interested in Studying Mediation in a Cohort Model

The Centre for Conflict Resolution is exploring a cohort model for learners interested in enrolling in the Mediation/ Third-Party Intervention Certificate program.

In a cohort model, a group of learners enter and progress through the program together and the instructors plan activities in courses and assignments that require learners to regularly work collaboratively.

To find out more about this exciting opportunity, please contact Sandy Beauchesne at 604.528.5612 or via e-mail at sbeauchesne@jibc.bc.ca.

**Wednesday, October 6, 6-8 pm and
Wednesday, January 19, 6-8 pm**

Justice Institute of BC
New Westminster Campus
715 McBride Boulevard

NEW!

Certificates



"The courses provide useful role-playing, which has given me confidence as a mediator. The instructors and coaches are excellent; they are experienced mediators who offered valuable advice and feedback."

— MARTHA LEWIS (front row, middle), Lawyer
Callison, Zeunert Law Corporation

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 70
- A list of courses by course number, beginning on page 80

The Art and Science of Problem Solving (CR422)

Prerequisite(s):	CR110A or CR110B and CR250		
Recommended:	CR360, CR400		
Length:	Two days (14 hours)	Credit:	1.0
Fee:	\$330	Dates & Locations:	Page 70

Taking this course will give you theoretical and practical tools for decision making, problem analysis and process design that support both negotiation and mediation. This course is an overview with theoretical perspectives from applied science on the art of problem solving, and includes a focus on agreement creation in Stage 4 of the negotiation and mediation models. It provides a context for the systemic use of communication skills and conflict resolution practices. Strengthening your ability to consciously apply theory from this context can free you to use your natural style more effectively in your practice. Course components include lecture, demonstrations, facilitated learner observation, reflection and practice. **Instructor:** *Terry Neiman*

Course
fees vary
by location.

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 70

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. 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.

Asserting Yourself in Conflict Situations (CR105)

Prerequisite(s):	None		
Length:	Two days (14 hours)	Credit:	1.0
Fee:	\$330 – \$395	Dates & Locations:	Page 70

This course addresses assertiveness in a variety of challenging situations and gives you opportunities to practice improving and maintaining an assertive style under pressure. Whether you are negotiating an important issue, expressing your thoughts and feelings in a conflict or standing firm under pressure, the ability to assert yourself is crucial to 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.

Assessment: Family Mediation (CR976)

Prerequisite(s): Completion of all Family Mediation certificate required and elective courses

Fee: \$515 **Dates & Locations:** TBA – See website

The assessment component for the Family Mediation certificate consists of a written preparation for mediation, a one-hour mediation role-play, a self-evaluation and an oral examination. The assessment is done by the candidate in their home community and submitted 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 Family Mediation certificate student. If you wish to cancel or reschedule your assessment, you will be charged a cancellation/transfer fee of 50% of the regular fee.

Assessment: Mediation (CR975)

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

Fee: \$515 – \$530 **Dates & Locations:** Page 70

In order to receive your Certificate in Conflict Resolution: Specialization in Mediation/Third-Party Intervention, 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. You can do your assessment on a mail-in basis or at the JI New Westminster or Victoria Campuses.

Note: You will be permitted to register for your assessment only after successfully completing Mediation Skills Level II (CR400), and you must be enrolled as a Mediation/Third-Party Intervention certificate student. You may do your assessment after completing CR360 and CR400 even if you have not finished all of your elective hours. If you wish to cancel or reschedule your assessment, you will be charged a cancellation/transfer fee of 50% of the regular fee.

Assessment: Negotiation (CR950)

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

Fee: \$415 – \$430 **Dates & Locations:** Pages 70 – 71

In order to receive your Certificate in Conflict Resolution: Specialization in Negotiation, 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. You can do your assessment on a mail-in basis or at the JI New Westminster or Victoria Campuses.

Note: You will be permitted to register for your assessment only after successfully completing Negotiation Skills Level II (CR360), and you must be enrolled as a Negotiation 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. If you wish to cancel or reschedule your assessment, you will be charged a cancellation/transfer fee of 50% of the regular fee.

Balancing Empathy and Assertion (CR327)

Prerequisite(s): CR110A or CR110B
Recommended: CR102 and/or CR105
Length: Two days (14 hours) **Credit:** 1.0
Fee: \$330 **Dates & Locations:** Page 71

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 between empathy and assertion. Often described as the two foundations of collaborative conflict resolution, finding the balance between them can be tricky. You will be able to recognize when conflicts are about to occur and skillfully self-manage the interactions away from the conflict or move through it. **Instructor:** *Joan Balmer*

Breaking Repetitive Conflict Patterns (CR113)

Prerequisite(s): CR110A or CR110B
Length: Two days (14 hours) **Credit:** 1.0
Fee: \$330 **Dates & Locations:** Page 71

In this two-day course, you will learn to decipher the dynamics of conflict in order to recognize the early warning signs and prepare appropriately. As most conflicts take people by surprise, this course will define and demystify how and why conflict occurs. The content supports the approach taught in other conflict resolution courses and will assist you to integrate your skills. You will be able to recognize when conflicts are about to occur and skillfully self-manage the interaction away from the conflict or move through it. **Instructor:** *Rob McGregor*

Building Consensus (CR516)

Prerequisite(s): CR110A or CR110B, and CR250 or CR260
Length: Two days (14 hours) **Credit:** 1.0
Fee: \$350 – \$395 **Dates & Locations:** Page 71

This course will help you gain the skills and processes necessary to make effective decisions and negotiate committed agreement in groups. Collaborative approaches are increasingly being used, and have tremendous appeal with benefits that include building more cohesive teams, resolving outstanding differences and increasing commitment to agreements. However, reaching agreement in groups is challenging. This course provides intensive practice in building consensus in groups to support the shift towards participation in solving problems, setting policies, making decisions and planning events. **Instructor:** *Arthur Ridgeway*



– DENNIS WILLIAMS, Student

Bullying in the Workplace: The Organizational Response (CR114)*Professional Development Series – Take one course or take them all!*

Prerequisite(s):	None		
Length:	One day (7 hours)	Credit:	0.5
Fee:	\$225	Dates & Location:	Page 71

In response to the 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. 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 passed legislation to take effect in 2004. 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 designed for private, public and nonprofit sector managers and supervisors, human resources personnel, union representatives, workplace harassment/respectful workplace consultants and employee and family assistance personnel.

Instructors: *Marje Burdine, Ed Jackson and Kent Highnam*

Child Support Guidelines (FAM112)

Prerequisite(s):	None		
Length:	21 hours to be completed within 6 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 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:	1.0
Fee:	\$330	Dates & Locations:	Page 71

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 and 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. You will also learn 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*

**Coaching Strategies:
Developing People to Resolve Conflict (CR111)**

Professional Development Series – Take one course or take them all!

Prerequisite(s):	None		
Length:	Two days (14 hours)	Credit:	1.0
Fee:	\$330 – \$525	Dates & Locations:	Page 72

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 Inclusion in the Workplace:
Awareness, Strategies, Skills (CR837)**

Prerequisite(s):	CR110A or CR110B		
Length:	Three days (21 hours)	Credit:	1.5
Fee:	\$510	Dates & Locations:	Page 72

Tired of wondering why you and your work colleagues aren't getting along? Are you looking for ways to harness the power of diversity and inclusion to make your work teams stronger and more productive? This course is specifically designed for those working in or about to work in diverse teams and work groups, as leaders or team members. Through role-playing, demonstrations, and debriefing exercise, participants will learn how to recognize and appreciate diversity, and how to identify and mitigate the impact of stereotyping, internal oppression, and other elements that can lead to the break down of groups and teams in the workplace. The awareness, strategies and skills that you will learn in this course are essential in building excellent teams, managing high-speed change, providing good-quality internal and external customer service, leadership effectiveness, and building a high-performing and inclusive work environment.

**Conflict on the Front Lines:
Managers as Conflict Resolvers (CR128)**

Available exclusively on a contract basis

This course will teach managers the “first-aid” approach to helping resolve interpersonal conflict between employees and colleagues. In this course, you will be introduced to the concepts of interest-based conflict resolution and the role of neutral third-party interveners. A conflict resolution model will be presented and you will also learn the communications skills to defuse interpersonal conflict and facilitate resolution between employees. The course content and delivery can be customized to fit your organization's needs.

Critical Skills for Communicating in Conflict (CR102)

Prerequisite(s): None
Length: Two days (14 hours) Credit: 1.0
Fee: \$330 – \$395 Dates & Locations: Page 72

If you have not had previous training in interpersonal communication skills, this elective course is strongly recommended immediately after CR110A or CR110B. In this course, you will focus intensively on communication theory and skills that are the building blocks of mediating, negotiating or resolving interpersonal conflict. Skills are demonstrated and then you will have the opportunity to practice in short exercises involving conflict situations. Specific skills include nondefensive listening, questioning, reframing and assertive speaking.

"Excellent course!

*All front liners and
supervisors and
managers should
take them!"*

– LORNA WHITE,
Supervisor
BC Ferries

Criticism: How to Give and Receive It (CR206)

Prerequisite(s): CR110A or CR110B
Length: Two days (14 hours) Credit: 1.0
Fee: \$330 – \$395 Dates & Locations: Page 72

In this course, you will explore and practice the essential elements of giving and receiving criticism constructively. You will learn how to create opportunities for growth and increased understanding through giving and receiving constructive criticism. 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, which, if done poorly, can damage relationships, limit opportunities and increase stress. **Instructor:** *Deborah White*

Culture in Conflict: Enriching the Process (CR253)

Prerequisite(s): CR110A or CR110B, and CR250
Length: Two days (14 hours) Credit: 1.0
Fee: \$330 Dates & Locations: Page 72

This workshop explores bias, stereotyping and barriers to effective intercultural communication. You will develop ways to acknowledge and work with cultural diversity to create a climate where people can listen, learn and build understanding. The course introduces a "big-picture" framework for conflict resolution processes that are inclusive, based upon certain fundamental core values and can be applied universally. Much of our interpersonal and workplace conflict has a basis in cultural blindness or misunderstanding. As culture is such a complex and sensitive subject, we often don't discuss it. Yet culture permeates all that we do. As interveners and conflict managers, we need to ground our processes in the cultural context to make the work meaningful. How can we do so without relying upon shallow generalizations? What assumptions are we making? **Instructor:** *Sally Campbell*

Dealing with Anger (CR200)

Prerequisite(s): CR110A or CR110B
Recommended: CR260
Length: Three days (21 hours) **Credit:** 1.5
Fee: \$495 – \$510 **Dates & Locations:** Pages 72 – 73

This course builds on the material in Dealing with Interpersonal Conflict (CR110A) and Resolving Conflict in the Workplace (CR110B), and presents theory, skills and approaches for managing one's own angry feelings and behaviours and responding to anger in others. 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. 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 73

This course covers theories from different psychological perspectives on defence mechanisms affecting all people. These theories are then integrated with skills for addressing defensiveness in conflict situations. You will also explore how face saving impacts defensive behaviours. 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 people are defending and protecting self-image (face saving), listening becomes more difficult and positions become entrenched. Left unaddressed, defensiveness can stalemata the discussion. **Instructor:** Donna Soules

Dealing with Interpersonal Conflict (CR110A)

Prerequisite(s): None
Length: Three days (21 hours) **Credit:** 1.5
Fee: \$495 – \$510 **Dates & Locations:** Page 73

This foundation course offers you effective and practical tools in collaborative conflict resolution. You will practice managing the aspects of content, process, relationship and balancing perspective in a conflict resolution dialogue. Through examination of the sources of conflict attitudes and beliefs, conflict styles, and the role of assumptions and emotions, you will gain an overview of conflict dynamics and strategies for resolution. This highly participatory course emphasizes 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. This course is equivalent to CR110B. Students must take either CR110A or CR110B as a prerequisite for all other required courses in the certificates.

Course fees vary by location.

Defining Issues and Setting the Agenda (CR252)**Prerequisite(s):** CR110A or CR110B, and CR250 or CR260**Length:** Two days (14 hours) **Credit:** 1.0**Fee:** \$330 – \$395 **Dates & Locations:** Page 73

Now expanded to include negotiation as well as mediation, this two-day elective focuses on Stage 2 of the model. Using a variety of video, demonstration and in-the-moment examples, you will learn how to sift through the dynamics, the emotion and the way people express themselves in order to clearly isolate issues that should form the agenda. You will learn how to ask the kinds of questions that clarify themes and issues, how to summarize to provide focus and how to get agreement on the agenda. You will have lots of opportunity for practice. **Instructor:** Ron Monk

Designing and Implementing Anti-Bullying and Personal Harassment Programs (CR201)*Professional Development Series – Take one course or take them all!***Prerequisite(s):** None**Recommended:** CR114**Length:** Two days (14 hours) **Credit:** 1.0**Fee:** \$350 **Dates & Locations:** Page 73

This course will outline the essential steps and processes for creating anti-bullying and personal harassment programs, and will lead you through simulations to demonstrate the importance of these unique requirements. Specifically, it will address how to: begin the process, create awareness and buy-in from all levels of the organization, formulate a policy, ensure that problems get addressed and maintain the long-term viability of the program. The objective is for you to be able to chair or participate in an anti-bullying or personal harassment committee. Bullying and other forms of psychological harassment are finally being recognized as serious detriments to employee and organizational health and productivity. Research and prospective legislation have convinced organizational leaders to address these behaviours, but an effective response needs to incorporate elements that are unique to these forms of harassment. **Recommended reading:** *Bullying in the Workplace: An Occupational Hazard*, by Helene Richards and Sheila Freeman, Harper Collins, Sydney, Australia, 2002. **Instructors:** Marje Burdine and Ed Jackson

Dynamics of Power (CR320)**Prerequisite(s):** CR110A or CR110B**Length:** Three days (21 hours) **Credit:** 1.5**Fee:** \$495 – \$550 **Dates & Locations:** Page 73

This course will provide 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

NEW!

“The Justice Institute lives up to the reputation I’ve heard from past students. Both the JI and its instructors have demonstrated an extremely high degree of professionalism.”

– DAVID STANLEY,
SAP Basis Administrator
Norske Canada

Effective Teamwork: From Conflict to Collaboration (CR126)

Available exclusively on a contract basis

Collaboration requires a vast set of interpersonal communications skills and a high degree of self-awareness to be rewarding, efficient and productive. In this course, you will identify the “world view” and personal style that you and other teammates bring to your group work. You will learn to recognize, and how to avoid, the assumptions that group members make about themselves and others as they work together that can often be the source of conflict. You will also explore how to adapt your style and to identify practical steps to ensure that your group work experience achieves its content, process and network-building goals. This workshop is suitable for either intact workgroups or for members of different workgroups, and can be customized to fit your organization or community needs.

Effects of Separation and Divorce on Adults (FAM103)

Prerequisite(s):	None
Length:	21 hours to be completed within 6 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 you guide your clients. This course is a companion to Effects of Separation and Divorce on Children (FAM104).

Effects of Separation and Divorce on Children (FAM104)

Prerequisite(s):	None
Length:	21 hours to be completed within 6 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 Effects of Separation and Divorce on Adults (FAM103).

The Effects of Victimization (RP103)**Prerequisite(s):** None**Recommended:** RP100**Length:** Two days (14 hours) **Credit:** 1.0**Fee:** \$330 **Dates & Locations:** Page 74

This Restorative Practices 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 both insight into what victims experience in the aftermath and guidance on the kind of support they deserve from the vast array of helpers in various community, organizational and school settings. You will develop an appreciation for how a relatively brief traumatic event may impact a victim for years to come. You 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."

Ethical Dilemmas for Mediators (CR326)**Prerequisite(s):** CR110A or CR110B, and CR250, CR260, CR400**Length:** One day (7 hours) **Credit:** 0.5**Fee:** \$165 – \$190 **Dates & Locations:** Page 74

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. 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? **Instructor:** Lee Turnbull

**Every Conflict Tells a Story:
Reconciling Divergent Perspectives (CR202)***Professional Development Series – Take one course or take them all!***Prerequisite(s):** CR110A or CR110B**Length:** Two days (14 hours) **Credit:** 1.0**Fee:** \$345 **Dates & Locations:** Page 74

In conflict, we not only have our story, we become our story. This highly interactive workshop provides a framework for moving beyond confrontational, polarized views and roles to allow and encourage collaboration. You will explore a "drama triangle" of victims, villains and heroes and identify the root of conflict – the point "the knife went in." After applying these concepts to better understand your own role in conflict, you will explore how to help others transform their conflict story into one of collaboration. This workshop will provide you with insight into your own conflicts and enable you to be more effective in supporting others in conflict as a mediator, manager or coach. Participants will also receive a copy of Gary's book *The Joy of Conflict Resolution*.

Instructor: Gary Harper**NEW!**

Family Violence: Impact on Separation and Divorce (CORR605)

Prerequisite(s):	None	
Length:	21 hours to be completed within 6 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.

