

JL
JUSTICE
INSTITUTE
OF B.C.

"Training for Safer Communities"

CENTRE
FOR
CONFLICT
RESOLUTION

www.jibc.bc.ca

2001 | CALENDAR
JANUARY TO AUGUST



CENTRE FOR CONFLICT RESOLUTION INSTRUCTIONAL RETREAT 2000

JI
JUSTICE
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OF B.C.



A Message from the Director

In September 2000, Larry Goble retired as our President after 22 years of service to the JI. Larry played a key role in the growth and development of our unique institution over these years, including our re-location to our present campus site in New Westminster. On behalf of the staff, instructional team and students of the Centre for Conflict Resolution, we wish him the very best in his retirement. His successor, Jack McGee, brings many years of experience in the post secondary field in Ontario. We very much appreciate his support of our programs.

I am very pleased to let you know about some major initiatives of the JI and in particular the Centre for Conflict Resolution which expand training opportunities provincially, nationally and internationally and will change the way we are positioned in the dispute resolution field.

OUR MISSION

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

WHY TAKE YOUR TRAINING AT THE CENTRE FOR CONFLICT RESOLUTION?

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

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

In November 2000, the Justice Institute received the International Standards Organization (ISO) 9001 accreditation for the design and delivery of training programs. We are one of only two educational institutions in all of Canada, and the first in B.C. to receive accreditation for the entire institute. ISO accreditation has the most significance in the international market, where such accreditation is often a requirement to do business.

The Centre for Conflict Resolution is currently in the process of developing informal agreements with organizations and colleges in Israel, Jordan and South Africa for reciprocal learning, and associates have made recent visits to the JI to participate in training here. I recently returned from delivering conflict resolution training in Amman, Jordan for the Jordanian Hashemite Fund for Human Development and its national training institute The Queen Zein Al Sharaf Complex for Development. They are very excited about the opportunities for expansion of this work in Jordan and an ongoing connection with the JI.

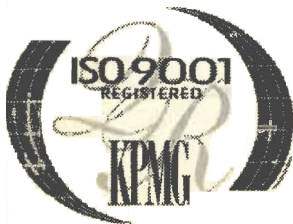
This calendar represents the launch of our new certificate program in Peacemaking and Restorative Justice. We are extremely grateful to Judge Barry Stuart for his invaluable assistance in developing this program, and also appreciate the support we have received on a provincial and national level from many groups, departments and ministries who now place restorative justice high on their list of priorities. We think you will find the courses of great interest and benefit, either as a compliment to your work in conflict resolution or to provide a solid background for community programs, schools or institutions who wish to develop in this new and rapidly growing area. As with the conflict resolution program, you may take individual courses as long as you meet prerequisite requirements. We are also very pleased to introduce our diverse and experienced peacemaking and restorative justice instructional team and thank them for their enthusiasm in this new venture.

Finally it is my pleasure to let you know that we are currently running two First Nations Negotiation Skills Certificate Programs – in Burns Lake and Takla Lake. We look forward to awarding certificates in 2001, which will bring to well over 100 the number of graduates of our First Nations Certificate Program. We commend these participants for their commitment and hard work, and our dedicated instructional team for their support and expertise in this area of our Centre's work.

On behalf of all of us at the Centre, we hope you will enjoy the new calendar, and we look forward to working with you over the semester. Feel free to come in and talk with us about any part of our work. As ever, we welcome your thoughts and suggestions.



Marg Huber, Director



CENTRE FOR CONFLICT RESOLUTION

(Note: All telephone numbers are area code 604)

Director

Marg Huber	mhuber@jibc.bc.ca	528-5613
Administrative Assistant		
Sandy Beauchesne	sbeauchesne@jibc.bc.ca	528-5612
Course Calendar		
Sonia Graham, Receptionist	sgraham@jibc.bc.ca	528-5608

Community Partnerships

To register, please contact individual colleges (see page 40)		
Maureen Carroll, Program Planner	mcarroll@jibc.bc.ca	528-5617
Lorraine Savidan, Program Assistant	lsavidan@jibc.bc.ca	528-5683

Workplace Training and Conflict Management Services

Karen Falk, Program Planner	kfalk@jibc.bc.ca	528-5615
Carol Burn, Program Assistant	cburn@jibc.bc.ca	528-5611

Equivalencies and Prior Learning Assessment & Recognition

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

Bridging Project

Michelle Tubbs, Program Coordinator	mtubbs@jibc.bc.ca	528-5638
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CONFLICT RESOLUTION CERTIFICATE PROGRAM

General Information

Sandy Beauchesne, Administrative Assistant ..	sbeauchesne@jibc.bc.ca	528-5612
Sue Crosato, Program Assistant	scrosato@jibc.bc.ca	528-5610
Carol Burn, Program Assistant	cburn@jibc.bc.ca	528-5611
Lorraine Savidan, Program Assistant	lsavidan@jibc.bc.ca	528-5683

Program Guidance

See our website at www.jibc.bc.ca - attend a Program & Career Information Session - see page 8. If you require additional advice please contact:

Maureen Carroll	mcarroll@jibc.bc.ca	528-5617
Karen Falk	kfalk@jibc.bc.ca	528-5615
Kerry Gruber	kgruber@jibc.bc.ca	528-5618
Nym Hughes	nhughes@jibc.bc.ca	528-5622
Leslie Murray	lmurray@jibc.bc.ca	528-5614

Assessments	conresassessment@jibc.bc.ca ..	528-5622
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Program & Career Information Sessions

Nym Hughes, Program Coordinator	nhughes@jibc.bc.ca	528-5622
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FIRST NATIONS NEGOTIATION SKILLS CERTIFICATE PROGRAM

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

PEACEMAKING AND RESTORATIVE JUSTICE CERTIFICATE PROGRAM

Marg Huber, Director	mhuber@jibc.bc.ca	528-5613
Roberta Stewart, Program Coordinator	rstewart@jibc.bc.ca	528-5622
Leslie Murray, Program Coordinator	lmurray@jibc.bc.ca	528-5614

JUSTICE INSTITUTE OF B.C.

Justice Institute of B.C. General Inquiries ..		525-5422
Registration Office		528-5590
Library		528-5599
Instructional Media Development Centre		528-5600
Student Services Advisor		528-5663

JUSTICE INSTITUTE OF B.C. OUR VALUES

Student-Centred

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

Accessible

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

Innovative

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

Positive and Supportive

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

Quality-Driven

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

Relevant

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

Responsive

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

Teamwork

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

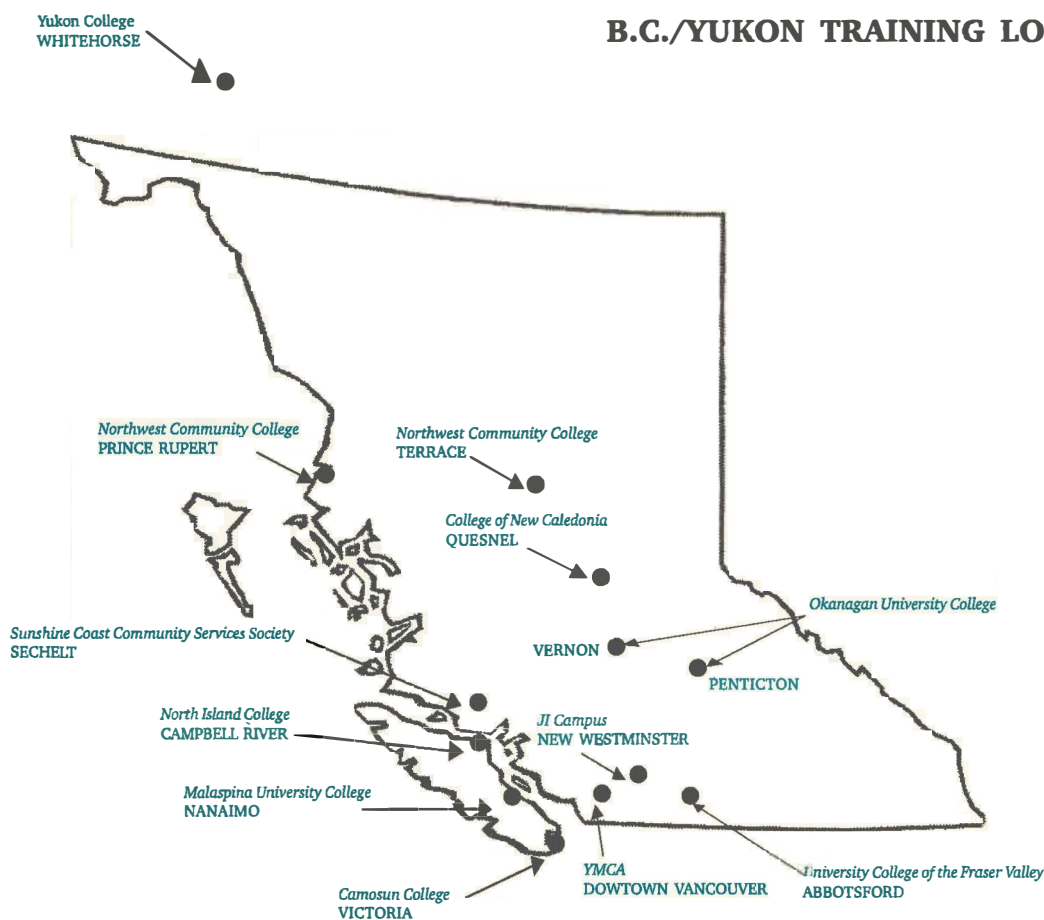
Partnerships

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

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B.C./YUKON TRAINING LOCATIONS



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

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

The JI also enhances its own expertise by joining efforts with carefully selected partners in the public and private sectors. Here are just a few examples of recent partnerships:

- Degree Program with Simon Fraser University, entitled Integrated Studies in Leadership Development, for individuals working in the field of justice and public safety
- Advanced Specialty Certificate in Forensic Science Technology with the British Columbia Institute of Technology (BCIT)
- Joint venture with the Insurance Corporation of British Columbia (ICBC) for the management of the Pacific Traffic Education Centre (PTEC)
- Association with Canadian Airlines International for the joint delivery of Confined Space Entry and Rescue Training

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

JI Values

LEARNING AND WORKING TOGETHER

Student Centered

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

Accessible

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

Innovative

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

Positive and Supportive

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

Quality Driven

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

Relevant

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

Responsive

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

Teamwork

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

Partnerships

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

CENTRE FOR CONFLICT RESOLUTION

The Centre for Conflict Resolution has been one of the top training programs in North America in the field of conflict resolution, mediation and negotiation for the past 15 years. In January 2001 we are also offering a certificate in Peacemaking and Restorative Justice. Comprehensive, experiential training is offered at the New Westminster campus, at the YWCA - Program Centre in downtown Vancouver, Vancouver Island, across B.C. and the Yukon (see below and page 40). The Centre also delivers other conflict management services for organizations at their workplace (see page 6).

For information on the **Certificate in Conflict Resolution** see page 10.

For information on the **First Nations Negotiation Skills Certificate** see page 46.

For information on the **Peacemaking and Restorative Justice Certificate** see page 47.

Training Format

- Extensive experiential and skills building components within a theoretical framework
- Group work and role-play with feedback are used as primary instructional methods
- Coaches are used to give individualized feedback in experiential components in Conflict Resolution and First Nations Certificate programs
- Instructional teams are used to enhance learning in the Peacemaking and Restorative Justice Certificate program
- Class size is limited to 20 for a low student-to-instructor/coach ratio

Instructional Team

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

Participants

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

COMMUNITY PARTNERSHIPS

Community Partnerships

The JI's Centre for Conflict Resolution has formed a number of partnerships with other post-secondary education organizations across B.C. and the Yukon to make it more convenient and economical to access our training.

Our JI instructional team will travel to the cosponsoring organization to deliver the same quality of training that you would receive at the JI main campus in New Westminster.

For further information, please contact Maureen Carroll by email at mcarroll@jibc.bc.ca or by telephone/voicemail at (604) 528-5617.

The JI Centre for Conflict Resolution is pleased to cosponsor courses with the following Community Partners:

FRASER VALLEY

University College of the Fraser Valley, ABBOTSFORD

SUNSHINE COAST

Sunshine Coast Community Services Society, SECHLT

VANCOUVER ISLAND

Camosun College, VICTORIA

Malaspina University College, NANAIMO

North Island College, CAMPBELL RIVER

B.C. INTERIOR AND NORTH COAST

Okanagan University College, PENTICTON

Okanagan University College, VERNON

Northwest Community College, PRINCE RUPERT

Northwest Community College, TERRACE

College of New Caledonia, QUESNEL

YUKON

Yukon College, WHITEHORSE

Community
Partnership course
offerings start on
page 40!

The Centre for Conflict Resolution will deliver a variety of services at your workplace including training, consultation, mediation/facilitation, and post-training coaching. We can also assist your organization with establishing internal alternative dispute resolution processes.

For more information on the following services, contact Karen Falk by telephone/voicemail: (604) 528-5615, or by email: kfalk@jibc.bc.ca or Leslie Murray at (604) 528-5614, by email: lmurray@jibc.bc.ca, by fax at (604) 528-5640.

Training

We deliver prepackaged courses or design specialized training based on the specific needs of your group. Issues that participants face in their day-to-day work can be incorporated into the training and used during practice sessions. Courses can be delivered in one to five day modules, on consecutive days, or one day per week for a series of weeks. Credit is provided towards the Certificate in Conflict Resolution; the type of credit given will depend on the content of the course.

Consultation

If you are not sure what your group or organization requires, we can provide on-site consultation on an initial or periodic basis. We can talk with you about your needs, and make recommendations on options that best meet your objectives.

Mediation/Facilitation

At times you may require the assistance of a mediator/facilitator to help individuals or a group deal with issues. We can connect you with trained and experienced people who can provide you with this service.

Individual Coaching

Following the training, you may wish to have the guidance of a skills coach to discuss specific issues you are facing. Most often this can be done over the phone, although in-person sessions are available.

Alternative Dispute Resolution Processes

Your organization may want to set up dispute resolution processes or systems to address internal conflicts and complaints. Ask how we can help.

Training Effectiveness Indicators

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



Instructor Mario Govorchin with Cheryl George of Takla Lake First Nation role-playing assertion skills.

WORKING IN THE ALTERNATE DISPUTE RESOLUTION FIELD

The vast majority of people taking Centre for Conflict Resolution courses are not planning 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. For people seeking employment, the Certificate in Conflict Resolution can be a significant asset on a resume in combination with other education and experience.

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

- Most people who work in the dispute resolution field are in private practice as mediators, facilitators and trainers.
- While there is no legislation in B.C. governing who can or cannot call themselves a mediator, there are voluntary professional certifications available through mediator membership organizations and there are requirements of training and experience for applying to the B.C. Mediator Roster. See below for details.
- It is still very unusual for a person to make their living exclusively through private practice mediation. Many private practice mediators combine a mediation practice with other forms of practice or another job.
- Making a living as a private practice mediator requires building up a client base over time, usually based on word-of-mouth reputation. Mediators, like any self-employed business people, have to be creative and persistent in marketing their services.
- Trained but inexperienced mediators can acquire hands-on supervised practice through the B.C. Dispute Resolution Practicum Society. See page 8 for details.

For more information on Working in the Alternate Dispute Resolution Field:

Check out additional internet links listed at our web site at www.jibc.bc.ca.

Click on the Centre for Conflict Resolution and then the Conflict Resolution Web Resources menu item.

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

B.C. Mediator Roster

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

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

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

British Columbia Mediator Roster Society

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

Victoria, B.C. V8W 9J7

Telephone: (250) 356-8147

Fax: (250) 387-1189

Email: mediators@mediator-roster.bc.ca

Website: www.mediator-roster.bc.ca

Required courses in conflict resolution, anger, mediation and negotiation skills, and many of the elective courses offered through the Centre for Conflict Resolution have been approved by the B.C. Mediator Roster Society as meeting the training requirements for the Roster under (a) or (b) above. Our course in Civil Procedure has also been approved as meeting the civil procedure requirements for admission to the Roster.

Note: If you need clarification as to whether a particular elective course qualifies, please contact Marg Huber at (604) 528-5613.

B.C. Dispute Resolution Practicum Society

Traditionally, it has been very difficult for prospective mediators to find supervised practicum opportunities in the field. The Court Mediation Practicum Program offers trained but inexperienced mediators the opportunity to conduct 10 Small Claims mediations under the supervision of an experienced mediator in Vancouver, Surrey or Nanaimo. Besides providing invaluable hands-on experience and feedback, the Court Mediation Practicum Program also meets the minimum practice requirements for inclusion on the B.C. Mediator Roster.

A new pilot project has established rosters of mediators who have completed the Court Mediation Practicum. Through this initiative, a limited number of mediators are able to gain further experience in Vancouver, Delta, Surrey and Nanaimo. Mediators on the Small Claims Rosters are paid an honorarium to conduct mediations in the Provincial Court.

