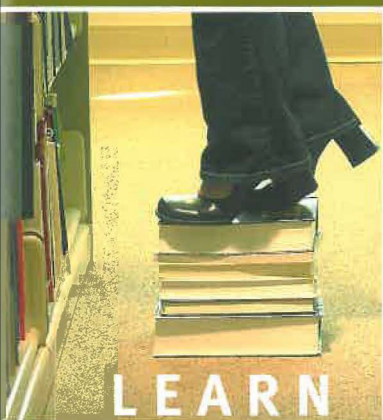




JUSTICE INSTITUTE
of BRITISH COLUMBIA



LEARN



EXPERIENCE



GROW

CENTRE FOR CONFLICT RESOLUTION
Course Calendar Sept 06 – Aug 07

www.jibc.bc.ca/ccr

Enroll in a certificate program – join a community of learners

LEARN. EXPERIENCE. GROW.

When you enroll in a certificate program at the JIBC Centre for Conflict Resolution, you join a learning community and participate in a unique educational experience.

Becoming a certificate student will help you:

- enhance your career prospects – employers are looking for people who build productive interpersonal and workplace relationships;
- choose the amount of time that you have for taking courses and the speed at which you learn and integrate the new skills;
- work in a specialization that is most valuable and relevant to you – negotiation, mediation/third-party intervention or family mediation – or complete more than one certificate;
- access Community of Learners (an online discussion forum) where you can connect with your peers, form practice groups and engage in discussions related to the discipline of conflict resolution;
- access the JIBC's extensive collection of books, periodicals, and videos on conflict resolution and related subjects, including a wide variety of online journal and articles, courtesy of the JIBC Virtual Library;
- celebrate your success with friends and family when you graduate at the JIBC convocation ceremony.

For more information about enrolling in a certificate program or planning your learning path, see Choosing Certificates page 12.

For a certificate registration package:

Call or e-mail Lynn Sinclair

Phone: 604.528.5609

E-mail: lsinclair@jibc.bc.ca

THE CENTRE FOR CONFLICT RESOLUTION

- 2** Associate Certificate in Workplace Conflict – Cohort Model
- 5** Contact Information
- 6** Conflict Resolution Training in Your Organization
- 9** Working With Aboriginal Communities and Agencies
- 10** Executive Programs

CERTIFICATES

- 12** Choosing Certificates
- 13** How to Complete a Certificate
- 14** Course and Certificate Information Sessions
- 15** Associate Certificate in Workplace Conflict
- 16** Negotiation Specialization
- 20** Mediation/Third-Party Specialization
- 24** Family Mediation Certificate

COURSES

- 30** Alphabetical Course Descriptions
- 53** Course Listing by Date
- 61** Course Listing by Location
- 70** Course Listing by Course Name
- 79** Course Listing by Course Number

LEARNER SERVICES

- 81** Prior Learning and Equivalency Credits
- 81** Continuing Education Credits

FACULTY

- 83** Faculty

LEARNER INFORMATION

- 90** Career Opportunities in Dispute Resolution
- 90** Helpful Resources
- 91** Practicum Programs
- 92** Campus Locations
- 97** Class and Registration Information
- 97** Attendance Requirements
- 97** Refunds
- 102** Course Registration Form
- 103** Campus Location Maps

2 unique opportunity

JIBC ASSOCIATE CERTIFICATE IN WORKPLACE CONFLICT OFFERED THROUGH LANGARA COLLEGE IN VANCOUVER – COHORT MODEL.

- *Complete your associate certificate in three months.*
- *Courses take place evenings and Saturdays to suit your busy lifestyle.*



LANGARA
COLLEGE
Continuing Studies
100 West 49th Avenue,
Vancouver, BC

LEARN. EXPERIENCE. GROW.

Your cohort will pursue the Associate Certificate in Workplace Conflict by engaging in a set sequence of courses, beginning and ending the sequence together.

This cohort format draws on learning with like-minded people with common work experiences and interests. As your group proceeds through the sequence, you will build on shared learning, enhancing your educational experience while helping you grow as a group, and as individuals.

To Register for JIBC courses offered at Langara College: 604.323.5322

Sign up for either the Autumn 2006 or Spring 2007 JIBC Associate Certificate cohort program offered at Langara College in Vancouver, through a new community partnership between the JIBC and Langara College.