Foundations of Restorative Practices (RP100)

Prerequisite(s):	None		
Length:	3 days (21 hours)	Credit:	1.5
Fee:	\$495	Dates & Locations:	Page 74

This course provides you with an overview of the principles and philosophy of peacemaking and restorative practices. Restorative practices are rooted in a holistic, value-based and respectful orientation to practice, and you will examine traditional assumptions about dealing with conflict and crime – in community, school and organizational/institutional contexts – from personal and cultural perspectives. You will gain an overview of the history and current uses of restorative justice and peacemaking practices, and a clear understanding of the individual and societal benefits of restorative approaches. **Recommended reading:** *Changing Lenses*, by Howard Zehr.

Handling Conflict on the Telephone (CR101)

Available exclusively on a contract basis

Dealing with angry people and trying to resolve conflict over the telephone can be particularly challenging. In this one-day course, you will learn and practice effective para-verbal and verbal skills for defusing anger and resolving conflict, with an emphasis on the use of the voice. The course will help you 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 conflict resolution. The course content and delivery can be customized to fit your organization or community needs.

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). The course 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.

Managing the Conflict Within (CR423)

Prerequisite(s): None
Length: Two days (14 hours) **Credit:** 1.0
Fee: \$330 **Dates & Locations:** Page 74

This course is designed to increase your 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. 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. 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:** 1.0
Fee: \$330 – \$525 **Dates & Locations:** Page 74

This course provides you with alternatives for managing hostile individuals constructively. 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. During the course, 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 your skills in constructively confronting problem behaviour. **Instructor:** Mario Govorchin

Managing to Reduce Conflict (CR262)

Professional Development Series – Take one course or take them all!

Prerequisite(s): CR110A or CR110B; CR260 or CR250
Length: Two days (14 hours) **Credit:** 1.0
Fee: \$330 **Dates & Locations:** Page 74

This course is for managers and other professionals who want to reduce the amount of conflict in their workplaces through prevention, early intervention and systemic change. Based on the principles and values of the conflict resolution model, this approach looks at options beyond formal mediation to resolve and reduce conflict among employees and colleagues. You will use structured exercises, discussion and group simulations to explore methods of incorporating conflict management strategies into your normal responsibilities. **Instructor:** Margaretha Hoek

"I've come away with knowledge that I can use in my job."

– NOREEN DAVIS,
Real Estate Board of
Greater Vancouver

NEW!

Mediated Agreements and Related Court Orders (FAM115)

Prerequisite(s): None
Length: 7 hours to be completed in 2 weeks
Credit: 0.5
Course Fee: \$275

Online course

This seven-hour course is for family mediators who are working with separating couples. It will cover the drafting of a Memorandum of Understanding (MOU), including the purpose, structure and contents of an agreement. You will learn how MOUs relate to other existing court documents. In addition, you will discuss the Agreement to Mediate, and how agreements are formalized and changed. This course is an essential component of working as a family mediator in separation and divorce cases, and is designed to meet Family Mediation Canada standards for certification.

Mediating Conflicts Between Teenagers (CR308)

Prerequisite(s): CR110A or CR110B, and CR250, CR200
Recommended: CR400
Length: Two days (14 hours) **Credit:** 1.0
Fee: \$330 **Dates & Locations:** Page 74

This course is a highly specialized application of mediation and is taught by two instructors with years of experience in working with teens and their conflicts. The instructors will encourage you to listen with an unbiased ear to the teen's perception of the story, to help them understand themselves, their conflict and how to communicate their feelings about it so it can be resolved. You will also learn how to mediate the situations that are appropriate for mediation and how to screen for bully/victim situations that would be better suited to another intervention. Adolescence is a highly emotional stage of development. You will have opportunities in class to conduct simulated pre-mediation interviews and mediation sessions.
Instructors: Sandy Dunlop and Kathleen MacDonald

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

Prerequisite(s): CR110A or CR110B, and CR250, CR260, CR400
Length: Two days (14 hours) **Credit:** 1.0
Fee: \$350 **Dates & Locations:** Page 74

This course presents you with 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

NEW!

Mediating the Financial Divorce (CR301)*Professional Development Series – Take one course or take them all!***Prerequisite(s):** CR110A or CR110B, and CR250**Recommended:** CR400**Length:** Three days (21 hours) **Credit:** 1.5**Fee:** \$495 **Dates & Locations:** Page 74

This course is designed to provide you with information and strategies for mediating the financial part of separation and divorce, including spousal and child support, family home, pensions, family business, family trusts, wills, insurance, other assets, debts and non-family property. Tax implications, ethical issues and legal risks for mediators will be addressed. Financial decisions made at the time of divorce will greatly influence the life of each family member. Mediators must be able to guide the parties through the financial maze and know when and where to refer them for additional professional consultation. A coached role-play day will provide opportunities for practice and integration. **Instructor:** Ed Jackson

Mediation Skills Level I (CR250)**Prerequisite(s):** CR110A or CR110B**Recommended:** CR260**Length:** Three days (21 hours) **Credit:** 1.5**Fee:** \$495 – \$510 **Dates & Locations:** Page 75

This course introduces you to 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. Mediation is a practical method for helping people resolve their conflicts and attain mutually satisfactory outcomes. 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.

Course
fees vary
by location.

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 75

Building on the mediation process and skills learned in Mediation Skills Level I, this course moves 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. You will discuss the development of a personal mediating style, legal and ethical issues in the mediation field and 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. Please bring a VHS videotape to record your role-play on the final day of the course.

Mediation Skills Level III (CR829)

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

Length: Two days (14 hours) **Credit:** 1.0

Fee: \$350 **Dates & Locations:** Page 75

In this two-day course, you 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*

Multicultural Issues in Family Justice (FAM109)

Prerequisite(s): None

Length: 7 hours to be completed within 2 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.

**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:** 1.0

Fee: \$350 **Dates & Locations:** Page 75

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. 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. **Instructor:** *Arthur Ridgeway*



– BRUCE ERICKSON, Student

Negotiation Skills Level I (CR260)**Prerequisite(s):** CR110A or CR110B**Length:** Three days (21 hours) **Credit:** 1.5**Fee:** \$495 – \$550 **Dates & Locations:** Pages 75 – 76

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. 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. Emphasis is on skill development through simulated negotiations assisted by trained coaches. Please bring a VHS videotape to record your role-play on the final day of the course. **Recommended reading:** *Getting to Yes*, 2nd edition, Roger Fisher and William Ury, Penguin Books, 1992.

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 76

This advanced course builds on Negotiation Skills Level I (CR260), to apply an interest-based approach to more complex negotiations. You will learn about negotiator assertiveness and style, identifying and responding to competitive tactics, assessing power dynamics and resolving impasses. As CR360 is the final prerequisite course for Assessment: Negotiation (CR950), coaches' feedback on your role-plays will be based on the Assessment Role-Play Criteria. For certificate candidates, it is strongly recommended that you take CR360 near the end of your certificate. You must complete CR360 before scheduling your Negotiation assessment. **Recommended reading:** *Negotiating Skills for Managers*, Steven P. Cohen, McGraw Hill, 2002; *Getting Past No: Negotiating Your Way from Confrontation to Co-operation*, William Ury, Bantam Books, 1993.

Parent-Teen Mediation (CR307)**Prerequisite(s):** CR110A or CR110B, and CR250, CR200**Recommended:** CR400**Length:** Three days (21 hours) **Credit:** 1.5**Fee:** \$495 **Dates & Locations:** Page 76

In this course you will apply mediation skills to assist both parents and teens to communicate more effectively with each other and negotiate agreements on typical issues. Parent-teen relations often become strained during adolescence, sometimes to the point of intense conflict. With little understanding of each other's point of view, simple conversations can erupt into major battles. Mediating between teenagers and their parents, foster parents or other caregivers is a highly specialized application of mediation, with factors such as the nature of the relationship, unusually strong emotions and power and control issues playing a magnified role. You will have opportunities in class to conduct simulated pre-mediation interviews and mediation sessions. **Instructor:** Sandy Dunlop

*"This was the
best skills course
I have taken. It
was challenging
and informative."*

– MICHAEL MLADEN,
Department of Justice,
Indian and Northern Affairs

NEW!

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

Professional Development Series – Take one course or take them all!

Prerequisite(s):	None		
Recommended:	RP100, CR110A or CR110B, CR102		
Length:	Three days (21 hours)	Credit:	1.5
Fee:	\$545	Dates & Locations:	Page 76

This Restorative Practices 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. You will cover the guiding principles and fundamental practices of the circle. You will learn 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.

The Practice of Mediation (CR557)

Prerequisite(s):	CR110A or CR110B, and CR250, CR260, CR400		
Length:	One day (7 hours)	Credit:	0.5
Fee:	\$220 – \$245	Dates & Locations:	Page 76

A solid understanding of the nuts and bolts of mediation practice is essential for success as a mediator. This course focuses on setting up and developing a mediation practice. Topics include: marketing, identifying personal target markets, fees, mediation insurance, networking, publishing, resources for mediators, agreements to mediate, 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* (Jossey-Bass, 2001) will be supplied to each participant and is included in the course fee. **Instructor:** Lee Turnbull

Preparing for Your Mediation Assessment (Reality Check) (CR920)

Prerequisite(s):	CR110A or CR110B, and CR260, CR250, CR200, CR360, CR400		
Length:	One day (7 hours)	Credit:	0.5
Fee:	\$350 – \$370	Dates & Locations:	Page 76

As self-reflection and self-evaluation are crucial components of mediation practice, in this one-day course you will have the opportunity to compare your self-evaluation against detailed and concrete feedback from a senior instructor. A small class of four will role-play and receive feedback based on the criteria for the mediation assessment. **CR920 is recommended for assessment preparation.** Please bring a VHS videotape to record your role-play.

You must receive a reality check package prior to attending your reality check. For more information, call Ximena Ibacache at 604.528.5610.

Preparing for Your Negotiation Assessment (Reality Check) (CR910)

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

Length: One day (7 hours) Credit: 0.5

Fee: \$300 – \$315 Dates & Locations: Page 77

This course provides you with an opportunity to work interactively with an instructor in negotiation role-plays. With a maximum class size of four, you will receive 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.

Questions and Questioning (CR318)

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

Length: One day (7 hours) Credit: 0.5

Fee: \$190 – \$220 Dates & Locations: Page 77

Basing negotiation or mediation on interests is greatly assisted by the conscious use of questions. This course is practice-oriented, focusing on the issues you raise in class. 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? Come prepared to ask and learn. **Instructor:** *Gordon Sloan*



"I am impressed with the expertise the instructors possess at the JI. The skills I gained participating in the mediation and negotiation certificate programs at the JI have been of great value to me in my professional and personal life."

– DANNY PELLETIER,
Self-employed Mediator,
Facilitator and Trainer

Reconciling Differences (CR834)

Prerequisite(s): CR110A or CR110B, and CR260 or CR250
Length: Two days (14 hours) **Credit:** 1.0
Fee: \$380 **Dates & Locations:** Page 77

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 how they can be used to facilitate its resolution. 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. **Instructor:** Arthur Ridgeway

**Resolving Conflict in Groups Level I:
Understanding Group Dynamics (CR504)**

Formerly Group Dynamics

Prerequisite(s): CR110A or CR110B, and CR260 or CR250
Length: Two days (14 hours) **Credit:** 1.0
Fee: \$330 **Dates & Locations:** Page 77

Over two days, you will learn how to apply, as a group member, a collaborative conflict resolution process. As a member of a group in conflict, people are often challenged as to how to approach conflict and initiate a positive resolution process. To be effective group members, we need to learn about the dynamics at play in a group in conflict. Through role-plays, case analysis and discussion, you will build your understanding of group role functions and problematic behaviours that interfere with the function of the group. You will have opportunities to learn and practice strategies for intervening to influence the direction of the group towards resolution.

**Resolving Conflict in Groups Level II:
Facilitating the Collaborative Process (CR508)**

Formerly Challenges of Facilitating

Prerequisite(s): CR110A or CR110B, and CR260 or CR250, CR504
Length: Two days (14 hours) **Credit:** 1.0
Fee: \$330 **Dates & Locations:** Page 77

Assisting a group to resolve a conflict, as either an internal or external facilitator, is challenging. This course gives facilitators an opportunity to assess their facilitation strengths. Building on that awareness, you will learn practical ways of leading a collaborative resolution process through discussion, role-play and case studies. Specific topics include implementing and managing a collaborative process, managing group dynamics, dealing with challenging behaviours, handling power struggles, identifying hidden agendas and assisting the group to come to agreement. This course is intended for those who are already actively involved as facilitators.

The courses CR508 and CR520 do not teach basic general facilitation skills. The Centre for Leadership and Community Learning (CLCL) at the JI offers training in basic facilitation skills. Check the website at www.jibc.bc.ca/clcl or call 604.528.5608 for a CLCL Calendar.

Resolving Conflict in Groups Level III: Designing and Facilitating Multi-Stakeholder Processes (CR520)

Formerly Facilitating Multi-Party Disputes

Prerequisite(s): CR110A or CR110B, and CR250 or CR260, CR504, CR508

Length: Three days (21 hours) Credit: 1.5

Fee: \$495 Dates & Locations: Page 78

This course is for facilitators who work with multiple stakeholder groups attempting to reach agreement on complex issues. You will learn a framework for designing collaborative multi-stakeholder processes and reaching agreement, including assessing, convening, gaining buy-in, process designing, representation/accountability, negotiating, packaging and implementing 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

Resolving Conflict in the Workplace (CR110B)

Prerequisite(s): None

Length: Three days (21 hours) Credit: 1.5

Fee: \$495 – \$572 Dates & Locations: Page 78

Dealing effectively with workplace conflicts is a key competency for success in any job role. This foundation course offers practical tools for resolving conflicts collaboratively in the workplace. Participants will practice managing the aspects of content, process, relationship and balancing perspective in a conflict resolution dialogue. Through examining the sources of conflict attitudes and beliefs, conflict styles, and the role of assumptions and emotions, participants will gain an overview of conflict dynamics and strategies for resolution. This highly participatory course emphasizes self-awareness and skill development through structured exercises and simulations. Students are asked to bring a VHS videotape to record their role-play on the final day of the course. This course is equivalent to CR110A and students must take either CR110A or B as a prerequisite for all other required courses.

*“Excellent combination
of theory, examples,
participation and
practice.”*

– MIKE FLEGEL,
Engineering Manager,
Raytheon Canada



NEW!

Screening for Control and Abuse in Mediation (CR515)

Prerequisite(s): CR110A or CR110B, and CR000, CR250, CR260, CR400
Length: One day (7 hours) **Credit:** 0.5
Fee: \$165 **Dates & Locations:** Page 78

In this one-day course, you will look at patterns of control that lead to abuse, discuss the reality of control in any relationship and what that means to a “fair,” negotiated settlement and develop screening tools for a variety of pre-mediation applications. Forms of control that lead to coercion and abuse are sometimes overt, sometimes subtle. Played out in a mediation setting, the mediator can unwittingly assist in the continuance of that abuse. The standards of practice for many organizations, including Family Mediation Canada, require screening prior to joint meetings.

Instructor: *Ron Monk*

Separate Meetings: Pre-Mediation and Caucusing (CR415)

Prerequisite(s): CR110A or CR110B, and CR250
Length: Two days (14 hours) **Credit:** 1.0
Fee: \$350 – \$395 **Dates & Locations:** Page 78

In this course, you will learn to recognize when, how and under what circumstances it is appropriate to meet separately with the parties. 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. You will practice pre-mediation and joint session caucusing in role-play simulations with the support and assistance of skill coaches. **Instructor:** *Michael Fogel*

Sharpening Your Edge in Negotiation (CR127)

Available exclusively on a contract basis

This course will enrich and develop negotiation skills for all people who negotiate as either an implicit or explicit part of their job, whether or not they have had formal training to do so. It will provide you with the skills and confidence to plan and implement more effective negotiation strategies and reach more satisfactory outcomes in negotiation situations where there are complex issues, where the other negotiator might be defensive and/or positional, and where there may be a high level of stress due to considerable financial or other implications of the outcome. The course content and delivery can be customized to fit your organization or community needs.

Shifting from Positions to Interests (CR303)

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

Recommended: CR102

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

Fee: \$515 **Dates & Locations:** Page 79

This course is designed to help you reach positive outcomes through a deeper exploration of positions, interests and intentions. 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. 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

Strengthening Your Negotiation Preparation Skills

(CR359)

Prerequisite(s): CR110A or CR110B, and CR260

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

Fee: \$165 – \$190 **Dates & Locations:** Page 79

This course provides an opportunity to practice preparation and apply it to your own real-life difficult conversation or negotiation. Learn when and how to prepare. The number one reason people fail in negotiations is a lack of adequate preparation. Creating the time and habit of preparing can be challenging, especially in our culture, which values speed over contemplation and action over pausing. In moving through the preparation processes as well as self-reflective exercises and small- and large-group discussions, you will become more confident about how to frame the issue, what to say and when to say it. The experience gained from your real-life case study can then be applied to preparing in other contexts. This course is suitable for those part-way through the program, those preparing for assessments or those who have graduated from the program. **Instructor:** Julia Menard

Substance Abuse Issues in Family Justice (FAM108)

Prerequisite(s): None

Length: 7 hours to be completed within 2 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 your thinking about 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.

