

CENTRE  
FOR  
CONFLICT  
RESOLUTION

2001 | CALENDAR  
SEPTEMBER TO DECEMBER

[www.jibc.bc.ca](http://www.jibc.bc.ca)





# WHAT'S INSIDE

## About The Centre & The JI

**Director's  
Message**  
page 48

**Contact Us**  
page 4

**How to find us  
see inside  
back cover**

page 5

**Instructional  
Team**  
page 35

**Locations  
throughout  
BC/Yukon**  
page 6

**Learning  
in the  
workplace**  
page 6

## Plan your program

page 9

**Course  
Descriptions**  
page 18

**Required  
Courses**  
page 18

**Electives**  
page 22

**Certificate  
Specializations**  
page 7

**Alpha/Numeric  
Course Listing**  
page 30

**Chronological  
Course Listing**  
page 28

**Course Listing  
by location**  
page 31

## Student Information

page 40

**How to  
Register**  
page 43

**Attendance  
Policy**  
page 41

**Working in the  
ADR field**  
page 38

**Information  
Sessions**  
page 40

**Prior Learning  
Assessment  
Recognition**  
page 40

**Calendar  
Index**  
page 47

## ***Supporting Participants***

- Program Planning Advice
- Free program and career information sessions
- Prior Learning Assessment and Recognition
- Assessment advising

## ***Supporting Conflict Resolution in Workplaces***

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

## ***Supporting Conflict Resolution in Communities***

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





A division of the Justice Institute of British Columbia

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

## Training

AVAILABLE YEAR-ROUND

***Offering over 300 courses a year in:***

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

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

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

***Our training is available:***

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

# WHO TO CONTACT

## COURSE CALENDAR & GENERAL INFORMATION

.....	528-5608
.....	1-888-799-0801

## JIBC CAMPUS & YWCA CAMPUS

AREA CODE 604

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

## LOCATIONS THROUGHOUT BC/YUKON

To register, please contact individual colleges (see page 31)

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

## WORKPLACE TRAINING AND CONFLICT MANAGEMENT SERVICES

David Caird, Program Planner .....	dcaird@jibc.bc.ca .....	528-5615
Carol Burn, Program Assistant .....	cburn@jibc.bc.ca .....	528-5611

## PLAN YOUR PROGRAM

See our website at [www.jibc.bc.ca](http://www.jibc.bc.ca) - attend a Program & Career Information Session see page 40. If you require additional advice please contact:

Nym Hughes, Program Coordinator .....	nhughes@jibc.bc.ca .....	528-5622
Leslie Murray, Program Coordinator .....	lmurray@jibc.bc.ca .....	528-5614
Kerry Gruber, Program Planner .....	kgruber@jibc.bc.ca .....	528-5617
Sue Crosato, Program Planner .....	scrosato@jibc.bc.ca .....	528-5618
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## PEACEMAKING AND RESTORATIVE JUSTICE COURSES

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

## FIRST NATIONS NEGOTIATION SKILLS CERTIFICATE

Leslie Murray, Program Coordinator .....	lmurray@jibc.bc.ca .....	528-5614
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## BRIDGING PROJECT

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

Nym Hughes, Program Coordinator .....	nhughes@jibc.bc.ca .....	528-5622
Sonia Graham, Program Assistant .....	sgraham@jibc.bc.ca .....	528-5609

## 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

## DIRECTOR

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

## STUDENT INFORMATION & SERVICES

Registration Office .....	528-5590
Library .....	528-5599



# CENTRE FOR CONFLICT RESOLUTION

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

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

## Training Format

- Extensive experiential and 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
- Class size is limited to 20 for a low student-to-instructor/coach ratio

## Instructional Team

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

## Participants

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

# JUSTICE INSTITUTE OF BC

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

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

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.



# LEARNING IN THE WORKPLACE

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

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

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

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

## LOCATIONS THROUGHOUT BC AND YUKON

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

For course listings in your community, consult the chronological listings by location, starting on page 31. For more information on our partnership program, contact our program planner at (604) 528-5617, or your local college/university.

## OTHER CONFLICT MANAGEMENT SERVICES

**For more information on the many services of the Centre for Conflict Resolution, please contact our program planner at (604) 528-5615.**

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

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

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

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

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



# CERTIFICATE SPECIALIZATIONS

## Certificate in Conflict Resolution

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

### Specialization in Conflict Resolution/Negotiation

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

### Specialization in Peacemaking and Restorative Justice

The specialization in Peacemaking and Restorative Justice is a 15 credit, 210 hour part-time program intended to be taken over a 1 to 3 year period. This specialization will be of interest to people wanting to implement peacemaking and restorative justice processes in their communities, schools or organizations. There are 7 required courses totaling 105 hours (15 days) and 70 hours (10 days) chosen from Peacemaking and Restorative Justice elective courses. The remaining 35 hours (5 days) can be courses chosen from Peacemaking and Restorative Justice electives or Conflict Resolution/Negotiation electives. See page 13 for information about program planning, course sequencing and choosing elective courses. There will be a final evaluation component at the end of the program - see page 17. Cost will be determined by which courses you take and where you take them. If you took all the courses at the JI New Westminster Campus the total cost would be approximately \$4,805 - \$5000.

### First Nations Negotiation Skills Specialization

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

First Nations communities have found this training useful in preparing for treaty negotiations, contract negotiations, land use planning negotiations, as well as the day to day negotiations that go on in any community. While four required courses plus the assessment are mandatory for the First Nations Negotiation Skills specialization, electives can be chosen to meet the particular needs and interests of the community. Once the members of the community have decided on the program content, training is scheduled over a seven to ten month period, usually one week of training each month or six weeks. Assessments are also done in the community. See page 17 for details.

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

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



# CERTIFICATE SPECIALIZATIONS

## What specialization should I choose?

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

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

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

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

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

## What if I have to miss part of a course?

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

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

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

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

## What if I have to cancel a course?

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

For dates and locations of  
**PROGRAM & CAREER  
INFORMATION SESSIONS**

see page 40.

For information on courses offered

**EVENINGS  
&  
SATURDAYS**

see page 27.



# PLAN YOUR PROGRAM

## SPECIALIZATION IN CONFLICT RESOLUTION/NEGOTIATION

The Certificate in Conflict Resolution (CRC) 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 enrol in the Certificate Program see page 41.**

### Required Courses (starting page 18)

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

	Page		Page
• Dealing with Interpersonal Conflict (CR110A) .....	18	• Dealing with Anger (CR200) .....	19
• <b>OR</b> Resolving Conflict in the Workplace (CR110B) ...	18	• Mediation Skills Level I (CR250) .....	20
• Negotiation Skills Level I (CR260) .....	19	• Negotiation Skills Level II (CR360) .....	20

### Electives (starting page 22)

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

#### Skill Building Electives

	Page
(The) Art of Reframing (CR366) .....	22
Asserting Yourself in Conflict Situations (CR105) ...	22
Critical Skills for Communicating in Conflict .....	23
Criticism: How to Give and Receive It .....	23
Dealing with Defensiveness in Conflict (CR319) ....	24
Dynamics of Power in Dispute Resolution (CR314) ...	24
Handling Conflict on the Telephone (CR101) .....	24
Managing the Hostile Individual (CR108) .....	25
Reconciling Differences (CR834) .....	26
Shifting from Positions to Interests (CR302) .....	27
Use It or Lose It (CR930) .....	27

#### Mediation Electives

	Page
Civil Procedure (CR846) .....	23
Mediation Skills Level II (CR400) .....	25

#### Negotiation Electives

Negotiating with Difficult People:	
Making It Hard to Say No (CR362) .....	26
Reality Check: Negotiation (CR910) .....	26

#### Facilitation Electives

Challenges of Facilitating (CR508) .....	22
Group Dynamics (CR504) .....	24

### Program Graduates have:

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







## PLAN YOUR PROGRAM

### SPECIALIZATION IN CONFLICT RESOLUTION/NEGOTIATION

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




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



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


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




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

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


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



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



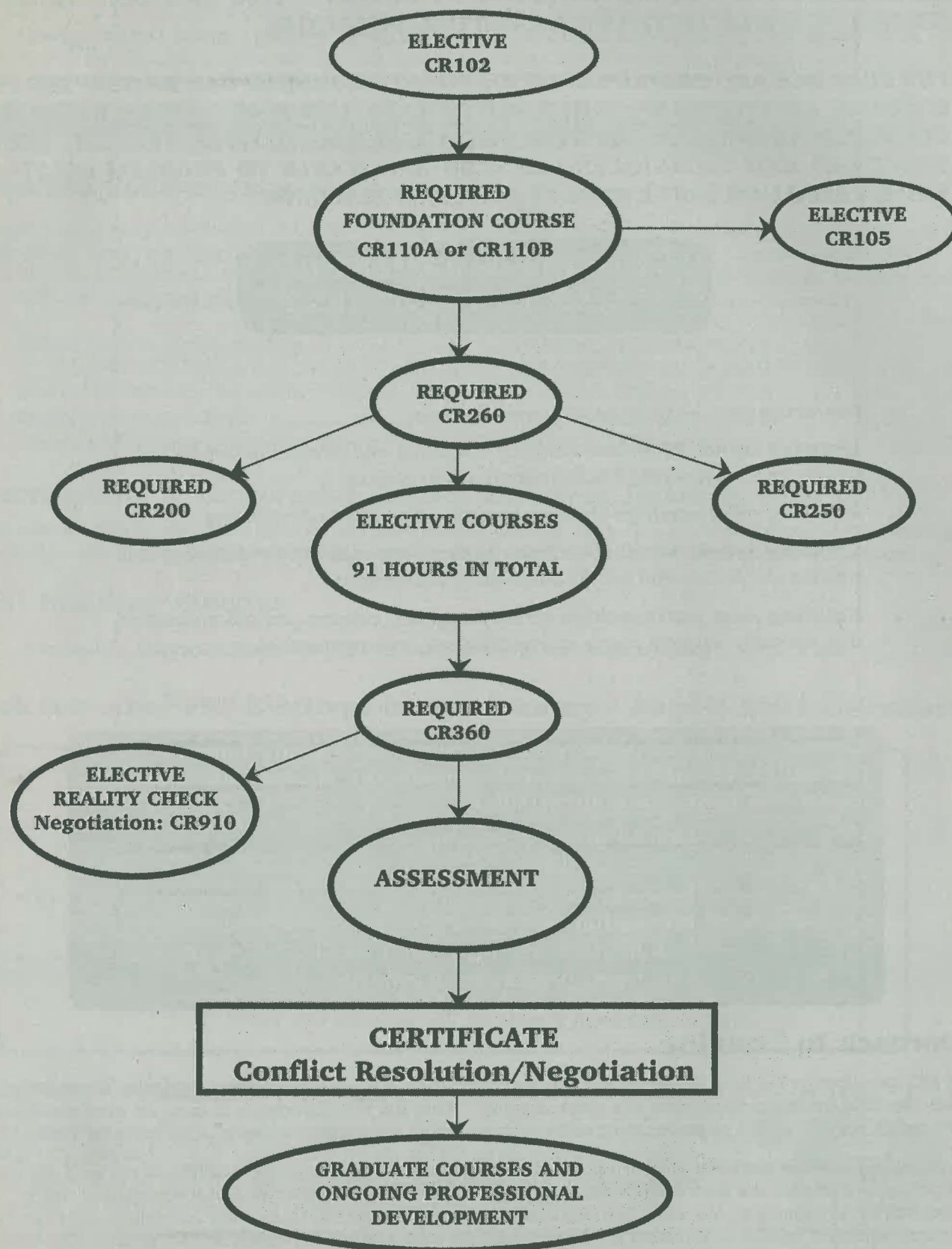
If you are successful on your first assessment attempt, you have finished the program and will receive your Certificate in Conflict Resolution. If you are not successful in your assessment, we strongly recommend that you try again. About 2 out of 3 candidates are successful on their first assessment;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