For information about the Court Mediation Practicum Program, call (604) 684-1300 or Toll Free 1-877-656-1300 or e-mail: info@courtmediation.com.

Mediation Certification

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

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

The first two organizations above offer a generic certification and the third offers a national family mediation certification.

Certifications vary in regard to requirements for specified number of hours of training, the amount of practical experience and the skills-based assessment. Certification and/or being on the Roster is not a requirement to practice as a mediator. It is important to stay in touch with mediation organizations to remain up-to-date with new developments and changes.

British Columbia Arbitration and Mediation Institute (604) 736-6614. For JI courses that qualify towards the C. Med. (chartered mediator) status granted by the Arbitration and Mediation Institute of Canada, check the AMIC web site: www.amic.org.

Program & Career Information Sessions

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

JUSTICE INSTITUTE OF BRITISH COLUMBIA

No appointment necessary.

Date	Time	Room
January 31	7:00-9:00 pm	C226
March 7	12:00-2:00 pm	C326
April 18	12:00-2:00 pm	C326
June 6	12:00-2:00 pm	C200

CAMOSUN COLLEGE

INTERURBAN CAMPUS, VICTORIA

The session is free, but please call (250) 370-3841 to register. (Course ID: BSJI 990V)

Date	Time	Room
January 17	7:00-9:00 pm	TBA
April 4	7:00-9:00 pm	TBA

MALASPINA UNIVERSITY COLLEGE NANAIMO

Next orientation is Fall 2001.

OKANAGAN UNIVERSITY COLLEGE, PENTICTON/VERNON

Next orientation is Fall 2001.

Watch our website for frequent updates!

Certificate Programs Enrollment

You can enroll in the Conflict Resolution Certificate or the Peacemaking and Restorative Justice Certificate Program prior to taking courses or at any point during your course work. You must be enrolled as a Candidate in a Certificate Program to have borrowing privileges at the Justice Institute's library, to take the assessment, and to receive a Certificate.

The Conflict Resolution Certificate is a part-time program intended to be taken over a period of 1 to 3 years, and the total cost is dependent upon which courses you take and where. If you were to take your entire program at the JI at today's fees, tuition will total in the range of \$4,500-\$5,000.

The Peacemaking and Restorative Justice Certificate is a part-time program intended to be taken over a period of 1 to 3 years, and the total cost is dependent upon which courses you take and where you take them.

For enrollment packages, contact the Centre at (604) 528-5608 or download the application form from our web site at www.jibc.bc.ca. To enroll, please submit your completed application form with the \$100 program fee to the Centre for Conflict Resolution.

The First Nations Negotiation Skills Certificate is offered on a contract basis - see page 46 for details.

Attendance Requirements

To receive the Certificate in Conflict Resolution, participants must attain a status of "complete" in all courses plus successfully complete a competency-based assessment in conflict resolution/negotiation.

To receive the Peacemaking and Restorative Justice Certificate, participants must complete the classroom requirements, a field work component and an assessment.

To receive a status of "complete" for each course, full attendance and participation is required.

If you miss more than half a day of any course, you will receive an "incomplete" grade. You can either re-register and repeat the course or you can change your grade from "incomplete" to "complete" by making up the missed day though enrollment in a Use It or Lose It Clinic (see page 29).

To discuss absences from courses, contact Leslie Murray at (604) 528-5614 or Nym Hughes at (604) 528-5622.

Transcripts

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

PRIOR LEARNING ASSESSMENT AND RECOGNITION (PLAR)

What is PLAR?

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

The maximum amount of credit that can be awarded through PLAR is 50% of our Certificate hours. That is 105 out of 210 hours for the Certificate in Conflict Resolution and 126 out of 252 hours for the Peacemaking and Restorative Justice Certificate.

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

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

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

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

How much does it cost?

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



We can make the PLAR process available in a range of formats such as large print, oral interview and sign language interpretation. Let us know what meets your needs.

How long does the process take?

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

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

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

CERTIFICATE IN CONFLICT RESOLUTION

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

For information on how to enroll in the Certificate Program see Page 9.

Required Courses (starting page 14)

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

	Page		Page
• Dealing with Interpersonal Conflict (CR110A)	14	• Dealing with Anger (CR200)	15
• OR Resolving Conflict in the Workplace (CR110B)	14	• Mediation Skills Level I (CR250)	16
• Negotiation Skills Level I (CR260)	15	• Negotiation Skills Level II (CR360)	16

Program Graduates have:

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



Marg Huber, Director, Centre for Conflict resolution, top row, fifth from left, pictured with Conflict Resolution students in Amman, Jordan.

CERTIFICATE IN CONFLICT RESOLUTION

Electives (starting page 17)

Electives provide specialized training in the dispute resolution functions of mediation, negotiation and facilitation. In addition, there are general electives that develop skills and provide theoretical frameworks that are applicable to negotiation, mediation and facilitation (see “Designing Your Program” on page 12 for more information on how to choose your electives).

Skill Building Electives	Page
(The) Art of Reframing (CR366)	17
Asserting Yourself in Conflict Situations (CR105) ...	18
Balancing Empathy & Assertion (CR325)	18
Building Consensus (CR516)	18
(The) Circle of Forgiveness (CR313)	30
Collective Bargaining: Negotiating in an Interest-Based Way (CR507)	19
Conflict and Diversity: Key Challenges for the New Workplace (CR837)	20
(The) Creative Mediator/Negotiator (CR367)	20
Critical Skills for Communicating in Conflict (CR102)	20
Criticism: How to Give and Receive It (CR206)	20
Dealing with Defensiveness in Conflict (CR319)	21
Designing Conflict Management Systems (CR848) .	21
Dynamics of Power in Dispute Resolution (CR314) .	21
Handling Conflict on the Telephone (CR101)	23
Intercultural Communication (CR552)	23
Integration of Perspective (CR322)	30
Letting Go of Fear (CR323)	30
Managing the Hostile Individual (CR108)	23
Reconciling Differences (CR834)	27
Shifting from Positions to Interests (CR302)	28
Storytelling In Dispute Resolution (CR405)	28
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Negotiation Electives	
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Program & Career Information Sessions

Come to a program and career information session.
See page 8 for dates and locations.


Assessments

In order to receive your Certificate in Conflict Resolution, you must successfully complete an assessment in conflict resolution/negotiation. See page 31 for details.

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




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



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


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




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

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


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

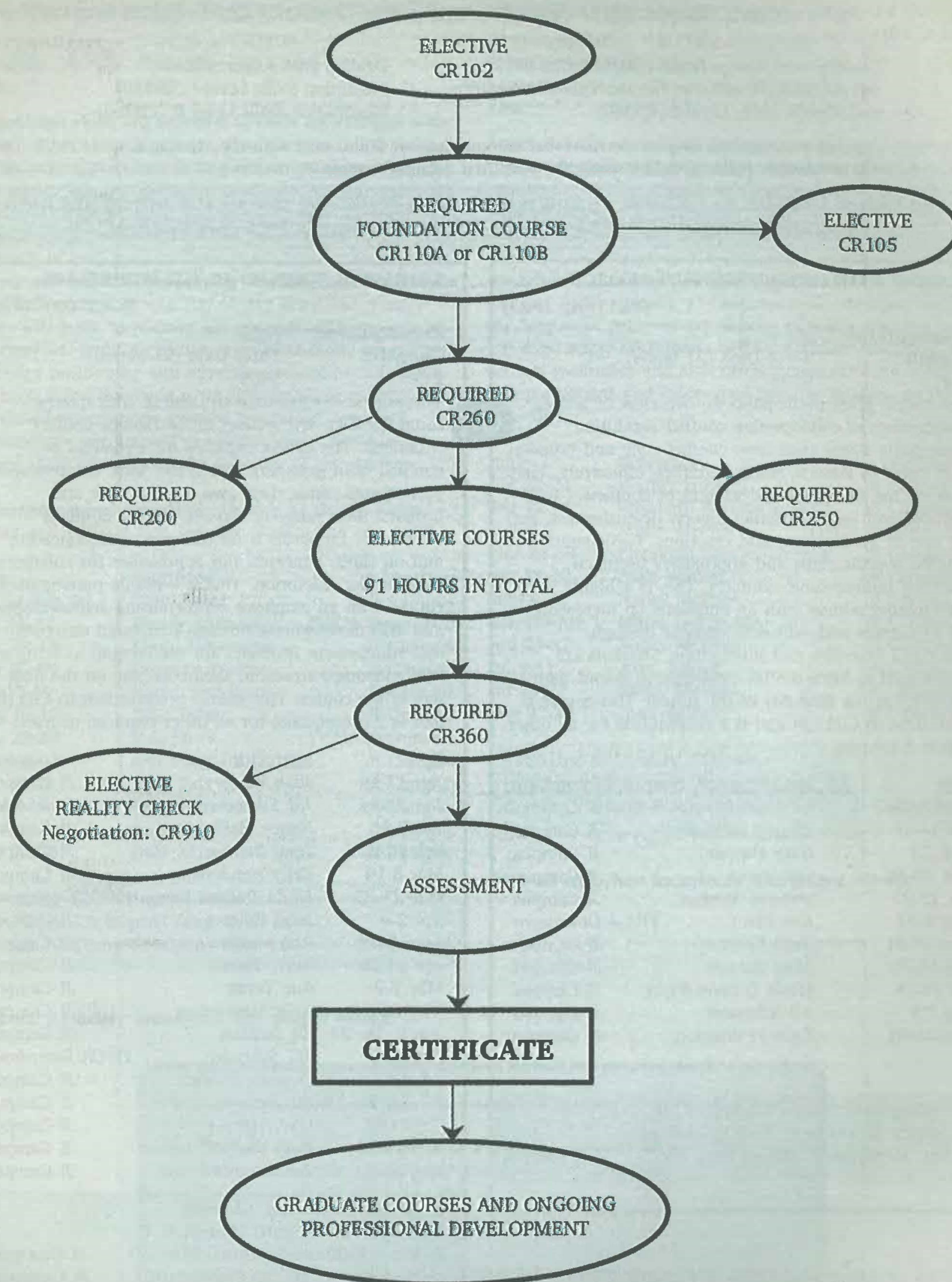


CR910: Reality Check: Negotiation can be taken at anytime if you want feedback on your skill development. It is especially recommended prior to taking your assessment to give you an indication of your assessment readiness. Now register for your Conflict Resolution/Negotiation Assessment. It is best to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



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





CERTIFICATE IN CONFLICT RESOLUTION - REQUIRED COURSES

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

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

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

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

DEALING WITH INTERPERSONAL CONFLICT

(CR110A) (PRJ)

Prerequisite: None
Length: Three Days (21 hours)
Fee: \$405

This course gives participants an overview of and an introduction to collaborative conflict resolution. Participants assess their own conflict style and broaden their range of ways to resolve conflicts effectively. They examine the dynamics and sources of conflicts, attitudes and beliefs, conflict theory, defensiveness, and the role of assumptions and emotions. Participants will practice specific skills and approaches useful in resolving interpersonal conflicts. This is a highly participatory course with an emphasis on increasing self-awareness and skill development through structured exercises and simulations. Students are encouraged to bring a VHS videotape to record their role-play on the final day of the course. This course is equivalent to CR110B and is a prerequisite for all other required courses.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Jan 24-26	Ed Jackson	JI Campus
Feb 14-16	Wendy Hilliard	JI Campus
Mar 5-7	Gary Harper	JI Campus
Mar 26-28	Sue Yerxa	JI Campus
Apr 25-27	Duncan Stewart	JI Campus
May 9-11	Ron Monk	YWCA Downtown
May 29-31	Joan Balmer	JI Campus
Jun 14-16	Joan Balmer	JI Campus
Jul 16-18	Linda Dobson-Sayer	JI Campus
Aug 7-9	Jill Schroder	JI Campus
Aug 22-24	Kelly Henderson	JI Campus

Evening/Saturday Classes:
(6:30pm-10:00 pm) Apr 23, 24, 25
& Sat (9:00am-5:00pm) Apr 28 **JI Campus**

RESOLVING CONFLICT IN THE WORKPLACE

(CR110B) (PRJ)

Prerequisite: None
Length: Three Days (21 hours)
Fee: \$405

This course is equivalent to Dealing with Interpersonal Conflict, but focuses on workplace conflict situations. The course explores the dynamics of conflict, both generally and in the work environment. Participants assess their own conflict style and broaden their range of ways to resolve conflicts effectively. Emphasis is on effective communication and on skills, concepts and approaches for collaborative conflict resolution. This is a highly participatory course with an emphasis on increasing self-awareness and skill development through structured exercises and simulations. Students are encouraged to bring a VHS videotape to record their role-play on the final day of the course. This course is equivalent to CR110A and is a prerequisite for all other required courses.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Jan 17-19	Joan Balmer	JI Campus
Jan 22-24	Jill Schroder	YWCA Downtown
Feb 7-9	Nancy McPhee	JI Campus
Feb 20-22	Joan Balmer	JI Campus
Mar 8-10	Kelly Henderson	JI Campus
Mar 21-23	Linda Dobson-Sayer	YWCA Downtown
Apr 2-4	Joan Balmer	JI Campus
Apr 10-12	Ron Monk	JI Campus
Apr 24-26	Terry Harris	JI Campus
May 7-9	Sue Yerxa	JI Campus
May 22-24	Kelly Henderson	JI Campus
Jun 9, 16, 23	Ed Jackson	JI Campus
Jun 25-27	Jill Schroder	YWCA Downtown
Jul 4-6	Duncan Stewart	JI Campus
Jul 14, 21, 28	Ed Jackson	JI Campus
Jul 19-21	Gary Harper	JI Campus
Aug 13-15	Gary Harper	JI Campus
Aug 28-30	Jim Toogood	JI Campus

Evening/Saturday Classes:
(6:30pm-10:00 pm) Mar 5, 6, 7
& Sat (9:00am-5:00pm) Mar 10 **JI Campus**
or Sat Jun 9, 16, 23 (9:00-5:00) **JI Campus**
or Sat Jul 14, 21, 28 (9:00-5:00) **JI Campus**

Offered at other locations. See pages 40-42.

CERTIFICATE IN CONFLICT RESOLUTION - REQUIRED COURSES

NEGOTIATION SKILLS LEVEL I (CR260) (PRJ)

Prerequisite: CR110A or CR110B
Length: - Three Days (21 hours)
Fee: \$405

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

Students are encouraged to bring a VHS videotape to record their role-play on the final day of the course.

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Jan 31-Feb 2	Dale Zaiser	JI Campus
Feb 21-23	Wendy Hilliard	YWCA Downtown
Mar 12-14	Mario Govorchin	JI Campus
Mar 27-29	Deborah White	JI Campus
Apr 17-19	Karen Haddigan	JI Campus
May 15-17	Dale Zaiser	JI Campus
May 28-30	Ron Monk	YWCA Downtown
Jun 6-8	Jim Toogood	JI Campus
Jun 26-28	Dale Zaiser	JI Campus
Jul 17-19	Kelly Henderson	JI Campus
Jul 31-Aug 2	Gary Harper	JI Campus
Aug 20-22	Dale Zaiser	JI Campus

Evening/Saturday Classes:
(6:30pm-10:00pm) May 7, 8, 9
& Sat (9:00am-5:00pm) May 12 **JI Campus**

DEALING WITH ANGER (CR200) (PRJ)

Prerequisite: CR110A or CR110B
Recommended: CR260
Length: Three Days (21 hours)
Fee: \$405

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Jan 22-24	Wendy Hilliard	JI Campus
Feb 12-14	Elizabeth Azmier-Stewart	JI Campus
Mar 7-9	Nancy McPhee	YWCA Downtown
Mar 28-30	Elizabeth Azmier-Stewart	JI Campus
Apr 18-20	Joan Balmer	JI Campus
May 9-11	Nancy McPhee	JI Campus
May 30-Jun 1	Mario Govorchin	JI Campus
Jun 20-22	Nancy McPhee	JI Campus
Jul 9-11	Joan Balmer	JI Campus
Jul 25-27	Nancy McPhee	JI Campus
Aug 27-29	Joan Balmer	JI Campus

Evening/Saturday Classes:
(6:30pm-10:00pm) June 11, 12, 13
& Sat (9:00am-5:00pm) June 16 **JI Campus**

Offered at other locations. See pages 40-42.

Offered at other locations. See pages 40-42.

"I am so pleased and delighted with the consistently high calibre of instructors, course content and the Con/Res Dept. The JI creates a wonderful place for learning and growing.

Everyone needs the JI experience!"