"This course was focused on what I believe to be the core and essence of what collaborative interest-based negotiations is about."

– REBEKA ZOE PENBERG,
Graduate,
Hampshire College

NEW!

NEW!

Theoretical Foundations of Dispute Resolution (CR125)

Professional Development Series – Take one course or take them all!			
Prerequisite(s):	None		
Recommended:	CR110A or CR110B		
Length:	Three days (21 hours)	Credit:	1.5
Fee:	\$495	Dates & Locations:	Page 79

This course provides an opportunity for creative and critical examination of your dispute resolution skills and practices, and further refinement of those skills. Mastering dispute resolution skills requires the ability to use skills and processes contextually – to adapt them as needed to different circumstances. Underlying any process of dispute resolution are assumptions about how human beings understand conflict, why they get involved in disputes, the types of behaviours and communication styles humans engage in and the meanings of resolution. Understanding these assumptions enables learners to assess when adaptations may be needed to meet particular circumstances, and what the disparate effects of particular processes might be on particular disputants. Course topics include the history of dispute resolution, examination of the theoretical foundations of mediation and negotiation styles and a review of the cultural dimensions of conflict and dispute resolution. Course methodology will include lectures, group consultations, individual and group exercises, case studies and critical analysis exercises. The course is highly participatory and you will be expected to engage fully in exercises, consultations and assignments. **Instructor:** *Roshan Danesh*

NEW!

Transitions that Hurt, Resolutions that Help (CR123)

Professional Development Series – Take one course or take them all!			
Prerequisite(s):	None		
Recommended:	CR102		
Length:	Two days (14 hours)	Credit:	1.0
Fee:	\$330	Dates & Locations:	Page 79

This course is designed to help you examine change within the context of impact on interpersonal communication, and to help you develop the skills to effectively resolve the conflicts that can occur during changes. Change is everywhere and affects not only organizations but also those personal elements of our lives. Whether we choose change or it is imposed on us, change is often difficult, and when we encounter difficulties many of us stop communicating effectively. **Instructor:** *Linda Dobson-Sayer*

Unfinished Business (CR316)

Prerequisite(s):	CR110A or CR110B, and one of CR200, CR250 or CR260		
Length:	Two days (14 hours)	Credit:	1.0
Fee:	\$350 – \$395	Dates & Locations:	Page 79

In this course you will focus on developing skills for getting past the unfinished business of anger, hurt, mistrust and resentment that so often impede the process of resolving a conflict. Unreasonable demands, attacks and outbursts are symptoms of unfinished business that cloud present issues. Judgments prevailing throughout a relationship lock out perceptions of the other and limit the options for resolution. By clearing judgments, acknowledging hurt, reducing defensiveness and working towards a trusting relationship, the resolution of personal and work-related conflicts is enhanced. **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 79

Because practice is the most critical factor in gaining competence and confidence in collaborative conflict resolution, this course provides a full day of role-playing. You choose what you want to work on: interpersonal conflict resolution, dealing with anger, mediation or negotiation. This course is especially helpful to those returning to the certificate program or taking courses after an absence, to those 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 on skill development in a particular area. *This course will be scheduled according to student demand. Please contact Ximena Ibacache at 604.528.5610 if you would like to participate in this course, or if you have a group of four students who would like to schedule a course for professional coaching.*

Using Multiple Gifts: Emotional, Intuitive and Somatic Ways of Knowing in Conflict Resolution (CR129)

Professional Development Series – Take one course or take them all!

Prerequisite(s): None
Length: Two days (14 hours) **Credit:** 1.0
Fee: \$375 **Dates & Locations:** Page 79

Experienced mediators and facilitators talk about their work using words like “gut feeling” and “I sensed they were ready.” Yet much of our theory and practice in conflict resolution focuses on analysis, using logic and reasoning as a basis for assessment and intervention. Recognizing that cultural and worldview divides must be bridged to create lasting and satisfying resolutions, we recognize that our own cultural lenses limit our logic and reasoning. To achieve the full promise of conflict resolution, we call on all of our humanity – our bodies that sense what we cannot articulate, our intuitions that nudge us toward veins of gold and our imaginations that show us what is possible. This workshop will help participants find their creative edge and apply it using multiple gifts in conflict analysis and conflict resolution processes. **Instructor:** Michelle LeBaron

What Do I Do Now? An Introduction to Conflict Resolution Theory (CR124)

Professional Development Series – Take one course or take them all!

Prerequisite(s): None
Recommended: CR110A or CR110B
Length: Two days (14 hours) **Credit:** 1.0
Fee: \$330 – \$395 **Dates & Locations:** Page 79

This course will introduce you to conflict theory with an emphasis on theoretical application in a variety of conflict contexts. The relationship between theory and practice will be demonstrated and developed by working with conflict scenarios, including family, workplace, commercial and community dispute contexts. By highlighting how each theory understands conflict differently, you will learn to analyze a conflict scenario through various lenses and learn how one’s theory significantly influences what one sees and does in conflict situations. **Instructor:** Brian Frank

NEW!

NEW!

Resources for Teaching Conflict Resolution to Youth

Based on the internationally recognized Conflict Resolution Certificate 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, schools 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
- Negotiating Effectively
- Mediating Conflict

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**



Further Information including Module Orders

For more information about the High School Resource Series or to inquire about purchasing the modules, please contact Sonia Carnduff at 604.528.5825 or e-mail scarnduff@jibc.bc.ca, or mail the attached tear-away order form in the back of this calendar.

Date	Course	Location	Fee
Sep 13 – 14	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Sep 15 – 17	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Sep 20 – 21	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330
Sep 22 – 24	Negotiation Skills Level I (CR260)	New Westminster	\$495
Sep 22 – 24	Dealing with Anger (CR200)	New Westminster	\$495
Sep 27 – 29	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Sep 27 – 29	Shifting from Positions to Interests (CR303)	New Westminster	\$515
Sep 29 – Oct 1	Dealing with Interpersonal Conflict (CR110A)	Victoria	\$510
Sep 29 – Oct 1	Mediation Skills Level I (CR250)	New Westminster	\$495
Sep 30	Preparing for Your Mediation Assessment (CR920)	New Westminster	\$350
Sep 30	Assessment: Negotiation (CR950)	New Westminster	\$415
Sep 30 – Oct 1	Negotiating with Difficult People: Making It Hard to Say No (CR362)	New Westminster	\$350
Sep 30 – Oct 2	Resolving Conflict in the Workplace (CR110B)	OUC Kelowna	\$550
Oct 1	Preparing for Your Mediation Assessment (CR920)	Victoria	\$370
Oct 1	Assessment: Negotiation (CR950)	New Westminster	\$415
Oct 4	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Oct 4 – 5	Civil Procedure (CR846)	New Westminster	\$330
Oct 4 – 6	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Oct 4 – 6	Dynamics of Power (CR320)	Victoria	\$510
Oct 5 – 7	Dealing with Anger (CR200)	New Westminster	\$495
Oct 7 – 8	Every Conflict Tells a Story: Reconciling Divergent Perspectives (CR202)	New Westminster	\$345
Oct 8	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Oct 12 – 13	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Oct 13 – 15	Resolving Conflict in the Workplace (CR110B)	Victoria	\$510
Oct 14 – 15	Criticism: How to Give and Receive It (CR206)	New Westminster	\$330
Oct 15	Preparing for Your Negotiation Assessment (CR910)	Victoria	\$315
Oct 15 – 16	Managing the Hostile Individual (CR108)	OUC Vernon	\$450
Oct 18 – 19	Resolving Conflict in Groups Level I: Understanding Group Dynamics (CR504)	New Westminster	\$330
Oct 18 – 20	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Oct 18 – 20	Negotiation Skills Level I (CR260)	Victoria	\$510
Oct 20 – 21	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process (CR508)	New Westminster	\$330
Oct 20 – 22	Mediation Skills Level I (CR250)	New Westminster	\$495
Oct 21	Assessment: Mediation (CR975)	New Westminster	\$515
Oct 22	Assessment: Mediation (CR975)	Victoria	\$530
Oct 25 – 26	Coaching Strategies: Developing People to Resolve Conflicts (CR111)	NIC Campbell River	\$525

Date	Course	Location	Fee
Oct 25 – 26	What Do I Do Now? An Introduction to Conflict Resolution Theory (CR124)	New Westminster	\$330
Oct 25 – 26	Asserting Yourself in Conflict Situations (CR105)	YWCA	\$330
Oct 25 – 27	Negotiation Skills Level I (CR260)	New Westminster	\$495
Oct 27	Bullying in the Workplace: The Organizational Response (CR114)	OUC Penticton	\$225
Oct 27 – 29	Dealing with Interpersonal Conflict (CR110A)	YWCA	\$495
Oct 27 – 29	Dealing with Anger (CR200)	New Westminster	\$495
Oct 28	Assessment: Negotiation (CR950)	New Westminster	\$415
Oct 28	Questions and Questioning (CR318)	New Westminster	\$165
Oct 28 – 29	Critical Skills for Communicating in Conflict (CR102)	Victoria	\$395
Oct 29	Preparing for Your Mediation Assessment (CR920)	New Westminster	\$350
Oct 29	Assessment: Negotiation (CR950)	New Westminster	\$415
Nov 1 – 2	Culture in Conflict: Enriching the Process (CR253)	New Westminster	\$330
Nov 1 – 3	Dealing with Anger (CR200)	Victoria	\$510
Nov 1 – 5	Negotiation Skills Level II (CR360)	New Westminster	\$790
Nov 3 – 5	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Nov 5	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Nov 5	Assessment: Negotiation (CR950)	Victoria	\$430
Nov 7	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Nov 8 – 9	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Nov 8 – 9	Asserting Yourself in Conflict Situations (CR105)	Victoria	\$395
Nov 15 – 16	Managing the Hostile Individual (CR108)	NIC Campbell River	\$525
Nov 15 – 17	Mediation Skills Level I (CR250)	New Westminster	\$495
Nov 15 – 17	Shifting from Positions to Interests (CR303)	Victoria	\$515
Nov 16 – 18	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Nov 17	Strengthening Negotiation Preparation Skills (CR359)	New Westminster	\$165
Nov 18 – 19	Coaching Strategies: Developing People to Resolve Conflicts (CR111)	New Westminster	\$330
Nov 18 – 19	Unfinished Business (CR316)	Victoria	\$395
Nov 18 – 19	Critical Skills for Communicating in Conflict (CR102)	UCFV	\$330
Nov 22 – 26	Mediation Skills Level II (CR400)	New Westminster	\$790
Nov 22 – 24	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Nov 22 – 24	Negotiation Skills Level I (CR260)	New Westminster	\$495
Nov 24 – 26	Mediation Skills Level I (CR250)	Victoria	\$510
Nov 25 – 26	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330
Nov 25 – 27	Resolving Conflict in the Workplace (CR110B)	OUC Salmon Arm	\$550
Nov 26	Assessment: Mediation (CR975)	New Westminster	\$515
Nov 29 – 30	Transitions that Hurt, Resolutions that Help (CR123)	New Westminster	\$330
Nov 29 – 30	Defining Issues and Setting the Agenda (CR252)	Victoria	\$395

Date	Course	Location	Fee
Nov 29 – Dec 1	Dealing with Anger (CR200)	YWCA	\$495
Dec 1	The Practice of Mediation (CR557)	Victoria	\$245
Dec 1	Assessment: Negotiation (CR950)	New Westminster	\$415
Dec 1 – 3	Dealing with Defensiveness in Conflict (CR319)	New Westminster	\$495
Dec 1 – 3	Foundations of Restorative Practices (RP100)	New Westminster	\$495
Dec 2	Assessment: Negotiation (CR950)	New Westminster	\$415
Dec 2 – 3	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Dec 6 – 8	Shifting from Positions to Interests (CR303)	New Westminster	\$515
Dec 7 – 9	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Dec 8 – 10	Resolving Conflict in the Workplace (CR110B)	Victoria	\$510
Dec 9 – 10	Reconciling Differences (CR834)	New Westminster	\$380
Dec 13 – 15	Theoretical Foundations of Dispute Resolution (CR125)	New Westminster	\$495
Dec 13 – 15	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Dec 13 – 15	Mediation Skills Level I (CR250)	New Westminster	\$495
Dec 15	The Art of Reframing (CR366)	Victoria	\$190
Dec 15 – 17	Negotiation Skills Level I (CR260)	New Westminster	\$495
Dec 16 – 17	Managing the Hostile Individual (CR108)	New Westminster	\$330
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Jan 10 – 11	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Jan 12 – 14	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Jan 14	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Jan 17 – 19	Dealing with Anger (CR200)	New Westminster	\$495
Jan 18 – 20	Dealing with Interpersonal Conflict (CR110A)	Victoria	\$510
Jan 19 – 20	Separate Meetings: Pre-Mediation and Caucusing (CR415)	New Westminster	\$350
Jan 19 – 21	Negotiation Skills Level I (CR260)	New Westminster	\$495
Jan 24 – 26	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Jan 24 – 26	Mediating the Financial Divorce (CR301)	New Westminster	\$495
Jan 24 – 28	Negotiation Skills Level II (CR360)	New Westminster	\$790
Jan 25	Preparing for Your Mediation Assessment (CR920)	New Westminster	\$350
Jan 26	Preparing for Your Mediation Assessment (CR920)	New Westminster	\$350
Jan 27	Assessment: Negotiation (CR950)	New Westminster	\$415
Jan 27 – 28	Managing the Conflict Within (CR423)	New Westminster	\$330
Jan 28	Assessment: Negotiation (CR950)	New Westminster	\$415
Jan 31 – Feb 2	Mediation Skills Level I (CR250)	YWCA	\$495
Feb 2 – 4	Parent-Teen Mediation (CR307)	New Westminster	\$495
Feb 3	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Feb 3 – 4	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330
Feb 4	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Feb 4	Preparing for Your Mediation Assessment (CR920)	Victoria	\$370

Date	Course	Location	Fee
Feb 7 – 8	Criticism: How to Give and Receive It (CR206)	Victoria	\$395
Feb 7 – 8	The Art and Science of Problem Solving (CR422)	New Westminster	\$330
Feb 7 – 9	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Feb 10	Assessment: Mediation (CR975)	New Westminster	\$350
Feb 10	Bullying in the Workplace: The Organizational Response (CR114)	Victoria	\$225
Feb 10 – 11	Using Multiple Gifts: Emotional, Intuitive and Somatic Ways of Knowing in Conflict Resolution (CR129)	New Westminster	\$375
Feb 11	Assessment: Mediation (CR975)	New Westminster	\$515
Feb 11	Questions and Questioning (CR318)	Victoria	\$190
Feb 14 – 16	Negotiation Skills Level I (CR260)	New Westminster	\$495
Feb 14 – 18	Mediation Skills Level II (CR400)	New Westminster	\$790
Feb 15	Preparing for Your Negotiation Assessment (CR910)	Victoria	\$315
Feb 16 – 18	Dynamics of Power (CR320)	New Westminster	\$495
Feb 16 – 18	Dealing with Defensiveness in Conflict (CR319)	Victoria	\$510
Feb 17 – 19	Negotiation Skills Level I (CR260)	OUC Vernon	\$550
Feb 21 – 23	Dealing with Anger (CR200)	New Westminster	\$495
Feb 21 – 23	Shifting from Positions to Interests (CR303)	New Westminster	\$515
Feb 21 – 25	Mediation Skills Level II (CR400)	Victoria	\$850
Feb 23 – 25	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Feb 24	Assessment: Negotiation (CR950)	New Westminster	\$415
Feb 24 – 25	Building Consensus (CR516)	New Westminster	\$350
Feb 24 – 25	Critical Skills for Communicating in Conflict (CR102)	YWCA	\$330
Feb 25	Assessment: Negotiation (CR950)	New Westminster	\$415
Feb 28	Assessment: Mediation (CR975)	Victoria	\$530
Feb 28 – Mar 1	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330
Feb 28 – Mar 2	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Mar 2	Ethical Dilemmas for Mediators (CR326)	Victoria	\$190
Mar 2 – 4	Mediation Skills Level I (CR250)	New Westminster	\$495
Mar 3 – 4	What Do I Do Now? An Introduction to Conflict Resolution Theory (CR124)	Victoria	\$395
Mar 3 – 4	Coaching Strategies: Developing People to Resolve Conflicts (CR111)	OUC Penticton	\$450
Mar 3 – 4	Civil Procedure (CR846)	New Westminster	\$330
Mar 7 – 8	Effects of Victimization (RP103)	New Westminster	\$330
Mar 7 – 8	Defining Issues and Setting the Agenda (CR252)	New Westminster	\$330
Mar 7 – 9	Negotiation Skills Level I (CR260)	Victoria	\$510
Mar 9	Screening for Control and Abuse in Mediation (CR515)	New Westminster	\$165
Mar 9 – 11	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Mar 9 – 11	Negotiation Skills Level I (CR260)	YWCA	\$495