# PLAN YOUR PROGRAM

## SPECIALIZATION IN CONFLICT RESOLUTION/NEGOTIATION



# CERTIFICATE IN CONFLICT RESOLUTION SPECIALIZATION IN PEACEMAKING & RESTORATIVE JUSTICE

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

**THE PRACTICE AND PRINCIPLES OF RESTORATIVE JUSTICE CAN BE ADAPTED TO SCHOOLS, INSTITUTIONS, CHILD PROTECTION AND MANY OTHER KINDS OF CONFLICT AS WELL AS WITHIN THE CRIMINAL JUSTICE SYSTEM. THE PROCESSES AND TECHNIQUES ARE ALSO APPLICABLE TO PROBLEM SOLVING WITHIN SMALL OR LARGE GROUPS AND TEAM BUILDING.**

## WHAT IS PEACEMAKING & RESTORATIVE JUSTICE?

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

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

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

## Approach to Training

The PRJ specialization 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 clarify the values and purposes of practice and 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, which includes several First Nations instructors.



# CERTIFICATE IN CONFLICT RESOLUTION SPECIALIZATION IN PEACEMAKING & RESTORATIVE JUSTICE

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

**For information on how to enroll in the Certificate Program see page 41.**

## Required Courses (starting page 18)

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

	Page		Page
Critical Skills for Communicating in Conflict (CR102) .....	21	Fundamentals in Peacemaking & Restorative Justice (PRJ100) .....	21
Dealing with Interpersonal Conflict (CR110A) .....	18	Psychology of Victims (PRJ103) .....	21
Dealing with Anger (CR200) or .....	19	Power Dynamics and Imbalances (PRJ221) (under development)	
Dealing with Emotions (under development)			

## Peacemaking & Restorative Justice Electives (starting page 23)

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

### Skill Building Elective

	Page
Peacemaking Circles: A Process for Building Consensus & Relationships (PRJ205) .....	26

## Look for other PRJ Electives in our January - August 2002 Calendar:

- \* *Building Constructive Connections within Institutions and Community* (PRJ201)
- Values-based Approach to Conflict (PRJ101)
- \* *Working with the Criminal Justice System* (PRJ222)
- Victim Offender Mediation (PRJ202)
- Community Accountability Panels (PRJ203)
- Community Conferencing (PRJ204)
- \* *Implementing Peacemaking/Restorative Justice Processes in Schools* (PRJ212)
- \* *Implementing Peacemaking/Restorative Justice Processes in Organizations* (PRJ213)

**\* UNDER DEVELOPMENT**

***Other PRJ electives will be offered from time to time.***

## Program Graduates have:

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







## PLAN YOUR PROGRAM

### SPECIALIZATION IN PEACEMAKING & RESTORATIVE JUSTICE


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



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




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



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

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

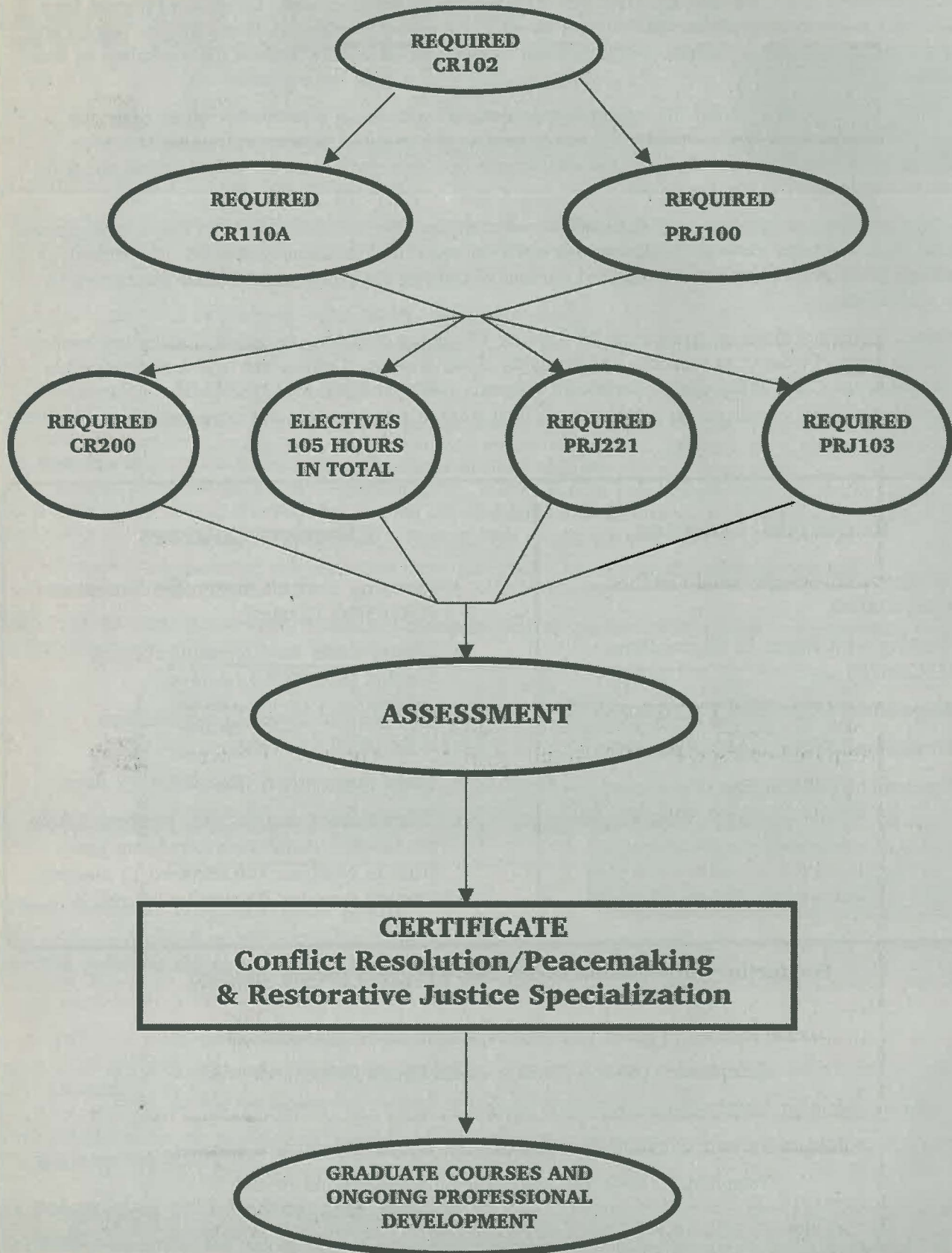
Finally, take your assessment. The assessment is currently under development and as we finalize the elements of the assessment, we may design a Reality Check course for PRJ so that you can have feedback on your skills prior to the assessment.





# PLAN YOUR PROGRAM

## SPECIALIZATION IN PEACEMAKING & RESTORATIVE JUSTICE





## **CERTIFICATE IN CONFLICT RESOLUTION SPECIALIZATION IN FIRST NATIONS NEGOTIATION SKILLS**

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

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

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

### **Required Courses**

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

### **Elective Courses**

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

**For further information about this program please contact:**

Leslie Murray, Program Coordinator, Centre for Conflict Resolution

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

Roberta Stewart, Program Coordinator, First Nations Programs & Services

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



# ASSESSMENT

## Certificate In Conflict Resolution

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

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

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

## Conflict Resolution/Negotiation

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

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

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

For information on scheduling your evaluation or for information on the mail-in option call: 604-528-5622 or e-mail [conresassessment@jibc.bc.ca](mailto:conresassessment@jibc.bc.ca).

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

<u>Dates</u>	<u>Location</u>	<u>Dates</u>	<u>Location</u>
September 27	JI Campus	November 26	Camosun
September 28	JI Campus	December 13	JI Campus
October 4	JI Campus	December 14	JI Campus
October 5	JI Campus	January 30/02	Camosun

### Assessment Fee:

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

## First Nations Negotiations Skills

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

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

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

## Peacemaking and Restorative Justice

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



# REQUIRED COURSES

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

## DEALING WITH INTERPERSONAL CONFLICT

REQUIRED COURSE FOR PRJ

(CR110A) (PRJ)

**Prerequisite:** None

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

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

Date	Instructor	Location
Sep 19-21	Gary Harper	JI Campus
Oct 1-3	Joan Balmer	JI Campus
Oct 18-20	Sue Yerxa	OUC - Penticton
Oct 18-20	Duncan Stewart	Camosun
Oct 25-27	Kelly Henderson	JI Campus
Oct 25-27	Donna Soules	Malaspina
Nov 7-9	Jim Toogood	JI Campus
Nov 26-28	Sue Yerxa	JI Campus
Dec 10-12	Nancy McPhee	JI Campus

### Evening & Saturday Classes:

Nov 13, 14, 15 and Sat Nov 17

Evenings: 6:30pm-10pm

Saturday: 9:00am-5:00pm



Terry Harris  
JI Campus

<b>Fee:</b>	\$405	JI Campus
	\$495	OUC - Penticton
	\$450	Camosun
	\$460	Malaspina

## RESOLVING CONFLICT IN THE WORKPLACE

(CR110B)

**Prerequisite:** None

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

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

Date	Instructor	Location
Sep 17-19	Donna Soules	JI Campus
Sep 26-28	Joan Balmer	YWCA
Sep 27-29	Nancy Baker	Camosun
Oct 3-5	Jim Toogood	JI Campus
Oct 18-20	Sandy Dunlop	North Island
Oct 22-24	Nancy McPhee	JI Campus
Nov 5-7	Linda Dobson-Sayer	JI Campus
Nov 15-17	Linda Dobson-Sayer	Camosun
Nov 20-22	Jill Schroder	JI Campus
Nov 29-Dec 1	Kelly Henderson	JI Campus
Dec 11-13	Ed Jackson	JI Campus

### Saturday Classes:

Nov 24, Dec 1, 8

Saturday: 9:00am-5:00pm



Terry Harris  
JI Campus

<b>Fee:</b>	\$405	JI Campus
	\$405	YWCA
	\$450	Camosun
	\$569	North Island

For dates and locations of  
**PROGRAM & CAREER  
INFORMATION SESSIONS**  
see page 40.