Fee: \$1782.50, payable in two installments: \$995, \$787.50, which includes:

- All of the benefits of being a certificate student (inside front cover)
- Your \$50 associate certificate fee
- Four core courses which make up the Associate Certificate in Workplace conflict, as listed below
- See Learning Path on page 15
- **Students will register with the JIBC when they are ready for their final assessment: See page 33 for course description.**
Final Assessment: Mail-in, Fee: \$350

Associate Certificate in Workplace Conflict - 5.5 credits/11 days/77 hours

Required Courses: Four Courses

CR110B: Resolving Conflict in the Workplace, 3 days

CR260: Negotiations Skills Level I (Prerequisite: CR110B) 3 days

CR128: Conflict on the Front Line: Leaders as Conflict Resolvers, 3 days

CR504: Resolving Conflict in Groups Level I: Effective Team Dynamics
(Prerequisites: CR110B, CR260) 2 days



SCHEDULE

FALL 2006

CR110B	Resolving Conflict in the Workplace (CRN70255)	Tue. Sep. 26/06, 6:00-9:30pm Wed. Sep. 27/06, 6:00-9:30pm Thu. Sep. 28/06, 6:00-9:30pm Fri. Sep. 29/06, 6:00-9:30pm Sat. Sep. 30/06, 9:00-5:00pm
CR260	Negotiation Skills Level I (CRN70257)	Tue. Oct. 10/06, 6:00-9:30pm Wed. Oct. 11/06, 6:00-9:30pm Thu. Oct. 12/06, 6:00-9:30pm Fri. Oct. 13/06, 6:00-9:30pm Sat. Oct. 14/06, 9:00-5:00pm
CR128	Conflict on the Front Line: Leaders as Conflict Resolvers (CRN70256)	Tue. Oct. 31/06, 6:00-9:30pm Wed. Nov. 1/06, 6:00-9:30pm Thu. Nov. 2/06, 6:00-9:30pm Fri. Nov. 3/06, 6:00-9:30pm Sat. Nov. 4/06, 9:00-5:00pm
CR504	Resolving Conflict in Groups Level I: Effective Team Dynamics (CRN70258)	Mon. Nov. 20/06, 6:00-9:30pm Tue. Nov. 21/06, 6:00-9:30pm Wed. Nov. 22/06, 6:00-9:30pm Thu. Nov. 23/06, 6:00-9:30pm

SPRING 2007

CR110B	Resolving Conflict in the Workplace (CRN50015)	Tue. Mar. 6/07, 6:00-9:30pm Wed. Mar. 7/07, 6:00-9:30pm Thu. Mar. 8/07, 6:00-9:30pm Fri. Mar. 9/07, 6:00-9:30pm Sat. Mar. 10/07, 9:00-5:00pm
CR260	Negotiation Skills Level I (CRN50016)	Tue. Mar. 20/07, 6:00-9:30pm Wed. Mar. 21/07, 6:00-9:30pm Thu. Mar. 22/07, 6:00-9:30pm Fri. Mar. 23/07, 6:00-9:30pm Sat. Mar. 24/07, 9:00-5:00pm
CR128	Conflict on the Front Line: Leaders as Conflict Resolvers (CRN50017)	Tue. Apr. 10/07, 6:00-9:30pm Wed. Apr. 11/07, 6:00-9:30pm Thu. Apr. 12/07, 6:00-9:30pm Fri. Apr. 13/07, 6:00-9:30pm Sat. Apr. 14/07, 9:00-5:00pm
CR504	Resolving Conflict in Groups Level I: Effective Team Dynamics (CRN50018)	Mon. Apr. 30/07, 6:00-9:30pm Tue. May 1/07, 6:00-9:30pm Wed. May 2/07, 6:00-9:30pm Thu. May 3/07, 6:00-9:30pm

Please Note: (i) Details about these courses also appear in our course listings throughout this calendar, as they can also be taken separately by a limited number of non-cohort learners.
(ii) CRN course numbers are used by Langara College.



CONFLICT RESOLUTION TRAINING IN YOUR ORGANIZATION

experience customized training for
your in-house learning and growth

Make your organization a place to learn. JIBC will provide conflict resolution education and training on-site, in your organization, where your people can learn through real-life experience.

Customized training tailors our courses to your organization's needs while recognizing your organizational goals and operational realities. In other words, your people will grow as you grow your business.

Most requested courses include:

- Resolving Conflict in the Workplace
- Effective Teamwork: From Conflict to Collaboration
- Communicating in Conflict for Hi-Tech Industries
- Handling Conflict on the Telephone
- Respectful Communication in a Changing Workplace
- Managing the Hostile Individual
- Sharpening Your Edge in Negotiation
- Conflict on the Front Line: Leaders as Conflict Resolvers

See page 6 for more information on our Customized Training Solutions.