Date	Course	Location	Fee
Mar 10 – 11	Breaking Repetitive Conflict Patterns (CR113)	New Westminster	\$330
Mar 11	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Mar 11	Assessment: Negotiation (CR950)	Victoria	\$430
Mar 14	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Mar 14 – 15	Coaching Strategies: Developing People to Resolve Conflicts (CR111)	New Westminster	\$330
Mar 14 – 15	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Mar 14 – 15	Managing the Hostile Individual (CR108)	Victoria	\$395
Mar 14 – 16	Resolving Conflict in the Workplace (CR110B)	NIC Campbell River	\$572
Mar 14 – 18	Negotiation Skills Level II (CR360)	New Westminster	\$790
Mar 16 – 17	Mediation Skills Level III (CR829)	New Westminster	\$350
Mar 16 – 18	Conflict and Inclusion in the Workplace: Awareness, Strategies, Skills (CR837)	Victoria	\$510
Mar 16 – 18	Dealing with Anger (CR200)	New Westminster	\$495
Mar 21	Preparing for Your Mediation Assessment (CR920)	New Westminster	\$350
Mar 21 – 23	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Mar 21 – 23	Resolving Conflict in the Workplace (CR110B)	Victoria	\$510
Mar 22	Preparing for Your Mediation Assessment (CR920)	New Westminster	\$350
Mar 29 – 31	Mediation Skills Level I (CR250)	New Westminster	\$495
Mar 29 – 31	Resolving Conflict in the Workplace (CR110B)	YWCA	\$495
Mar 29 – 31	Mediation Skills Level I (CR250)	Victoria	\$510
Mar 30	Ethical Dilemmas for Mediators (CR326)	New Westminster	\$165
Mar 30 – Apr 1	Negotiation Skills Level I (CR260)	New Westminster	\$495
Mar 31	Assessment: Negotiation (CR950)	New Westminster	\$415
Mar 31 – Apr 1	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330
Apr 1	Assessment: Negotiation (CR950)	New Westminster	\$415
Apr 6	The Art of Reframing (CR366)	New Westminster	\$165
Apr 7	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Apr 7 – 8	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Apr 7 – 8	Mediating Conflicts Between Teenagers (CR308)	New Westminster	\$330
Apr 8	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Apr 11 – 12	Asserting Yourself in Conflict Situations (CR105)	Victoria	\$395
Apr 11 – 13	Dealing with Anger (CR200)	New Westminster	\$495
Apr 11 – 13	Shifting from Positions to Interests (CR303)	New Westminster	\$515
Apr 13 – 15	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Apr 13 – 15	Dealing with Anger (CR200)	Victoria	\$510
Apr 14	Assessment: Mediation (CR975)	New Westminster	\$515
Apr 14 – 15	Unfinished Business (CR316)	New Westminster	\$350
Apr 15	Assessment: Mediation (CR975)	New Westminster	\$515
Apr 18 – 19	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330

Date	Course	Location	Fee
Apr 18 – 19	Resolving Conflict in Groups Level I: Understanding Group Dynamics (CR504)	New Westminster	\$330
Apr 18 – 22	Mediation Skills Level II (CR400)	New Westminster	\$790
Apr 20 – 21	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process (CR508)	New Westminster	\$330
Apr 20 – 22	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Apr 20 – 22	Mediation Skills Level I (CR250)	New Westminster	\$495
Apr 21 – 23	Dynamics of Power (CR320)	OUC Penticton	\$550
Apr 25 – 26	Critical Skills for Communicating in Conflict (CR102)	Victoria	\$395
Apr 25 – 27	Theoretical Foundations of Dispute Resolution (CR125)	New Westminster	\$495
Apr 25 – 27	Negotiation Skills Level I (CR260)	New Westminster	\$495
Apr 28	Assessment: Negotiation (CR950)	New Westminster	\$415
Apr 28 – 29	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Apr 28 – 29	Managing the Hostile Individual (CR108)	UCFV	\$330
Apr 29	Assessment: Negotiation (CR950)	New Westminster	\$415
May 2 – 4	Dealing with Interpersonal Conflict (CR110A)	Victoria	\$510
May 4 – 6	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
May 4	Bullying in the Workplace: The Organizational Response (CR114)	New Westminster	\$225
May 5 – 6	Designing and Implementing Anti-Bullying and Personal Harassment Programs (CR201)	New Westminster	\$350
May 6	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
May 8	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
May 9 – 11	Dealing with Anger (CR200)	YWCA	\$495
May 9 – 13	Negotiation Skills Level II (CR360)	Victoria	\$850
May 11 – 12	Mediating Consciously: Being Real and Becoming Aware (CR858)	New Westminster	\$350
May 11 – 13	Mediation Skills Level I (CR250)	New Westminster	\$495
May 12 – 13	Asserting Yourself in Conflict Situations (CR105)	YWCA	\$330
May 16 – 17	Coaching Strategies: Developing People to Resolve Conflicts (CR111)	Victoria	\$395
May 16 – 18	Negotiation Skills Level I (CR260)	New Westminster	\$495
May 17 – 19	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
May 18	Preparing for Your Negotiation Assessment (CR910)	Victoria	\$315
May 24 – 25	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
May 25	Preparing for Your Mediation Assessment (CR920)	New Westminster	\$350
May 25 – 26	Separate Meetings: Pre-Mediation and Caucusing (CR415)	Victoria	\$395
May 26	Preparing for Your Mediation Assessment (CR920)	New Westminster	\$350
May 26	Assessment: Negotiation (CR950)	New Westminster	\$415
May 26 – 27	Balancing Empathy and Assertion (CR327)	New Westminster	\$330
May 27	Assessment: Negotiation (CR950)	New Westminster	\$415

Date	Course	Location	Fee
May 27	Strengthening Negotiation Preparation Skills (CR359)	Victoria	\$190
May 30 – Jun 1	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
May 30 – Jun 1	Shifting from Positions to Interests (CR303)	New Westminster	\$515
May 30 – Jun 3	Negotiation Skills Level II (CR360)	New Westminster	\$790
Jun 1	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Jun 1 – 3	Dealing with Anger (CR200)	New Westminster	\$495
Jun 1 – 3	Mediation Skills Level I (CR250)	New Westminster	\$495
Jun 2	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Jun 1 – 3	Peacemaking Circles: A Process for Building Consensus and Relationships (RP205)	TBA	\$545
Jun 2 – 3	Negotiating with Difficult People: Making It Hard to Say No (CR362)	New Westminster	\$350
Jun 6 – 10	Mediation Skills Level II (CR400)	New Westminster	\$790
Jun 6 – 7	Defining Issues and Setting the Agenda (CR252)	New Westminster	\$330
Jun 8 – 9	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330
Jun 8 – 10	Negotiation Skills Level I (CR260)	New Westminster	\$495
Jun 9 – 10	Managing to Reduce Conflict (CR262)	New Westminster	\$330
Jun 13 – 15	Dealing with Interpersonal Conflict (CR110A)	YWCA	\$495
Jun 13	Questions and Questioning (CR318)	New Westminster	\$165
Jun 13	Preparing for Your Mediation Assessment (CR920)	New Westminster	\$350
Jun 14	The Practice of Mediation (CR557)	New Westminster	\$220
Jun 15 – 17	Dealing with Defensiveness in Conflict (CR319)	New Westminster	\$495
Jun 16	Assessment: Mediation (CR975)	New Westminster	\$515
Jun 16	Preparing for Your Mediation Assessment (CR920)	Victoria	\$370
Jun 16 – 17	Critical Skills for Communicating in Conflict (CR102)	YWCA	\$330
Jun 16 – 17	Criticism: How to Give and Receive It (CR206)	UCFV	\$330
Jun 17	Assessment: Mediation (CR975)	New Westminster	\$515
Jun 17	Assessment: Negotiation (CR950)	Victoria	\$430
Jun 20 – 22	Dealing with Anger (CR200)	New Westminster	\$495
Jun 20 – 22	Shifting from Positions to Interests (CR303)	Victoria	\$515
Jun 22 – 24	Dynamics of Power (CR320)	New Westminster	\$495
Jun 23	Assessment: Negotiation (CR950)	New Westminster	\$415
Jun 23 – 24	Building Consensus (CR516)	Victoria	\$395
Jun 24	Assessment: Negotiation (CR950)	New Westminster	\$415
Jun 27	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Jun 27 – 29	Mediation Skills Level I (CR250)	New Westminster	\$495
Jun 27 – 29	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Jun 27 – 29	Negotiation Skills Level I (CR260)	Victoria	\$510
Jun 28	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Jul 4 – 5	Managing the Hostile Individual (CR108)	New Westminster	\$330

Date	Course	Location	Fee
Jul 6 – 8	Negotiation Skills Level I (CR260)	New Westminster	\$495
Jul 7 – 8	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330
Jul 7	Assessment: Mediation (CR975)	New Westminster	\$515
Jul 8	Assessment: Mediation (CR975)	Victoria	\$530
Jul 11 – 12	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Jul 11 – 12	Criticism: How to Give and Receive It (CR206)	New Westminster	\$330
Jul 11 – 12	Resolving Conflict in the Workplace (CR110B)	Victoria	\$510
Jul 13	The Art of Reframing (CR366)	New Westminster	\$165
Jul 13 – 15	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495
Jul 14	Preparing for Your Mediation Assessment (CR920)	New Westminster	\$350
Jul 15	Preparing for Your Mediation Assessment (CR920)	New Westminster	\$350
Jul 18 – 20	Dealing with Anger (CR200)	New Westminster	\$495
Jul 18 – 22	Negotiation Skills Level II (CR360)	New Westminster	\$790
Jul 20 – 22	Mediation Skills Level I (CR250)	YWCA	\$495
Jul 21	Assessment: Negotiation (CR950)	New Westminster	\$415
Jul 22	Assessment: Negotiation (CR950)	New Westminster	\$415
Jul 25 – 27	Negotiation Skills Level I (CR260)	New Westminster	\$495
Jul 25 – 27	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Jul 25 – 27	Dealing with Anger (CR200)	Victoria	\$510
Aug 4 – 5	Critical Skills for Communicating in Conflict (CR102)	Victoria	\$395
Aug 5	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Aug 8	Preparing for Your Negotiation Assessment (CR910)	New Westminster	\$300
Aug 10 – 12	Resolving Conflict in the Workplace (CR110B)	YWCA	\$495
Aug 10 – 12	Resolving Conflict in Groups Level III: Designing and Facilitating Multi-Stakeholder Processes (CR520)	New Westminster	\$495
Aug 15 – 17	Mediation Skills Level I (CR250)	Victoria	\$510
Aug 15 – 19	Mediation Skills Level II (CR400)	New Westminster	\$790
Aug 16 – 18	Dealing with Interpersonal Conflict (CR110A)	New Westminster	\$495
Aug 18	Assessment: Mediation (CR975)	New Westminster	\$515
Aug 18 – 19	Critical Skills for Communicating in Conflict (CR102)	New Westminster	\$330
Aug 19	Assessment: Mediation (CR975)	New Westminster	\$515
Aug 22 – 23	Asserting Yourself in Conflict Situations (CR105)	New Westminster	\$330
Aug 24 – 26	Dealing with Anger (CR200)	New Westminster	\$495
Aug 25	Assessment: Negotiation (CR950)	New Westminster	\$415
Aug 26	Assessment: Negotiation (CR950)	New Westminster	\$415
Aug 24 – 26	Mediation Skills Level I (CR250)	New Westminster	\$495
Aug 29 – 31	Negotiation Skills Level I (CR260)	YWCA	\$495
Aug 29 – 31	Resolving Conflict in the Workplace (CR110B)	New Westminster	\$495

New Westminster Campus, 715 McBride Boulevard, New Westminster

Date	Course	Instructor	Fee
Sep 13 – 14	Critical Skills for Communicating in Conflict (CR102)	Gary Harper	\$330
Sep 15 – 17	Dealing with Interpersonal Conflict (CR110A)	Jill Schroder	\$495
Sep 20 – 21	Asserting Yourself in Conflict Situations (CR105)	Joan Balmer	\$330
Sep 22 – 24	Negotiation Skills Level I (CR260)	Dale Zaiser	\$495
Sep 22 – 24	Dealing with Anger (CR200)	Joan Balmer	\$495
Sep 27 – 29	Resolving Conflict in the Workplace (CR110B)	Kelly Henderson	\$495
Sep 27 – 29	Shifting from Positions to Interests (CR303)	Arthur Ridgeway	\$515
Sep 29 – Oct 1	Mediation Skills Level I (CR250)	Linda Dobson-Sayer	\$495
Sep 30	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$350
Sep 30	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Sep 30 – Oct 1	Negotiating with Difficult People: Making It Hard to Say No (CR362)	Arthur Ridgeway	\$350
Oct 1	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Oct 4	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Oct 4 – 5	Civil Procedure (CR846)	Terry Harris	\$330
Oct 4 – 6	Dealing with Interpersonal Conflict (CR110A)	Jim Toogood	\$495
Oct 5 – 7	Dealing with Anger (CR200)	Nancy McPhee	\$495
Oct 7 – 8	Every Conflict Tells a Story: Reconciling Divergent Perspectives (CR202)	Gary Harper	\$345
Oct 8	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Oct 12 – 13	Critical Skills for Communicating in Conflict (CR102)	Derm McNulty	\$330
Oct 14 – 15	Criticism: How to Give and Receive It (CR206)	Deborah White	\$330
Oct 18 – 19	Resolving Conflict in Groups Level I: Understanding Group Dynamics (CR504)	Joan Balmer	\$330
Oct 18 – 20	Resolving Conflict in the Workplace (CR110B)	Ron Monk	\$495
Oct 20 – 21	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process (CR508)	Nancy McPhee	\$330
Oct 20 – 22	Mediation Skills Level I (CR250)	Ed Jackson	\$495
Oct 21	Assessment: Mediation (CR975)	Centre Assessor	\$515
Oct 25 – 26	What Do I Do Now? An Introduction to Conflict Resolution Theory (CR124)	Brian Frank	\$330
Oct 25 – 27	Negotiation Skills Level I (CR260)	Sue Yerxa	\$495
Oct 27 – 29	Dealing with Anger (CR200)	Janice Bateman	\$495
Oct 28	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Oct 28	Questions and Questioning (CR318)	Gordon Sloan	\$165
Oct 29	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$350

New Westminster Campus, 715 McBride Boulevard, New Westminster

Date	Course	Instructor	Fee
Oct 29	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Nov 1 – 2	Culture in Conflict: Enriching the Process (CR253)	Sally Campbell	\$330
Nov 1 – 5	Negotiation Skills Level II (CR360)	Deborah White	\$790
Nov 3 – 5	Resolving Conflict in the Workplace (CR110B)	Dale Zaiser	\$495
Nov 5	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Nov 7	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Nov 8 – 9	Critical Skills for Communicating in Conflict (CR102)	Nancy Baker	\$330
Nov 15 – 17	Mediation Skills Level I (CR250)	Jill Schroder	\$495
Nov 16 – 18	Dealing with Interpersonal Conflict (CR110A)	Joan Balmer	\$495
Nov 17	Strengthening Negotiation Preparation Skills (CR359)	Julia Menard	\$165
Nov 18 – 19	Coaching Strategies: Developing People to Resolve Conflicts (CR111)	Linda Dobson-Sayer	\$330
Nov 22 – 26	Mediation Skills Level II (CR400)	Linda Dobson-Sayer	\$790
Nov 22 – 24	Resolving Conflict in the Workplace (CR110B)	Jill Schroder	\$495
Nov 22 – 24	Negotiation Skills Level I (CR260)	Jim Toogood	\$495
Nov 25 – 26	Asserting Yourself in Conflict Situations (CR105)	Mario Govorchin	\$330
Nov 26	Assessment: Mediation (CR975)	Centre Assessor	\$515
Nov 29 – 30	Transitions that Hurt, Resolutions that Help (CR123)	Linda Dobson-Sayer	\$330
Dec 1	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Dec 1 – 3	Dealing with Defensiveness in Conflict (CR319)	Donna Soules	\$495
Dec 1 – 3	Foundations of Restorative Practices (RP100)	Nancy Hinds and Barry Warhaft	\$495
Dec 2	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Dec 2 – 3	Critical Skills for Communicating in Conflict (CR102)	Gordon White	\$330
Dec 6 – 8	Shifting from Positions to Interests (CR303)	Arthur Ridgeway	\$515
Dec 7 – 9	Dealing with Interpersonal Conflict (CR110A)	Kelly Henderson	\$495
Dec 9 – 10	Reconciling Differences (CR834)	Arthur Ridgeway	\$380
Dec 13 – 15	Theoretical Foundations of Dispute Resolution (CR125)	Roshan Danesh	\$495
Dec 13 – 15	Resolving Conflict in the Workplace (CR110B)	Terry Harris	\$495
Dec 13 – 15	Mediation Skills Level I (CR250)	Stacey Holloway	\$495
Dec 15 – 17	Negotiation Skills Level I (CR260)	Ed Jackson	\$495
Dec 16 – 17	Managing the Hostile Individual (CR108)	Mario Govorchin	\$330

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Jan 10 – 11	Critical Skills for Communicating in Conflict (CR102)	Nancy McPhee	\$330
Jan 12 – 14	Resolving Conflict in the Workplace (CR110B)	Stacey Holloway	\$495