# REQUIRED COURSES

## NEGOTIATION SKILLS LEVEL I (CR260)

**Prerequisite:** CR110A or CR110B

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

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

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Sep 24-26	Dale Zaiser	JI Campus
Oct 1-3	Nancy McPhee	Camosun
Oct 15-17	Jill Schroder	YWCA
Oct 29-31	Mario Govorchin	JI Campus
Nov 5-7	Dale Zaiser	UCFV
Nov 13-15	Nancy McPhee	JI Campus
Nov 22-24	Jim Toogood	North Island
Nov 28-30	Ed Jackson	JI Campus
Dec 11-13	Jim Toogood	JI Campus
<b>Fee:</b>	\$405	JI Campus
	\$405	YWCA
	\$425	UCFV
	\$450	Camosun
	\$569	North Island

## DEALING WITH ANGER (CR200) (PRJ)

**REQUIRED COURSE FOR PRJ**

**Prerequisite:** CR110A or CR110B

**Recommended:** CR260

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

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>
Sep 25-27	Elizabeth Azmier-Stewart	JI Campus
Oct 29-31	Joan Balmer	YWCA
Nov 1-3	Elizabeth Azmier-Stewart	Camosun
Nov 19-21	Nancy McPhee	JI Campus
Nov 29-Dec 1	Sue Yerxa	JI Campus
Dec 12-14	Joan Balmer	JI Campus
<b>Fee:</b>	\$405	JI Campus
	\$405	YWCA
	\$450	Camosun

### Attention Teachers!

See page 22 for information on an exciting partnership between UBC and the Centre!

## Locations throughout BC and the Yukon:

### FRASER VALLEY

University College of the Fraser, Valley, ABBOTSFORD

### VANCOUVER ISLAND

Camosun College, VICTORIA  
Malaspina University College, NANAIMO

Malaspina University College, COWICHAN  
North Island College, CAMPBELL RIVER

### B.C. INTERIOR/NORTH

Okanagan University College, PENTICTON

Okanagan University College, VERNON  
College of New Caledonia, MACKENZIE

### YUKON

Yukon College, WHITEHORSE



# REQUIRED COURSES

## MEDIATION SKILLS LEVEL I (CR250)

**Prerequisite:** CR110A or CR110B

**Recommended:** CR260

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

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Oct 10-12	Terry Harris	JI Campus
Nov 6-8	Donna Soules	JI Campus
Nov 15-17	Sandy Dunlop	Malaspina
Nov 21-23	Gary Harper	JI Campus
Dec 3-5	Linda Dobson-Sayer	YWCA
Dec 6- 8	Brian Frank	Camosun

<b>Fee:</b>	\$405	JI Campus
	\$405	YWCA
	\$450	Camosun
	\$460	Malaspina

## NEGOTIATION SKILLS LEVEL II (CR360)

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

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

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

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Nov 19-23	Mario Govorchin	YWCA
Dec 10-14	Dale Zaiser	JI Campus

<b>Fee:</b>	\$620	JI Campus
	\$620	YWCA

## Our Approach to Mediation

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



# REQUIRED COURSES

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

**Prerequisites:** None

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

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>
Sep 17-18	Duncan Stewart	Camosun
Sep 24-25	Mario Govorchin	YWCA
Oct 9-10	Sue Yerxa	JI Campus
Oct 12-13	Brian Frank	Malaspina
Nov 8-9	Ed Jackson	JI Campus
Nov 26-27	Terry Harris	JI Campus
Dec 13-14	Deborah White	JI Campus
<b>Fee:</b>	\$270	JI Campus
	\$270	YWCA
	\$350	Camosun
	\$350	Malaspina

### Evening & Saturday Classes:

**Sept 25, 26 & 29** Terry Harris  
**Evenings: 6:30pm-10pm**  
**Saturday: 9:00am-5:00pm** JI Campus

## PSYCHOLOGY OF VICTIMS (PRJ103)

**Prerequisite:** PRJ100

**Length:** 2 days REQUIRED COURSE FOR PRJ

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".

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Oct 22-23	Joe Solanto	JI Campus
Nov 26-27	Joe Solanto	Malaspina
Dec 10-11	Joe Solanto	OUC-Penticton
<b>Fee:</b>	\$270	JI Campus
	\$350	Malaspina
	\$395	OUC - Penticton

## 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>
Sep 24-26	Jackie Stevilak & Phil Gatensby	JI Campus
Nov 1-3	Nancy Hinds & Sue Yerxa	Malaspina
Nov 14-16	Mary Anne Arcand & Sue Yerxa	OUC-Penticton
<b>Fee:</b>	\$405	JI Campus
	\$460	Malaspina
	\$495	OUC
	\$495	Penticton

Courses on this page are:

## REQUIRED COURSES

for the Peacemaking & Restorative Justice specialization.

See page 13 for a complete list of required Peacemaking & Restorative Justice courses.



# ELECTIVES

## THE ART OF REFRAMING (CR366)

**Prerequisites:** CR110A or CR110B and one of CR260 or CR250

**Length:** One Day (7 hours)

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Nov 30	Ron Monk	Malaspina
Dec 5	Karen Haddigan	JI Campus
<b>Fee:</b>	\$135	JI Campus
	\$180	Malaspina

## ASSERTING YOURSELF IN CONFLICT SITUATIONS (CR105)

**Prerequisites:** None

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

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Sep 24-25	Nancy McPhee	Camosun
Sep 27-28	Sue Yerxa	JI Campus
Oct 29-30	Deborah White	JI Campus
Dec 3-4	Jill Schroder	JI Campus

### Evening & Saturday Classes:

**Oct 16, 17 and Sat Oct 20**  
**Evenings: 6:30pm-10:00pm**  
**Saturday: 9:00am-5:00pm**

  
**Ed Jackson**  
**JI Campus**

<b>Fee:</b>	\$270	JI Campus
	\$350	Camosun

## CHALLENGES OF FACILITATING (CR508)

**Prerequisites:** CR110A or CR110B, CR260 or CR250

**Recommended:** CR504

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

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>
Dec 6-7	Karen Haddigan	YWCA
<b>Fee:</b>	\$270	YWCA Campus

**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.

Beginning September 2001, The Justice Institute of BC, Centre for Conflict Resolution in partnership with The University of British Columbia, Faculty of Education, Department of Educational and Counselling Psychology and Special Education, and New Westminster School District #40 will be piloting a new certificate program particularly relevant to teachers, counsellors and school administrators. This **JI/UBC Certificate in Conflict Resolution Practices in an Educational/School Context** will include the completion of CR110A or CR110B, CR200, CR250, CR250, a UBC conflict resolution/analysis theory course and skills assessment. Further information can be obtained by contacting:

**JI - Michelle Tubbs,**  
**Bridging Project Coordinator**  
**604 528-5638 email: mtubbs@jibc.bc.ca**

UBC - Director, Continuing Professional Education, Faculty of Education  
**604-822-1974 email: elaine.decker@ubc.ca**

**Attention Teachers!**



# ELECTIVES

## CRITICAL SKILLS FOR COMMUNICATING IN CONFLICT (CR102)

REQUIRED COURSE FOR  
PRJ SPECIALIZATION

**Prerequisites:** None

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

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Sep 17-18	Duncan Stewart	Camosun
Sep 24-25	Mario Govorchin	YWCA
Oct 9-10	Sue Yerxa	JI Campus
Oct 12-13	Brian Frank	Malaspina
Nov 8-9	Ed Jackson	JI Campus
Nov 26-27	Terry Harris	JI Campus
Dec 13-14	Deborah White	JI Campus
<b>Fee:</b>	\$270	JI Campus
	\$270	YWCA
	\$350	Camosun
	\$350	Malaspina

### Evening & Saturday Classes:

**September 25, 26 & 29**

**Evenings: 6:30pm-10pm**

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

**Terry Harris**  
**JI Campus**

Library  
Now Open  
Saturday

## CRITICISM: HOW TO GIVE AND RECEIVE IT (CR206)

**Prerequisite:**

CR110A or CR110B

**Length:**

Two Days (14 hours)

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>
Sep 17-18	Deborah White	JI Campus
Nov 6-7	Deborah White	Camosun
<b>Fee:</b>	\$270	JI Campus
	\$350	Camosun

## CIVIL PROCEDURE (CR846)

**Prerequisites:** CR110A or CR110B, CR250

**Recommended:** CR260, CR400

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

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Nov 1-2	Terry Harris	YWCA
<b>Fee:</b>	\$270	YWCA

**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.

**Parent Teen  
Mediation Course  
will be offered  
again next term!**

**For information on  
ATTENDANCE  
POLICIES  
see page 41.**



# ELECTIVES

## DEALING WITH DEFENSIVENESS IN CONFLICT (CR319)

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

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Oct 31-Nov 2	Donna Soules	JI Campus
<b>Fee:</b>	\$405	JI Campus

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)

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>
Dec 7- 8	Joan Balmer	Malaspina
<b>Fee:</b>	\$350	Malaspina

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

## GROUP DYNAMICS (CR504)

**Prerequisites:** CR110A or CR110B, CR260 or R250.  
**Length:** Two Days (14 hours)

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Oct 11-12	Karen Haddigan	JI Campus
Nov 20-21	Elizabeth Azmier-Stewart	Camosun
<b>Fee:</b>	\$270 \$350	JI Campus Camosun

Instructor: **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.

## HANDLING CONFLICT ON THE TELEPHONE (CR101)

**Prerequisites:** None  
**Length:** One Day (7 hours)

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Dec 3	Dale Trimble	JI Campus
<b>Fee:</b>	\$135	JI Campus

Instructor: **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.



# ELECTIVES

## MANAGING THE HOSTILE INDIVIDUAL (CR108)

**Prerequisites:** None  
**Length:** Two Days (14 hours)

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>
Oct 24-25	Mario Govorchin	Camosun
Nov 5-6	Mario Govorchin	OUC - Vernon
Dec 6-7	Mario Govorchin	JI Campus
Fee:	\$270	JI Campus
	\$350	Camosun
	\$395	OUC - Vernon

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.