*Getting from Impasse to Agreement
 Taken from actual Student Feedback Reports; printed with permission.*

CERTIFICATE IN CONFLICT RESOLUTION - REQUIRED COURSES

MEDIATION SKILLS LEVEL I (CR250) (PRJ)

Prerequisite: CR110A or CR110B
Recommended: CR260
Length: Three Days (21 hours)
Fee: \$405

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Feb 5-7	Karen Haddigan	JI Campus
Mar 6-8	Donna Soules	JI Campus
Apr 3-5	Kelly Henderson	JI Campus
Apr 23-25	Donna Soules	YWCA Downtown
May 14-16	Donna Soules	JI Campus
May 28-30	Terry Harris	JI Campus
Jun 12-14	Deborah White	JI Campus
Jul 3-5	Kelly Henderson	JI Campus
Jul 23-25	Jill Schroder	YWCA Downtown
Aug 8-10	Ed Jackson	JI Campus
Aug 28-30	Karen Haddigan	JI Campus

Offered at other locations. See pages 40-42.

NEGOTIATION SKILLS LEVEL II (CR360) (PRJ)

Prerequisites: CR110A or CR110B, CR200, CR250, CR260
Length: Five Days (35 hours)
Fee: \$620

This course applies the negotiation process and skills from the Level I course to more complex negotiations. Content includes negotiator assertiveness and style, identifying and responding to competitive tactics, assessing power dynamics and resolving impasses. Emphasis is on skill development through simulated negotiations, with assistance and feedback from trained coaches. As Negotiation Skills Level II is the final pre-requisite course for CR950: Conflict Resolution/ Negotiation Assessment, coach feedback on participants' role-plays will be based on the Assessment Role-play Criteria which is included in the Negotiation Skills manual. For Certificate candidates, it is strongly recommended that CR360 be taken at, or close to, the end of your 210 hours of classroom training and that you schedule your Conflict Resolution/ Negotiation Assessment 1 - 3 months after completing CR360.

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 19-23	Dale Zaiser	JI Campus
Apr 19-20, 23-25	Mario Govorchin	JI Campus
May 23-25, 28-29	Deborah White	JI Campus
Jun 11-15	Mario Govorchin	YWCA Downtown
Jul 25-27, 30-31	Dale Zaiser	JI Campus
Aug 20-24	Mario Govorchin	JI Campus

Offered at other locations. See pages 40-42.

Our Approach to Mediation

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

CERTIFICATE IN CONFLICT RESOLUTION - ELECTIVES

The Certificate Program requires 91 hours (13 days) of elective courses. Program graduates will find many of these courses valuable for their ongoing professional development.

APPLYING THE WISDOM OF MEDITATION IN EVERYDAY CONFLICT (CR109)

Prerequisites: None.
Length: One Day (7 hours)
Fee: \$135

Meditation is a way of making friends with yourself and training your mind. In the midst of conflict our mind often races ahead as our body and breathing responds with increased anxiety. In this way our perception, intelligence and natural wisdom are lost when we need them most. Rather than withdrawing from the world, meditation can help us be fully present in any situation, especially when in conflict. We will explore traditional sitting meditation, mindfulness and awareness exercises. Outcome research on the positive impact of meditation on health and performance will be reviewed and guidelines will be provided on how to integrate meditation into one's daily life.

Wear comfortable clothes and bring a mat or blanket and a firm cushion.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Apr 30	Dale Trimble	JI Campus

Instructor: **Dale Trimble** completed a B.A. in Buddhist Studies and Psychology in 1973. He has been a student and practitioner of Buddhist Meditation for 27 years. He is an authorized meditation instructor and teacher with Shambhala International. Shambhala International provides non-secular classes and workshops throughout the world on the application of meditation to daily life. Dale is in private practice as a therapist, trainer and consultant specializing in conflict resolution and changing violent behavior.

THE ART OF REFRAMING (CR366)

Prerequisites: CR110A or CR110B and one of CR260 or CR250
Length: One Day (7 hours)
Fee: \$135

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 22	Karen Haddigan	JI Campus
Jun 20	Karen Haddigan	JI Campus

Offered at other locations. See pages 40-42.

Instructor: **Karen Haddigan**, CRC, B.Sc. (Social Science), C.Med. Senior Trainer at the Centre for Conflict Resolution. Mediator specializing in group and organizational settings, workplace conflicts, land-use planning processes and construction disputes. Background in psychology and community development.

CERTIFICATE IN CONFLICT RESOLUTION - ELECTIVES

ASSERTING YOURSELF IN CONFLICT SITUATIONS (CR105) (PRJ)

Prerequisites: None
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Feb 19-20	Mario Govorchin	YWCA Downtown
Mar 15-16	Jill Schroder	JI Campus
Apr 9-10	Jim Toogood	JI Campus
May 17-18	Gary Harper	JI Campus
Jun 18-19	Nancy McPhee	JI Campus
Jul 10-11	Nancy McPhee	JI Campus
Aug 23-24	Nancy McPhee	JI Campus

Offered at other locations. See pages 40-42.

BALANCING EMPATHY & ASSERTION (CR325)

Prerequisites: CR110A or CR110B
Recommended: CR102, CR105
Length: One day (7 hours)
Fee: \$135



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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Aug 17	Stacey Holloway	JI Campus

Instructor: **Stacey Holloway**, is a Senior Trainer at the Centre for Conflict Resolution and a Senior Partner with the Oldring Consulting Group specializing in working with organizations to create and manage strategic change. Stacey has been a mediator and facilitator for the past 18 years and is particularly well-known for her strengths in managing the emotional dynamics in conflict situations. She is equally known for her teaching abilities.

BUILDING CONSENSUS (CR516) (PRJ)

Prerequisites: CR110A or CR110B and one of CR200, CR250 or CR260.
Length: Two days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
May 9-10	Arthur Ridgeway	JI Campus

Offered at other locations. See pages 40-42.

Instructor: **Arthur Ridgeway**, M.Ed. (Counselling Psych.), Ph.D. (Ed. Psych.). Senior Trainer at the Centre for Conflict Resolution Training. Consultant and facilitator focusing on leadership development, team effectiveness, change management and conflict resolution.
 Background: Registered Psychologist.

CIRCLE OF FORGIVENESS (CR313)
For information on this and other courses
instructed by Barbara Ashley Phillips,
see page 30.

CERTIFICATE IN CONFLICT RESOLUTION - ELECTIVES

CHALLENGES OF FACILITATING (CR508) (PRJ)

Prerequisites: CR110A or CR110B, CR260 or CR250
Recommended: CR504
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
May 10-11	Karen Haddigan	JI Campus

CIVIL PROCEDURE (CR846)

Prerequisites: CR110A or CR110B, CR250
Recommended: CR260, CR400
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 5-6	Terry Harris	YWCA Downtown
July 23-24	Terry Harris	JI Campus

Instructor: **Terry Harris**, CRC, C.Med, B.A. (Psych), LL.B. A lawyer and mediator in private practice concentrating on civil and family disputes; child protection mediation and a member of the Tribunal of the BC Children's Commission. Background includes counseling, social administration and social services to children and youth.

COLLECTIVE BARGAINING: NEGOTIATING IN AN INTEREST-BASED WAY (CR507)

Prerequisites: CR110A or CR110B, CR501 or CR260.
Length: Two Days (14 hours)
Fee: \$270

This course is designed for people who negotiate collective agreements and related issues in the course of their jobs and who want to improve their results while decreasing the positional nature of bargaining. It will focus on the ability to deal with the "demands-based" approach of bargaining while continuing to work from an "interest-based" approach. The course will focus on the preparation process, the bargaining process, and the after-negotiation process. A bargaining simulation as well as practice sessions will be used to ground the concepts and skills being taught.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
May 14-15	Deborah White/ Larry Gregg	JI Campus

Offered at other locations. See pages 40-42.

Instructor: **Deborah White**, B.S.W., M.A. Trainer in conflict resolution negotiation, mediation, change management, teambuilding and communication skills specializing in organizational training. Mediator, facilitator and consultant focusing on organizations, community and multi-party disputes. Background in human relations and group facilitation. **Larry Gregg**, Manager, HR Special Projects/Staff Compensation, WCB (formerly Sr. Mediator with Labour Relations Board).

Course fees vary according to location. Fees listed are specifically for those offered at the JI Campus. Please check with your local college for information regarding their fees.

CERTIFICATE IN CONFLICT RESOLUTION - ELECTIVES

CONFLICT & DIVERSITY: KEY CHALLENGES FOR THE NEW WORKPLACE (CR837)

(FORMERLY BUILDING POSITIVE RELATIONSHIPS IN A DIVERSE WORKPLACE)

Prerequisites: None
Length: Three Days (21 hours)
Fee: \$405

A diverse workplace offers organizations a rich opportunity for growth, innovation, creativity and vision. Successful organizations understand how to build bridges and foster trust among their employees by valuing individuals' unique strengths, opinions, working practices, differences in communication styles, and cultures. In order to create effective teams within an organization, action is necessary. This action includes developing allies, building awareness of each other's cultural perspectives, overcoming barriers to communication, dealing with the tough issues of power and privilege, putting a conflict resolution process in place, and enjoying each other. This workshop offers specific strategies, tools and methods for bringing about profound changes in thinking, and behaviour with individuals, groups and entire organizations.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Aug 20-22	Ed Eduljee/ Charles Boehm-Hill/ Jeannette Matson	JI Campus

THE CREATIVE NEGOTIATOR/MEDIATOR (CR367)

Prerequisites: None.
Length: One Day (7 hours)
Fee: \$150

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Apr 5	David Gouthro	JI Campus
Aug 16	David Gouthro	JI Campus

Offered at other locations. See pages 40-42.

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

Prerequisites: None
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Jan 25-26	Terry Harris	YWCA Downtown
Feb 8-9	Wendy Hilliard	JI Campus
Mar 1-2	Jim Toogood	JI Campus
Mar 26-27	Elizabeth Azmier-Stewart	JI Campus
Apr 30-May 1	Jim Toogood	JI Campus
May 31-Jun 1	Ed Jackson	JI Campus
Jun 25-26	Ed Jackson	JI Campus
Jul 12-13	Gary Harper	YWCA Downtown
Aug 1-2	Deborah White	JI Campus
Aug 27-28	Sue Yerxa	JI Campus

Evening/Saturday Classes:

(6:30pm-10:00pm) Feb 26, 28

& Sat (9:00am-5:00pm) Mar 3

JI Campus

Offered at other locations. See pages 40-42.

CRITICISM: HOW TO GIVE AND RECEIVE IT (CR206)

Prerequisite: CR110A or CR110B
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Feb 26-27	Deborah White	JI Campus
Jul 26-27	Deborah White	YWCA Downtown

CERTIFICATE IN CONFLICT RESOLUTION - ELECTIVES

DEALING WITH DEFENSIVENESS IN CONFLICT (CR319) (PRJ)

Prerequisites: CR110A or CR110B, CR260 or CR250
Length: Three Days (21 hours)
Fee: \$405

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Jul 9-11	Donna Soules	YWCA Downtown

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

DYNAMICS OF POWER IN DISPUTE RESOLUTION (CR314)

Prerequisite: CR110A or CR110B
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Apr 26-27	Joan Balmer	YWCA Downtown

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

DESIGNING CONFLICT MANAGEMENT SYSTEMS (CR848)


Prerequisites: CR110A or CR110B, CR250, CR260.
Length: Two Days (14 hours)
Fee: \$325

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
May 31-June 1	Chris Merchant	YWCA Downtown

Offered at other locations. See pages 40-42.

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



Watch our website for frequent updates!

CERTIFICATE IN CONFLICT RESOLUTION - ELECTIVES

ETHICAL DILEMMAS FOR MEDIATORS (CR326)

Prerequisites: CR250
Length: One Day (7 hours)
Fee: \$135



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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Apr 9	Lee Turnbull & Peggy English	JI Campus

Instructors: **Lee Turnbull**, LLB, C.Med, FMC Certified Comprehensive Family Mediator. Lee has been in the field of mediation since 1985, doing mediation work in a variety of settings, training, facilitation, designing mediation systems and assessment procedures. She has been involved in working on Standards of Practice and certification processes for several mediation organizations. **Peggy English**, BScN, M.Ed, FMC Certified Family Relations Mediator. Peggy has mediated since 1981 in the Vancouver area. She has been involved in working on the Standards of Practice and certification processes for the Mediation Development Association of BC and Family Mediation Canada.

LETTING GO OF FEAR (CR323)

For information on this and other courses instructed by Barbara Ashley Phillips, see page 30.

INTEGRATION OF PERSPECTIVE (CR322)

For information on this and other courses instructed by Barbara Ashley Phillips, see page 30.

FACILITATING & MEDIATING MULTI-PARTY DISPUTES (CR520)

Prerequisites: CR110A or CR110B, CR250 or CR260.
Recommended: CR504, CR508
Length: Three Days (21 hours)
Fee: \$405

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Jun 25-27	Sally Campbell	JI Campus

GROUP DYNAMICS (CR504) (PRJ)

Prerequisites: CR110A or CR110B, CR260 or CR250.
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 20-21	Karen Haddigan	JI Campus

CERTIFICATE IN CONFLICT RESOLUTION - ELECTIVES

HANDLING CONFLICT ON THE TELEPHONE (CR101)

Prerequisites: None
Length: One Day (7 hours)
Fee: \$135

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Feb 28	Dale Trimble	JI Campus
June 28	Dale Trimble	YWCA Downtown

Offered at other locations. See pages 40-42.

INTERCULTURAL COMMUNICATION: BRIDGING THE DIVIDE IN CONFLICT SITUATIONS (CR552)

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

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
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Offered at Okanagan University College, Penticton, see page 42 for details.

MANAGING THE HOSTILE INDIVIDUAL (CR108)

Prerequisites: None
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 29-30	Mario Govorchin	JI Campus
Aug 13-14	Mario Govorchin	JI Campus

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

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

Prerequisites: CR110A or CR110B, CR200, CR250, CR260.
Recommended: CR400
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
June 18-19	Jim Toogood	JI Campus

CERTIFICATE IN CONFLICT RESOLUTION - ELECTIVES

MEDIATION SKILLS LEVEL II (CR400) (PRJ)

Prerequisites: CR110A or CR110B, CR250, CR260
Length: Five Days (35 hours)
Fee: \$620

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

Date	Instructor	Location
Mar 12-16	Ron Monk	JI Campus
Apr 30-May 4	Deborah White	JI Campus
Jun 4-8	Karen Haddigan	JI Campus
July 19-20, 23-25	Deborah White	JI Campus
Aug 13-17	Ron Monk	YWCA Downtown

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

Prerequisites: CR110A or CR110B, CR250, CR260.
Length: Two Days (14 hours)
Fee: \$325

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

Date	Instructor	Location
Jun 7-8	Ken Cloke/ Joan Goldsmith	JI Campus

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

COURSES OF INTEREST TO FAMILY MEDIATORS

FAMILY VIOLENCE: IMPACT ON SEPARATION AND DIVORCE (#CORR605DEO)

Length: 21 hours
 To be completed within six weeks.
Date(s): Open ended registration.
 You may register at any time through the JI Registration office.
Fee: \$375

This online course is intended to serve as a general overview on the topic of relationship violence. It examines the dynamics of relationship abuse, particularly during separation and divorce. Participants 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 course is a preparatory course for those seeking a career as a family justice counsellor and is crucial for those who practice family mediation.

INTRODUCTION TO FAMILY JUSTICE SERVICES IN B.C. (#CORR606DEC)

Length: 21 hours
 To be completed within three months.
Date: Open ended registration.
 You may register at any time through the JI Registration office.
Fee: \$350

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

These courses can be used as elective credit for the Certificate in Conflict Resolution.

CERTIFICATE IN CONFLICT RESOLUTION - ELECTIVES

MEDIATING CONSCIOUSLY: BEING REAL AND BECOMING AWARE (CR858)

(FORMERLY STRATEGIC MEDIATION (CR828))

Prerequisites: CR400

Length: Two days (14 hours)

Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
May 3-4	Michael Fogel	JI Campus

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

MEDIATION SKILLS LEVEL III (CR829)

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

Length: Two Days (14 hours)

Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 1-2	Michael Fogel	JI Campus

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

Prerequisites: CR110A or CR110B, one of CR260 or CR250

Recommended: CR102

Length: Two Days (14 hours)

Fee: \$270

At one time or another, everyone has had to negotiate with aggressive, critical, argumentative people. With individual co-workers and in groups, decision making and implementation are often derailed by entrenched, negatively focused, reactive responses to change and diversity. Some of these situations are easy to handle or overlook, while others require a strategy for successful resolution if they are not to create constant tension and conflicting results. Trying to resolve issues with people whose behavior we find challenging often brings us to the limits of our patience and interpersonal skill. This course is designed to assist participants to understand their own reactions to difficult situations and to develop skills to effectively overcome the obstacles to reaching successful agreements.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Apr 2-3	Arthur Ridgeway	JI Campus
Jul 11-12	Arthur Ridgeway	JI Campus

CERTIFICATE IN CONFLICT RESOLUTION - ELECTIVES

NEGOTIATING WITHIN A LABOUR CONTEXT (CR501)

Prerequisite: CR110A or CR110B or equivalent.
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 19-20	Deborah White/ Larry Gregg	YWCA Downtown

PARENT-TEEN MEDIATION (CR419)

Prerequisites: CR110A or CR110B, CR250, CR260, CR400 or equivalent.
Length: Three Days
Fee: \$405

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Feb 16, 17 & 24	Sandy Dunlop	JI Campus

An innovative partnership between the Centre for Conflict Resolution and the New West Secondary School Mediation Program offers an exciting opportunity to gain both classroom training in Parent-Teen Mediation and then put that training into practice.