New Westminster Campus, 715 McBride Boulevard, New Westminster

Date	Course	Instructor	Fee
Jan 14	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Jan 17 – 19	Dealing with Anger (CR200)	Sue Yerxa	\$495
Jan 19 – 20	Separate Meetings: Pre-Mediation and Caucusing (CR415)	Michael Fogel	\$350
Jan 19 – 21	Negotiation Skills Level I (CR260)	Gary Harper	\$495
Jan 24 – 26	Dealing with Interpersonal Conflict (CR110A)	Linda Dobson-Sayer	\$495
Jan 24 – 26	Mediating the Financial Divorce (CR301)	Ed Jackson	\$495
Jan 24 – 28	Negotiation Skills Level II (CR360)	Dale Zaiser	\$790
Jan 25	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$350
Jan 26	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$350
Jan 27	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Jan 27 – 28	Managing the Conflict Within (CR423)	Joan Balmer and Nikki De Carteret	\$330
Jan 28	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Feb 2 – 4	Parent-Teen Mediation (CR307)	Sandy Dunlop	\$495
Feb 3	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Feb 3 – 4	Asserting Yourself in Conflict Situations (CR105)	Deborah White	\$330
Feb 4	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Feb 7 – 8	The Art and Science of Problem Solving (CR422)	Terry Neiman	\$330
Feb 7 – 9	Resolving Conflict in the Workplace (CR110B)	Gary Harper	\$495
Feb 10	Assessment: Mediation (CR975)	Centre Assessor	\$350
Feb 10 – 11	Using Multiple Gifts: Emotional, Intuitive and Somatic Ways of Knowing in Conflict Resolution (CR129)	Michelle LeBaron	\$375
Feb 11	Assessment: Mediation (CR975)	Centre Assessor	\$515
Feb 14 – 16	Negotiation Skills Level I (CR260)	Sandy Dunlop	\$495
Feb 14 – 18	Mediation Skills Level II (CR400)	Ron Monk	\$790
Feb 16 – 18	Dynamics of Power (CR320)	Joan Balmer	\$495
Feb 21 – 23	Dealing with Anger (CR200)	Mario Govorchin	\$495
Feb 21 – 23	Shifting from Positions to Interests (CR303)	Arthur Ridgeway	\$515
Feb 23 – 25	Dealing with Interpersonal Conflict (CR110A)	Gordon White	\$495
Feb 24	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Feb 24 – 25	Building Consensus (CR516)	Arthur Ridgeway	\$350
Feb 25	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Feb 28 – Mar 1	Asserting Yourself in Conflict Situations (CR105)	TBA	\$330
Feb 28 – Mar 2	Resolving Conflict in the Workplace (CR110B)	Jim Toogood	\$495
Mar 2 – 4	Mediation Skills Level I (CR250)	Jill Schroder	\$495

New Westminster Campus, 715 McBride Boulevard, New Westminster

Date	Course	Instructor	Fee
Mar 3 – 4	Civil Procedure (CR846)	Terry Harris	\$330
Mar 7 – 8	Effects of Victimization (RP103)	Joe Solanto	\$330
Mar 7 – 8	Defining Issues and Setting the Agenda (CR252)	Ron Monk	\$330
Mar 9	Screening for Control and Abuse in Mediation (CR515)	Ron Monk	\$165
Mar 9 – 11	Resolving Conflict in the Workplace (CR110B)	Derm McNulty	\$495
Mar 10 – 11	Breaking Repetitive Conflicts (CR113)	Rob McGregor	\$330
Mar 11	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Mar 14	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Mar 14 – 15	Coaching Strategies: Developing People to Resolve Conflicts (CR111)	Linda Dobson-Sayer	\$330
Mar 14 – 15	Critical Skills for Communicating in Conflict (CR102)	Janice Bateman	\$330
Mar 14 – 18	Negotiation Skills Level II (CR360)	Nancy McPhee	\$790
Mar 16 – 17	Mediation Skills Level III (CR829)	Michael Fogel	\$350
Mar 16 – 18	Conflict and Inclusion in the Workplace: Awareness, Strategies, Skills (CR837)	Charles Hill	\$510
Mar 16 – 18	Dealing with Anger (CR200)	Elizabeth Azmier-Stewart	\$495
Mar 21	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$350
Mar 21 – 23	Dealing with Interpersonal Conflict (CR110A)	Terry Harris	\$495
Mar 22	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$350
Mar 29 – 31	Mediation Skills Level I (CR250)	Deborah White	\$495
Mar 30	Ethical Dilemmas for Mediators (CR326)	Lee Turnbull	\$165
Mar 30 – Apr 1	Negotiation Skills Level I (CR260)	Jim Toogood	\$495
Mar 31	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Mar 31 – Apr 1	Asserting Yourself in Conflict Situations (CR105)	Sue Yerxa	\$330
Apr 1	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Apr 6	The Art of Reframing (CR366)	Deborah White	\$165
Apr 7	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Apr 7 – 8	Critical Skills for Communicating in Conflict (CR102)	Dale Zaiser	\$330
Apr 7 – 8	Mediating Conflicts Between Teenagers (CR308)	Sandy Dunlop and Kathleen MacDonald	\$330
Apr 8	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Apr 11 – 13	Dealing with Anger (CR200)	Joan Balmer	\$495
Apr 11 – 13	Shifting from Positions to Interests (CR303)	Arthur Ridgeway	\$515
Apr 13 – 15	Resolving Conflict in the Workplace (CR110B)	Gary Harper	\$495
Apr 14	Assessment: Mediation (CR975)	Centre Assessor	\$515

New Westminster Campus, 715 McBride Boulevard, New Westminster

Date	Course	Instructor	Fee
Apr 14 – 15	Unfinished Business (CR316)	Arthur Ridgeway	\$350
Apr 15	Assessment: Mediation (CR975)	Centre Assessor	\$515
Apr 18 – 19	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee	\$330
Apr 18 – 19	Resolving Conflict in Groups Level I: Understanding Group Dynamics (CR504)	Deborah White	\$330
Apr 18 – 22	Mediation Skills Level II (CR400)	Donna Soules	\$790
Apr 20 – 21	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process (CR508)	Deborah White	\$330
Apr 20 – 22	Dealing with Interpersonal Conflict (CR110A)	Nancy Baker	\$495
Apr 20 – 22	Mediation Skills Level I (CR250)	Sandy Dunlop	\$495
Apr 25 – 27	Theoretical Foundations of Dispute Resolution (CR125)	Roshan Danesh	\$495
Apr 25 – 27	Negotiation Skills Level I (CR260)	Dale Zaiser	\$495
Apr 28	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Apr 28 – 29	Critical Skills for Communicating in Conflict (CR102)	Gordon White	\$330
Apr 29	Assessment: Negotiation (CR950)	Centre Assessor	\$415
May 4	Bullying in the Workplace: The Organizational Response (CR114)	Marje Burdine, Ed Jackson and Kent Highnam	\$225
May 4 – 6	Resolving Conflict in the Workplace (CR110B)	Sue Yerxa	\$495
May 5 – 6	Designing and Implementing Anti-Bullying and Personal Harassment Programs (CR201)	Marje Burdine and Ed Jackson	\$350
May 6	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
May 8	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
May 11 – 12	Mediating Consciously: Being Real and Becoming Aware (CR858)	Michael Fogel	\$350
May 11 – 13	Mediation Skills Level I (CR250)	Lee Turnbull	\$495
May 16 – 18	Negotiation Skills Level I (CR260)	Nancy McPhee	\$495
May 17 – 19	Dealing with Interpersonal Conflict (CR110A)	Brian Frank	\$495
May 24 – 25	Critical Skills for Communicating in Conflict (CR102)	Kelly Henderson	\$330
May 25	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$350
May 26	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$350
May 26	Assessment: Negotiation (CR950)	Centre Assessor	\$415
May 26 – 27	Balancing Empathy and Assertion (CR327)	Joan Balmer	\$330
May 27	Assessment: Negotiation (CR950)	Centre Assessor	\$415
May 30 – Jun 1	Resolving Conflict in the Workplace (CR110B)	Jim Toogood	\$495
May 30 – Jun 1	Shifting from Positions to Interests (CR303)	Arthur Ridgeway	\$515

New Westminster Campus, 715 McBride Boulevard, New Westminster

Date	Course	Instructor	Fee
May 30 – Jun 3	Negotiation Skills Level II (CR360)	Dale Zaiser	\$790
Jun 1	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Jun 1 – 3	Dealing with Anger (CR200)	Ron Monk	\$495
Jun 1 – 3	Mediation Skills Level I (CR250)	Donna Soules	\$495
Jun 2	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Jun 1 – 3	Peacemaking Circles: A Process for Building Consensus and Relationships (RP205)	TBA	\$545
Jun 2 – 3	Negotiating with Difficult People: Making It Hard to Say No (CR362)	Arthur Ridgeway	\$350
Jun 6 – 10	Mediation Skills Level II (CR400)	Deborah White	\$790
Jun 6 – 7	Defining Issues and Setting the Agenda (CR252)	Ron Monk	\$330
Jun 8 – 9	Asserting Yourself in Conflict Situations (CR105)	Ed Jackson	\$330
Jun 8 – 10	Negotiation Skills Level I (CR260)	TBA	\$495
Jun 9 – 10	Managing to Reduce Conflict (CR262)	Margaretha Hoek	\$330
Jun 13	Questions and Questioning (CR318)	Gordon Sloan	\$165
Jun 13	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$350
Jun 14	The Practice of Mediation (CR557)	Lee Turnbull	\$220
Jun 15 – 17	Dealing with Defensiveness in Conflict (CR319)	Donna Soules	\$495
Jun 16	Assessment: Mediation (CR975)	Centre Assessor	\$515
Jun 17	Assessment: Mediation (CR975)	Centre Assessor	\$515
Jun 20 – 22	Dealing with Anger (CR200)	Mario Govorchin	\$495
Jun 22 – 24	Dynamics of Power (CR320)	Joan Balmer	\$495
Jun 23	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Jun 24	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Jun 27	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Jun 27 – 29	Mediation Skills Level I (CR250)	Deborah White	\$495
Jun 27 – 29	Resolving Conflict in the Workplace (CR110B)	Mario Govorchin	\$495
Jun 28	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Jul 4 – 5	Managing the Hostile Individual (CR108)	Mario Govorchin	\$330
Jul 6 – 8	Negotiation Skills Level I (CR260)	Deborah White	\$495
Jul 7 – 8	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee	\$330
Jul 7	Assessment: Mediation (CR975)	Centre Assessor	\$515
Jul 11 – 12	Critical Skills for Communicating in Conflict (CR102)	Ed Jackson	\$330
Jul 11 – 12	Criticism: How to Give and Receive It (CR206)	Deborah White	\$330
Jul 13	The Art of Reframing (CR366)	Deborah White	\$165

New Westminster Campus, 715 McBride Boulevard, New Westminster

Date	Course	Instructor	Fee
Jul 13 – 15	Resolving Conflict in the Workplace (CR110B)	Joan Balmer	\$495
Jul 14	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$350
Jul 15	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$350
Jul 18 – 20	Dealing with Anger (CR200)	Stacey Holloway	\$495
Jul 18 – 22	Negotiation Skills Level II (CR360)	Mario Govorchin	\$790
Jul 21	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Jul 22	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Jul 25 – 27	Negotiation Skills Level I (CR260)	Kelly Henderson	\$495
Jul 25 – 27	Dealing with Interpersonal Conflict (CR110A)	Mario Govorchin	\$495
Aug 5	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Aug 8	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$300
Aug 10 – 12	Resolving Conflict in Groups Level III: Designing and Facilitating Multi-Stakeholder Processes (CR520)	Sally Campbell	\$495
Aug 15 – 19	Mediation Skills Level II (CR400)	Stacey Holloway	\$790
Aug 16 – 18	Dealing with Interpersonal Conflict (CR110A)	Ed Jackson	\$495
Aug 18	Assessment: Mediation (CR975)	Centre Assessor	\$515
Aug 18 – 19	Critical Skills for Communicating in Conflict (CR102)	Nancy Baker	\$330
Aug 19	Assessment: Mediation (CR975)	Centre Assessor	\$515
Aug 22 – 23	Asserting Yourself in Conflict Situations (CR105)	Gary Harper	\$330
Aug 24 – 26	Dealing with Anger (CR200)	Dale Zaiser	\$495
Aug 25	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Aug 26	Assessment: Negotiation (CR950)	Centre Assessor	\$415
Aug 24 – 26	Mediation Skills Level I (CR250)	Deborah White	\$495
Aug 29 – 31	Resolving Conflict in the Workplace (CR110B)	Nancy McPhee	\$495

North Island College, 1685 Dogwood Street, Campbell River

Oct 25 – 26	Coaching Strategies: Developing People to Resolve Conflicts (CR111)	Linda Dobson-Sayer	\$525
Nov 15 – 16	Managing the Hostile Individual (CR108)	Mario Govorchin	\$525
Mar 14 – 16	Resolving Conflict in the Workplace (CR110B)	Sandy Dunlop	\$572

Okanagan University College, 1000 KLO Road, Kelowna

Sep 30 – Oct 2	Resolving Conflict in the Workplace (CR110B)	Janice Bateman	\$550
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Okanagan University College, 583 Duncan Avenue West, Penticton

Date	Course	Instructor	Fee
Oct 27	Bullying in the Workplace: The Organizational Response (CR114)	Marje Burdine, Ed Jackson and Kent Highnam	\$225
Mar 3 – 4	Coaching Strategies: Developing People to Resolve Conflicts (CR111)	Linda Dobson-Sayer	\$450
Apr 21 – 23	Dynamics of Power (CR320)	Joan Balmer	\$550

Okanagan University College, 2552 Trans-Canada Highway NE, Salmon Arm

Nov 25 – 27	Resolving Conflict in the Workplace (CR110B)	Janice Bateman	\$550
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Okanagan University College, 7000 College Way, Vernon

Oct 15 – 16	Managing the Hostile Individual (CR108)	Mario Govorchin	\$450
Feb 17 – 19	Negotiation Skills Level I (CR260)	Janice Bateman	\$550

University College of the Fraser Valley, 34194 Marshall Road, Abbotsford

Nov 18 – 19	Critical Skills for Communicating in Conflict (CR102)	Sue Yerxa	\$330
Apr 28 – 29	Managing the Hostile Individual (CR108)	Mario Govorchin	\$330
Jun 16 – 17	Criticism: How to Give and Receive It (CR206)	Deborah White	\$330

Victoria Campus, 910 Government Street, Victoria

Sep 29 – Oct 1	Dealing with Interpersonal Conflict (CR110A)	Donna Soules	\$510
Oct 1	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$370
Oct 4 – 6	Dynamics of Power (CR320)	Joan Balmer	\$510
Oct 13 – 15	Resolving Conflict in the Workplace (CR110B)	Brian Frank	\$510
Oct 15	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$315
Oct 18 – 20	Negotiation Skills Level I (CR260)	Elizabeth Azmier-Stewart	\$510
Oct 22	Assessment: Mediation (CR975)	Centre Assessor	\$530
Oct 28 – 29	Critical Skills for Communicating in Conflict (CR102)	Duncan Stewart	\$395
Nov 1 – 3	Dealing with Anger (CR200)	Elizabeth Azmier-Stewart	\$510
Nov 5	Assessment: Negotiation (CR950)	Centre Assessor	\$430
Nov 8 – 9	Asserting Yourself in Conflict Situations (CR105)	Elizabeth Azmier-Stewart	\$395
Nov 15 – 17	Shifting from Positions to Interests (CR303)	Arthur Ridgeway	\$515
Nov 18 – 19	Unfinished Business (CR316)	Arthur Ridgeway	\$395
Nov 24 – 26	Mediation Skills Level I (CR250)	Ron Monk	\$510
Nov 29 – 30	Defining Issues and Setting the Agenda (CR252)	Ron Monk	\$395
Dec 1	The Practice of Mediation (CR557)	Lee Turnbull	\$245
Dec 8 – 10	Resolving Conflict in the Workplace (CR110B)	Duncan Stewart	\$510