## MEDIATION SKILLS LEVEL II (CR400)

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

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Oct 17-23	Deborah White	JI Campus
Dec 3-7	Ron Monk	JI Campus
Fee:	\$620	JI Campus

### Interested in more Parent-Teen Mediation Practice?

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

## COURSES OF INTEREST TO FAMILY MEDIATORS

### FAMILY VIOLENCE: IMPACT OF 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.



# ELECTIVES

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

**Prerequisites:** CR110A or CR110B, one of CR260 or CR250

**Recommended:** CR102

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

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Nov 15-16	Arthur Ridgeway	JI Campus
Nov 30-Dec 1	Deborah White	Camosun
<b>Fee:</b>	\$270	JI Campus
	\$350	Camosun

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

**Highly Recommended:** PRJ100, CR110A or CR110B

**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>
Nov 19-21	Mark Wedge & TBA	Vancouver Rowing Club
<b>Fee:</b>	\$450	Stanley Park, Vancouver

Session includes coffee break refreshments and lunches.

## RECONCILING DIFFERENCES (CR834)

**Prerequisites:** CR110A or CR110B and one of CR260 or CR250

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

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Oct 18-19	Arthur Ridgeway	JI Campus
<b>Fee:</b>	\$295	JI Campus
	Includes Test Instruments	

## REALITY CHECK: NEGOTIATION (CR910)

**Prerequisites:** CR110A or CR110B, CR260

**Length:** One Day (7 hours)

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

<u>Dates</u>	<u>Location</u>
Sep 17	JI Campus
Oct 9	JI Campus
Oct 11	Yukon
Oct 12	Yukon
Oct 22	JI Campus
Nov 5	Camosun
Nov 13	JI Campus
Nov 26	JI Campus
Dec 6	JI Campus
Jan 18/02	Camosun
<b>Fee:</b>	\$185
	\$180
	\$TBA
	Yukon

You must receive an  
**INFORMATION  
PACKAGE**  
prior to attending  
**REALITY CHECK.**



# ELECTIVES

## SHIFTING FROM POSITIONS TO INTERESTS (CR302)

**Prerequisites:** CR110A or CR110B and one of CR260 or CR250

**Recommended:** CR102

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

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>
Oct 9-10	Dale Zaizer	Yukon
Oct 16-17	Arthur Ridgeway	JI Campus
Nov 13-14	Arthur Ridgeway	JI Campus
Nov 28-29	Deborah White	Camosun
<b>Fee:</b>	\$270	JI Campus
	\$350	Camosun
	\$350	Yukon

## USE IT OR LOSE IT CLINIC (CR930)

**Prerequisites:** CR110A or CR110B

**Length:** One Day (7 hours)

Practice is the most critical factor in gaining competence and confidence in collaborative conflict resolution. Coached practice with feedback is especially valuable. This one-day clinic operates like the coached role-play day of a required course except you choose the skill area you want to work on: interpersonal conflict resolution, dealing with anger, mediation or negotiation. This course will be helpful to people coming back 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.

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

<u>Date</u>	<u>Instructor</u>	<u>Location</u>
Dec 4	TBA	JI Campus
<b>Fee:</b>	\$135	JI Campus

## EVENING AND SATURDAY COURSES

### CRITICAL SKILLS FOR COMMUNICATING IN CONFLICT (CRI02)

Course Date: September 25, 26 & 29

Instructor: Terry Harris

### ASSERTING YOURSELF IN CONFLICT SITUATIONS (CRI05)

Course Date: October 16, 17, 18 & 20

Instructor: Ed Jackson

### DEALING WITH INTERPERSONAL CONFLICT (CRI10A)

Course Date: November 13, 14, 15 & 17

Instructor: Terry Harris

### RESOLVING CONFLICT IN THE WORKPLACE (CRI10B)

Course Date: Nov 24, Dec 1, Dec 8

Instructor: Terry Harris



# 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 31.

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

Date	Course Name	Instructor
September 17	Reality Check: Negotiation	Centre Assessor
September 17-18	Criticism: How to Give & Receive It	Deborah White
September 17-18	<i>Critical Skills for Communicating in Conflict (Camosun College)</i>	Duncan Stewart
September 17-19	Resolving Conflict in the Workplace	Donna Soules
September 19	<i>Program and Career Orientation (Camosun College)</i>	Nym Hughes
September 19-21	Dealing with Interpersonal Conflict	Gary Harper
September 24-25	<i>Critical Skills for Communicating in Conflict (YWCA Downtown Campus)</i>	Mario Govorchin
September 24-25	<i>Asserting Yourself in Conflict Situations (Camosun College)</i>	Nancy McPhee
September 24-26	Negotiation Skills Level I	Dale Zaiser
September 24-26	Fundamentals of Peacemaking & Restorative Justice	Jackie Stevilak & Phil Gatensby
September 25-27	Dealing with Anger	Elizabeth Azmier-Stewart
<b>Sept 25, 26 &amp; 29</b>	<b>Evening/Saturday Class:</b>	
	<b>Critical Skills for Communicating in Conflict</b>	<b>Terry Harris</b>
September 26-28	<i>Resolving Conflict in the Workplace (YWCA Downtown Campus)</i>	Joan Balmer
September 27	Assessments	Centre Assessor
September 27-28	Asserting Yourself in Conflict Situations	Sue Yerxa
September 27-29	<i>Resolving Conflict in the Workplace (Camosun College)</i>	Nancy Baker
September 28	Assessments	Centre Assessor
October 1-3	<i>Negotiation Skills Level I (Camosun College)</i>	Nancy McPhee
October 1-3	Dealing with Interpersonal Conflict	Joan Balmer
October 3-5	Resolving Conflict in the Workplace	Jim Toogood
October 4	Assessments	Centre Assessor
October 5	Assessments	Centre Assessor
October 9	Reality Check: Negotiation	Deborah White
October 9-10	Critical Skills for Communicating in Conflict	Sue Yerxa
October 9-10	<i>Shifting from Positions to Interests (Yukon College)</i>	Dale Zaizer
October 10-12	Mediation Skills Level I	Terry Harris
October 11-12	Group Dynamics	Karen Haddigan
October 11	<i>Reality Check: Negotiation (Yukon College)</i>	Centre Assessor
October 11	<i>Program and Career Orientation (OUC – Vernon)</i>	Nym Hughes
October 12	<i>Reality Check: Negotiation (Yukon College)</i>	Centre Assessor
October 12	<i>Program and Career Orientation (OUC – Penticton)</i>	Nym Hughes
October 12	<i>Program and Career Orientation (Malaspina College)</i>	Leslie Murray
October 12-13	<i>Critical Skills for Communicating in Conflict (Malaspina College)</i>	Brian Frank
October 15-17	<i>Negotiation Skills Level I (YWCA)</i>	Jill Schroder
October 16-17	Shifting from Positions to Interests	Arthur Ridgeway
<b>Oct 16, 17, 20</b>	<b>Evening/Saturday Class: Asserting Yourself in Conflict Situations</b>	<b>Ed Jackson</b>
October 17-23	Mediation Skills Level II	Deborah White
October 18-19	Reconciling Differences	Arthur Ridgeway
October 18-20	<i>Dealing with Interpersonal Conflict (OUC – Penticton)</i>	Sue Yerxa
October 18-20	<i>Dealing with Interpersonal Conflict (Camosun College)</i>	Duncan Stewart
October 18-20	<i>Resolving Conflict in the Workplace (North Island College)</i>	Sandy Dunlop
October 22	Reality Check: Negotiation	Lee Turnbull



# CHRONOLOGICAL COURSE LISTING

Date	Course Name	Instructor
October 22-23	Psychology of Victims	Joe Solanto
October 22-24	Resolving Conflict in the Workplace	Nancy McPhee
<b>October 24</b>	<b>Program and Career Orientation (Evening)</b>	<b>Nym Hughes</b>
October 24-25	<i>Managing the Hostile Individual (Camosun College)</i>	Mario Govorchin
October 25-27	Dealing with Interpersonal Conflict	Kelly Henderson
October 25-27	<i>Dealing with Interpersonal Conflict (Malaspina College)</i>	Donna Soules
October 29-30	Asserting Yourself in Conflict Situations	Deborah White
October 29-31	<i>Dealing with Anger (YWCA Downtown Campus)</i>	Joan Balmer
October 29-31	Negotiation Skills Level I	Mario Govorchin
Oct 31-Nov 2	Dealing with Defensiveness in Conflict	Donna Soules
November 1-2	<i>Civil Procedures (YWCA Downtown Campus)</i>	Terry Harris
November 1-3	<i>Dealing with Anger (Camosun College)</i>	Elizabeth Azmier-Stewart
November 1-3	<i>Fundamentals of Peacemaking &amp; Restorative Justice (Malaspina College)</i>	Nancy Hinds & Sue Yerxa
November 5	<i>Reality Check: Negotiation (Camosun College)</i>	Centre Assessor
November 5-6	<i>Managing the Hostile Individual (OUC - Vernon)</i>	Mario Govorchin
November 5-7	Resolving Conflict in the Workplace	Linda Dobson-Sayer
November 5-7	<i>Negotiation Skills Level I (University College of the Fraser Valley)</i>	Dale Zaiser
November 6-7	<i>Criticism: How to Give &amp; Receive It (Camosun College)</i>	Deborah White
November 6-8	Mediation Skills Level I	Donna Soules
November 7-9	Dealing with Interpersonal Conflict	Jim Toogood
November 8-9	Critical Skills for Communicating in Conflict	Ed Jackson
November 13	<i>Reality Check: Negotiation</i>	Deborah White
November 13-14	Shifting from Positions to Interests	Arthur Ridgeway
November 13-15	Negotiation Skills Level I	Nancy McPhee
<b>Nov 13,14,15,17</b>	<b>Evening/Saturday Class: Dealing with Interpersonal Conflict</b>	<b>Terry Harris</b>
November 14-16	<i>Fundamentals of Peacemaking &amp; Restorative Justice (OUC Penticton)</i>	MaryAnne Arcand & Sue Yerxa
November 15-16	Negotiating with Difficult People	Arthur Ridgeway
November 15-17	<i>Resolving Conflict in the Workplace (Camosun College)</i>	Linda Dobson-Sayer
November 15-17	<i>Mediation Skills Level I (Malaspina College)</i>	Sandy Dunlop
November 19-21	Dealing with Anger	Nancy McPhee
November 19-21	Peacemaking Circles: A Process for Building Consensus	Mark Wedge & TBA
November 19-23	<i>Negotiation Skills Level II (YWCA Downtown Campus)</i>	Mario Govorchin
November 20-21	<i>Group Dynamics (Camosun College)</i>	Elizabeth Azmier-Stewart
November 20-22	Resolving Conflict in the Workplace	Jill Schroder
November 21-23	Mediation Skills Level I	Gary Harper
November 22-24	<i>Negotiation Skills Level I (North Island College)</i>	Jim Toogood
<b>Nov 24,Dec 1, 8</b>	<b>Saturday Class: Resolving Conflict in the Workplace</b>	<b>Terry Harris</b>
November 26	<i>Reality Check: Negotiation</i>	Lee Turnbull
November 26	<i>Assessments (Camosun College)</i>	Centre Assessor
November 26-27	Critical Skills for Communicating in Conflict	Terry Harris
November 26-27	<i>Psychology of Victims (Malaspina College)</i>	Joe Solanto
November 26-28	Dealing with Interpersonal Conflict	Sue Yerxa
November 28	Program and Career Orientation	Nym Hughes
November 28-29	<i>Shifting from Positions to Interests (Camosun College)</i>	Deborah White
November 28-30	Negotiation Skills Level I	Ed Jackson
Nov 29-Dec 1	Dealing with Anger	Sue Yerxa
Nov 29-Dec 1	Resolving Conflict in the Workplace	Kelly Henderson
November 30	<i>Art of Reframing (Malaspina College)</i>	Ron Monk
Nov 30-Dec 1	<i>Negotiating with Difficult People (Camosun College)</i>	Deborah White
December 3	Handling Conflict on the Telephone	Dale Trimble
December 3-4	Asserting Yourself in Conflict Situations	Jill Schroder
December 3-5	<i>Mediation Skills Level I (YWCA Downtown Campus)</i>	Linda Dobson-Sayer
December 3-7	Mediation Skills Level II	Ron Monk
December 4	Use It or Lose It Clinic	TBA
December 5	The Art of Reframing	Karen Haddigan