PARENT-TEEN MEDIATION PRACTICE (CR420)

Prerequisites: CR419
Length: Two supervised mediations- usually 6 sessions over a six-month period.
Fee: \$405

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

<u>Date</u>	<u>Supervisor</u>	<u>Location</u>
Mar-Aug 2001 Aug 2001	Rick Singer	New Westminster Counselling Centre

The Social Services and Community Safety Division of the JI offers a number of courses that would be of interest and benefit to parent-teen mediators. Call for a SSCSD Calendar (604-528-5608) or check out these courses on the JI website: www.jibc.ca

Making Connections:

Working Through Conflict with Youth Series

Developing Effective Interventions:

*Interventions for Moderate to High-at-Risk Youth
Advanced Level:*

*Developing Effective Interventions with Youth
Building Supportive Relationships with Youth
who Misuse Substances*

Crisis Intervention Children and Youth:

*Assessment of Suicidal and Homicidal Risk
Supporting Females through the Crisis of Adolescence
Sexual Exploitation of Children and Youth:*

Issues and Interventions

TOOLS OF AWARENESS (CR324)
For information on this and other courses
instructed by Barbara Ashley Phillips,
see page 30.

RECONCILING DIFFERENCES (CR834)

Prerequisites: CR110A or CR110B and one of CR260 or CR250
Length: Two Days (14 hours)
Fee: \$295 (includes Test Instruments)

Daily we find ourselves clicking easily with some people, while struggling hard to get on the same wavelength with others. In conflict situations, we are continually challenged and confronted with differences in perspective, style, need and emotion. If not handled effectively, individual preferences can lead to animosity, communication breakdown and lasting damage to our relationships. Understanding the interpersonal dynamics underlying behaviours is an essential skill in the conflict resolution process. Through working with personality preferences as measured by the Myers-Briggs Type Indicator and differences in interpersonal needs as measured by Fundamental Interpersonal Relationship Orientation - Behaviour (FIRO-B), participants will gain an understanding of how these factors contribute to conflict and can be used to facilitate its resolution.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Apr 4-5	Arthur Ridgeway	Jl Campus

Master's Degree in Conflict Analysis and Management

Knowledge prevents conflict.
Conflict costs us all.

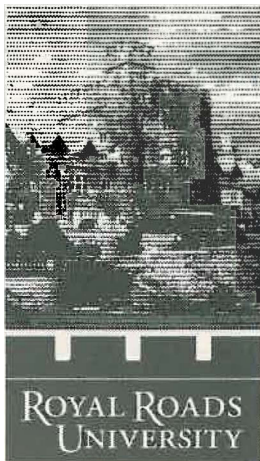
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REALITY CHECK: NEGOTIATION (CR910)

Prerequisites: CR110A or CR110B, CR260
Length: One Day (7 hours)
Fee: \$150

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

<u>Dates</u>	<u>Location</u>
Feb 6	Jl Campus
Feb 13	Jl Campus
Mar 23	Jl Campus
Mar 30	Jl Campus
May 4	Jl Campus
May 14	Jl Campus
May 17	Jl Campus
Jul 16	Jl Campus
Jul 23	Jl Campus
Jul 30	Jl Campus
Aug 2	Jl Campus

Instructor: Assessors in Centre for Conflict Resolution Program.

Offered at other locations. See pages 40-42.

SEPARATE MEETINGS: PRE-MEDIATION AND CAUCUSING (CR415)

(FORMERLY: CAUCUSING/CONCILIATION: CONDUCTING SEPARATE MEETINGS IN MEDIATION (CR406))

Prerequisites: CR110A or CR110B, CR250.
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Jul 18-19	Michael Fogel	JI Campus

SHIFTING FROM POSITIONS TO INTERESTS (CR302)

Prerequisites: CR110A or CR110B and one of CR260 or CR250
Recommended: CR102
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Feb 19-20	Arthur Ridgeway	JI Campus
May 7-8	Arthur Ridgeway	YWCA Downtown
Jun 11-12	Arthur Ridgeway	JI Campus
Jul 9-10	Arthur Ridgeway	JI Campus

Offered at other locations. See pages 40-42.

STORYTELLING IN DISPUTE RESOLUTION (CR405)

Prerequisites: CR110A or CR110B, CR250.
Recommended: CR260.
Length: One Day (7 hours)
Fee: \$135

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Jul 6	Gary Harper	JI Campus

Offered at other locations. See pages 40-42.

UNFINISHED BUSINESS (CR316)

Prerequisites: CR110A or CR110B and one of CR200, CR250 or CR260.
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Feb 21-22	Arthur Ridgeway	JI Campus
Jun 13-14	Arthur Ridgeway	JI Campus

Offered at other locations. See pages 40-42.

CERTIFICATE IN CONFLICT RESOLUTION - ELECTIVES

USE IT OR LOSE IT CLINIC (CR930)

Prerequisites: CR110A or CR110B
Length: One Day (7 hours)
Fee: \$135

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 19	TBA	JI Campus
May 22	TBA	JI Campus
Jul 14	TBA	JI Campus

Offered at other locations. See pages 40-42.

WORKING THROUGH IMPASSE TO AGREEMENT (CR368)

Prerequisites: CR110A or CR110B, CR200, CR250, CR260, CR360.
Length: Two Days (14 hours)
Fee: \$270

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 15-16	Chris Knight	JI Campus

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



Marg Huber, Director, Centre for Conflict Resolution, second from left, pictured with Yona Shamir Director Israel Centre for Negotiation and Mediation, fourth from left, in Israel.

CERTIFICATE IN CONFLICT RESOLUTION - ELECTIVES

THE CIRCLE OF FORGIVENESS (CR313) (PRJ)

Prerequisites: None
Length: Two Days (14 hours)
Fee: \$270

Conflict management and resolution invites us to engage the heart in our work and in our daily lives. This is something very few of us have had any training in. As a result, managing interpersonal interfaces can at times be extremely challenging. This training program offers a unique set of approaches and tools of non-doing for enriching the mediation experience, designed to enable practitioners to become clear and to remain that way in the most difficult of circumstances. Elements of the training include forgiveness of ourselves and others, the cultivation of humility, letting go of fear, vibrational reality and accessing higher consciousness - thus broadening and deepening our perspective and enhancing our ability to model the values we live by. Participants will receive an extensive informative booklet with the training and will have had experience in using all of the tools presented. This program is the first in a new series under development.

<u>Date</u>	<u>Location</u>
May 31-Jun 1	Yukon College
Jun 5-6	Camosun College
Aug 2-3	JI Campus

Offered at other locations. See pages 40-42.

INTEGRATION OF PERSPECTIVE (CR322)

Prerequisites: None
Recommended: CR313
Length: Two Days (14 hours)
Fee: \$270

Perspective is one of the fundamental filters on perception and experience. Yet there is little study of perspective and little inquiry into the basis for it in legal and conflict resolution circles. This program helps people recognize their own customary perspective and that of others, helps build awareness of the impact of archetypes, and explores conflict resolution experience from the perspective of higher levels of consciousness.

<u>Date</u>	<u>Location</u>
Apr 9-10	JI Campus

LETTING GO OF FEAR (CR323)

Prerequisites: None
Recommended: CR313
Length: Two Days (14 hours)
Fee: \$270

A key to personal housecleaning, for lawyers, mediators, facilitators, managers and other professionals. Explores the effects of fear on thinking, perception and response. Teaches a simple, easy-to-use forgiveness process that completely releases the pain associated with what others have done to us in the past, for specific acts and failures to act. Provides experience in the use of three techniques for letting go of fear, in advance of and during stress. Includes a set of steps that will quickly and easily release once and for all specific fears which are otherwise capable of setting up unintended reactions to the outpouring of rage, pain and projection that can be directed at anyone, any time. If you find that fear has prevented you from doing what you thought was best or kept you from letting your voice be heard or has poisoned key relationships in your life or work, this course is for you.

<u>Date</u>	<u>Location</u>
Jun 4-5	JI Campus

TOOLS OF AWARENESS (CR324)

Prerequisites: None
Recommended: CR313
Length: Two Days (14 hours)
Fee: \$270

Our civilization has largely lost touch with what it used to know about vibrational reality. Science now confirms what mystics have always known - that there is only vibration of points of energy and that density of matter is a function of the speed of those vibrations. We need to retool, to reclaim our lost awareness of how thoughts and emotions impact others, of the power of centeredness to create resonance and of the body as an instrument of perception. This course challenges the way we think about who we are and what we do. And it introduces the concept of a container for group process for which individual participants share responsibility. Sound becomes a proxy for the vibrational world as we explore its unique contributions.

<u>Date</u>	<u>Location</u>
Apr 11-12	JI Campus

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

CERTIFICATE IN CONFLICT RESOLUTION - ASSESSMENTS

In order to receive your Certificate in Conflict Resolution you must successfully complete an assessment in conflict resolution/negotiation. All four components of the assessment process must be satisfactorily completed.

The assessment consists of:

- *a written self-evaluation*
- *a written preparation for the negotiation assessment to be role-played*
- *a one-hour role-play simulation with the student acting as the skilled negotiator - an assessor observes the role-play and evaluates it based on identified criteria*
- *an oral questioning period where the student is asked about key concepts of the program as they relate to the role-play*

Students have the option of booking their assessment at the Justice Institute, Camosun College or, if they are from outside Vancouver, making their videotape in their own community and sending it in for assessment. You may do your assessment after completing Negotiation Skills Level II even though you may not have finished all of your elective hours. We recommend registering for the assessment one to three months after completing Negotiation Skills Level II, CR360. Instructors and coaches are available on a private contract basis to help you prepare for the assessment. Call (604) 528-5608 or e-mail conresassessment@jibc.bc.ca for a list of tutors. We also suggest taking Reality Check: Negotiation (CR910) to prepare for the assessment.

We are excited about the numbers of people who are going through the assessment process — acknowledging and verifying their Conflict Resolution skills. To make your planning easier, we have scheduled assessment days, and you now can sign up for specific days.

CONFLICT RESOLUTION/NEGOTIATION SKILLS ASSESSMENT (CR950)

Fee: \$245 (JI Campus and mail-in)
\$270 (Camosun College)

**REGISTER
EARLY!**

To schedule an assessment or for information on the out-of-town assessment option, call (604) 528-5608.

<u>Dates</u>	<u>Location</u>	<u>Dates</u>	<u>Location</u>
Jan 31	Camosun - Victoria	May 24	JI Campus
Feb 22	JI Campus	May 25	JI Campus
Feb 23	JI Campus	May 31	JI Campus
Feb 28	JI Campus	Jun 1	JI Campus
Mar 1	JI Campus	Jun 29	Camosun - Victoria
Mar 2	JI Campus	Jul 30	Camosun - Victoria
Apr 4	JI Campus	Aug 9	JI Campus
Apr 5	JI Campus	Aug 10	JI Campus
Apr 6	JI Campus	Aug 15	JI Campus
Apr 11	JI Campus	Aug 16	JI Campus
Apr 12	JI Campus	Aug 17	JI Campus
May 23	JI Campus		



A reminder: JI registration fees are refundable provided we are notified 7 calendar days prior to the assessment date. If you wish to transfer to another assessment date, a \$25.00 fee will be applied.

CERTIFICATE IN CONFLICT RESOLUTION - INSTRUCTIONAL TEAM

Instructors

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

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

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

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

Linda Dobson Sayer, CRC, B.A. (Psych.), MA(A.B.S.) (Managing and Consulting). Mediator, organizational consultant, and trainer; mediating personal, family and organizational disputes; specializing in respectful workplace practices; training in conflict resolution and organizational development. Background includes work with businesses; government organizations and crown corporations.

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

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

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

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

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

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

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

Terry Harris, CRC, C.Med, B.A. (Psych), LL.B. Trainer in legal education and conflict resolution; a lawyer and mediator in private practice concentrating on civil and family disputes; child protection mediation and a member of the Tribunal of the BC Children's Commission. Background includes counseling, social administration and social services to children and youth.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Sue Yerxa, CRC, Leadership Diploma. Trainer in conflict resolution, mediation, negotiation and communication skills. Mediator in workplace, victim/offender, and community disputes. Facilitator working in organizational change and team building. Background in high risk youth, non-profit organization management and schools.

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

Circumstances beyond our control may require the Centre to substitute an instructor. Where possible, we will attempt to notify participants in advance.

Coaches

Mike Adam, Nancy Baker, Juan Barker, Keith Barker, Janice Bateman, Trudie Begbie, Christiane Boisjoly, Sherry Bowlby, Pat Bragg, Marj Busse, Sherri Calder, Ken Carridine, Marilou Carrillo, Susan Cawsey, Beryl Clayton, Anne de Cosson, Linda Dobson Sayer, Val Dudoward, Sandy Dunlop, Donna Dussault, Jory Faibish, Cheryl Farmer, Brian Frank, Maureen Garrity, Maureen Hannah, Anne Harker, Terry Harris, Carolyn Hayes, Sandra Heath, Lori Henderson, Nancy Hinds, Bev Hurd, Kel Kelly, Tim Langdon, Mary Ann Lewis, Rob Lewis, Claudia Lowry, Laura Matsuda, Marguerite McCallion, Larry McCafferty, John McCandless, Rob McGregor, Derm McNulty, Julia Menard, Carol Myers, Terry Neiman, Christine Newton, Sena Paradis, Pam Penner, Ingrid Pipke, Jane Roberts, Sandra Rossi, Madeline Sauve, Lane Sherman, Rick Singer, Steve Smyth, Lillian Van Pelt, Heather Wheating, Gordon White, Kim White, Sharon Wilson, Liz Wouters, Susan Yerxa.

CERTIFICATE IN CONFLICT RESOLUTION - CHRONOLOGICAL COURSE LISTING

Refer to course descriptions for prerequisites and recommended advance work.

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

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

Courses in *ITALICS* are offered at the YWCA Downtown Vancouver or Community Partnership locations.
Courses in **BOLD** are offered evenings and Saturdays.