Contact:

Kent Highnam, Coordinator, Customized Training Solutions

Phone: 604.528.5615

E-mail: khighnam@jibc.bc.ca



JUSTICE INSTITUTE
of BRITISH COLUMBIA

CONTACT INFORMATION

Register for Courses	604.528.5590	1.877.528.5591
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General Information	604.528.5608	1.888.799.0801
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Sandy Beauchesne	Supervisor, Administrative Services	604.528.5612	sbeauchesne@jibc.bc.ca
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Lynn Sinclair	Program Assistant, Assessments	604.528.5609	lsinclair@jibc.bc.ca
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Cheryl McRobbie	Program Assistant, Customized Training Solutions	604.528.5611	cmcrobbe@jibc.bc.ca
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Leslie Teixeira	Program Assistant, New Westminster/YWCA	604.528.5610	lteixeira@jibc.bc.ca
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Kellie Schneider	Program Assistant, Regional Delivery	604.528.5825	kschneider@jibc.bc.ca
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Course and Certificate Contacts

Sue Crosato	Program Planner	604.528.5618	scrosato@jibc.bc.ca
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Kent Highnam	Coordinator, Customized Training Solutions	604.528.5615	khighnam@jibc.bc.ca
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Nym Hughes	Coordinator, Learner and Instructional Development	604.528.5622	nhughes@jibc.bc.ca
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Laurie McAvoy	Coordinator, Regional Development and Delivery	604.528.5735	lmcavoy@jibc.bc.ca
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Pam White	Director	604.528.5613	pwhite@jibc.bc.ca
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Planning Your Course Schedule

Sue Crosato	Program Planner	604.528.5618	scrosato@jibc.bc.ca
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Assessment Information

Lynn Sinclair	Program Assistant, Assessments	604.528.5609	lsinclair@jibc.bc.ca
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Customized Training Solutions

Kent Highnam	Coordinator, Customized Training Solutions	604.528.5615	khighnam@jibc.bc.ca
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Prior Learning Assessment and Recognition

Laurie McAvoy	Coordinator, Regional Development and Delivery	604.528.5735	lmcavoy@jibc.bc.ca
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Executive Programs

Kent Highnam	Coordinator, Customized Training Solutions	604.528.5615	khighnam@jibc.bc.ca
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Sandy Beauchesne	Supervisor, Administrative Services	604.528.5612	sbeauchesne@jibc.bc.ca
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Teaching Conflict Resolution To Youth – Classroom-Ready Resources

Sandy Beauchesne	Supervisor, Administrative Services	604.528.5612	sbeauchesne@jibc.bc.ca
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6 conflict resolution training in your organization

conflict resolution training

Make the investment, enjoy the rewards!

Have interpersonal conflicts ever affected your organizational performance? Our customized on-site training helps you manage this significant drain on financial resources and employee morale and equips your staff to protect client relationships in even the most challenging situations.

have us tailor a course for **your** organization

Customized training shapes our courses to your organization's needs while recognizing your organizational goals and operational realities.

For more than 20 years, organizations and companies have been turning to us for practical and relevant education, specifically designed for adult learners. We help organizations improve their ability to manage conflict and build commitment to innovation, customer focus, and sustained growth.

Our most requested courses for on-site training include:

- Resolving Conflict in the Workplace
- Criticism: How to Give and Receive It
- Effective Teamwork: From Conflict to Collaboration
- Communicating in Conflict for Hi-Tech Industries
- Handling Conflict on the Telephone
- Asserting Yourself in Conflict Situations
- Respectful Communication in a Changing Workplace
- Managing the Hostile Individual
- Sharpening Your Edge in Negotiation
- Conflict on the Front Line: Leaders as Conflict Resolvers

"The examples shown by the instructors were very useful. I appreciated the fact that they understood our business and the types of conflict calls we get, allowing flexibility to focus on areas we wanted to explore."

BOB MADILL

Themis Program Management & Consulting Ltd

in your organization

Thousands of employees in organizations across Canada have benefited from our conflict resolution courses in their relationships with clients, colleagues, and at home. By training managers and front-line staff to recognize, understand and resolve conflict more effectively, you will build a high-performance culture of trust, mutual support and commitment to continuous improvement (and retain valuable staff too).

take advantage of our advantage

By running our customized on-site courses in your organization, you benefit from:

- A shared, consistent learning experience for employees that enhances work team morale and builds positive workplace norms;
- The same top-rate education and training, using the same professional instructors as our campus programs in the comfortable, familiar surroundings of your workplace;
- A tailored education and training format that suits your organization's context and operational requirements; and
- Both applicable skills and post-secondary credits for your employees through our training. With 18 credits, they are eligible for a certificate in conflict resolution.

training needs analysis

The Centre will help you uncover your organization's professional development needs; we can match our training to your staff's learning priorities!