# CHRONOLOGICAL COURSE LISTING

Date	Course Name	Instructor
December 6	Reality Check: Negotiation	Lee Turnbull
December 6-7	Challenges of Facilitating (YWCA Downtown Campus)	Karen Haddigan
December 6-7	Managing the Hostile Individual	Mario Govorchin
December 6- 8	Mediation Skills Level I (Camosun College)	Brian Frank
December 7- 8	Dynamics of Power in Dispute Resolution (Malaspina College)	Joan Balmer
December 10-11	Psychology of Victims (OUC Penticton)	Joe Solanto
December 10-12	Dealing with Interpersonal Conflict	Nancy McPhee
December 10-14	Negotiation Skills Level II	Dale Zaiser
December 11-13	Negotiation Skills Level I	Jim Toogood
December 11-13	Resolving Conflict in the Workplace	Ed Jackson
December 12-14	Dealing with Anger	Joan Balmer
December 13	Assessments	Centre Assessor
December 13-14	Critical Skills for Communicating in Conflict	Deborah White
December 14	Assessments	Centre Assessor
January 18/02	Reality Check: Negotiation (Camosun College)	Nancy McPhee
January 30/02	Assessments (Camosun College)	Centre Assessor

## ALPHABETICAL COURSE LISTING

Course Name	CR	Page	Course Name	CR	Page
(The) Art of Reframing	CR366	22	Handling Conflict on the Telephone	CR101	24
Asserting Yourself in Conflict Situations	CR105	22	Managing the Hostile Individual	CR108	25
Assessments	CR950	17	Mediation Skills Level I	CR250	20
Challenges of Facilitating	CR508	22	Mediation Skills Level II	CR400	25
Civil Procedures	CR846	23	Negotiating with Difficult People: Making it Hard to Say No	CR362	26
Critical Skills for Communicating in Conflict	CR102	21/23	Negotiation Skills Level I	CR260	19
Criticism: How to Give & Receive It	CR206	23	Negotiation Skills Level II	CR360	20
Dealing with Anger	CR200	19	Peacemaking Circles	PRJ205	26
Dealing with Defensiveness in Conflict	CR319	24	Psychology of Victims	PRJ103	21
Dealing with Interpersonal Conflict	CR110A	18	Reality Check: Negotiation	CR910	26
Dynamics of Power in Dispute Resolution	CR314	24	Reconciling Differences	CR834	26
Fundamentals in Peacemaking & Restorative Justice	PRJ100	21	Resolving Conflict in the Workplace	CR110B	18
Group Dynamics	CR504	24	Shifting from Positions to Interests	CR302	27
			Use It or Lose It Clinic	CR930	27

## NUMERICAL COURSE LISTING

CR	Course Name	Page	CR	Course Name	Page
CR101	Handling Conflict on the Telephone	24	CR362	Negotiating with Difficult People: Making it Hard to Say No	26
CR102	Critical Skills for Communicating in Conflict	21/23	CR366	(The) Art of Reframing	22
CR105	Asserting Yourself in Conflict Situations	22	CR400	Mediation Skills Level II	25
CR108	Managing the Hostile Individual	25	CR504	Group Dynamics	24
CR110A	Dealing with Interpersonal Conflict	18	CR508	Challenges of Facilitating	22
CR110B	Resolving Conflict in the Workplace	18	CR834	Reconciling Differences	26
CR200	Dealing with Anger	19	CR846	Civil Procedures	23
CR206	Criticism: How to Give & Receive It	23	CR910	Reality Check: Negotiation	26
CR250	Mediation Skills Level I	20	CR930	Use It or Lose It Clinic	27
CR260	Negotiation Skills Level I	19	CR950	Assessments	17
CR302	Shifting from Positions to Interests	27	PRJ100	Fundamentals of Peacemaking & Restorative Justice	21
CR314	Dynamics of Power in Dispute Resolution	24	PRJ103	Psychology of Victims	21
CR319	Dealing with Defensiveness in Conflict	24	PRJ205	Peacemaking Circles	26
CR360	Negotiation Skills Level II	20			



# COURSE LISTING - BY LOCATION

## ABBOTSFORD

UNIVERSITY COLLEGE OF THE FRASER VALLEY  
33844 King Road

To register call: (604) 864-4626

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

Course Date	CR	Course Name	Fee	Instructor
November 5-7	CR260	Negotiation Skills Level I	\$425	Dale Zaiser

## CAMPBELL RIVER

NORTH ISLAND COLLEGE  
1685 South Dogwood Street

To register call: (250) 923-9790

For information: 1-888-799-0801

Course Date	CR	Course Name	Fee	Instructor
October 18-20	CR110B	Resolving Conflict in the Workplace	\$569	Sandy Dunlop
November 22-24	CR260	Negotiation Skills Level I	\$569	Jim Toogood

## COWICHAN

MALASPINA UNIVERSITY COLLEGE, COWICHAN CAMPUS  
222 Cowichan Way, Duncan

To register call: (250) 746-3519

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

**Coming April 2002 - Critical Skills for Communicating in Conflict!**

## NANAIMO

MALASPINA UNIVERSITY COLLEGE, NANAIMO CAMPUS  
900 - 5th Street, Nanaimo

To register call: (250) 755-8755

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

Use HHJI  
course codes  
when registering  
at MALASPINA

Course Date	CR	Course Name	Fee	Instructor
October 12	5pm-7pm	Program and Career Orientation (HHJI030)		Leslie Murray
October 12-13	CR102	Critical Skills for Communicating in Conflict (HHJI018)	\$350	Brian Frank
October 25-27	CR110A	Dealing with Interpersonal Conflict (HHJI001)	\$460	Donna Soules
November 1-3	PRJ100	Fundamentals of Peacemaking & Restorative Justice (HHJP001)	\$460	Nancy Hinds & Sue Yerxa
November 15-17	CR250	Mediation Skills Level I (HHJI004)	\$460	Sandy Dunlop
November 26-27	PRJ103	Psychology of Victims (HHJP004)	\$350	Joe Solanto
November 30	CR366	Art of Reframing (HHJI022)	\$180	Ron Monk
December 7- 8	CR314	Dynamics of Power in Dispute Resolution (HHJI023)	\$350	Joan Balmer

## NEW WESTMINSTER

JUSTICE INSTITUTE OF BC  
715 McBride Boulevard

To register call: (604) 528-5590

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

Course Date	CR	Course Name	Fee	Instructor
September 17	CR910	Reality Check: Negotiation	\$185	Centre Assessor
September 17-18	CR206	Criticism: How to Give & Receive It	\$270	Deborah White
September 17-19	CR110B	Resolving Conflict in the Workplace	\$405	Donna Soules
September 19-21	CR110A	Dealing with Interpersonal Conflict	\$405	Gary Harper
September 24-26	CR260	Negotiation Skills Level I	\$405	Dale Zaiser
September 24-26	PRJ100	Fundamentals of Peacemaking & Restorative Justice	\$405	Jackie Stevilak & Phil Gatensby
September 25-27	CR200	Dealing with Anger	\$405	Elizabeth Azmier-Stewart
September 25,26,29	CR102	Evening/Saturday Class: Critical Skills for Communicating in Conflict	\$270	Terry Harris
September 27	CR950	Assessments	\$245	Centre Assessor
September 27-28	CR105	Asserting Yourself in Conflict Situations	\$270	Sue Yerxa