<u>Date</u>	<u>Course</u>	<u>Instructor</u>
January 17	7:00 - 9:00pm - Program & Career Information Session (BSJI 990V) Camosun College, Victoria	Nym Hughes
January 17-19	Resolving Conflict in the Workplace (CR110B)	Joan Balmer
January 19	<i>Reality Check: Negotiation (CR910) – Camosun College, Victoria</i>	Centre Assessor
January 22-24	<i>Resolving Conflict in the Workplace - YWCA DOWNTOWN (CR110B)</i>	Jill Schroder
January 22-24	Dealing with Anger (CR200)	Wendy Hilliard
January 24-26	Dealing with Interpersonal Conflict (CR110A)	Ed Jackson
January 25-26	<i>Critical Skills for Communicating in Conflict - YWCA DOWNTOWN (CR102)</i>	Terry Harris
January 25-27	<i>Resolving Conflict in the Workplace (BSJI 543V) – Camosun College, Victoria</i>	Ron Monk
January 31	7:00-9:00pm – Program & Career Information Session	Nym Hughes
January 31	<i>Assessments (CR950) – Camosun College, Victoria</i>	Centre Assessor
Jan 31-Feb 2	Negotiation Skills Level 1 (CR260)	Dale Zaiser
February 1-3	<i>Dealing with Interpersonal Conflict (CR110A) Okanagan University College, Vernon</i>	Kelly Henderson
February 5-7	Mediation Skills Level I (CR250)	Karen Haddigan
February 6	Reality Check: Negotiation (CR910)	Centre Assessor
February 6-7	<i>Critical Skills for Communicating in Conflict (BSJI 550V) – Camosun College, Victoria</i>	Brian Frank
February 7-9	Resolving Conflict in the Workplace (CR110B)	Nancy McPhee
February 8-9	Critical Skills for Communicating in Conflict (CR102)	Wendy Hilliard
February 8-10	<i>Negotiation Skills Level I (BSJI 541V) – Camosun College, Victoria</i>	Kelly Henderson
February 12-14	Dealing with Anger (CR200)	Elizabeth Azmier Stewart
February 13	Reality Check: Negotiation (CR910)	Centre Assessor
February 14-16	Dealing with Interpersonal Conflict (CR110A)	Wendy Hilliard
February 15	<i>Handling Conflict on the Telephone (BSJI 569V) – Camosun College, Victoria</i>	Dale Trimble
February 16-17	<i>Critical Skills for Communicating in Conflict (HHJI 018) Malaspina University College, Nanaimo</i>	Brian Frank
Feb 16, 17 & 24	Parent/Teen Mediation (CR419)	Sandy Dunlop
February 19-20	<i>Asserting Yourself in Conflict Situations - YWCA DOWNTOWN (CR105)</i>	Mario Govorchin
February 19-20	Shifting from Positions to Interests (CR302)	Arthur Ridgeway
February 20-22	Resolving Conflict in the Workplace (CR110B)	Joan Balmer
February 21-22	Unfinished Business (CR316)	Arthur Ridgeway
February 21-23	<i>Negotiation Skills Level I - YWCA DOWNTOWN (CR260)</i>	Wendy Hilliard
February 22	Assessments (CR950)	Centre Assessor
February 22-24	<i>Dealing with Interpersonal Conflict (BSJI 540V) Camosun College, Victoria</i>	Linda Dobson-Sayer
February 23	Assessments (CR950)	Centre Assessor

CERTIFICATE IN CONFLICT RESOLUTION - CHRONOLOGICAL COURSE LISTING

<u>Date</u>	<u>Course</u>	<u>Instructor</u>
February 26-27	Criticism: How to Give & Receive It (CR206)	Deborah White
Feb 26, 28 & March 3	Evening/Saturday Classes Critical Skills for Communicating in Conflict (CR102)	TBA
February 27-28	<i>Unfinished Business (BSJI 555V) – Camosun College, Victoria</i>	Arthur Ridgeway
February 28	Handling Conflict on the Telephone (CR101)	Dale Trimble
February 28	Assessments (CR950)	Centre Assessor
March 1	Assessments (CR950)	Centre Assessor
March 1-2	Critical Skills for Communicating in Conflict (CR102)	Jim Toogood
March 1-2	Mediation Skills Level III (CR829)	Michael Fogel
March 1-3	<i>Resolving Conflict in the Workplace (HHJI 005) Malaspina University College, Nanaimo</i>	Nancy Baker
March 2	Assessments (CR950)	Centre Assessor
March 2-3	<i>Shifting from Positions to Interests (CR302) Okanagan University College, Penticton</i>	Arthur Ridgeway
March 5-6	<i>Civil Procedure - YWCA Downtown (CR846)</i>	Terry Harris
March 5-7	Dealing with Interpersonal Conflict (CR110A)	Gary Harper
March 5, 6, 7 & 10	Evening/Saturday Classes Resolving Conflict in the Workplace (CR110B)	TBA
March 6-8	Mediation Skills Level I (CR250)	Donna Soules
March 7	Program & Career Information Session	Nym Hughes
March 7-9	<i>Dealing with Anger - YWCA DOWNTOWN (CR200)</i>	Nancy McPhee
March 8-10	Resolving Conflict in the Workplace (CR110B)	Kelly Henderson
March 8-10	<i>Dealing with Anger (BSJI 544V) Camosun College, Victoria</i>	Elizabeth Azmier-Stewart
March 12-14	Negotiation Skills Level I (CR260)	Mario Govorchin
March 12-16	Mediation Skills Level II (CR400)	Ron Monk
March 13	<i>Storytelling in Dispute Resolution (BSJI 570V) – Camosun College, Victoria</i>	Gary Harper
March 15-16	Asserting Yourself in Conflict Situations (CR105)	Jill Schroder
March 15-16	Working Through Impasse to Agreement (CR368)	Chris Knight
March 19	Use It or Lose It Clinic (CR930)	Centre Instructor/Coach
March 19-20	<i>Negotiating within a Labour Context YWCA DOWNTOWN (CR501)</i>	Deborah White/Larry Gregg
March 19-23	Negotiation Skills Level II (CR360)	Dale Zaiser
March 20-21	Group Dynamics (CR504)	Karen Haddigan
March 21-23	<i>Resolving Conflict in the Workplace YWCA DOWNTOWN (CR110B)</i>	Linda Dobson-Sayer
March 22	The Art of Reframing (CR366)	Karen Haddigan
March 22-23	<i>Critical Skills for Communicating in Conflict (CR102) University College of the Fraser Valley, Abbotsford</i>	Gary Harper
March 22-24	<i>Mediation Skills Level I (BSJI 542V) – Camosun College, Victoria</i>	Donna Soules
March 23	Reality Check: Negotiation (CR910)	Centre Assessor
March 26-27	Critical Skills for Communicating in Conflict (CR102)	Elizabeth Azmier-Stewart
March 26-28	Dealing with Interpersonal Conflict (CR110A)	Sue Yerxa
March 27	<i>The Creative Negotiator/Mediator (BSJI 572V) Camosun College, Victoria</i>	David Gouthro
March 27-29	Negotiation Skills Level I (CR260)	Deborah White

CERTIFICATE IN CONFLICT RESOLUTION - CHRONOLOGICAL COURSE LISTING

<u>Date</u>	<u>Course</u>	<u>Instructor</u>
March 28-30	Dealing with Anger (CR200)	Elizabeth Azmier-Stewart
March 28-30	<i>Resolving Conflict in the Workplace (CR110B)</i> <i>Sunshine Coast Community Services Society, Sechelt</i>	Jill Schroder
March 29-30	Managing the Hostile Individual (CR108)	Mario Govorchin
March 29-31	<i>Negotiation Skills Level I (HHJI 003)</i> <i>Malaspina University College, Nanaimo</i>	Donna Soules
March 30	Reality Check: Negotiation (CR910)	Centre Assessor
April 2-3	Negotiating with Difficult People (CR362)	Arthur Ridgeway
April 2-4	Resolving Conflict in the Workplace (CR110B)	Joan Balmer
April 3-5	Mediation Skills Level I (CR250)	Kelly Henderson
April 4	Assessments (CR950)	Centre Assessor
April 4	Program & Career Information Session (BSJI 990V) - Camosun College, Victoria	Nym Hughes
April 4-5	Reconciling Differences (CR834)	Arthur Ridgeway
April 5	Assessments (CR950)	Centre Assessor
April 5	The Creative Negotiator/Mediator (CR367)	David Gouthro
April 5-7	<i>Resolving Conflict in the Workplace (BSJI 543V) - Camosun College, Victoria</i>	Duncan Stewart
April 6	Assessments (CR950)	Centre Assessor
April 6-7	<i>Intercultural Communication (CR552)</i> <i>Okanagan University College, Penticton</i>	Jeanette Matson & Ed Eduljee
April 9	Ethical Dilemmas for Mediators (CR326)	Lee Turnbull & Peggy English
April 9-10	Asserting Yourself in Conflict Situations (CR105)	Jim Toogood
April 9-10	Integration of Perspective (CR322)	Barbara Ashley Phillips
April 10-12	Resolving Conflict in the Workplace (CR110B)	Ron Monk
April 11	Assessments (CR950)	Centre Assessor
April 11-12	Tools of Awareness (CR324)	Barbara Ashley Phillips
April 12	Assessments (CR950)	Centre Assessor
April 17-19	Negotiation Skills Level I (CR260)	Karen Haddigan
April 18	Program & Career Information Session	Nym Hughes
April 18-19	<i>Building Consensus (BSJI 567V) - Camosun College, Victoria</i>	Arthur Ridgeway
April 18-20	Dealing with Anger (CR200)	Joan Balmer
April 19-20, 23-25	Negotiation Skills Level II (CR360)	Mario Govorchin
April 20-21	<i>Shifting from Positions to Interests (HHJI 010)</i> <i>Malaspina University College, Nanaimo</i>	Arthur Ridgeway
April 23-25	<i>Mediation Skills Level I - YWCA DOWNTOWN (CR250)</i>	Donna Soules
April 23, 24, 25 & 28	Evening/Saturday Classes Dealing with Interpersonal Conflict (CR110A)	TBA
April 24-26	Resolving Conflict in the Workplace (CR110B)	Terry Harris
April 25	<i>Use It or Lose It Clinic - Camosun College, Victoria</i>	Centre Instructor/Coach
April 25-27	Dealing with Interpersonal Conflict (CR110A)	Duncan Stewart
April 26-27	<i>Dynamics of Power in Dispute Resolution - YWCA DOWNTOWN (CR314)</i>	Joan Balmer
April 26-28	<i>Negotiation Skills Level I (BSJI 541V)</i> <i>Camosun College, Victoria</i>	Elizabeth Azmier-Stewart

CERTIFICATE IN CONFLICT RESOLUTION - CHRONOLOGICAL COURSE LISTING

<u>Date</u>	<u>Course</u>	<u>Instructor</u>
April 26-28	<i>Dealing with Anger (CR200) – Okanagan University College, Vernon</i>	Ron Monk
April 30	Applying the Wisdom of Meditation in Everyday Conflict (CR109)	Dale Trimble
April 30-May 1	Critical Skills for Communicating in Conflict (CR102)	Jim Toogood
April 30-May 4	Mediation Skills Level II (CR400)	Deborah White
May 3-4	Mediating Consciously: Being Real and Becoming Aware (CR858)	Michael Fogel
May 3-5	<i>Dealing with Interpersonal Conflict (BSJI 540V) – Camosun College, Victoria</i>	Donna Soules
May 4	Reality Check: Negotiation (CR910)	Centre Assessor
May 7-8	<i>Shifting from Positions to Interests YWCA DOWNTOWN (CR302)</i>	Arthur Ridgeway
May 7-8	<i>Collective Bargaining: Negotiating in an Interest-based Way (BSJI 573V) Camosun College, Victoria</i>	Deborah White & Larry Gregg
May 7-9	Resolving Conflict in the Workplace (CR110B)	Sue Yerxa
May 7-11	<i>Negotiation Skills Level II (CR360) – Yukon College, Whitehorse</i>	TBA
May 7- 9 & 12	Evening/Saturday Classes: Negotiation Skills Level I (CR260)	TBA
May 9-10	Building Consensus (CR516)	Arthur Ridgeway
May 9-11	Dealing with Anger (CR200)	Nancy McPhee
May 9-11	<i>Dealing with Interpersonal Conflict - YWCA DOWNTOWN (CR110A)</i>	Ron Monk
May 10-11	Challenges of Facilitating (CR508)	Karen Haddigan
May 10-12	<i>Dealing with Anger (HHLJI 002) Malaspina University College, Nanaimo</i>	Elizabeth Azmier-Stewart
May 14	Reality Check: Negotiation (CR910)	Centre Assessor
May 14-15	Collective Bargaining (CR507)	Deborah White/Larry Gregg
May 14-16	Mediation Skills Level I (CR250)	Donna Soules
May 14-16	<i>Dealing with Anger (BSJI 544V) – Camosun College, Victoria</i>	Mario Govorchin
May 15-17	Negotiation Skills Level I (CR260)	Dale Zaiser
May 17	Reality Check: Negotiation (CR910)	Centre Assessor
May 17-18	Asserting Yourself in Conflict Situations (CR105)	Gary Harper
May 22	Use It or Lose It Clinic (CR930)	Centre Instructor/Coach
May 22-24	Resolving Conflict in the Workplace (CR110B)	Kelly Henderson
May 23	Assessments (CR950)	Centre Assessor
May 23-25	<i>Resolving Conflict in the Workplace (CR110B) University College of the Fraser Valley, Abbotsford</i>	Sue Yerxa
May 23-25 28-29	Negotiation Skills Level II (CR360)	Deborah White
May 24	Assessments (CR950)	Centre Assessor
May 25	Assessments (CR950)	Centre Assessor
May 28-30	<i>Negotiation Skills Level I - YWCA DOWNTOWN (CR260)</i>	Ron Monk
May 28-30	Mediation Skills Level I (CR250)	Terry Harris
May 29-31	Dealing with Interpersonal Conflict (CR110A)	Joan Balmer
May 29-June 2	<i>Negotiation Skills Level II (CR360) – Okanagan University College, Penticton</i>	Nancy McPhee
May 30-June 1	Dealing with Anger (CR200)	Mario Govorchin
May 31	Assessments (CR950)	Centre Assessor
May 31-June 1	<i>Designing Conflict Management Systems (CR848) - YWCA DOWNTOWN</i>	Chris Merchant
May 31-June 1	Critical Skills for Communicating in Conflict (CR102)	Ed Jackson

CERTIFICATE IN CONFLICT RESOLUTION - CHRONOLOGICAL COURSE LISTING

<u>Date</u>	<u>Course</u>	<u>Instructor</u>
May 31-June 1	<i>The Circle of Forgiveness (CR313)</i> Yukon College, Whitehorse	Barbara Ashley Phillips
May 31-June 2	<i>Mediation Skills Level I (BSJI 542V) – Camosun College, Victoria</i>	Brian Frank
June 1	Assessments (CR950)	Centre Assessor
June 4-5	Letting Go of Fear (CR323)	Barbara Ashley Phillips
June 4-5	<i>Designing Conflict Management Systems (CR848) – Yukon College, Whitehorse</i>	Chris Merchant
June 4-8	Mediation Skills Level II (CR400)	Karen Haddigan
June 5-6	<i>The Circle of Forgiveness (BSJI 575V)</i> Camosun College, Victoria	Barbara Ashley Phillips
June 6	Program & Career Information Session	Nym Hughes
June 6-8	Negotiation Skills Level I (CR260)	Jim Toogood
June 7-8	<i>Designing Conflict Management Systems (BSJI 574V)</i> Camosun College, Victoria	Chris Merchant
June 7-8	Mediating Dangerously (CR407)	Ken Cloke/Joan Goldsmith
June 9, 16, 23	Saturday Classes: Resolving Conflict in the Workplace (CR110B)	Ed Jackson
June 11-12	Shifting from Positions to Interests (CR302)	Arthur Ridgeway
June 11-12	<i>Asserting Yourself in Conflict Situations (HHJI 015)</i> Malaspina University College, Nanaimo	Ron Monk
June 11-15	<i>Negotiation Skills Level II – YWCA DOWNTOWN (CR360)</i>	Mario Govorchin
June 11, 12, 13 & 16	Evening/Saturday Classes Dealing with Anger (CR200)	TBA
June 12-14	Mediation Skills Level I (CR250)	Deborah White
June 12-16	<i>Negotiation Skills Level II (BSJI 545V) – Camosun College, Victoria</i>	Nancy McPhee
June 13-14	Unfinished Business (CR316)	Arthur Ridgeway
June 14-16	Dealing with Interpersonal Conflict (CR110A)	Joan Balmer
June 18	<i>The Art of Reframing (BSJI 571V) – Camosun College, Victoria</i>	Ron Monk
June 18-19	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee
June 18-19	Mediating Court-Based & Non-Relationship Cases (CR460)	Jim Toogood
June 20	The Art of Reframing (CR366)	Karen Haddigan
June 20-22	Dealing with Anger (CR200)	Nancy McPhee
June 22	<i>Reality Check: Negotiation (BSJI 557V) – Camosun College, Victoria</i>	Centre Assessor
June 25-26	Critical Skills for Communicating in Conflict (CR102)	Ed Jackson
June 25-27	Facilitating & Mediating Multi-Party Disputes (CR520)	Sally Campbell
June 25-27	<i>Resolving Conflict in the Workplace - YWCA DOWNTOWN (CR110B)</i>	Jill Schroder
June 26-28	Negotiation Skills Level I (CR260)	Dale Zaiser
June 28	<i>Handling Conflict on the Telephone - YWCA DOWNTOWN (CR101)</i>	Dale Trimble
June 29	Assessments (CR950) - Camosun College, Victoria	Centre Assessor
July 3-5	Mediation Skills Level I (CR250)	Kelly Henderson
July 4-6	Resolving Conflict in the Workplace (CR110B)	Duncan Stewart
July 5-7	<i>Resolving Conflict in the Workplace (BSJI 543V)</i> Camosun College, Victoria	Linda Dobson-Sayer
July 6	Storytelling in Dispute Resolution (CR405)	Gary Harper
July 9-10	Shifting from Positions to Interests (CR302)	Arthur Ridgeway
July 9-10	<i>Critical Skills for Communicating in Conflict (BSJI 550V)</i> Camosun College, Victoria	Duncan Stewart