Victoria Campus, 910 Government Street, Victoria

Date	Course	Instructor	Fee
Dec 15	The Art of Reframing (CR366)	Ron Monk	\$190
Jan 18 – 20	Dealing with Interpersonal Conflict (CR110A)	Brian Frank	\$510
Feb 4	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$370
Feb 7 – 8	Criticism: How to Give and Receive It (CR206)	Deborah White	\$395
Feb 10	Bullying in the Workplace: The Organizational Response (CR114)	Marje Burdine, Ed Jackson and Kent Highnam	\$225
Feb 11	Questions and Questioning (CR318)	Gordon Sloan	\$190
Feb 15	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$315
Feb 16 – 18	Dealing with Defensiveness in Conflict (CR319)	Donna Soules	\$510
Feb 21 – 25	Mediation Skills Level II (CR400)	Elizabeth Azmier-Stewart	\$850
Feb 28	Assessment: Mediation (CR975)	Centre Assessor	\$530
Mar 2	Ethical Dilemmas for Mediators (CR326)	Lee Turnbull	\$190
Mar 3 – 4	What Do I Do Now? An Introduction to Conflict Resolution Theory (CR124)	Brian Frank	\$395
Mar 7 – 9	Negotiation Skills Level I (CR260)	Linda Dobson-Sayer	\$510
Mar 11	Assessment: Negotiation (CR950)	Centre Assessor	\$430
Mar 14 – 15	Managing the Hostile Individual (CR108)	Mario Govorchin	\$395
Mar 16 – 18	Conflict and Inclusion in the Workplace: Awareness, Strategies, Skills (CR837)	Charles Hill	\$510
Mar 21 – 23	Resolving Conflict in the Workplace (CR110B)	Brian Frank	\$510
Mar 29 – 31	Mediation Skills Level I (CR250)	Donna Soules	\$510
Apr 11 – 12	Asserting Yourself in Conflict Situations (CR105)	TBA	\$395
Apr 13 – 15	Dealing with Anger (CR200)	Nancy McPhee	\$510
Apr 25 – 26	Critical Skills for Communicating in Conflict (CR102)	Elizabeth Azmier-Stewart	\$395
May 2 – 4	Dealing with Interpersonal Conflict (CR110A)	Linda Dobson-Sayer	\$510
May 9 – 13	Negotiation Skills Level II (CR360)	Ron Monk	\$850
May 16 – 17	Coaching Strategies: Developing People to Resolve Conflicts (CR111)	Linda Dobson-Sayer	\$395
May 18	Preparing for Your Negotiation Assessment (CR910)	Centre Assessor	\$315
May 25 – 26	Separate Meetings: Pre-Mediation and Caucusing (CR415)	Michael Fogel	\$395
May 27	Strengthening Negotiation Preparation Skills (CR359)	Julia Menard	\$190
Jun 16	Preparing for Your Mediation Assessment (CR920)	Centre Assessor	\$370
Jun 17	Assessment: Negotiation (CR950)	Centre Assessor	\$430
Jun 20 – 22	Shifting from Positions to Interests (CR303)	Arthur Ridgeway	\$515

Victoria Campus, 910 Government Street, Victoria

Date	Course	Instructor	Fee
Jun 23 – 24	Building Consensus (CR516)	Arthur Ridgeway	\$395
Jun 27 – 29	Negotiation Skills Level I (CR260)	Duncan Stewart	\$510
Jul 8	Assessment: Mediation (CR975)	Centre Assessor	\$530
Jul 11 – 13	Resolving Conflict in the Workplace (CR110B)	Linda Dobson-Sayer	\$510
Jul 25 – 27	Dealing with Anger (CR200)	Ron Monk	\$510
Aug 4 – 5	Critical Skills for Communicating in Conflict (CR102)	Donna Soules	\$395
Aug 15 – 17	Mediation Skills Level I (CR250)	Brian Frank	\$510

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

Oct 25 – 26	Asserting Yourself in Conflict Situations (CR105)	Sandy Dunlop	\$330
Oct 27 – 29	Dealing with Interpersonal Conflict (CR110A)	Kelly Henderson	\$495
Nov 29 – Dec 1	Dealing with Anger (CR200)	Nancy McPhee	\$495
Jan 31 – Feb 2	Mediation Skills Level I (CR250)	Terry Harris	\$495
Feb 24 – 25	Critical Skills for Communicating in Conflict (CR102)	Sue Yerxa	\$330
Mar 9 – 11	Negotiation Skills Level I (CR260)	Deborah White	\$495
Mar 29 – 31	Resolving Conflict in the Workplace (CR110B)	Ed Jackson	\$495
May 9 – 11	Dealing with Anger (CR200)	Janice Bateman	\$495
May 12 – 13	Asserting Yourself in Conflict Situations (CR105)	Joan Balmer	\$330
Jun 13 – 15	Dealing with Interpersonal Conflict (CR110A)	Elizabeth Azmier-Stewart	\$495
Jun 16 – 17	Critical Skills for Communicating in Conflict (CR102)	Derm McNulty	\$330
Jul 20 – 22	Mediation Skills Level I (CR250)	Gary Harper	\$495
Aug 10 – 12	Resolving Conflict in the Workplace (CR110B)	Jim Toogood	\$495
Aug 29 – 31	Negotiation Skills Level I (CR260)	Mario Govorchin	\$495

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The Art and Science of Problem Solving (CR422)	26	Feb 7 – 8	Terry Neiman	New Westminster	\$330
The Art of Reframing (CR366)	26	Dec 15	Ron Monk	Victoria	\$190
		Apr 6	Deborah White	New Westminster	\$165
		Jul 13	Deborah White	New Westminster	\$165
Asserting Yourself in Conflict Situations (CR105)	26	Sep 20 – 21	Joan Balmer	New Westminster	\$330
		Oct 25 – 26	Sandy Dunlop	YWCA	\$330
		Nov 8 – 9	Elizabeth Azmier-Stewart	Victoria	\$395
		Nov 25 – 26	Mario Govorchin	New Westminster	\$330
		Feb 3 – 4	Deborah White	New Westminster	\$330
		Feb 28 – Mar 1	TBA	New Westminster	\$330
		Mar 31 – Apr 1	Sue Yerxa	New Westminster	\$330
		Apr 11 – 12	TBA	Victoria	\$395
		Apr 18 – 19	Nancy McPhee	New Westminster	\$330
		May 12 – 13	Joan Balmer	YWCA	\$330
		Jun 8 – 9	Ed Jackson	New Westminster	\$330
		Jul 7 – 8	Nancy McPhee	New Westminster	\$330
		Aug 22 – 23	Gary Harper	New Westminster	\$330
Assessment: Mediation (CR975)	27	Oct 21		New Westminster	\$515
		Oct 22		Victoria	\$530
		Nov 26		New Westminster	\$515
		Feb 10		New Westminster	\$350
		Feb 11		New Westminster	\$515
		Feb 28	Centre	Victoria	\$530
		Apr 14	instructors	New Westminster	\$515
		Apr 15	serve as	New Westminster	\$515
		Jun 16	assessors	New Westminster	\$515
		Jun 17		New Westminster	\$515
		Jul 7		New Westminster	\$515
		Jul 8		Victoria	\$530
		Aug 18		New Westminster	\$515
		Aug 19		New Westminster	\$515
Assessment: Negotiation (CR950)	27	Sep 30		New Westminster	\$415
		Oct 1	Centre	New Westminster	\$415
		Oct 28	instructors	New Westminster	\$415
		Oct 29	serve as	New Westminster	\$415
		Nov 5	assessors	Victoria	\$430

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Assessment: Negotiation (CR950)	27	Dec 1	Centre instructors serve as assessors	New Westminster	\$415
		Dec 2		New Westminster	\$415
		Jan 27		New Westminster	\$415
		Jan 28		New Westminster	\$415
		Feb 24		New Westminster	\$415
		Feb 25		New Westminster	\$415
		Mar 11		Victoria	\$430
		Mar 31		New Westminster	\$415
		Apr 1		New Westminster	\$415
		Apr 28		New Westminster	\$415
		Apr 29		New Westminster	\$415
		May 26		New Westminster	\$415
		May 27		New Westminster	\$415
		Jun 17		Victoria	\$430
		Jun 23		New Westminster	\$415
		Jun 24		New Westminster	\$415
		Jul 21		New Westminster	\$415
		Jul 22		New Westminster	\$415
		Aug 25		New Westminster	\$415
		Aug 26		New Westminster	\$415
Balancing Empathy and Assertion (CR327)	28	May 26 – 27	Joan Balmer	New Westminster	\$330
Breaking Repetitive Conflict Patterns (CR113)	28	Mar 10 – 11	Rob McGregor	New Westminster	\$330
Building Consensus (CR516)	28	Feb 24 – 25	Arthur Ridgeway	New Westminster	\$350
		Jun 23 – 24	Arthur Ridgeway	Victoria	\$395
Bullying in the Workplace: The Organizational Response (CR114)	29	Oct 27	Marje Burdine, Ed Jackson and Kent Highnam	OUC Penticton	\$225
		Feb 10	Marje Burdine, Ed Jackson and Kent Highnam	Victoria	\$225
		May 4	Marje Burdine, Ed Jackson and Kent Highnam	New Westminster	\$225
Civil Procedure (CR846)	29	Oct 4 – 5	Terry Harris	New Westminster	\$330
		Mar 3 – 4	Terry Harris	New Westminster	\$330

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Coaching Strategies: Developing People to Resolve Conflicts (CR111)	30	Oct 25 – 26	Linda Dobson-Sayer	NIC Campbell River	\$525
		Nov 18 – 19	Linda Dobson-Sayer	New Westminster	\$330
		Mar 3 – 4	Linda Dobson-Sayer	OUC Penticton	\$450
		Mar 14 – 15	Linda Dobson-Sayer	New Westminster	\$330
		May 16 – 17	Linda Dobson-Sayer	Victoria	\$395
Conflict and Inclusion in the Workplace: Awareness, Strategies, Skills (CR837)	30	Mar 16 – 18	Charles Hill	Victoria	\$510
Critical Skills for Communicating in Conflict (CR102)	31	Sep 13 – 14	Gary Harper	New Westminster	\$330
		Oct 12 – 13	Derm McNulty	New Westminster	\$330
		Oct 28 – 29	Duncan Stewart	Victoria	\$395
		Nov 8 – 9	Nancy Baker	New Westminster	\$330
		Nov 18 – 19	Sue Yerxa	UCFV	\$330
		Dec 2 – 3	Gordon White	New Westminster	\$330
		Jan 10 – 11	Nancy McPhee	New Westminster	\$330
		Feb 24 – 25	Sue Yerxa	YWCA	\$330
		Mar 14 – 15	Janice Bateman	New Westminster	\$330
		Apr 7 – 8	Dale Zaiser	New Westminster	\$330
		Apr 25 – 26	Elizabeth Azmier-Stewart	Victoria	\$395
		Apr 28 – 29	Gordon White	New Westminster	\$330
		May 24 – 25	Kelly Henderson	New Westminster	\$330
		Jun 16 – 17	Derm McNulty	YWCA	\$330
		Jul 11 – 12	Ed Jackson	New Westminster	\$330
		Aug 4 – 5	Donna Soules	Victoria	\$395
		Aug 18 – 19	Nancy Baker	New Westminster	\$330
Criticism: How to Give and Receive It (CR206)	31	Oct 14 – 15	Deborah White	New Westminster	\$330
		Feb 7 – 8	Deborah White	Victoria	\$395
		Jun 16 – 17	Deborah White	UCFV	\$330
		Jul 11 – 12	Deborah White	New Westminster	\$330
Culture in Conflict: Enriching the Process (CR253)	31	Nov 1 – 2	Sally Campbell	New Westminster	\$330
Dealing with Anger (CR200)	32	Sep 22 – 24	Joan Balmer	New Westminster	\$495
		Oct 5 – 7	Nancy McPhee	New Westminster	\$495
		Oct 27 – 29	Janice Bateman	New Westminster	\$495
		Nov 1 – 3	Elizabeth Azmier-Stewart	Victoria	\$510
		Nov 29 – Dec 1	Nancy McPhee	YWCA	\$495
		Jan 17 – 19	Sue Yerxa	New Westminster	\$495
		Feb 21 – 23	Mario Govorchin	New Westminster	\$495
		Mar 16 – 18	Elizabeth Azmier-Stewart	New Westminster	\$495
		Apr 11 – 13	Joan Balmer	New Westminster	\$495

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Dealing with Anger (CR200)	32	Apr 13 – 15	Nancy McPhee	Victoria	\$510
		May 9 – 11	Janice Bateman	YWCA	\$495
		Jun 1 – 3	Ron Monk	New Westminster	\$495
		Jun 20 – 22	Mario Govorchin	New Westminster	\$495
		Jul 18 – 20	Stacey Holloway	New Westminster	\$495
		Jul 25 – 27	Ron Monk	Victoria	\$510
		Aug 24 – 26	Dale Zaiser	New Westminster	\$495
Dealing with Defensiveness in Conflict (CR319)	32	Dec 1 – 3	Donna Soules	New Westminster	\$495
		Feb 16 – 18	Donna Soules	Victoria	\$510
		Jun 15 – 17	Donna Soules	New Westminster	\$495
Dealing with Interpersonal Conflict (CR110A)	32	Sep 15 – 17	Jill Schroder	New Westminster	\$495
		Sep 29 – Oct 1	Donna Soules	Victoria	\$510
		Oct 4 – 6	Jim Toogood	New Westminster	\$495
		Oct 27 – 29	Kelly Henderson	YWCA	\$495
		Nov 16 – 18	Joan Balmer	New Westminster	\$495
		Dec 7 – 9	Kelly Henderson	New Westminster	\$495
		Jan 18 – 20	Brian Frank	Victoria	\$510
		Jan 24 – 26	Linda Dobson-Sayer	New Westminster	\$495
		Feb 23 – 25	Gordon White	New Westminster	\$495
		Mar 21 – 23	Terry Harris	New Westminster	\$495
		Apr 20 – 22	Nancy Baker	New Westminster	\$495
		May 2 – 4	Linda Dobson-Sayer	Victoria	\$510
		May 17 – 19	Brian Frank	New Westminster	\$495
		Jun 13 – 15	Elizabeth Azmier-Stewart	YWCA	\$495
		Jul 25 – 27	Mario Govorchin	New Westminster	\$495
		Aug 16 – 18	Ed Jackson	New Westminster	\$495
Defining Issues and Setting the Agenda (CR252)	33	Nov 29 – 30	Ron Monk	Victoria	\$395
		Mar 7 – 8	Ron Monk	New Westminster	\$330
		Jun 6 – 7	Ron Monk	New Westminster	\$330
Designing and Implementing Anti-Bullying and Personal Harassment Programs (CR201)	33	May 5 – 6	Marje Burdine and Ed Jackson	New Westminster	\$350
Dynamics of Power (CR320)	33	Oct 4 – 6	Joan Balmer	Victoria	\$510
		Feb 16 – 18	Joan Balmer	New Westminster	\$495
		Apr 21 – 23	Joan Balmer	OUC Penticton	\$550
		Jun 22 – 24	Joan Balmer	New Westminster	\$495

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Effects of Victimization (RP103)	35	Mar 7 – 8	Joe Solanto	New Westminster	\$330
Ethical Dilemmas for Mediators (CR326)	35	Mar 2	Lee Turnbull	Victoria	\$190
		Mar 30	Lee Turnbull	New Westminster	\$165
Every Conflict Tells a Story: Reconciling Divergent Perspectives (CR202)	35	Oct 7 – 8	Gary Harper	New Westminster	\$345
Foundations of Restorative Practices (RP100)	36	Dec 1 – 3	Nancy Hinds and Barry Warhaft	New Westminster	\$495
Managing the Conflict Within (CR423)	37	Jan 27 – 28	Joan Balmer and Nikki De Carteret	New Westminster	\$330
Managing the Hostile Individual (CR108)	37	Oct 15 – 16	Mario Govorchin	OUC Vernon	\$450
		Nov 15 – 16	Mario Govorchin	NIC Campbell River	\$525
		Dec 16 – 17	Mario Govorchin	New Westminster	\$330
		Mar 14 – 15	Mario Govorchin	Victoria	\$395
		Apr 28 – 29	Mario Govorchin	UCFV	\$330
		Jul 4 – 5	Mario Govorchin	New Westminster	\$330
Managing to Reduce Conflict (CR262)	37	Jun 9 – 10	Margaretha Hoek	New Westminster	\$330
Mediating Conflicts Between Teenagers (CR308)	38	Apr 7 – 8	Sandy Dunlop and Kathleen MacDonald	New Westminster	\$330
Mediating Consciously: Being Real and Becoming Aware (CR858)	38	May 11 – 12	Michael Fogel	New Westminster	\$350
Mediating the Financial Divorce (CR301)	39	Jan 24 – 26	Ed Jackson	New Westminster	\$495