# COURSE LISTING - BY LOCATION

## NEW WESTMINSTER

To register call: (604) 528-5590

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

JUSTICE INSTITUTE OF BC

715 McBride Boulevard

Course Date	CR	Course Name	Fee	Instructor
September 28	CR950	Assessments	\$245	Centre Assessor
October 1-3	CR110A	Dealing with Interpersonal Conflict	\$405	Joan Balmer
October 3-5	CR110B	Resolving Conflict in the Workplace	\$405	Jim Toogood
October 4	CR950	Assessments	\$245	Centre Assessor
October 5	CR950	Assessments	\$245	Centre Assessor
October 9	CR910	Reality Check: Negotiation	\$185	Centre Assessor
October 9-10	CR102	Critical Skills for Communicating in Conflict	\$270	Sue Yerxa
October 10-12	CR250	Mediation Skills Level I	\$405	Terry Harris
October 11-12	CR504	Group Dynamics	\$270	Karen Haddigan
October 16-17	CR302	Shifting from Positions to Interests	\$270	Arthur Ridgeway
October 16, 17,20	CR105	Evening/Saturday Class: Asserting Yourself in Conflict Situations	\$270	Ed Jackson
October 17-23	CR400	Mediation Skills Level II	\$620	Deborah White
October 18-19	CR834	Reconciling Differences	\$295	Arthur Ridgeway
October 22	CR910	Reality Check: Negotiation	\$185	Centre Assessor
October 22-23	PRJ103	Psychology of Victims	\$270	Joe Solanto
October 22-24	CR110B	Resolving Conflict in the Workplace	\$405	Nancy McPhee
October 24		Program and Career Orientation (Evening)		Nym Hughes
October 25-27	CR110A	Dealing with Interpersonal Conflict	\$405	Kelly Henderson
October 29-30	CR105	Asserting Yourself in Conflict Situations	\$270	Deborah White
October 29-31	CR260	Negotiation Skills Level I	\$405	Mario Govorchin
Oct 31-Nov 2	CR319	Dealing with Defensiveness in Conflict	\$405	Donna Soules
November 5-7	CR110B	Resolving Conflict in the Workplace	\$405	Linda Dobson-Sayer
November 6-8	CR250	Mediation Skills Level I	\$405	Donna Soules
November 7-9	CR110A	Dealing with Interpersonal Conflict	\$405	Jim Toogood
November 8-9	CR102	Critical Skills for Communicating in Conflict	\$270	Ed Jackson
November 13	CR910	Reality Check: Negotiation	\$185	Centre Assessor
November 13-14	CR302	Shifting from Positions to Interests	\$270	Arthur Ridgeway
November 13-15	CR260	Negotiation Skills Level I	\$405	Nancy McPhee
November 13-17	CR110A	Evening/Saturday Class: Dealing with Interpersonal Conflict	\$405	Terry Harris
November 15-16	CR362	Negotiating with Difficult People	\$270	Arthur Ridgeway
November 19-21	CR200	Dealing with Anger	\$405	Nancy McPhee
November 19-21	PRJ205	Peacemaking Circles: A Process for Building Consensus	\$450	Mark Wedge & TBA
November 20-22	CR110B	Resolving Conflict in the Workplace	\$405	Jill Schroder
November 21-23	CR250	Mediation Skills Level I	\$405	Gary Harper
Nov 24,Dec 1, 8	CR110B	Saturday Class: Resolving Conflict in the Workplace	\$405	Terry Harris
November 26	CR910	Reality Check: Negotiation	\$185	Centre Assessor
November 26-27	CR102	Critical Skills for Communicating in Conflict	\$270	Terry Harris
November 26-28	CR110A	Dealing with Interpersonal Conflict	\$405	Sue Yerxa
November 28		Program and Career Orientation		Nym Hughes
November 28-30	CR260	Negotiation Skills Level I	\$405	Ed Jackson
Nov 29-Dec 1	CR200	Dealing with Anger	\$405	Sue Yerxa
Nov 29-Dec 1	CR110B	Resolving Conflict in the Workplace	\$405	Kelly Henderson
December 3	CR101	Handling Conflict on the Telephone	\$135	Dale Trimble
December 3-4	CR105	Asserting Yourself in Conflict Situations	\$270	Jill Schroder
December 3-7	CR400	Mediation Skills Level II	\$620	Ron Monk
December 4	CR930	Use It or Lose It Clinic	\$135	To be determined
December 5	CR366	The Art of Reframing	\$135	Karen Haddigan
December 6	CR910	Reality Check: Negotiation	\$185	Centre Assessor
December 6-7	CR108	Managing the Hostile Individual	\$270	Mario Govorchin
December 10-12	CR110A	Dealing with Interpersonal Conflict	\$405	Nancy McPhee



# COURSE LISTING - BY LOCATION

Course Date	CR	Course Name	Fee	Instructor
December 10-14	CR360	Negotiation Skills Level II	\$620	Dale Zaiser
December 11-13	CR260	Negotiation Skills Level I	\$405	Jim Toogood
December 11-13	CR110B	Resolving Conflict in the Workplace	\$405	Ed Jackson
December 12-14	CR200	Dealing with Anger	\$405	Joan Balmer
December 13	CR950	Assessments	\$245	Centre Assessor
December 13-14	CR102	Critical Skills for Communicating in Conflict	\$270	Deborah White
December 14	CR950	Assessments	\$245	Centre Assessor

## PENTICTON

OKANAGAN UNIVERSITY COLLEGE - PENTICTON CAMPUS

To register call: (250) 490-3959

583 Duncan Avenue

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

Course Date	CR	Course Name	Fee	Instructor
October 12	7pm-9pm	Program and Career Orientation		Nym Hughes
October 18-20	CR110A	Dealing with Interpersonal Conflict	\$495	Sue Yerxa
November 14-16	PRJ100	Fundamentals in Peacemaking & Restorative Justice	\$495	MaryAnne Arcand & Sue Yerxa
December 10-11	PRJ103	Psychology of Victims	\$395	Joe Solanto

## VANCOUVER

YWCA DOWNTOWN CAMPUS

To register call: (604) 528-5590

535 Hornby Street, 4th Floor

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

Course Date	CR	Course Name	Fee	Instructor
September 24-25	CR102	Critical Skills for Communicating in Conflict	\$270	Mario Govorchin
September 26-28	CR110B	Resolving Conflict in the Workplace	\$405	Joan Balmer
October 15-17	CR260	Negotiation Skills Level I	\$405	Jill Schroder
October 29-31	CR200	Dealing with Anger	\$405	Joan Balmer
November 1-2	CR846	Civil Procedures	\$270	Terry Harris
November 19-23	CR360	Negotiation Skills Level II	\$620	Mario Govorchin
December 3-5	CR250	Mediation Skills Level	\$405	Linda Dobson-Sayer
December 6-7	CR508	Challenges of Facilitating	\$270	Karen Haddigan

## VERNON

OKANAGAN UNIVERSITY COLLEGE - VERNON CAMPUS

To register call: (250) 503-2653

2899 - 30th Avenue

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

Course Date	CR	Course Name	Fee	Instructor
October 11	7pm-9pm	Program and Career Orientation		Nym Hughes
November 5-6	CR108	Managing the Hostile Individual	\$350	Mario Govorchin

## VICTORIA

CAMOSUN COLLEGE - INTERURBAN CAMPUS

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

4461 Interurban Road

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

Use BSJI  
course codes  
when registering  
at CAMOSUN

Course Date	CR	Course Name	Fee	Instructor
September 17-18	CR102	Critical Skills for Communicating in Conflict (BSJI 550V)	\$350	Duncan Stewart
September 19	7pm-9pm	Program and Career Orientation (BSJI 553V)		Nym Hughes
September 24-25	CR105	Asserting Yourself in Conflict Situations (BSJI 543V)	\$350	Nancy McPhee
September 27-29	CR110B	Resolving Conflict in the Workplace (BSJI 541V)	\$450	Nancy Baker
October 1-3	CR260	Negotiation Skills Level I (BSJI 540V)	\$450	Nancy McPhee
October 18-20	CR110A	Dealing with Interpersonal Conflict (BSJI 540V)	\$450	Duncan Stewart
October 24-25	CR108	Managing the Hostile Individual (BSJI 551V)	\$350	Mario Govorchin
November 1-3	CR200	Dealing with Anger (BSJI 544V)	\$450	Elizabeth Azmier-Stewart
November 5	CR910	Reality Check: Negotiation	\$180	Centre Assessor

CALL THE # TO  
REGISTER FOR  
REALITY CHECK!



# COURSE LISTING - BY LOCATION

## VICTORIA

To register call: (250) 370-3841 or (250) 592-1556  
For information: (250) 370-4565 or 1-888-799-0801

## CAMOSUN COLLEGE - INTERURBAN CAMPUS

4461 Interurban Road

Use BSJI course codes  
when registering at  
CAMOSUN

Date	CR	Course	Fee	Instructor
November 6-7	CR206	Criticism: How to Give & Receive It (BSJI 563V)	\$350	Deborah White
November 15-17	CR110B	Resolving Conflict in the Workplace (BSJI 543V)	\$450	Linda Dobson-Sayer
November 20-21	CR504	Group Dynamics (BSJI 559V)	\$350	Elizabeth Azmier-Stewart
November 26	CR950	Assessment	\$275	Centre Assessor
November 28-29	CR302	Shifting from Positions to Interests (BSJI 516V)	\$350	Deborah White
Nov 30-Dec 1	CR362	Negotiating with Difficult People (BSJI 552V)	\$350	Deborah White
December 6- 8	CR250	Mediation Skills Level I (BSJI 542V)	\$450	Brian Frank
January 18/02	CR910	Reality Check: Negotiation	\$180	Centre Assessor
January 30/02	CR950	Assessments	\$275	Centre Assessor

CALL THE JI TO REGISTER

CALL THE JI TO REGISTER

## WHITEHORSE

To register call: 1-800-661-0504

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

## YUKON COLLEGE

500 College Drive

Date	CR	Course	Fee	Instructor
October 9-10	CR302	Shifting from Positions to Interests	\$350	Dale Zaizer
October 11	CR910	Reality Check: Negotiation	TBA	Centre Assessor
October 12	CR910	Reality Check: Negotiation	TBA	Centre Assessor

CALL THE JI TO REGISTER  
FOR REALITY CHECK



Jack McGee, President of the Justice Institute of BC  
pictured above with students of Glenbrook Middle



# INSTRUCTIONAL TEAM

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

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

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

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

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

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

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

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

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

Ed Eduljee, Trainer specializing in intercultural relations and communications in the community and workplace. Facilitator for community consultations and workshops; leadership and board development in community agencies. Background:

Past Director for Multiculturalism and Manager for Human Rights Education, Government of B.C.; president and director of various community organizations.

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

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

Phil Gatensby, PRJ Instructor, is from the 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 youth and elders and has provided facilitation in correctional as well as in school settings. He is also a practitioner of First Nations ceremony.

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 counselling, social administration and social services to children and youth.

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

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

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



# INSTRUCTIONAL TEAM

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

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

Marg Huber, CRC, B.A., C.Med. Past Director for the 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.

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

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

Sandra Rossi, CRC, PRJ Instructor, has worked in the Criminal Justice System for the past 20 years. She specializes in Alternative Dispute Resolution and Restorative Justice.

Currently, Sandra co-ordinates a youth alternative measures program and she is a mediator/facilitator in private practice. She has worked in the public, private, and non-profit sector.

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

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

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

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

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

Jacquie Stevilak, PRJ Instructor, 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.

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.

Barry Stuart, B.A., LL.B., O.P.N.G., PRJ Instructor 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.

Jim Toogood, CRC. Trainer in conflict resolution, negotiation and mediation with First Nations groups. Mediator, facilitator and consultant in organizational workplace settings,



# INSTRUCTIONAL TEAM

commercial, personal injury and labour disputes. Background in business and labour.