For a quote on your training needs or for further information, contact:

Kent Highnam, Coordinator, Customized Training Solutions
Phone: 604.528.5615
E-mail: khighnam@jibc.bc.ca

8 courageous conversations with david whyte



COURAGEOUS CONVERSATIONS (SPE137) with David Whyte, internationally renowned poet and management consultant

You will emerge from the sessions with a significant reframing of how good work actually gets done. You will also emerge with five practical necessary courageous conversations to apply to your life and to the significant changes you will be enabling at your organization.

David Whyte uses poetry to work with the hidden dynamics of work and leadership. Most of what is important in moving to a more applied, more creative and communicative workplace cannot be achieved through the narrow jargon we have inherited in our organizations.

Date: May 8, 2007 (SPE137)
Time: 5:30pm-8:30pm
Evening Session: \$110 plus gst (Early Bird Rate; Registration and payment by April 13, 2007)
(Limited capacity) \$125 plus GST. Includes refreshments
Location: To be announced

Date: May 9, 2007 (SPE139)
Time: 9:00am-1:00pm
Morning session: \$75 plus gst (Early Bird Rate; Registration and payment by April 13, 2007)
\$95 plus GST. Includes lunch
Location: Theatre, New Westminster Campus
715 McBride Blvd, New Westminster

To Register: 604.528.5590
1.877.528.5591 (Outside Greater Vancouver)

Tony Morgan, Chief Executive Officer of the Industrial Society, met Whyte earlier this year: "I turned up on the second day of a conference of complexity and strategy to find that he had spoken the previous day, and everyone I met was raving about him. The delegates were like a who's who of British industry — and Whyte stole the show."

-The Times, London

A dynamic speaker, Whyte doesn't lecture but recites dozens of stories and poems, including some of his own, to help bring to life the experience and emotion of change.

working with aboriginal communities and agencies 9

WORKING WITH ABORIGINAL COMMUNITIES AND AGENCIES

Aboriginal communities and agencies have worked closely with us to help us design and deliver culturally relevant training in conflict resolution. Through our education and training, communities and agencies have prepared negotiators for treaty, governance, business and other types of negotiations. We have also helped communities develop their members to resolve conflict within their communities, in conjunction with their traditional dispute resolution processes.

The practical tools and skills learned increase employment opportunities, advance careers and increase capacity for effectively resolving conflicts both at work and in the community.

The Centre for Conflict Resolution acknowledges the contributions of the Gitksan, Haida, Nisga'a, Tsimshian and Wet'suwet'en First Nations in helping us tailor course content that meets the needs and expectations of First Nations audiences.

RESTORATIVE PRACTICES

The most critical function of restorative practices is restoring and building relationships. Courses in restorative practices provide you an opportunity to explore processes and gain insights and skills that build healthy and sustainable organizations, schools and communities. These courses are available on contract and are customized to fit your organizational and community needs.

For more information about working with aboriginal communities and restorative practices courses:

Kent Highnam, Coordinator, Customized Training Solutions
Phone: 604.528.5615
E-mail: khighnam@jibc.bc.ca

ABORIGINAL LEADERSHIP DIPLOMA

This comprehensive, competency-based program is designed to maximize the learner's personal and professional growth while making a positive impact on the community. It seeks to develop the skill sets and attitudes required for working successfully and effectively as leaders in various Aboriginal contexts.

For an application package and detailed brochure contact:

Aboriginal Programs and Services
Phone: 604.528.5614
E-mail: aboriginal@jibc.bc.ca or
www.jibc.bc.ca/aboriginal

EXECUTIVE PROGRAMS

Executive programs – developed for executives and senior managers – the leaders of organizational change.

Join us and learn how to make an impact above and beyond.

The JIBC offers short (one- to two-day) workshops specifically designed to meet the needs of busy leaders. In these highly practical sessions, you'll gain the tools you need as a leader to make better decisions, enhance organizational and personal effectiveness and create better outcomes for your organization.

These workshops are offered on both an open-enrollment basis, and as customized offerings available in your workplace.

Current executive courses include:

LEADING AND MANAGING WITH INFLUENCE:

OVERCOMING RESISTANCE, BUILDING RELATIONSHIPS THAT WORK (CR118)

For corporate leaders and others in senior positions who are looking to continue to meet their leadership challenges. Learn how to engage more effectively and productively with those you need to influence, how to become emotionally intelligent and foster that trait in others and, using a structured model, how to strategically prepare to be more persuasive in circumstances where you encounter roadblocks and naysayers.