CERTIFICATE IN CONFLICT RESOLUTION - CHRONOLOGICAL COURSE LISTING

<u>Date</u>	<u>Course</u>	<u>Instructor</u>
July 9-11	Dealing with Anger (CR200)	Joan Balmer
July 9-11	<i>Dealing with Defensiveness in Conflict - YWCA DOWNTOWN (CR319)</i>	Donna Soules
July 10-11	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee
July 11-12	Negotiating with Difficult People (CR362)	Arthur Ridgeway
July 12-13	<i>Critical Skills for Communicating in Conflict - YWCA DOWNTOWN (CR102)</i>	Gary Harper
July 14	Use It or Lose It Clinic (CR930)	Centre Instructor/Coach
July 14,21,28	Saturday Classes: Resolving Conflict in the Workplace (CR110B)	Ed Jackson
July 16	Reality Check: Negotiation (CR910)	Centre Assessor
July 16-18	Dealing with Interpersonal Conflict (CR110A)	Linda Dobson-Sayer
July 17-19	Negotiation Skills Level I (CR260)	Kelly Henderson
July 18-19	Separate Meetings: Pre-Mediation and Caucusing (CR415)	Michael Fogel
July 19-21	Resolving Conflict in the Workplace (CR110B)	Gary Harper
July 19-20, 23-25	Mediation Skills Level II (CR400)	Deborah White
July 23	Reality Check: Negotiation (CR910)	Centre Assessor
July 23-24	Civil Procedure (CR846)	Terry Harris
July 23-25	<i>Mediation Skills Level I – YWCA DOWNTOWN (CR250)</i>	Jill Schroder
July 23-27	<i>Mediation Skills Level II (BSJI 546V) – Camosun College, Victoria</i>	Ron Monk
July 25-27	Dealing with Anger (CR200)	Nancy McPhee
July 25-27, 30-31	Negotiation Skills Level II (CR360)	Dale Zaiser
July 26-27	<i>Criticism: How to Give & Receive It (CR206) - YWCA DOWNTOWN</i>	Deborah White
July 30	Reality Check: Negotiation (CR910)	Centre Assessor
July 30	<i>Assessments (CR950) – Camosun College, Victoria</i>	Centre Assessor
July 31-Aug. 2	Negotiation Skills Level I (CR260)	Gary Harper
August 1-2	Critical Skills for Communicating in Conflict (CR102)	Deborah White
August 2	Reality Check: Negotiation (CR910)	Centre Assessor
August 2-3	The Circle of Forgiveness (CR313)	Barbara Ashley Phillips
August 7-9	Dealing with Interpersonal Conflict (CR110A)	Jill Schroder
August 8-10	Mediation Skills Level I (CR250)	Ed Jackson
August 9	Assessments (CR950)	Centre Assessor
August 10	Assessments (CR950)	Centre Assessor
August 13-14	Managing the Hostile Individual (CR108)	Mario Govorchin
August 13-15	Resolving Conflict in the Workplace (CR110B)	Gary Harper
August 13-17	<i>Mediation Skills Level II - YWCA DOWNTOWN (CR400)</i>	Ron Monk
August 15	Assessments (CR950)	Centre Assessor
August 16	Assessments (CR950)	Centre Assessor
August 16	The Creative Negotiator/Mediator (CR367)	David Gouthro
August 17	Assessments (CR950)	Centre Assessor
August 17	Balancing Empathy and Assertion (CR325)	Stacey Holloway
August 20-22	Negotiation Skills Level I (CR260)	Dale Zaiser
August 20-22	Conflict and Diversity: Key Challenges for the New Workplace (CR837)	Ed Eduljee, Charles Boehm-Hill, & Jeannette Matson

CERTIFICATE IN CONFLICT RESOLUTION - CHRONOLOGICAL COURSE LISTING

<u>Date</u>	<u>Course</u>	<u>Instructor</u>
August 20-24	Negotiation Skills Level II (CR360)	Mario Govorchin
August 22-24	Dealing with Interpersonal Conflict (CR110A)	Kelly Henderson
August 23-24	Asserting Yourself in Conflict Situations (CR105)	Nancy McPhee
August 27-28	Critical Skills for Communicating in Conflict (CR102)	Sue Yerxa
August 27-29	Dealing with Anger (CR200)	Joan Balmer
August 28-30	Resolving Conflict in the Workplace (CR110B)	Jim Toogood
August 28-30	Mediation Skills Level I (CR250)	Karen Haddigan

CCR - COMMUNITY PARTNERSHIPS - COURSE LISTING

A few helpful hints:

- Registration is with the cosponsoring organization, except where noted.
- Class size is limited, and minimum registration cancellation deadlines apply.
- Cancellation and Refund policies differ—the policy of the organization where you register will apply.
- Courses marked with * are credit courses for:

Conflict Resolution Certificate Program (CCR) and Peacemaking and Restorative Justice Program (PRJ)

Register **EARLY**
and avoid
disappointment!

FRASER VALLEY & SUNSHINE COAST

UNIVERSITY COLLEGE OF THE FRASER VALLEY, ABBOTSFORD

Continuing Education, 33844 King Road

Information: Barb Harms (604) 854-4527 / harmsb@ucfv.bc.ca. Registration: (604) 864-4626

March 22-23	CR102	*Critical Skills for Communicating in Conflict	Gary Harper	Marshall Rd	\$295
May 23-25	CR110B	*Resolving Conflict in the Workplace	Sue Yerxa	Main Campus	\$425

SUNSHINE COAST COMMUNITY SERVICES SOCIETY, SECHELT

5638 Inlet Avenue

Information & Registration: (604) 885-5881

Mar 28-30	CR110B	*Resolving Conflict in the Workplace	Jill Schroder		\$TBA
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VANCOUVER ISLAND

CAMOSUN COLLEGE, VICTORIA

Interurban Campus, 4461 Interurban Road

Information: School of Business (250) 370-4565 Registration: (250) 370-3841 or (250) 592-1556

Jan 17 7-9 pm		Program & Career Information Session(BSJI 990V)	Nym Hughes	NoChge
Jan 19	CR910	Reality Check: Negotiation		
		Registration: JIBC (604) 528-5590 / www.jibc.bc.ca	CCR Assessor	\$180
Jan 25-27	CR110B	*Resolving Conflict in the Workplace (BSJI 543V)	Ron Monk	\$425
Jan 31	CR950	Conflict Resolution/Negotiation Skills Assessment	CCR Assessor	\$275
		Registration: Lorraine Savidan (604) 528-5683		
Feb 6-7	CR102	*Critical Skills for Communicating in Conflict (BSJI 550V)	Brian Frank	\$325
Feb 8-10	CR260	*Negotiation Skills Level I (BSJI 541V)	Kelly Henderson	\$425

CAMOSUN COLLEGE, VICTORIA continued

Interurban Campus, 4461 Interurban Road

Information: School of Business (250) 370-4565 Registration: (250) 370-3841 or (250) 592-1556

Feb 15	CR101	Handling Conflict on the Telephone (BSJI 569V)	Dale Trimble	\$180
Feb 22-24	CR110A	*Dealing with Interpersonal Conflict (BSJI 540V)	Linda Dobson-Sayer	\$425
Feb 27-28	CR316	Unfinished Business (BSJI 555V)	Arthur Ridgeway	\$325
Mar 8-10	CR200	*Dealing with Anger (BSJI 544V)	Elizabeth Azmier-Stewart	\$425
Mar 13	CR405	Storytelling in Dispute Resolution (BSJI 570V)	Gary Harper	\$180
Mar 22-24	CR250	*Mediation Skills Level I (BSJI 542V)	Donna Soules	\$425
Mar 27	CR367	The Creative Negotiator/Mediator (BSJI 572V)	David Gouthro	\$180
Apr 4, 7-9pm		Program & Career Information Session (BSJI 990V)	Nym Hughes	NoChge
Apr 5-7	CR110B	*Resolving Conflict in the Workplace (BSJI 543V)	Duncan Stewart	\$425
Apr 18-19	CR516	*Building Consensus (BSJI 567V)	Arthur Ridgeway	\$325
Apr 25	CR930	Use It or Lose It Registration: JIBC (604) 528-5590/www.jibc.bc.ca	CCR Instructor/Coach	\$165
Apr 26-28	CR260	*Negotiation Skills Level I (BSJI 541V)	Elizabeth Azmier-Stewart	\$425
May 3-5	CR110A	*Dealing With Interpersonal Conflict (BSJI 540V)	Donna Soules	\$425
May 7-8	CR507	Collective Bargaining: Negotiating in an Interest-based Way (BSJI 573V)	Deborah White Larry Greg	\$325
May 14-16	CR200	*Dealing with Anger (BSJI 544V)	Mario Govorchin	\$425
May 31-Jun 2	CR250	*Mediation Skills Level I (BSJI 542V)	Brian Frank	\$425
Jun 5-6	CR313	*The Circle of Forgiveness (BSJI 575V)	Barbara Ashley Phillips	\$325
Jun 7-8	CR848	Designing Conflict Management Systems (BSJI 574V)	Chris Merchant	\$325
Jun 12-16	CR360	*Negotiation Skills Level II (BSJI 545V)	Nancy McPhee	\$650
Jun 18	CR366	The Art of Reframing (BSJI 571V)	Ron Monk	\$180
June 22	CR910	Reality Check Registration: JIBC (604) 528-5590 / www.jibc.bc.ca	CCR Assessor	\$180
June 29	CR950	Conflict Resolution/Negotiation Skills Assessment Registration: Lorraine Savidan (604) 528-5683	CCR Assessor	\$275
July 5-7	CR110B	*Resolving Conflict in the Workplace (BSJI 543V)	Linda Dobson-Sayer	\$425
July 9-10	CR102	*Critical Skills for Communicating in Conflict (BSJI 550V)	Duncan Stewart	\$325
July 23-27	CR400	*Mediation Skills Level II (BSJI 546V)	Ron Monk	\$650
July 30	CR950	*Conflict Resolution/Negotiation Skills Assessment Registration: Lorraine Savidan (604) 528-5683	CCR Assessor	\$275

Fall 2001

Check out the "What's New" page on our website for information on our fall course offerings.

CCR - COMMUNITY PARTNERSHIPS - COURSE LISTING

MALASPINA UNIVERSITY COLLEGE, NANAIMO

Learning Connections, 900 - 5th Street.

Information: (250) 755-8775 Registration: (250) 755-8755

Feb 16-17	CR102	*Critical Skills for Communicating in Conflict (HHJI 018)	Brian Frank	\$350
Mar 1-3	CR110B	*Resolving Conflict in the Workplace (HHJI 005)	Nancy Baker	\$460
Mar 29-31	CR260	*Negotiation Skills Level I (HHJI 003)	Donna Soules	\$460
Apr 20-21	CR302	Shifting from Positions to Interests (HHJI 010)	Arthur Ridgeway	\$350
May 10-12	CR200	*Dealing with Anger (HHJI002)	Elizabeth Azmier-Stewart	\$460
Jun 11-12	CR105	*Asserting Yourself in Conflict Situations (HHJI 015)	Ron Monk	\$350

THOMPSON - OKANAGAN

OKANAGAN UNIVERSITY COLLEGE, PENTICTON & VERNON

Penticton Continuing Education, 583 Duncan Avenue West

Information: Joyce Hoglund (250) 492-4305 Registration: (250) 490-3959

Vernon Continuing Education, 2899-30th Avenue

Information: Vi Brett (250) 503-2650 Registration Fax: (250) 503-2653

Feb 1-3	CR110A	*Dealing with Interpersonal Conflict	Kelly Henderson	Vernon	\$495
Mar 2-3	CR302	Shifting from Positions to Interests	Arthur Ridgeway	Penticton	\$395
Apr 6-7	CR552	Intercultural Communication	Jeanette Matsen & Ed Eduljee	Penticton	\$395
Apr 26-28	CR200	*Dealing with Anger	Ron Monk	Vernon	\$495
May 29-Jun 2	CR360	*Negotiation Skills Level II	Nancy McPhee	Penticton	\$TBA

YUKON

YUKON COLLEGE, WHITEHORSE

Professional Studies, 500 College Drive

Information: Stu Mackay (867) 668-8751 Registration: (867) 668-8710 Toll-Free: 1-800-661-0504

May 7-11	CR360	*Negotiation Skills Level II	TBA	\$TBA
May 31-Jun 1	CR313	*The Circle of Forgiveness	Barbara Ashley Phillips	\$TBA
Jun 4-5	CR848	Designing Conflict Management Systems	Chris Merchant	

NORTHERN VANCOUVER ISLAND CARIBOO AND NORTH COAST:

North Island College, College of New Caledonia and Northwest Community College and the JI Centre for Conflict Resolution will not be offering CR Certificate Program courses in Campbell River, Quesnel, Terrace, or Prince Rupert this spring. We will be looking at the Fall 2001 term over the next few months.

For further information or comments/requests, please contact :

CAMPBELL RIVER, North Island College

Alexandra Morley, Community Education & Outreach Programs

e-mail: morley@nic.bc.ca or telephone: 250-923-9790

QUESNEL, College of New Caledonia

Veanna Kimmie at kimmiev@cnc.bc.ca or (250) 991-7531

TERRACE, Northwest Community College

Joan Daniels at jdaniels@nwcc.bc.ca or (250) 638-6035

PRINCE RUPERT, Northwest Community College

Nancy Oliver at noliver@noradm.nwcc.bc.ca or (250) 624-6054

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Conflict Resolution Training in Action



DEALING WITH INTERPERSONAL CONFLICT (CR110A)

Prerequisite: None

Evening/Saturday Classes: (6:30pm-10:00pm)

Apr 23, 24, 25 & Sat Apr 28 (9:00am-5:00pm)

*See page 14 for
course description.*

RESOLVING CONFLICT IN THE WORKPLACE (CR110B)

Prerequisite: None

Evening/Saturday Classes: (6:30pm-10:00pm)

Mar 5, 6, 7 & Sat Mar 10 (9:00am-5:00pm)

or Sat June 9, 16, 23 (9:00am-5:00pm)

or Sat July 14, 21, 28 (9:00am-5:00pm)

*See page 14 for
course description.*

NEGOTIATION SKILLS LEVEL I (CR260)

Prerequisite: CR110A or CR110B

Evening/Saturday Classes: (6:30pm-10:00pm)

May 7, 8, 9 & Sat May 12 (9:00am-5:00pm)

*See page 15 for
course description.*

DEALING WITH ANGER (CR200)

Prerequisite: CR110A or CR110B

Recommended: CR260

Evening/Saturday Classes: (6:30pm-10:00pm)

June 11, 12, 13 & Sat June 16 (9:00am-5:00pm)

*See page 15 for
course description.*

CRITICAL SKILLS FOR COMMUNICATING IN CONFLICT (CR102)

Prerequisites: None

Evening/Saturday Classes: (6:30pm-10:00pm)

Feb. 26, 28 & Sat Mar 3 (9:00am-5:00pm)

*See page 20 for
course description.*

FIRST NATIONS NEGOTIATION SKILLS CERTIFICATE

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

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

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

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

Required Courses

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

Elective Courses

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

For further information about this program please contact:

Marg Huber, Director, Centre for Conflict Resolution

Telephone: (604) 528-5613; e-mail: mhuber@jibc.bc.ca

Renee Nyberg-Smith, First Nations Advisor

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

Karen Falk, Program Planner, Centre for Conflict Resolution

Telephone: (604) 528-5615; e-mail: kfalk@jibc.bc.ca

*A program for
people in schools,
institutions,
organizations and
communities*

This certificate program has been designed in response to the requests from those in community justice programs, schools, organizations, and the justice system for comprehensive training in the principles and practices of peacemaking and restorative justice. It is not just for criminal justice professionals. There have been many, many experiences around the world using these practices for purposes other than dealing with crimes. We have developed the curriculum with this in mind. The certification program offers an opportunity to gain a broadly based understanding of community and restorative justice.

The program is comprised of **36 days (252 hours)** of training, as well as a field work component and assessment. Required courses total 22 days (154 hours) and elective courses total 14 days (98 hours). This calendar (January – August 2001) concentrates primarily on Required courses, and elective courses will be developed over the upcoming semesters. Courses are 2 – 3 days in length.

What is Peacemaking and Restorative Justice?

Peacemaking differs from other forms of appropriate dispute resolution in its emphasis on:

- generating an awareness of and an ability to act on personal values;
- drawing upon the mental, spiritual, emotional and physical dimensions of conflict;
- building better relationships through mutual respect and understanding;
- creating spaces for all participants to share responsibility for designing and running the process and for outcomes;
- building new partnerships across disciplines, cultures and other divisions that normally separate people in organizations and communities;
- drawing on and encouraging a holistic approach to practice.

Restorative Justice practices vary immensely - from mediation to peacemaking circles. The principles of each practice differ, but shape a common theme in emphasizing shared problem solving, healing, reconciliation and less dependence on formal processes, on the State and upon professional expertise. Many community and restorative justice practices depend upon and forge partnerships within community, within service agencies, and between communities and service agencies.

The practices and principles of restorative justice can be adapted to schools, institutions, child protection and many other kinds of conflict outside the justice system, including problem solving and team building within institutions.

Approach to Training

The program has been developed with the belief that there are many approaches to practice, any one of which may be more or less appropriate in a given situation. There is a wide divergence of views on what constitutes best practice within the field of peacemaking and restorative justice, and approaches to practice are value laden.