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

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

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

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

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

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

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

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

## Coaches

**Mike Adam, Nancy Baker, Juan Barker, Keith Barker, Janice Bateman, Trudie Begbie, Christiane Boisjoly, Sherry Bowlby, Pat Bragg, Marj Busse, Sherri Calder, David Caird, Ken Carridine, Marilou Carrillo, Lee Carruthers, Alice Caton, Susan Cawsey, Beryl Clayton, Anne de Cosson, Raj Dhasi, Linda Dobson Sayer, Sandy Dunlop, Donna Dussault, Jory Faibish, Cheryl Farmer, Brian Frank, Ron Fyfe, Maureen Garrity, Maureen Hannah, Anne Harker, Terry Harris, Carolyn Hayes, Sandra Heath, Lori Henderson, Nancy Hinds, Kent Highnam, 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, Kerry Palmer, Sena Paradis, Pam Penner, Gord, Rogers, 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.**

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

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



## WORKING IN THE ALTERNATE DISPUTE RESOLUTION FIELD

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

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

- Most people who work in the dispute resolution field are in private practice as mediators, facilitators and trainers.
- While there is no legislation in B.C. governing who can or cannot call themselves a mediator, there are voluntary professional certifications available through mediator membership organizations and there are requirements of training and experience for applying to the B.C. Mediator Roster. See below for details.
- It is still very unusual for a person to make their living exclusively through private practice mediation. Many private practice mediators combine a mediation practice with other forms of practice or another job.
- Making a living as a private practice mediator requires building up a client base over time, usually based on word-of-mouth reputation. Mediators, like any self-employed business people, have to be creative and persistent in marketing their services.
- Trained but inexperienced mediators can acquire hands-on supervised practice through the Court Mediation Practicum Program. See page 39 for details.
- Most people working in PRJ are already employed as teachers.
- Most PRJ community programs are staffed primarily by volunteers.

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

Check out additional internet links listed at our web site at [www.jibc.bc.ca](http://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.

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

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

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

#### **British Columbia Mediator Roster Society**

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

Victoria, B.C. V8W 9J7

Telephone: 1-888-713-0433

Fax: (250) 387-1189

Email: [mediators@mediator-roster.bc.ca](mailto:mediators@mediator-roster.bc.ca)

Website: [www.mediator-roster.bc.ca](http://www.mediator-roster.bc.ca)



## COURT MEDIATION PRACTICUM PROGRAM

### Information for Mediators about the Program

#### What is the Court Mediation Practicum Program?

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

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

#### Who can participate?

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

#### How to apply?

To apply for the Practicum, contact the Court Mediation Practicum Program to obtain an application form at:

#### Court Mediation Practicum Program

145-800 Hornby Street, Vancouver, BC V6Z 2C5  
Fax: (604) 684-1306, email: [info@courtmediation.com](mailto:info@courtmediation.com)

#### When is the next class starting?

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

#### How long does the Practicum take to complete?

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

#### What is the cost?

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

#### How to obtain further information?

For further information, call: 604-684-1300 or 1-877-656-1300 or email: [info@courtmediation.com](mailto: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](http://www.fmc.ca), email: [fmc@fmc.ca](mailto:fmc@fmc.ca)

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

## Conflict Analysis and Management Programs

### Royal Roads University offers:

- Master of Arts Degree
- Graduate Diploma
- Certificate Programs
- Executive Programs

These programs give mid-career professionals an understanding of what causes and sustains conflict, and the knowledge to prevent or resolve it. Our model of Web-based distance learning, with brief residencies in Victoria, BC allows you to keep learning, keep working and keep your life.

For more information call  
250.391.2654,  
Toll Free 1.800.788.8028 or visit  
our website at  
[www.royalroads.ca](http://www.royalroads.ca)

**ROYAL ROADS  
UNIVERSITY**



# STUDENT INFORMATION - CONFLICT RESOLUTION PROGRAM

## PRIOR LEARNING ASSESSMENT AND RECOGNITION (PLAR)

### What is PLAR?

PLAR stands for Prior Learning Assessment and Recognition. It is a process for granting credit in a post-secondary program based on what you know and can do no matter where or how you gained that knowledge and those skills. 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 or a few weeks.

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

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

## PROGRAM & CAREER INFORMATION SESSIONS

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

### Justice Institute of British Columbia NEW WESTMINSTER

No appointment necessary.

<u>Date</u>	<u>Time</u>	<u>Room</u>
Oct 24	7:00-9:00pm	C224
Nov 28	12:00-2:00pm	C200

### Camosun College, Interurban Campus VICTORIA

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

<u>Date</u>	<u>Time</u>
Sep 19	7:00-9:00pm

### Malaspina University College NANAIMO

<u>Date</u>	<u>Time</u>
Oct 12	5:00-7:00pm

### Okanagan University College PENTICTON CAMPUS

<u>Date</u>	<u>Time</u>
Oct 12	7:00-9:00pm

### VERNON CAMPUS

<u>Date</u>	<u>Time</u>
Oct 11	7:00-9:00pm



## Certificate Program Enrollment

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

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

The specialization in Peacemaking and Restorative Justice is a 210 hour part-time program intended to be taken over a 1 to 3 year period. Cost will be determined by which courses you take and where you take them. If you take all the courses at the JI New Westminster Campus the total cost will be approximately \$4,805-\$5000.

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

There are a number of courses which count towards both the specialization in Conflict Resolution/Negotiation and Peacemaking and Restorative Justice. If you haven't decided which specialization you wish to pursue, you may start by taking courses that count towards either. See page 18 for details.

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

## Attendance Requirements

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

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

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

## Transcripts

A transcript and certificate will be mailed to graduates. The cost of additional documents is \$15 per copy.

## Transfer Credit

The Centre for Conflict Resolution is actively involved in pursuing transfer credit agreements with other post-secondary institutions in British Columbia. Currently, our Certificate in Conflict Resolution can count for 15 credits towards the Bachelor of Arts in Adult Ed at UCFV. JI students who have completed CR110B and CR102 can transfer that credit to Camosun College School of Business as equivalent to the course Bus 277: Agreement Seeking at Work. UBC currently accepts some JI courses as individual credits towards 300 level courses in the Faculties of Education and Counselling Psychology.

For information please contact Michelle Tubbs at 604-528-5638.

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

Library  
Now Open  
Saturday !

For information on  
**ASSESSMENTS**  
see page 17.



# STUDENT INFORMATION

## TIME AND LOCATION OF CLASSES

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

## LIBRARY

All students attending courses at the JI are welcome to use the library. The library is open from 8:00 am to 5:00 pm, Monday to Friday, and 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](http://www.jibc.bc.ca)). The Justice Institute remains open Wednesday evenings until 9:00 pm, and the cafeteria and common areas are available for students who wish to organize practice groups to meet on campus.

## INSTRUCTOR SUBSTITUTIONS AND LOCATION CHANGES

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

## VIDEOTAPES

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

## COURSE EXEMPTIONS

See Prior Learning Assessment Recognition (PLAR) page 40.

## 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 43 FOR INFORMATION ON:

- Refunds
- Transfer of Courses
- Substitutions
- Course Cancellations

## SUGGESTIONS OR COMPLAINTS?

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

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

*Ji Policy states:*

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

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

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



# STUDENT INFORMATION

## INQUIRIES BY E-MAIL

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

## REGISTER EARLY

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

## CONFIRMATION OF REGISTRATION

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

## TAX DEDUCTION

You may deduct tuition fees from your taxable income if the total amount exceeds \$100 for the year. Income tax receipts will be issued in Feb 2002 for all 2001 courses.

## REFUNDS

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

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

## TRANSFERS

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

## SUBSTITUTIONS

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

## NSF CHEQUES

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

## COURSE CANCELLATIONS

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

## ADDRESS OR NAME CHANGE

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

## STUDENTS WITH DISABILITIES

The Justice Institute has received funds from the Ministry of Advanced Education 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

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

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

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

For courses offered at OTHER LOCATIONS  
please contact the college directly.  
Contact numbers for these colleges  
are available starting on page 31.



# NOTES

THESE ARE THE NOTES OF THE STUDENT WHO  
HAS TAKEN THE COURSE IN THE  
SCHOOL OF THEOLOGICAL STUDIES  
AND WHO HAS BEEN GRANTED  
THE DEGREE OF  
BACHELOR OF THEOLOGY  
BY THE  
UNIVERSITY OF  
VICTORIA  
IN THE  
YEAR  
1968

THESE ARE THE NOTES OF THE STUDENT WHO  
HAS TAKEN THE COURSE IN THE  
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THE DEGREE OF  
BACHELOR OF THEOLOGY  
BY THE  
UNIVERSITY OF  
VICTORIA  
IN THE  
YEAR  
1968

## ADDITIONAL NOTES

THESE ARE THE NOTES OF THE STUDENT WHO  
HAS TAKEN THE COURSE IN THE  
SCHOOL OF THEOLOGICAL STUDIES  
AND WHO HAS BEEN GRANTED  
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UNIVERSITY OF  
VICTORIA  
IN THE  
YEAR  
1968



# REGISTRATION FORM

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

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

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

☐ MALE ☐ FEMALE (For Statistical Purposes)

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

The following is my: ☐ Work Address ☐ Home Address

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

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

COURSE NAME	COURSE NO.	START DATE	COURSE FEE
TOTAL FEE			

**Note:** Courses are GST-exempt. Fee payment should be submitted with this form.

## ENCLOSED IS MY COURSE FEE PAYMENT BY:

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

☐ Mastercard             Exp.   \_\_\_\_\_

☐ VISA             Exp.   \_\_\_\_\_

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

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

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



# REGISTRATION FORM

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

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

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

☐ MALE ☐ FEMALE (For Statistical Purposes)