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Mediation Skills Level I (CR250)	39	Sep 29 – Oct 1	Linda Dobson-Sayer	New Westminster	\$495
		Oct 20 – 22	Ed Jackson	New Westminster	\$495
		Nov 15 – 17	Jill Schroder	New Westminster	\$495
		Nov 24 – 26	Ron Monk	Victoria	\$510
		Dec 13 – 15	Stacey Holloway	New Westminster	\$495
		Jan 31 – Feb 2	Terry Harris	YWCA	\$495
		Mar 2 – 4	Jill Schroder	New Westminster	\$495
		Mar 29 – 31	Deborah White	New Westminster	\$495
		Mar 29 – 31	Donna Soules	Victoria	\$510
		Apr 20 – 22	Sandy Dunlop	New Westminster	\$495
		May 11 – 13	Lee Turnbull	New Westminster	\$495
		Jun 1 – 3	Donna Soules	New Westminster	\$495
		Jun 27 – 29	Deborah White	New Westminster	\$495
		Jul 20 – 22	Gary Harper	YWCA	\$495
		Aug 15 – 17	Brian Frank	Victoria	\$510
		Aug 24 – 26	Deborah White	New Westminster	\$495
Mediation Skills Level II (CR400)	39	Nov 22 – 26	Linda Dobson-Sayer	New Westminster	\$790
		Feb 14 – 18	Ron Monk	New Westminster	\$790
		Feb 21 – 25	Elizabeth Azmier-Stewart	Victoria	\$850
		Apr 18 – 22	Donna Soules	New Westminster	\$790
		Jun 6 – 10	Deborah White	New Westminster	\$790
		Aug 15 – 19	Stacey Holloway	New Westminster	\$790
Mediation Skills Level III (CR829)	40	Mar 16 – 17	Michael Fogel	New Westminster	\$350
Negotiating with Difficult People: Making It Hard to Say No (CR362)	40	Sep 30 – Oct 1	Arthur Ridgeway	New Westminster	\$350
		Jun 2 – 3	Arthur Ridgeway	New Westminster	\$350
Negotiation Skills Level I (CR260)	41	Sep 22 – 24	Dale Zaiser	New Westminster	\$495
		Oct 18 – 20	Elizabeth Azmier-Stewart	Victoria	\$510
		Oct 25 – 27	Sue Yerxa	New Westminster	\$495
		Nov 22 – 24	Jim Toogood	New Westminster	\$495
		Dec 15 – 17	Ed Jackson	New Westminster	\$495
		Jan 19 – 21	Gary Harper	New Westminster	\$495
		Feb 14 – 16	Sandy Dunlop	New Westminster	\$495
		Feb 17 – 19	Janice Bateman	OUC Vernon	\$550
		Mar 7 – 9	Linda Dobson-Sayer	Victoria	\$510
		Mar 9 – 11	Deborah White	YWCA	\$495

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Negotiation Skills Level I (CR260)	41	Mar 30 – Apr 1	Jim Toogood	New Westminster	\$495
		Apr 25 – 27	Dale Zaiser	New Westminster	\$495
		May 16 – 18	Nancy McPhee	New Westminster	\$495
		Jun 8 – 10	TBA	New Westminster	\$495
		Jun 27 – 29	Duncan Stewart	Victoria	\$510
		Jul 6 – 8	Deborah White	New Westminster	\$495
		Jul 25 – 27	Kelly Henderson	New Westminster	\$495
		Aug 29 – 31	Mario Govorchin	YWCA	\$495
Negotiation Skills Level II (CR360)	41	Nov 1 – 5	Deborah White	New Westminster	\$790
		Jan 24 – 28	Dale Zaiser	New Westminster	\$790
		Mar 14 – 18	Nancy McPhee	New Westminster	\$790
		May 9 – 13	Ron Monk	Victoria	\$850
		May 30 – Jun 3	Dale Zaiser	New Westminster	\$790
		Jul 18 – 22	Mario Govorchin	New Westminster	\$790
Parent-Teen Mediation (CR307)	41	Feb 2 – 4	Sandy Dunlop	New Westminster	\$495
Peacemaking Circles: A Process for Building Consensus and Relationships (RP205)	42	Jun 1 – 3	TBA	TBA	\$545
The Practice of Mediation (CR557)	42	Dec 1	Lee Turnbull	Victoria	\$245
		Jun 14	Lee Turnbull	New Westminster	\$220
Preparing for Your Mediation Assessment (Reality Check) (CR920)	42	Sep 30		New Westminster	\$350
		Oct 1		Victoria	\$370
		Oct 29		New Westminster	\$350
		Jan 25		New Westminster	\$350
		Jan 26	Centre	New Westminster	\$350
		Feb 4	assessors	Victoria	\$370
		Mar 21	serve as	New Westminster	\$350
		Mar 22	instructors	New Westminster	\$350
		May 25		New Westminster	\$350
		May 26		New Westminster	\$350
		Jun 13		New Westminster	\$350
		Jun 16		Victoria	\$370
		Jul 14		New Westminster	\$350
		Jul 15		New Westminster	\$350

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Preparing for Your Negotiation Assessment (Reality Check) (CR910)	43	Oct 4	Centre assessors serve as instructors	New Westminster	\$300
		Oct 8		New Westminster	\$300
		Oct 15		Victoria	\$315
		Nov 5		New Westminster	\$300
		Nov 7		New Westminster	\$300
		Jan 14		New Westminster	\$300
		Feb 3		New Westminster	\$300
		Feb 4		New Westminster	\$300
		Feb 15		Victoria	\$315
		Mar 11		New Westminster	\$300
		Mar 14		New Westminster	\$300
		Apr 7		New Westminster	\$300
		Apr 8		New Westminster	\$300
		May 6		New Westminster	\$300
		May 8		New Westminster	\$300
		May 18		Victoria	\$315
		Jun 1		New Westminster	\$300
		Jun 2		New Westminster	\$300
		Jun 27		New Westminster	\$300
		Jun 28		New Westminster	\$300
		Aug 5		New Westminster	\$300
		Aug 8		New Westminster	\$300
Questions and Questioning (CR318)	43	Oct 28	Gordon Sloan	New Westminster	\$165
		Feb 11	Gordon Sloan	Victoria	\$190
		Jun 13	Gordon Sloan	New Westminster	\$165
Reconciling Differences (CR834)	44	Dec 9-10	Arthur Ridgeway	New Westminster	\$380
Resolving Conflict in Groups Level I: Understanding Group Dynamics (CR504)	44	Oct 18 – 19	Joan Balmer	New Westminster	\$330
		Apr 18 – 19	Deborah White	New Westminster	\$330
Resolving Conflict in Groups Level II: Facilitating the Collaborative Process (CR508)	44	Oct 20 – 21	Nancy McPhee	New Westminster	\$330
		Apr 20 – 21	Deborah White	New Westminster	\$330

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Resolving Conflict in Groups Level III: Designing and Facilitating Multi-Stakeholder Processes (CR520)	45	Aug 10 – 12	Sally Campbell	New Westminster	\$495
Resolving Conflict in the Workplace (CR110B)	45	Sep 27 – 29	Kelly Henderson	New Westminster	\$495
		Sep 30 – Oct 2	Janice Bateman	OUC Kelowna	\$550
		Oct 13 – 15	Brian Frank	Victoria	\$510
		Oct 18 – 20	Ron Monk	New Westminster	\$495
		Nov 3 – 5	Dale Zaiser	New Westminster	\$495
		Nov 22 – 24	Jill Schroder	New Westminster	\$495
		Nov 25 – 27	Janice Bateman	OUC Salmon Arm	\$550
		Dec 8 – 10	Duncan Stewart	Victoria	\$510
		Dec 13 – 15	Terry Harris	New Westminster	\$495
		Jan 12 – 14	Stacey Holloway	New Westminster	\$495
		Feb 7 – 9	Gary Harper	New Westminster	\$495
		Feb 28 – Mar 2	Jim Toogood	New Westminster	\$495
		Mar 9 – 11	Derm McNulty	New Westminster	\$495
		Mar 14 – 16	Sandy Dunlop	NIC Campbell River	\$572
		Mar 21 – 23	Brian Frank	Victoria	\$510
		Mar 29 – 31	Ed Jackson	YWCA	\$495
		Apr 13 – 15	Gary Harper	New Westminster	\$495
		May 4 – 6	Sue Yerxa	New Westminster	\$495
		May 30 – Jun 1	Jim Toogood	New Westminster	\$495
		Jun 27 – 29	Mario Govorchin	New Westminster	\$495
		Jul 11 – 13	Linda Dobson-Sayer	Victoria	\$510
		Jul 13 – 15	Joan Balmer	New Westminster	\$495
		Aug 10 – 12	Jim Toogood	YWCA	\$495
		Aug 29 – 31	Nancy McPhee	New Westminster	\$495
Screening for Control and Abuse in Mediation (CR515)	46	Mar 9	Ron Monk	New Westminster	\$165
Separate Meetings: Pre-Mediation and Caucusing (CR415)	46	Jan 19 – 20	Michael Fogel	New Westminster	\$350
		May 25 – 26	Michael Fogel	Victoria	\$395

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Shifting from Positions to Interests (CR303)	47	Sep 27 – 29	Arthur Ridgeway	New Westminster	\$515
		Nov 15 – 17	Arthur Ridgeway	Victoria	\$515
		Dec 6 – 8	Arthur Ridgeway	New Westminster	\$515
		Feb 21 – 23	Arthur Ridgeway	New Westminster	\$515
		Apr 11 – 13	Arthur Ridgeway	New Westminster	\$515
		May 30 – Jun 1	Arthur Ridgeway	New Westminster	\$515
		Jun 20 – 22	Arthur Ridgeway	Victoria	\$515
Strengthening Negotiation Preparation Skills (CR359)	47	Nov 17	Julia Menard	New Westminster	\$165
		May 27	Julia Menard	Victoria	\$190
Theoretical Foundations of Dispute Resolution (CR125)	48	Dec 13 – 15	Roshan Danesh	New Westminster	\$495
		Apr 25 – 27	Roshan Danesh	New Westminster	\$495
Transitions that Hurt, Resolutions that Help (CR123)	48	Nov 29 – 30	Linda Dobson-Sayer	New Westminster	\$330
Unfinished Business (CR316)	48	Nov 18 – 19	Arthur Ridgeway	Victoria	\$395
		Apr 14 – 15	Arthur Ridgeway	New Westminster	\$350
Use It or Lose It Clinic (CR930)	49	This course will be scheduled according to student demand. Please contact Ximena Ibacache at 604.528.5610 for more information.			\$165
Using Multiple Gifts: Emotional, Intuitive and Somatic Ways of Knowing in Conflict Resolution (CR129)	49	Feb 10 – 11	Michelle LeBaron	New Westminster	\$375
What Do I Do Now? An Introduction to Conflict Resolution Theory (CR124)	49	Oct 25 – 26	Brian Frank	New Westminster	\$330
		Mar 3 – 4	Brian Frank	Victoria	\$395

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CR366	The Art of Reframing	26
CR400	Mediation Skills Level II	39
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Prior Learning Assessment and Recognition (PLAR)

PLAR is a process for granting credit in a postsecondary 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 Justice Institute 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 the PLAR 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.

How long does the PLAR take?

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

I'm interested in applying for PLAR. 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 pursues transfer credit agreements with other postsecondary institutions nationwide. Centre for Conflict Resolution courses currently qualify for transfer credit at the University College of the Fraser Valley, Athabasca University, the University of Victoria, Douglas College and Camosun College School of Business. Additional transfer credit agreements are under negotiation.

Education Credits

Centre for Conflict Resolution courses are also recognized for continuing education credits by many organizations including the British Columbia Human Resources Management Association. You can use your conflict resolution courses when you are recertifying your Certified Human Resources Professional (CHRP) designation.

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

Program and Career Information Sessions

Attend one of our free, informal program and career information sessions for more information about our programs and courses and about career opportunities in the dispute resolution field. Registration for the sessions is not required. See page 24 for a list of these sessions.

Individual Coaching/Tutoring

If you are looking for some extra help in the application of a particular skill or concept or in preparing for the assessment process, we can 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.

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.

Aboriginal Student Services

Support services for Aboriginal students are available from Roberta Stewart, Coordinator, Aboriginal Programs and Services for the Justice Institute. Contact Roberta at 604.528.5621 or e-mail rstewart@jibc.bc.ca.

Faculty

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 in 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, cooperatives, families and child welfare.

Nancy BAKER, Cert. ConRes., is a mediator, trainer, facilitator and coach. Nancy has had a private mediation practice since 1994, working mainly with families and community groups. She has managed a volunteer centre for the past 12 years and consults with nonprofit organizations on leadership, development, volunteer management and conflict resolution.

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.

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 interest 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 nonprofit 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.

“Having someone teach these skills in an interesting, insightful way is very valuable.”

– RAILI McIVOR,
Emily Carr Institute
of Art and Design

Linda DOBSON-SAYER, Cert. ConRes., M.A. (Leadership and Management), is an organizational consultant and Certified Master 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, J.D., LL.B., M.Ed. (Adult Education and Counselling Psychology), Cert. ConRes., has been a mediator (Chartered Mediator), facilitator and negotiation/conflict resolution educator in private practice since 1986. Michael teaches and mediates in a wide range of settings and in a wide range of places, including New Zealand, the Middle East and East Africa. Before moving to BC in 1985, he practiced law for 16 years and served as a municipal and superior court judge in California.

Brian FRANK, Cert. ConRes., B.A., Cert. Med., is a mediator and educator with a special interest in applied conflict theory. Utilizing several different theoretical paradigms, he has worked extensively with families and organizations to both manage and transform destructive conflict into growth-creating and expansive experiences. He has been professionally active in the ADR field since 1991.

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 peace building.

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, writer and speaker who specializes in conflict resolution training in organizations. He designs and delivers workshops for industry, business and all levels of government. He mediates workplace and harassment issues and trains mediators for postsecondary institutions. Gary recently authored *The Joy of Conflict Resolution* (June 2004), which explores how we can “transform our victims, villains and heroes” to resolve conflict collaboratively.

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., B.Sc.N., M.Ed. (CNPS), specializes in work in health care environments. Her private practice includes mediation, and 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, B.A., M.A., Cert. ConRes., has a background in international and public relations with the United Nations and the International Red Cross. He has worked in public and private organizations as an instructor in interest-based processes and as a Visiting Lecturer at SFU. Kent also has extensive experience in human resources and labour relations issues and is currently Coordinator of Customized Training Solutions at the Centre for Conflict Resolution.

Charles HILL, B.A., M.Ed., M.A., with over 15 years of experience in workforce diversity training, is owner and director of the consulting firm Paideia Educational Consulting and Mediation, based in Nanaimo, BC. Charles consults with nonprofit agencies in the areas of workforce diversity, conflict resolution, collaboration and strategic planning.

Nancy HINDS, Cert. ConRes, M.A., is a teacher, facilitator, trainer and coach with over 20 years of experience working in a variety of learning settings. Her special interests include organizational culture, wellness and healthy workplaces, transformational learning, and restorative practices. She works with individuals and groups to help “build community and capacity through personal insight and meaningful involvement.”

Margaretha HOEK, M.A., RCC, CHRP, Cert. ConRes., is an organizational consultant, trainer and coach specializing in the development of effective conflict management and communication skills. She has extensive experience in education, health care and the nonprofit sector as a corporate advisor on human rights, diversity and sexual and personal harassment. She designs an annual theatre-based anti-harassment program for the UBC Faculty of Medicine and regularly provides instruction for business administration and supervisory skills programs.

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*.

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.

Michelle LeBARON is Director of the Program on Dispute Resolution and Professor of Law at UBC. She consults and teaches internationally in organizational, community and academic contexts, drawing on her background in law and counselling. Michelle is the author of two recent books, *Bridging Troubled Waters* and *Bridging Cultural Conflicts*.

Kathleen MacDONALD, Cert. ConRes., B.A., B.Ed., M.A. (cand.), is a trainer of both adolescents and adults in conflict resolution, anger management, communication skills, mediation and negotiation. She specializes in facilitating the development of these skills in youth, educators and school support staff. She has developed a comprehensive educator's resource entitled *Fundamentals of Conflict Resolution*. Kathleen is currently a teacher and Coordinator of the Conflict Resolution/Peer Mediation Program at New Westminster Secondary School.

Jeannette MATSON, B.A., M.S.W., has in-depth experience as a human relations specialist in management, adult education, organizational development, harassment prevention, counselling and mediation. Jeannette has led numerous public consultation programs related to government initiatives and is an accomplished workshop leader, group facilitator and consensus-builder. Jeannette leads workshops in welcoming diversity and prejudice reduction.

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. His designation as a Certified Human Resources Professional (CHRP) and a divorce coach are in process.

*"Nothing is better
than learning
from the best."*

– ATHENA BALOGH,
Receptionist,
Simply Structured

Derm McNULTY, Cert. ConRes., is an instructor and coach at the Justice Institute's Centre for Conflict Resolution. He has a private mediation practice and is a mediator with the BC Provincial Courts. He is the vice president of CoRe, a conflict resolution program associated with the Faculty of Law at UBC. He is also an instructor with BCIT's Construction Management Degree Program and teaches conflict resolution and communication skills to corporations and ministries.

Nancy McPHEE, Cert. ConRes., is a facilitator, instructor and mediator with over 25 years of experience. Nancy works with the private and public sector as well as nonprofit organizations. Her vibrant style, sense of humour and commonsense approach make learning fun and relevant. Nancy is currently enrolled in the Master of Arts in Leadership and Training program at Royal Roads University.

Julia MENARD, Cert. ConRes., B.A., Human Resource Management Certificate, is a life coach and trainer specializing in collaborative negotiation, leadership development and life balance. Julia's background includes mediation, volunteer management, fitness, the arts and a myriad of spiritual pursuits. She helps individuals and groups achieve clarity for wise decisions.

Ron MONK, Cert. ConRes., D. Tech., is a mediator, facilitator and 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.

Arthur RIDGEWAY, Ph.D., Cert. ConRes., R.Psych., is a consultant and facilitator in the fields of dispute resolution and leadership development. He has represented Canada at the APEC Alternate Dispute Resolution Executive Education Project and has worked as a facilitator for the Asian Institute for Management. 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 over 15 years. His work is national in scope, involving all aspects 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 Aboriginal issues. Donna is a member of the BC Mediator Roster Society.