We do not espouse any particular approach to practice, but rather, strongly encourage participants to learn many different approaches, so as to better select or design an approach that is appropriate for the situation. We value flexibility and context specific process. Courses are culturally sensitive and co-instructed whenever possible to represent differing cultural and professional perspectives and orientations. Our instructional team is comprised of organizational specialists, educators, community development specialists, justice system professionals and those experienced in community programs, and includes several First Nations instructors.

Our student base also reflects this diversity, which we believe enhances the overall learning environment.

The Fundamentals course provides an orientation to peacemaking and restorative justice. It is our belief that it is essential that participants have a solid base of understanding of the philosophy and principles which underlie all work in this field. Furthermore, this course ties together all the major themes of the program. Accordingly, we recommend you take it as your first course.

Availability of Courses


These JI Peacemaking and Restorative Justice courses are widely available in BC and the Yukon through the following colleges: Malaspina University College in Nanaimo, Okanagan University College (multiple sites) Yukon College in Whitehorse. Other locations including Quesnel and Terrace will be added in the future.

Credit for Related Training

Several of the required and elective courses are also offered on the Conflict Resolution Certificate Program. Participants taking these courses can receive credit for the course against both programs. Selected courses from the Conflict Resolution program may be counted as elective credit on this program; however, **no more than 50% of elective credit on the Peacemaking and Restorative Justice program may be comprised of Conflict Resolution courses** (see notations beside relevant courses). Other courses in related areas may be considered for equivalent elective credit. Prior Learning Assessment and Recognition (PLAR) assessments are available to assess equivalent training and experience.

Choosing Your Coursework

This program has been developed to address the learning needs of a wide range of individuals and groups, and themes are streamed, which allows participants to specialize through courses that focus on their area of interest. All program themes are addressed in the fundamentals course, deepened in the related required course, and then expanded upon in elective coursework in one of several contexts. For example, someone interested in working with victims will find relevant material in the Fundamentals course, the required course on Psychology of Victims, then in one of three elective courses focused on victims in criminal justice, educational or organizational contexts. Or those with a focus on institutions may wish to choose coursework that includes the fundamentals course, a course in Peacemaking Circles, and a specialization in Designing and Implementing Processes in Organizations, or Problem Solving with Small and Large Groups. In a similar manner, specialized courses are available for those whose focus is working in a school setting, in addition to the relevant required course. The program presents a wide range of options that enable participants to see how these techniques may be used in many different forums and communities.



Total elective days:	14 days
Total course days in the certificate program:	36 days
Total course hours in the certificate program:	252 hours
Field Work:	3 days
Assessment	

Certificate Program Objectives:

- To develop an understanding of the principles and practice of Peacemaking and Restorative Justice;
- To develop skills, values and knowledge related to Peacemaking and Restorative Justice;
- To promote community development through training;
- To encourage organizations, institutions, schools and communities to design practices appropriate for the context in which they are to be applied;
- To assist community programs to develop credibility and accountability through training;
- To encourage practice that is responsive to the needs of communities;
- To build relationships between participants in institutions, organizations, agencies, schools, communities and the justice system, as well as between these constituent groups.

PEACEMAKING AND RESTORATIVE JUSTICE - COURSES

Required Courses:

Fundamentals in Peacemaking and Restorative Justice (PRJ100) 3 days

It is strongly recommended you begin your program with this course.

Critical Skills for Communicating in Conflict, CR102 2 days
(This course is an elective on the Conflict Resolution Certificate Program)

Values-based Approach to Conflict*, PRJ101 2 days

Dealing with Emotions, PRJ102 is under development. 3 days
CR200 Dealing with Anger on the Conflict Resolution Certificate Program
may be substituted for this course.

Psychology of Victims, PRJ103 2 days

Take two of:

Psychology of Offenders, PRJ200 2 days

Building Constructive Connections within Institutions and Communities, PRJ201 2 days

Challenges of Facilitation, CR508 2 days
This course is an elective on the Conflict Resolution Certificate Program.

Subtotal of: 4 days

Courses over 2 in this cluster may be counted towards elective credit on the program.

Take two of:

Victim Offender Mediation*, PRJ202 3 days

Mediation Level I*, CR250 3 days
This course is offered in the Conflict Resolution Certificate Program.

Community Accountability Panels, PRJ203 3 days

Community Conferencing *, PRJ204 3 days

Peacemaking Circles: A Process for Building Consensus & Relationships *, PRJ205 3 days

Subtotal of: 6 days

Courses over 2 in this cluster may be counted towards elective credit on the program.

TOTAL DAYS FOR REQUIRED COURSES:

22 DAYS

* Courses marked with an asterisk may be counted as elective credit towards the Certificate in Conflict Resolution.

Circumstances beyond our control may require the Centre to substitute an instructor. Where possible, we will attempt to notify participants in advance.

PEACEMAKING AND RESTORATIVE JUSTICE - COURSES

Electives:

Volunteer Care/Management/Recruitment, PRJ206	2 days
Spirituality and Conflict*, PRJ207	2 days
Ceremony and Ritual: Their Role in Conflict Resolution*, PRJ208	2 days
Victims of Crime, PRJ209	2 days
Victimization within Institutions, PRJ210	2 days
Physical and Emotional Abuse within Schools, PRJ211	2 days
Designing & Implementing Peacemaking/Restorative Justice Processes in Schools*, PRJ212	2 days
Designing & Implementing Peacemaking/Restorative Justice Processes in Organizations*, PRJ213	2 days
Multicultural and Intercultural Conflict*, PRJ214	2 days
Role of Circle Keepers, PRJ215	3 days
Sentencing Process, PRJ216	2 days
Community Development (Advanced), PRJ217	2 days
The Process of Healing: Victims, Offenders, Community, PRJ218	2 days
Problem Solving in Small and Large Groups, PRJ219	2 days
Child Protection and Restorative Justice Practices, PRJ220	2 days
Power Dynamics and Imbalances*, PRJ221	2 days

Note: where two courses in a Required Course cluster have been selected to meet core requirements, other courses in the cluster may be taken as elective credit.

The following core or elective courses on the Conflict Resolution Certificate Program may also be counted as elective credit on this Program:

No more than 50% of elective credit on this Program may be comprised of the core or elective courses on the Conflict Resolution Certificate Program indicated above.	Asserting Yourself in Conflict Situations, CR105	2 days
	Dealing with Interpersonal Conflict, CR110A/B	3 days
	Negotiation Skills Level I, CR260	3 days
	Circle of Forgiveness, CR313	2 days
	Dealing with Defensiveness in Conflict, CR319	3 days
	Building Consensus, CR516	2 days
	Negotiation Skills Level II, CR360	5 days
	Mediation Skills Level II, CR400	5 days
	Group Dynamics, CR504	2 days

Selected courses offered through other divisions at the JI will be assessed for elective credit in this program. These include but are not limited to:

Dynamics of Violence Against Women in Relationships • Dynamics of Child Abuse
Dynamics of Abuse Against Seniors • Leadership and Power Sharing

TOTAL ELECTIVE DAYS:	14 DAYS
TOTAL COURSE DAYS IN THE CERTIFICATE PROGRAM:	36 DAYS
TOTAL COURSE HOURS IN THE CERTIFICATE PROGRAM:	252 HOURS
FIELD WORK:	3 DAYS
ASSESSMENT	

PEACEMAKING AND RESTORATIVE JUSTICE - COURSES

FUNDAMENTALS IN PEACEMAKING AND RESTORATIVE JUSTICE (PRJ100)

Prerequisites: None
Length: 3 days
Recommended Reading: *Changing Lenses*, Howard Zehr

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Mar 5-7	Sandra Rossi & Sue Yerxa	JI Campus
Mar 14-16	Gina Nagano, Barry Stuart & Phil Gatensky	Yukon College, Whitehorse
Mar 8-10	Barbara Burns & Gina Nagano	Malaspina University College, Nanaimo
May 2-4	MaryAnne Arcand & Sue Yerxa	Okanagan University College, Penticton
May 9-11	Terry Waterhouse & Gina Nagano	JI Campus

Fee: \$405 - for JI Campus
 \$460 - for Malaspina University College
 \$495 - for Okanagan University College
 \$300 - for Yukon College

CRITICAL SKILLS FOR COMMUNICATING IN CONFLICT (CR102)

For course description see page 20.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Jan 25-26	Terry Harris	YWCA Downtown
Feb 6-7	Brian Frank	Camosun College, Victoria
Feb 8-9	Wendy Hilliard	JI Campus
Feb 16-17	Brian Frank	Malaspina College, Nanaimo
Mar 1-2	Jim Toogood	JI Campus
Mar 22-23	Gary Harper	UCFV, Abbotsford
Mar 26-27	Elizabeth Azmier-Stewart	JI Campus
Apr 6-7	Gary Harper	NWCC, Terrace
Apr 30-May 1	Jim Toogood	JI Campus
May 31-Jun 1	Ed Jackson	JI Campus
Jun 25-26	Ed Jackson	JI Campus
Jul 9-10	Duncan Stewart	Camosun College, Victoria
Jul 12-13	Gary Harper	YWCA Downtown
Aug 1-2	Deborah White	JI Campus
Aug 27-28	Sue Yerxa	JI Campus

Fee: \$270 - for JI and YWCA Campus
 \$295 - for UCFV
 \$325 - for Camosun College
 \$350 - for Malaspina University College

VALUES-BASED APPROACH TO CONFLICT (PRJ101)

Highly recommended: PRJ100
Length: 2 days

Values are central and integral to all practice in peacemaking and restorative justice. They are at the heart of our effectiveness in terms of the work we do and how we live our lives. This course will assist participants to identify core personal values, and the conduct that would align with those values. We will also examine the values and value clusters that underlie different approaches to peacemaking and restorative justice practices; then assess outcomes of those practices in terms of their alignment with personal and community values. The course will focus on awareness and clarification as well as the price we pay when our conduct and actions are incongruent with our values – and the choice we always have in our lives.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Apr 19-20	Barry Stuart & Mark Wedge	JI Campus
Apr 26-27	Mark Wedge, Ron Fyfe & Rose Wilson	Yukon College, Whitehorse
June 1-2	Jacque Stevilak & Sam Stevens	Malaspina University College, Nanaimo

Fee: \$270 - for JI Campus
 \$350 - for Malaspina University College
 \$300 - for Yukon College

Watch our website for frequent updates!

PEACEMAKING AND RESTORATIVE JUSTICE - COURSES

DEALING WITH ANGER (CR200)

DEALING WITH EMOTIONS - UNDER DEVELOPMENT

For course description see page 15.

Date	Instructor	Location
Jan 22-24	Wendy Hilliard	JI Campus
Feb 12-14	Elizabeth Azmier-Stewart	JI Campus
Mar 7-9	Nancy McPhee	YWCA Downtown
Mar 8-10	Elizabeth Azmier-Stewart	Camosun College, Victoria
Mar 28-30	Elizabeth Azmier-Stewart	JI Campus
Apr 18-20	Joan Balmer	JI Campus
Apr 26-28	Ron Monk	OVC, Vernon
May 9-11	Nancy McPhee	JI Campus
May 10-12	Elizabeth Azmier-Stewart	Malaspina University College, Nanaimo
May 14-16	Mario Govorchin	Camosun College, Victoria
May 30-Jun 1	Mario Govorchin	JI Campus
Jun 20-22	Nancy McPhee	JI Campus
Jul 9-11	Joan Balmer	JI Campus
Jul 25-27	Nancy McPhee	JI Campus
Apr 26-28	Ron Monk	Okanagan University College, Vernon
Aug 27-29	Joan Balmer	JI Campus
April 26-28	TBA	Malaspina University College, Nanaimo
April 26-28	TBA	Okanagan University College, Penticton

Fee: \$270 - for JI and YWCA Campus
 \$425 - for Camosun College
 \$460 - for Malaspina University College
 \$495 - Okanagan University College

Watch our website for frequent updates!

PSYCHOLOGY OF VICTIMS (PRJ103)

Highly Recommended: PRJ100

Length: 2 days

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

Date	Instructor	Location
Mar 26-27	Joe Solanto	JI Campus
May 7-8	Joe Solanto	Yukon College, Whitehorse
TBA	Joe Solanto	Okanagan University College, Penticton

Fee: \$270 - for JI Campus
 \$395 - Okanagan University College
 \$300 - Yukon College

BUILDING CONSTRUCTIVE CONNECTIONS WITHIN INSTITUTIONS & COMMUNITIES (PRJ201)

Highly Recommended: PRJ100

Length: 2 days

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

Date	Instructor	Location
Jun 12-13	MaryAnne Arcand & Christiane Boisjoly	JI Campus

Fee: \$270 - for JI Campus

PEACEMAKING AND RESTORATIVE JUSTICE - COURSES

CHALLENGES OF FACILITATION (CR508)

Prerequisites: CR110A or CR110B, CR260 or CR250

Recommended: CR504

Length: Two Days (14 hours)

For course description see page 19.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
May 10-11	Karen Haddigan	Jl Campus
Fee	\$270 - for Jl Campus	

MEDIATION LEVEL I (CR250)

Prerequisite: CR110A or CR110B

Recommended: CR260

Length: Three Days (21 hours)

For course description see page 15.

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Feb 5-7	Karen Haddigan	Jl Campus
Mar 6-8	Donna Soules	Jl Campus
Mar 22-24	Donna Soules	Camosun College, Victoria
Apr 3-5	Kelly Henderson	Jl Campus
Apr 23-25	Donna Soules	YWCA Downtown
May 14-16	Donna Soules	Jl Campus
May 28-30	Terry Harris	Jl Campus
Jun 12-14	Deborah White	Jl Campus
Jul 3-5	Kelly Henderson	Jl Campus
Jul 23-25	Jill Schroeder	YWCA Downtown
Aug 8-10	Ed Jackson	Jl Campus
Aug 28-30	Karen Haddigan	Jl Campus

Fee: **\$405 - for Jl & YWCA Campus**
\$425 - for Camosun

COMMUNITY CONFERENCING (PRJ204)

Highly Recommended:

PRJ100

Length:

3 days

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
April 5-7	Jacquie Stevilak & Gail Daniels	Malaspina University College, Nanaimo
May 2-4	Jacquie Stevilak & Gail Daniels	Jl Campus
July 16-18	Jacquie Stevilak, Gina Nagano & Laura Watt	Jl Campus

Fee: **\$405 - for Jl Campus**
\$460 - for Malaspina University College

Circumstances beyond our control may require the Centre to substitute an instructor. Where possible, we will attempt to notify participants in advance.

PEACEMAKING AND RESTORATIVE JUSTICE - COURSES

PEACEMAKING CIRCLES: A PROCESS FOR BUILDING CONSENSUS & RELATIONSHIPS (PRJ205) (FORMERLY CR315)

Highly Recommended: PRJ100
Length: 3 days

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
May 23-25	Barry Stuart & Mark Wedge	Vancouver Rowing Club, Stanley Park
June 25-27	Harol Gatensby, Colleen James & Phil Gatensby	Nares Mountain, Yukon

Fee: \$450 - for JI Campus only
\$300* - for Yukon (*Plus Activity fee)

*Note: May session includes coffee, lunches.
June session includes a special instruction sheet for the workshop.*

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

Highly Recommended: PRJ101; PRJ205
Length: 2 days

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Aug 27-28	Terry Waterhouse, Nancy Hinds & Laura Watt	JI Campus

Fee: \$270 - for JI Campus

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

Highly Recommended: PRJ100; PRJ205
Length: 2 days

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

<u>Date</u>	<u>Instructor(s)</u>	<u>Location</u>
July 26-27	Christiane Boisjoly & Mark Wedge	JI Campus

Watch our website for frequent updates!

PEACEMAKING AND RESTORATIVE JUSTICE- INSTRUCTIONAL TEAM

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

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

Barbara Burns, B.A., LLB is the Senior Regional Director for the Department of Justice, B.C./Yukon. She was appointed to this position in 1997 and has been with the Dept of Justice since 1982. She received her law degree from University of Victoria in 1980.

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

Harold Gatensby is a member of the Raven Clan of the Inland Tlinget Nation, he has been involved in helping over 20 communities to begin community based justice processes in schools, child welfare cases, and justice situations, developing community based justice programs, he is the founding member of the circle peace-making team in the Yukon.

Phil Gatensby is from the Tlinget First Nation, Raven Clan, in Carcross, Yukon, and has been involved in circle work in the Yukon for 20 years; he has worked extensively with a wide range of people including youth and elders, and has provided facilitation in correctional and in school settings. He is a practitioner of Native ceremony.

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

Colleen James is of the wolf clan of the Tlinget/Tagish Nation, and has been actively involved in helping her community. She was instrumental in the development of a wilderness camp, implementing the traditional ways of the Tlinget/Tagish people, the training she received from her grandmother. She is married to Harold Gatensby.