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

The following is my: ☐ Work Address ☐ Home Address

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

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

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

## ENCLOSED IS MY COURSE FEE PAYMENT BY:

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

☐ Mastercard             Exp.   \_\_\_\_\_

☐ VISA             Exp.   \_\_\_\_\_

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

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

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



# INDEX

<b>About The Centre &amp; The JI .....</b>	<b>5</b>	Negotiating with Difficult People:	
Art of Reframing (The) .....	22	Making it Hard to Say No .....	26
Asserting Yourself in Conflict Situations .....	22	Negotiation Skills Level I .....	19
Assessment .....	17	Negotiation Skills Level II .....	20
Attendance Policy .....	41	Peacemaking Circles: A Process for Building	
BC Mediator Roster .....	38	Consensus & Relationships .....	26
<b>Centre for Conflict Resolution .....</b>	<b>5</b>	Plan Your Program Specialization in:	
About the Centre .....	5	Conflict Resolution/Negotiation .....	9
Contact Us .....	4	Plan Your Program Specialization in:	
Director's Message .....	48	Peacemaking and Restorative Justice.....	14
How to Find Us .....	See inside back cover	Prior Learning Assessment Recognition .....	40
Instructional Team .....	5	Program and Career Information Sessions.....	40
Learning in the Workplace .....	6	Psychology of Victims .....	21
Locations throughout BC/Yukon .....	6	Reality Check: Negotiation .....	26
Other Conflict Management Services .....	6	Reconciling Differences .....	26
Participants .....	5	Registration .....	43
Training Format .....	5	Registration Form .....	45/46
<b>Certificate in Conflict Resolution .....</b>	<b>7</b>	Required Courses .....	18
First Nations Negotiations Skills		Resolving Conflict in the Workplace .....	18
Specialization .....	7	Shifting from Positions to Interests.....	27
Specialization in Conflict Resolution/		<b>Student Information .....</b>	<b>40</b>
Negotiation .....	7	Attendance Requirements .....	41
Specialization in Peacemaking and		Certificate Program Enrolment .....	41
Restorative Justice .....	7	Confirmation of Registration .....	43
Challenges of Facilitating .....	22	Course Cancellations .....	43
Civil Procedure .....	23	NSF Cheques .....	43
Course Descriptions .....	18	Prior Learning Assessment Recognition .....	40
<b>Course Listings .....</b>	<b>28</b>	Refunds .....	43
Alpha/Numeric .....	30	Substitutions .....	43
By Location .....	31	Student Personal Education Number.....	43
Chronological .....	28	Students with Disabilities .....	43
Court Mediation Practicum Program .....	39	Tax Deductions .....	43
Critical Skills for Communicating in Conflict .....	21	Transcripts .....	41
Criticism: How to Give and Receive It .....	23	Transfers .....	43
Dealing with Anger .....	19	Students with Disabilities .....	43
Dealing with Defensiveness in Conflict .....	24	Use It or Lose It Clinic .....	27
Dealing with Interpersonal Conflict .....	18	<b>Working in the ADR Field .....</b>	<b>38</b>
Dynamics of Power in Dispute Resolution .....	24	BC Mediator Roster .....	38
Electives .....	22	Court Mediation Practicum Program .....	39
Fundamentals in Peacemaking and Restorative		Mediation Certification .....	39
Justice .....	21		
Group Dynamics .....	24		
Handling Conflict on the Telephone .....	24		
Information Sessions .....	40		
Instructional Team .....	35		
Justice Institute of BC .....	5		
Managing the Hostile Individual .....	25		
Mediation Certification .....	39		
Mediation Skills Level I .....	20		
Mediation Skills Level II .....	25		

**For dates and locations of  
PROGRAM & CAREER  
INFORMATION SESSIONS  
see page 40.**



# DIRECTOR'S MESSAGE



I am very excited to join the Centre for Conflict Resolution. Having only just begun as Director, I am impressed by the depth and breadth of course offerings in our Certificate programs. I am also impressed by the retention of long-term instructors. Our instructors and coaches are the backbone to our Certificate Programs. All of our instructors are conflict resolution practitioners, and we are grateful to them for their expertise and assistance in developing new and innovative elective courses, and in keeping our core courses current.

The Centre for Conflict Resolution has earned an international reputation for the calibre of our education and training programs, and for its professional standards. Requiring a certain level of demonstrated skills is a major indicator of our professional standards. The required assessment component of our Certificate program enhances the value of achieving a Certificate, and ensures that students know they have acquired the skills promoted throughout the Certificate program.

Our Certificate in Conflict Resolution is now offered with three specialty streams: Negotiation; Peacemaking and Restorative Justice; and First Nations Negotiation Skills. After much deliberation, we decided to offer Peacemaking and Restorative Justice as a specialty stream within our main Certificate program, rather than as a separate Certificate program. This provides both the Centre and the students with greater flexibility. Peacemaking and Restorative Justice is a rapidly growing area within the field of conflict resolution, and many institutions, schools and community groups are looking to the theory and practice of Peacemaking and Restorative Justice with great interest.

Another exciting development is the new JI/UBC Certificate for Conflict Resolution Practices in an Educational/School Context. The JI/UBC Certificate will be piloted beginning in September 2001, and is a joint initiative under the Bridging Project: a partnership of the Centre for Conflict Resolution; New Westminster School District #40, and the University of British Columbia.

I look forward to working with you, the staff, instructors and coaches over the next semester, and for many semesters after that. Please feel free to drop by the Centre and let us know how you are enjoying your courses; we welcome your thoughts and suggestions.

Carrie Gallant, Director

## Our Mission

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

## JUSTICE INSTITUTE OF B.C. OUR VALUES

### Student-Centred

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

### Accessible

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

### Innovative

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

### Positive and Supportive

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

### Quality-Driven

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

### Relevant

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

### Responsive

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

### Teamwork

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

### Partnerships

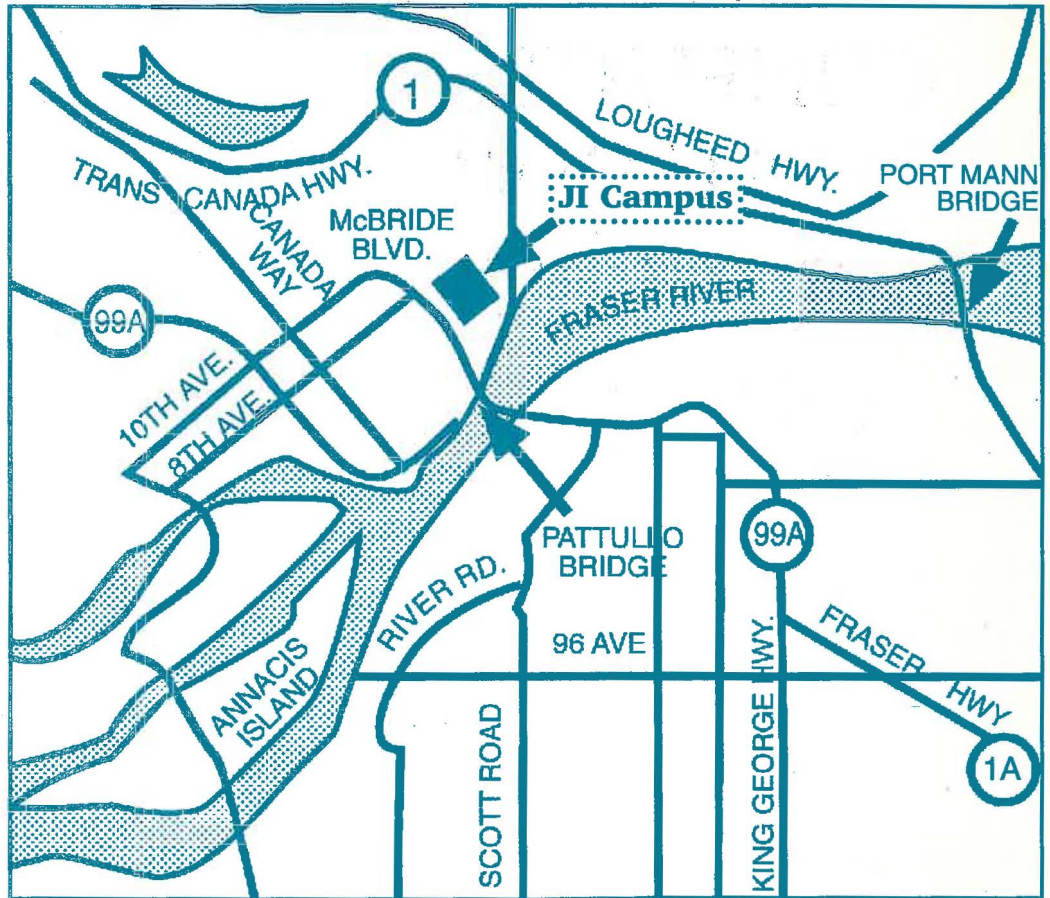
*We believe in developing partnerships that provide leadership and innovation in justice and public safety education and training.*





### Justice Institute - Main Campus

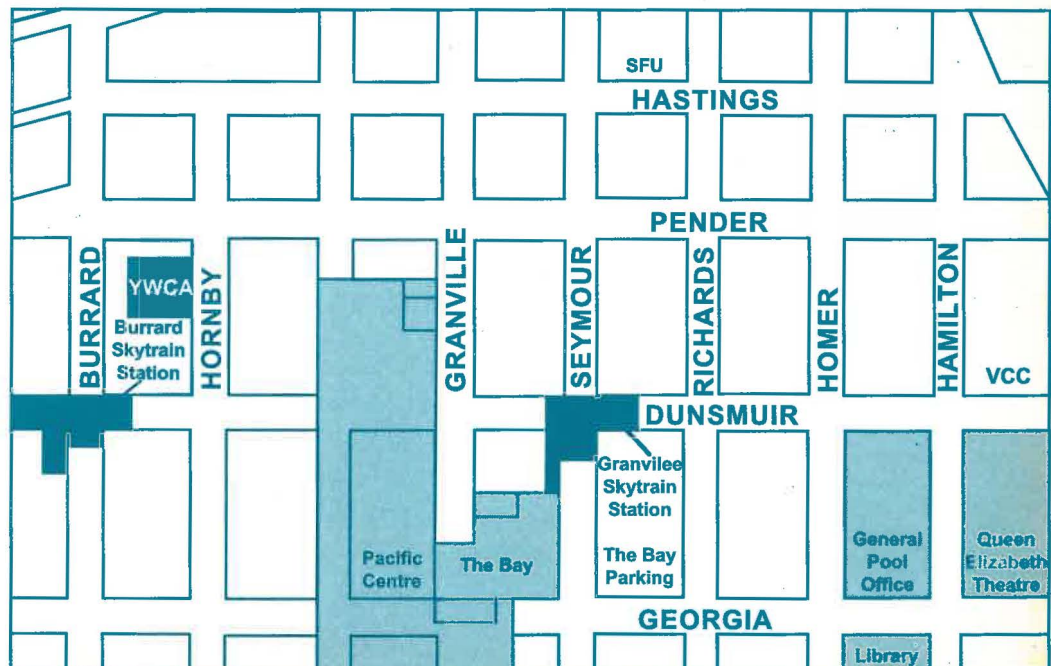
715 McBride Blvd.  
New Westminster, BC



For bus schedules contact  
[www.coastmountainbus.com](http://www.coastmountainbus.com)  
(604) 521-0400

### 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

**MAIL** ➤ **POSTE**

Canada Post Corporation / Société canadienne des postes

Postage paid

**Bik**

Port payé

**Nbre**

**02863014-99**

Vancouver, BC

[www.jibc.bc.ca](http://www.jibc.bc.ca)