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.

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.

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.

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. Dale accepts referrals for workplace risk assessment and employees experiencing difficulty. He customizes conflict resolution training, including video-based packages, for both public and private sectors. He has taught at the Justice Institute for over 20 years and teaches Counselling Psychology at City University.

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 program coordinator of the Victim-Offender Reconciliation Program at the Fraser Region Community Justice Initiatives. 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.

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.

Gordon C. WHITE, MBA, is a facilitator who uses mediation, coaching or training to build client self-sufficiencies in dispute resolution, team productivity and interactional awareness. The contexts of his diverse practice include the federal government, harassment allegations, labour/management teams, peacemaking circles, BC Small Claims Court, Aboriginal programs, family and community restorative justice.

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 P. ZAISER, Cert. ConRes., BGS, M.A./ABS (Organization Development), is an acknowledged and skilled interventionist in the fields of human relations and organizational development. He has extensive experience in both the private and public sector. As a member of the Holloway Zaiser Group, he focuses on organizational development, particularly in the areas of change management, strategic planning, leadership development and skill-based competency training in the area of conflict management. Besides being a facilitator, training designer and interventionist, he consults with leaders, coaching them for success.

Coaches

Many of our courses include a coached skills practice component. This unique learning method provides learners 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:

Nancy Baker	Jory Faibish	Julia Menard
Juan Barker	Cheryl Farmer	Carol Myers
Keith Barker	Brian Frank	Terry Neiman
Janice Bateman	Ron Fyfe	Kerry Palmer
Christiane Boisjoly	Maureen Garrity	Pam Penner
Sherry Bowlby	Maureen Hannah	Jane Roberts
Pat Bragg	Carolyn Hayes	Gord Rogers
Joan Braun	Lori Henderson	Sandra Rossi
Marj Busse	Nancy Hinds	Lane Sherman
Sherri Calder	Roy Johnson	Michelle Tubbs
Ken Caradine	Kel Kelly	Steve Smyth
Susan Cawsey	Tim Langdon	Lillian Van Pelt
Anne de Cosson	Vanessa Lui	Heather Wheating
Raj Dhasi	Laura Matsuda	Gordon White
Linda Dobson-Sayer	Larry McCafferty	Kim White
Gillian Dougans	Marguerite McCallion	Sharon Wilson
Sandy Dunlop	Rob McGregor	Liz Wouters
Donna Dussault	Derm McNulty	Susan Yerxa

"My experience at the Justice institute is totally different from any other educational

institution I have attended. The facility is alive with energy and like-minded individuals. Through personally modelling the interest-based process, the instructors, the coaches, and the students all contribute to a supportive and instructive learning environment."

– TERRY CHALMERS (right), Realtor



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. 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 Dispute Resolution Practicum Society's programs (for more information about these programs, see page 94).
- Most people working in restorative justice are already employed in the educational 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



"For me, these courses have opened up a sense of the magic (and challenge) of possibility between people, whether in a mundane exchange or a larger drama. The instructors demonstrate this magic with intensity and enthusiasm."

– BARBARA DUFF, Student

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.amicbc.org

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

- **Family Mediation Canada**
Phone: 519.585.3118
E-mail: fmc@fmc.ca
Web: www.fmc.ca

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.

For more information:

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

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

Practicum Programs through the BC Dispute Resolution Practicum Society

Court Mediation Program

The Court Mediation Program: The 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, Nanaimo, Victoria and North Vancouver 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.

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 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
www.courtmediation.com



The Family Mediation Practicum Project

The Family Mediation Practicum Project is a family justice initiative designed to provide an opportunity for trained but inexperienced family mediators to practice mediation skills in a high-quality practicum environment.

Participants in the Family Mediation Practicum Project will participate in 20 hours of actual family mediation plus 10 hours of feedback, for a total of 30 hours of practicum training with a mentor at the practicum site. The mediations are supervised by highly trained and experienced mentors who assist the mediators to prepare for and conduct each mediation and provide constructive feedback following each mediation.

Practicum participants are required to have a minimum of 40 hours of interest-based mediation training, including at least 10 hours of role-play. In addition, they must have completed at least 24 additional hours of training in family dynamics and family violence and training in the fundamentals of family law. The length of time to complete the practicum depends upon mediator availability, volume of cases referred to the project and cancellations of mediations by parties. The expected average time for completion is three months.

Applicants may apply at any time, and qualified applicants on the waiting list will be contacted when subsequent sessions commence.

The fee for the practicum is \$2,568 (\$2,400 plus GST).

If you have questions or would like to receive further information, please contact the Family Mediation Practicum Project at 604.516.0788 or e-mail fmpp@telus.net.

Court Mediation and Family Mediation Practicum Programs – Aboriginal Bursary

In order to improve the accessibility of the Court Mediation Program and the Family Mediation Practicum Project 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 Program at info@courtmediation.com.

Learner Information

If you don't find the answer to your questions about our course locations, facilities, registration procedures or other logistics in the following pages, please give us a call at 604.528.5608 or 1.888.799.0801.

Justice Institute Locations

Greater Vancouver

New Westminster Campus (main campus)

715 McBride Boulevard at 8th Avenue, New Westminster

Registration: 604.528.5590 or 1.877.528.5591

General 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 or 1.877.528.5591

General information: 604.528.5608 or 1.888.799.0801 or www.jibc.bc.ca/ccr

Downtown Vancouver Campus

The Justice Institute has an Executive Training Facility on the 18th floor of Commerce Place at 400 Burrard Street at West Hastings Street.

Vancouver Island

Victoria Campus

910 Government Street, Victoria

Information: Toll-free 1.888.799.0801

Registration: Toll-free 1.877.528.5591

To better meet the increased demands for training of our Vancouver Island learners and clients, the Justice Institute has a campus in the heart of downtown Victoria. Please see page 67 for a complete list of courses.

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.

Partner Institutions throughout BC

We also offer courses throughout British Columbia through partnerships with the following local postsecondary institutions.

Vancouver Island

North Island College – Campbell River

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

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

Okanagan Valley

Okanagan University College – Kelowna

1000 KLO Road, Kelowna

Registration: 250.862.5480

Location and fee information: 250.862.5480

Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.bc.ca/ccr

Okanagan University College – Penticton

583 Duncan Avenue West, 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 – Salmon Arm

2552 Trans-Canada Highway NE, Salmon Arm

Registration: 250.804.8888

Location and fee information: 250.804.8888

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

Our partner institutions are responsible for 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 Justice Institute and the partner institution.

Fees at partner institutions are often higher than those charged at the Justice Institute 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.

Online and Correspondence Courses

Registration: 604.528.5590
All information: 604.528.5608 or 1.888.799.0801 or www.jibc.bc.ca/ccr



JUSTICE
INSTITUTE
of
BRITISH
COLUMBIA

Apparel

Accessories

Gifts

Books

Videos

Sundries

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

Justice Institute of B.C.
715 McBride Boulevard, New Westminster, B.C.
Canada V3L 5T4
Tel: 604.528.5870 Fax: 604.528.5870
E-mail: jistore@jibc.bc.ca

Class Logistics

Hours

Courses at the Justice Institute's New Westminster and Victoria campuses are normally held between 9:00 am and 5:00 pm. Check the video monitor by the main reception desk for your classroom number. Courses offered at the YWCA downtown location 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 required to bring a VHS videotape to record their skills practice role-play sessions in required courses. Blank videocassettes can be purchased at the Justice Institute Store.

Registration Logistics

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

The Justice Institute reserves the right to cancel courses. 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 Justice Institute is not responsible for participants' expenses (such as airline or hotel reservations) if a course must be cancelled. We truly regret any inconvenience this may cause.

Course Fees – Transfers

The Justice Institute 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

Justice Institute 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.

Faculty 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.

Learner Substitutions

Substitutions are welcome as long as the substituting learner 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 courses. If you wish to cancel or reschedule your assessment, you will be charged a cancellation/transfer fee of 50% of the regular fee.

NSF Cheques

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

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.

Facilities Logistics – New Westminster Campus

Access for People with Disabilities

The Justice Institute 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

Wheelchair-accessible



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 Justice Institute 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 8:30 am to 4:00 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 or 1.877.528.5591, fax 604.528.5653, TDD/TTY 604.528.5655.

Library

Located off the atrium, the Justice Institute 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 Justice Institute are welcome to use the library. However, borrowing privileges are limited to students enrolled in certificate and pre-employment programs.

Certificate students residing outside the Lower Mainland are not eligible to borrow tapes from the JI Library. If you live outside the Lower Mainland and would like to borrow copies of assessment tapes in preparation for your assessment, please contact Lynne DuPont at 604.528.5609 or e-mail ldupont@jibc.bc.ca, and she will arrange to send them to you by Canada Post. The Centre for Conflict Resolution will not release the assessment mark until all borrowed tapes are returned.

Parking

Free parking is available at the Justice Institute. 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 Justice Institute 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 Justice Institute 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 Justice Institute 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 *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 7:30 am to 4:30 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 Justice Institute staff member.

Smoke-Free Facility

The Justice Institute 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.

Student Code of Conduct

Learners in courses offered or sponsored by the Justice Institute of BC are required to abide by the Justice Institute's Student Code of Conduct. Refer to the Justice Institute website at 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 Justice Institute'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.

CLCL | CENTRE FOR LEADERSHIP & COMMUNITY LEARNING

The Centre for Leadership and Community Learning develops and delivers innovative training programs for executive directors, managers, practitioners and front-line supervisors. Our clients include government ministries, Crown corporations, private sector businesses, and community-based organizations and agencies.

In addition to delivering certificate programs and courses, The Centre for Leadership and Community Learning is a provincial and national leader in providing customized training, curriculum development, project management and best practice development.

Courses, Certificates and Degree Programs

CLCL offers a wide range of enhanced learning opportunities:

- **Counselling and Capacity Building:** We provide practitioners with essential skills to protect, support and empower children, youth, families and communities.
- **Management and Leadership Development:** Managers and executive directors come to us for education that maximizes their leadership performance.
- **Trainer Development:** Our programs equip instructors and facilitators with the tools they need to create effective and accessible workshops and presentations.
- **Master of Arts in Leadership and Training:** We have developed a unique partnership with Royal Roads University to provide a practical graduate degree program for professionals in the justice, public safety and human services sectors.

Did You Know?

- The CLCL and the JIBC have an established reputation for innovative training and professional education. Our programs help professionals advance in their careers and increase their earning power.
- CLCL's programs evolve quickly to respond to industry trends and new initiatives and provide students with up-to-date knowledge and skills.
- Our instructors are working professionals and leaders in their fields. Students can immediately apply CLCL training to the workplace.
- Small class size, one-to-one attention and creative instructional methods mean that students stay engaged and focused in the learning process and have the opportunity to make important professional contacts.
- Our new downtown Victoria and Vancouver campuses and flexible course offerings allow even the busiest professionals to attend our programs.
- Most of our certificates will earn you credits that can be applied to other educational institutions.

Customized Solutions

In these rapidly changing times, organizations and communities rely on our expertise and innovation in training design and delivery, curriculum development and project management. We work closely with our clients to meet their diverse and specific training needs.

For more information on CLCL's programs and customized training opportunities, call 604.528.5608. Sign up for our e-letter distribution list and find out how you can win a free course by visiting our website at www.jibc.bc.ca/clcl.



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

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

ORGANIZATION	
address	<input type="checkbox"/> Home address
*PROVINCE/STATE	
E-MAIL ADDRESS	
DAY PHONE	CELL PHONE

☐ Work address

ORGANIZATION	
address	<input type="checkbox"/> Home address
*PROVINCE/STATE	
E-MAIL ADDRESS	
DAY PHONE	CELL PHONE

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

Note: Under current regulations, JI courses are GST-exempt.

TOTAL FEE

<p>Enclosed is my course fee payment by:</p> <p> <input type="checkbox"/> Cheque or money order Cheque issued by <input type="checkbox"/> student or <input type="checkbox"/> _____ </p> <p> <input type="checkbox"/> MasterCard <input type="checkbox"/> VISA NAME OF CARD HOLDER: _____ </p>	
CREDIT CARD NUMBER:	EXPIRY DATE (MM/YY):
SIGNATURE OF CARD HOLDER:	JI USE ONLY: AUTHORIZATION NUMBER

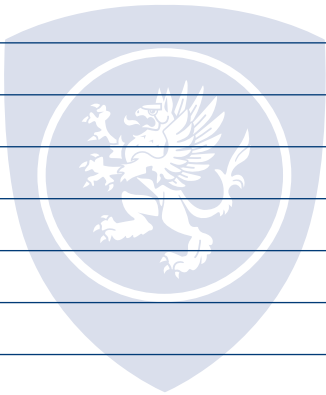
☐ Please check this box if you do not want to receive future mailings about JIBC programs.

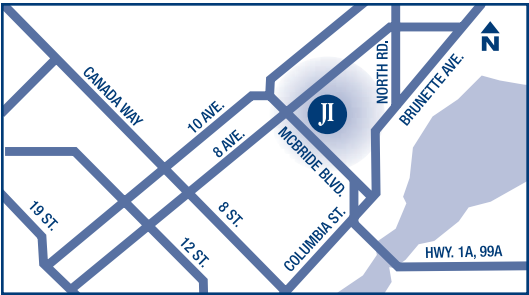
Send your registration form and payment or the same information by e-mail to:

Justice Institute of BC, 715 McBride Boulevard, New Westminster, BC, Canada V3L 5T4

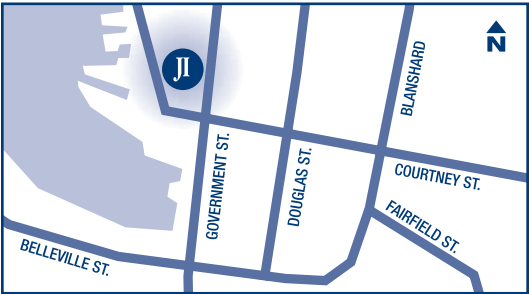
For registration only: Phone: 604.528.5590 • Fax: 604.528.5653 • E-mail: registration@jibc.bc.ca

Please use one registration form per student. Photocopy this form for use by each additional student.

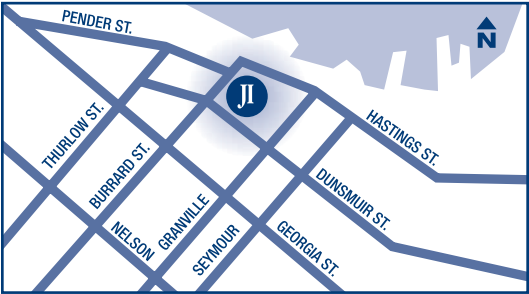




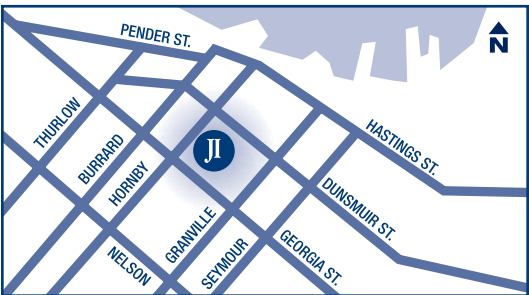
JIBC Campus – New Westminster:
715 McBride Boulevard, New Westminster



JIBC Campus – Victoria:
910 Government Street, Victoria



JIBC Campus – Vancouver:
400 Burrard Street, Vancouver



YWCA, 4th Floor:
535 Hornby Street, Vancouver

Message from the President

As president of the Justice Institute of British Columbia, I am pleased to share our mission, vision and values, which form the basis of our strategic plan for 2004-2007. By creating a clear sense of direction and unity of purpose, the Justice Institute demonstrates its commitment to provide you, our learners and clients, with the best possible educational experience.



A handwritten signature in dark ink that reads "Jack McGee". The signature is fluid and cursive.

Jack McGee
President, Justice Institute of British Columbia

Our Mission:

Innovative education and training for those who make communities safe.

Our Vision:

A world leader in education, training and the development of professional standards of practice in justice, public safety and human services.

Our Values:

- We are learning-centred, quality-driven and committed to continuous improvement.
- We combine professional expertise, work experience and instructional skills to design and deliver programs that are practical and relevant.
- We provide a safe and healthy working and learning environment.
- We communicate openly and work collaboratively and cooperatively throughout the Institute to build trust and strengthen the organization.
- We are ethical and treat all people with fairness, integrity and respect.
- We foster innovation and an entrepreneurial spirit.
- We integrate our structures and processes to enhance efficiency and effectiveness.
- We are fiscally responsible, focusing our resources on our core competencies.
- We are accountable for our performance and results.



JUSTICE
INSTITUTE
of BC

715 McBride Blvd.
New Westminster, BC
Canada V3L 5T4



Calendar September 2004 / August 2005



Contact us:

E-mail: 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: 604.528.5653
- By mail or
in person: 715 McBride Blvd.
New Westminster, BC
Canada V3L 5T4

Staying in touch with you is important to us. Please help us conserve our natural resources and reduce mailing costs by updating your address with us by e-mail, phone or fax. You can also view our calendar and periodic updates online at www.jibc.bc.ca/ccr