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

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

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

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

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

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

PEACEMAKING AND RESTORATIVE JUSTICE - INSTRUCTIONAL TEAM

Barry Stuart, B.A.,LLB.,O.P.N.G. has 26 years experience in 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 the public and private sectors. Barry has written, taught, and trained extensively on the use of peacemaking circles and other consensus-based forms of conflict resolution.

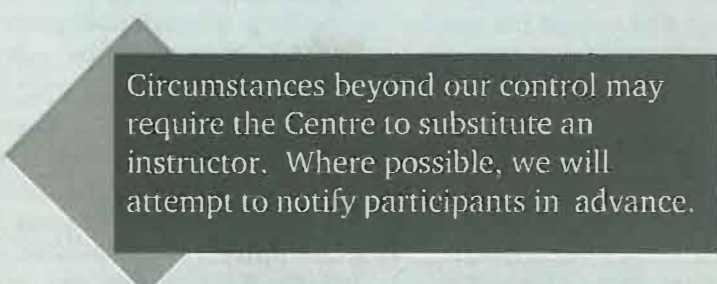
Terry Waterhouse, B.Ed. is the Manager of Youth Services for the Burnaby School District. He has worked extensively in the area of violence and abuse prevention for many years. He has designed and delivered training in a variety of related fields and has written resources on the topic.

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

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

Rose Wilson is a facilitator/trainer in conflict resolution, sharing circles, circle sentencing process, and the medicine wheel. She has worked in the past 12 years in community justice initiatives in the Yukon as Justice of the Peace, Manager of Justice programs, Court Worker, Corrections Liaison, and Justice Committee Member.

Sue Yerxa is a trainer in conflict resolution and restorative justice practices; mediator in workplace, victim/offender, and community disputes. She is a facilitator working in organizational change and team building, with background in high risk youth, non-profit organization management and schools.



Circumstances beyond our control may require the Centre to substitute an instructor. Where possible, we will attempt to notify participants in advance.

PRJ - CHRONOLOGICAL COURSES LISTING

Refer to course descriptions for prerequisites and recommended advance work.

To register for courses at the JI campus contact the JI registration office at (604) 528-5590.

To register in our Vancouver Island, Okanagan, Kootenay and Yukon courses, please call the co-sponsoring college's registration office, see listing starting page 58.

Courses in *ITALICS* are offered at the YWCA - Downtown or Community Partnership locations.

Course Listing - Chronological

March 5-7	Fundamentals in Peacemaking & Restorative Justice (PRJ100)	Sandra Rossi & Sue Yerxa
March 8-10	<i>Fundamentals in Peacemaking and Restorative Justice (HHJP 001)</i> <i>Malaspina University College, Nanaimo (PRJ100)</i>	<i>Barbara Burns & Gina Nagano</i>
March 14-16	<i>Fundamentals in Peacemaking and Restorative Justice</i> <i>Yukon College, Whitehorse (PRJ100)</i>	<i>Gina Nagano, Phil Gatensby & Barry Stuart</i>
March 26-27	Psychology of Victims (PRJ103)	Joe Solanto
April 5-7	<i>Community Conferencing (HHJP 002)</i> <i>Malaspina University College, Nanaimo</i>	<i>Jacquie Stevilak & Gail Daniels</i>
April 19-20	Values-based Approach to Conflict (PRJ101)	Barry Stuart & Mark Wedge
April 26-27	<i>Values-based Approach to Conflict – Yukon College, Whitehorse (PRJ101)</i>	<i>Mark Wedge, Ron Fyfe & Rose Wilson</i>
May 2-4	<i>Fundamentals in Peacemaking and Restorative Justice</i> <i>Yukon College, Whitehorse (PRJ100)</i>	<i>Gina Nagano, Phil Gatensby & Barry Stuart</i>
May 2-4	Community Conferencing (PRJ204)	Jacquie Stevilak & Gail Daniels
TBA	<i>Psychology of Victims – Yukon College, Whitehorse (PRJ103)</i>	<i>Joe Solanto</i>
May 9-11	Fundamentals in Peacemaking & Restorative Justice (PRJ100)	Terry Waterhouse & Gina Nagano
May 23-25	<i>Peacemaking Circles: A Process for Building Consensus and Relationships</i> <i>Vancouver Rowing Club, Stanley Park (PRJ205)</i>	<i>Barry Stuart & Mark Wedge</i>
June 1-2	<i>Values-based Approach to Conflict (HHJP 003)</i> <i>Malaspina University College, Nanaimo</i>	<i>Jacquie Stevilak & Sam Stevens</i>
June 12-13	Building Constructive Connections Within Institutions & Communities (PRJ201)	MaryAnne Arcand & Christiane Boisjoly
June 15-16	<i>Psychology of Victims (PRJ103) Okanagan University College, Penticton</i>	<i>Joe Solanto</i>
June 25-27	<i>Peacemaking Circles: A Process for Building Consensus & Relationships</i> <i>Nares Mountain, Yukon College, Whitehorse (PRJ205)</i>	<i>Harold Gatensby, Colleen James & Phil Gatensby</i>
July 16-18	Community Conferencing (PRJ204)	Jacquie Stevilak, Gina Nagano & Laura Watt
July 26-27	Designing & Implementing Peacemaking/ Restorative Justice Processes in Organizations (PRJ213)	Christiane Boisjoly & Mark Wedge
August 27-28	Designing & Implementing Peacemaking/ Restorative Justice Processes in Schools (PRJ212)	Terry Waterhouse, Nancy Hinds & Laura Watt

PRJ - COMMUNITY PARTNERSHIPS COURSES LISTING

A few helpful hints:

- Registration is with the cosponsoring organization, except where noted.
- Class size is limited, and minimum registration cancellation deadlines apply.
- Cancellation and Refund policies differ—the policy of the organization where you register will apply.
- Courses marked with * are credit courses for:
Peacemaking & Restorative Justice Program (PRJ) Conflict Resolution Certificate Program (CCR)

Register **EARLY**
and avoid
disappointment!

VANCOUVER ISLAND

MALASPINA UNIVERSITY COLLEGE, NANAIMO

Learning Connections, 900 - 5th Street.

Information: (250) 755-8775 Registration: (250) 755-8755

Feb 16-17	CR102	**Critical Skills for Communicating in Conflict (HHLI 018)	Brian Frank	\$350
Mar 8-10	PRJ100	Fundamentals in Peacemaking and Restorative Justice (HHLJ 001)	Barbara Burns & Gina Nagano	\$460
Apr 5-7	PRJ204	Community Conferencing (HHJP 002)	Jacquie Stevilak & Gail Daniels	\$460
May 10-12	CR200	**Dealing with Anger (HHLI 002)	Elizabeth Azmier-Stewart	\$460
Jun 1-2	PRJ101	Values-based Approach to Conflict (HHJP 003)	Jacquie Stevilak & Sam Stevens	\$350

THOMPSON - OKANAGAN

OKANAGAN UNIVERSITY COLLEGE, PENTICTON & VERNON

Penticton Continuing Education, 583 Duncan Avenue West

Information: Joyce Hoglund (250) 492-4305 Registration: (250) 490-3959

Vernon Continuing Education, 2899-30th Avenue

Information: Vi Brett (250) 503-2650 Registration Fax: (250) 503-2653

April 26-28	CR200	**Dealing with Anger	Ron Monk Vernon	\$495
May 2-4	PRJ100	Fundamentals in Peacemaking and Restorative Justice	MaryAnne Arcand & Sue Yerxa Penticton	\$495
Jun 15-16	PRJ103	Psychology of Victims	Joe Solanto Penticton	\$395

YUKON

YUKON COLLEGE, WHITEHORSE

Professional Studies, 500 College Drive

Information: Stu Mackay (867) 668-8751 Registration: (867) 668-8710.

Toll-Free: 1-800-661-0504

Mar 14-16	PRJ100	Fundamentals in Peacemaking and Restorative Justice	Gina Nagano, Barry Stuart & Phil Gatensby	\$300
Apr 26-27	PRJ101	Values-based Approach to Conflict	Mark Wedge, Ron Fyfe & Rose Wilson	\$300
TBA	PRJ103	Psychology of Victims	Joe Solanto	\$300
Jun 25-27	PRJ205	Peacemaking Circles: A Process for Building Consensus & Relationships	Harold Gatensby, Colleen James & Phil Gatensby	\$300*

(* Plus Activity Fee)

Alphabetical Course Listing

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Community Conferencing (PRJ204)	53
Designing & Implementing Peacemaking/Restorative Justice Process in Organizations (PRJ213)	54
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Numerical Course Listing

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Note: For Conflict Resolution courses that can be applied as credit towards the Peacemaking and Restorative Justice Certificate see pages 49-50.

Page 34 has a chronological list of the Conflict Resolution courses offered at the JI Campus and YWCA Downtown.

Page 40 has a chronological list of the Conflict Resolution courses offered at our community partnership locations.

TIME AND LOCATION OF CLASSES

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

LIBRARY

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

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

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

PRACTICE GROUPS

STUDENT MESSAGE/BULLETIN BOARD

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

INSTRUCTOR SUBSTITUTIONS AND LOCATION CHANGES

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

VIDEOTAPES

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

COURSE EXEMPTIONS-SEE PLAR, PAGE 9.

GENERAL INFORMATION

PARKING

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

PAY PHONES

Pay phones are located on Campus.

FOOD ON CAMPUS

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

SEE PAGE 61 FOR INFORMATION ON:

- Refunds
- Transfer of Courses
- Substitutions
- Course Cancellations

SUGGESTIONS OR COMPLAINTS?

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

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

JI Policy states:

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

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

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

IT'S EASY TO REGISTER!

For courses offered at Community Partnerships outside of the Lower Mainland, please contact the Cosponsoring college. Contact information is available starting on page 40.

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



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



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



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



By fax: (604) 528-5653

INQUIRIES BY E-MAIL

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

REGISTER EARLY

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

TAX DEDUCTION

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

REFUNDS

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

TRANSFERS

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

SUBSTITUTIONS

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

NSF CHEQUES

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

CONFIRMATION OF REGISTRATION

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

COURSE CANCELLATIONS

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

ADDRESS OR NAME CHANGE

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

STUDENTS WITH DISABILITIES

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

STUDENT PERSONAL EDUCATION NUMBER

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

REGISTRATION FORM

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

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

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 P.E.N. (if Known): _____

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

☐ MALE ☐ FEMALE (For Statistical Purposes)

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

The Following is my: ☐ Work Address ☐ Home Address

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

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

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

ENCLOSED IS MY COURSE FEE PAYMENT BY:

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

☐ Mastercard

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 Exp.

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☐ VISA

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 Exp.

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Authorization Number _____

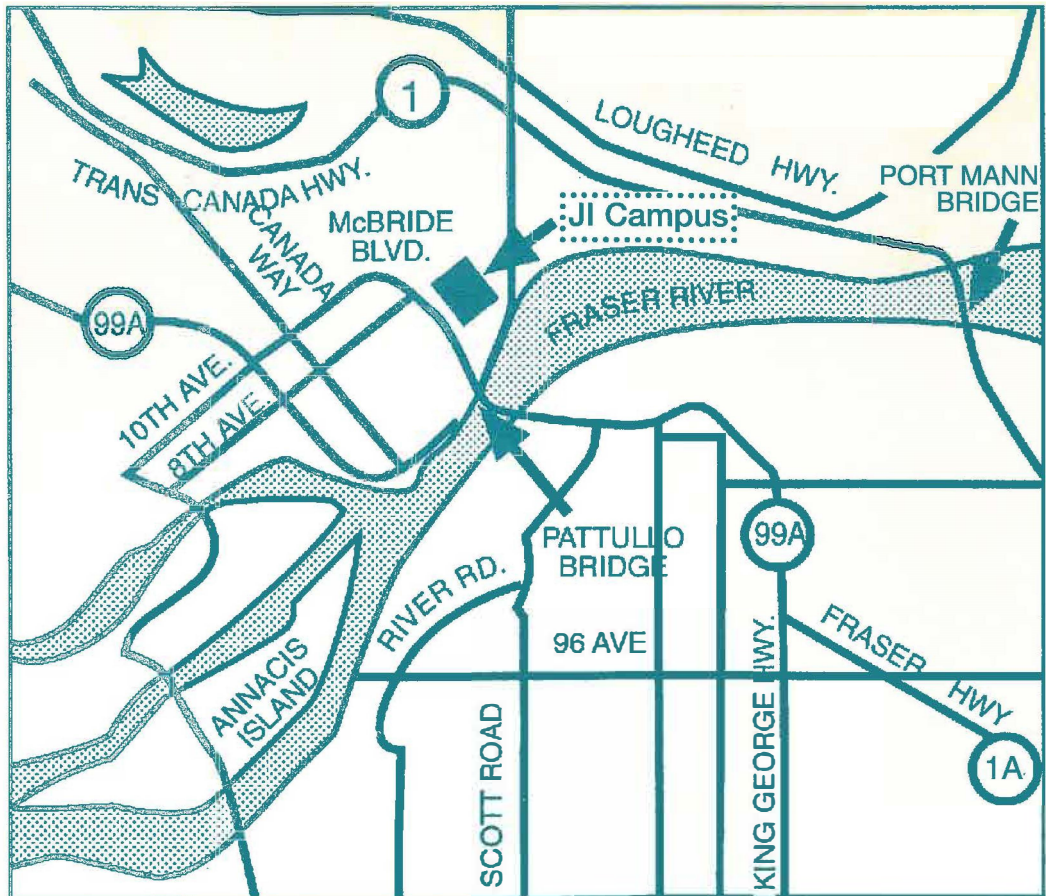
☐ Please check this box if you already receive this calendar from another source, or if you are not interested in future mailings.

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

Justice Institute - Main Campus

715 McBride Blvd.

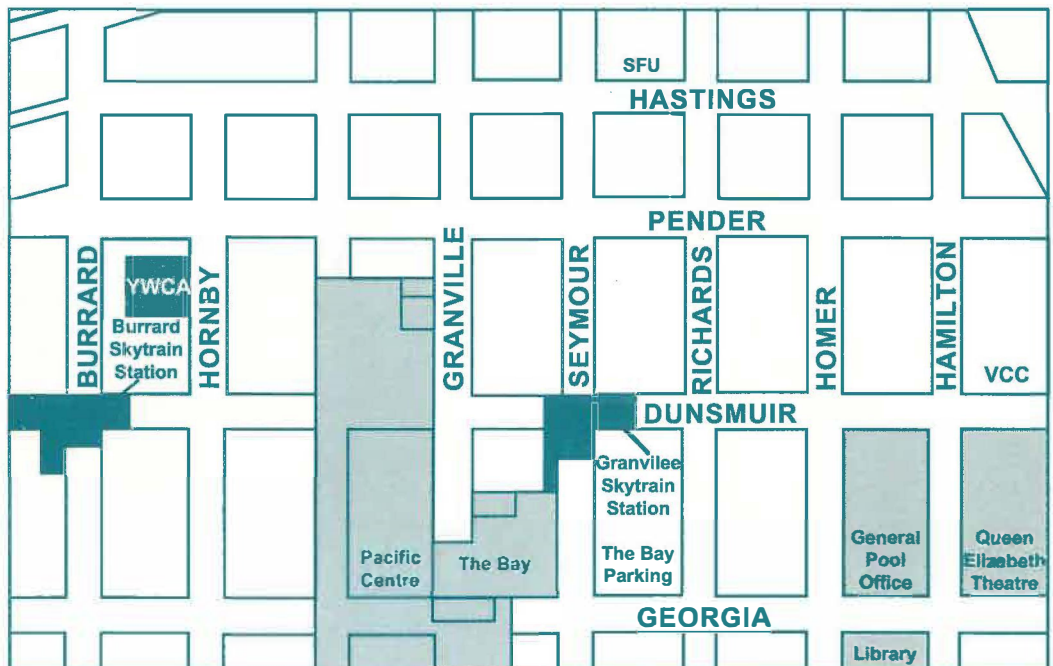
New Westminster, BC



YWCA - Program Centre

535 Hornby Street, 4th Floor

Vancouver, BC



CENTRE FOR CONFLICT RESOLUTION

Out of consideration for the environment and to reduce costs, we continually update our mailing lists. If you receive duplicate copies of the calendar, please send us the bottom half of this page (original or photocopy) from each extra calendar. Mark the labels you want deleted, or indicate any corrections to your name or address you want made.

Send labels to

Mailing List
Justice Institute of B.C.
715 McBride Boulevard,
New Westminster, B.C. V3L 5T4
or Fax (604) 528-5640

Justice Institute of B.C.

715 McBride Boulevard
New Westminster, B.C. V3L 5T4

ADDRESS CHANGE REQUESTED

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02863014-99

Vancouver, BC

www.jibc.bc.ca