Dates:	November 29-30, 2006
Location:	Suite 101, 910 Government Street, Victoria, British Columbia
Fee:	\$ 1,300
Faculty:	Michael Fogel

MANAGING THE DIFFICULT CONVERSATION (CR119)

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

Date:	September 28, 2006
Location:	Suite 1860, 400 Burrard Street, Vancouver, BC
Fee:	\$ 650
Faculty:	Deborah White and Larry Gregg

GETTING BUY-IN THROUGH COLLABORATIVE DECISION MAKING (CR139)

In this highly practical and interactive two-day session, you will learn how to enhance your ability to assess a given situation, determine how much participation is critical for success, and know how to involve others in the decision-making process. You will learn about strategies designed to reach committed agreements. This program provides alternatives to traditional approaches to decision-making, which often leave people uncomfortable with the process, dissatisfied with the results and uncommitted to the implementation of the agreements.

Faculty: Arthur Ridgeway

Available exclusively on a contract basis for in-house delivery.

Open enrollment workshops are held at:

Suite 1860, 400 Burrard Street, Vancouver, British Columbia
Suite 101, 910 Government Street, Victoria, British Columbia

For details about upcoming sessions, please visit our website at www.jibc.bc.ca/vpOffice/execPrograms/execProg.htm or contact:

Kent Highnam, Coordinator, Customized Training Solutions
Phone: 604.528.5615
E-mail: khighnam@jibc.bc.ca

"This was an outstanding learning experience."

ADRIAN WALKER - Regional Manager General Aviation, Transport Canada



CHOOSING CERTIFICATES

The Centre for Conflict Resolution offers four certificates:

- Negotiation (page 16)
- Mediation/Third-party Intervention (page 20)
- Family Mediation (page 24)
- Associate Certificate in Workplace Conflict (below)

Courses leading to these certificates are available at our various locations in BC (page 28).

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



NEW: associate certificate in workplace conflict

Offered at various locations throughout BC and in Calgary, Alberta.

Enhance your career by gaining the education and training that employers value.

When you complete this new 11-day associate certificate, you will be able to recognize, understand and resolve conflict more effectively, and build more productive relationships with clients and colleagues.

The certificate is composed of four courses that focus on the workplace:

- Resolving Conflict in the Workplace (3 days)
- Negotiation Skills Level 1 (3 days)
- Conflict on the Front Line: Leaders as Conflict Resolvers (3 days)
- Resolving Conflict in Groups Level 1: Effective Team Dynamics (2 days)

All course credits will be recognized in the Negotiation and Mediation/Third-party Intervention Certificate programs and some of the courses can be applied towards a Family Mediation Certificate.

11 days/77 hours, plus final assessment

Certificate enrollment fee: \$50.

HOW TO COMPLETE A CERTIFICATE IN CONFLICT RESOLUTION

- Download a certificate enrollment package from our website at www.jibc.bc.ca/ccr or contact us at 604.528.5608 and we will mail you a copy.
- The enrollment fee is \$250 for the Mediation or Negotiation Specializations. When you sign up you will receive a \$125 gift certificate to apply to your next conflict resolution course.
- The enrollment fee is \$175 for the Family Mediation Certificate. See inside front cover for the many benefits of being a certificate student.
- The enrollment fee is \$50 for the Associate Certificate in Workplace Conflict.
- The number of required courses and electives varies in each specialization. For details on how to complete each specialization, see pages 15, 16, 20 & 24.
- You progress at your own pace. You decide the amount of time that you have for taking courses and the speed at which you learn and integrate the new skills. We recommend that you take one to three years to complete a certificate program.
- The cost of completing a certificate varies depending on the specialization you choose. You can expect to pay around \$7,500 to complete a Negotiation or Mediation/Third Party Intervention Certificate.
- You can choose your specialization at any time, and all eligible courses will be counted towards the requirements of that specialization.
- You may change your specialization, as long as you complete all the required courses and electives for the new specialization.
- You may enroll in an additional specialization at a cost of \$50, as long as you complete all the required courses and electives. **This does not apply to the Family Mediation Certificate.**
- Each certificate has an assessment process. See pages 32 or 33 for each certificate.

If you would like assistance in planning your learning path contact:

Sue Crosato, Program Planner
Phone: 604.528.5618
E-mail: scrosato@jibc.bc.ca

Many of our learners find it beneficial to meet with a small group of colleagues either in person or through the Community of Learners to practice their skills. Visit www.jibc.bc.ca/ccr for more information.

14 course and certificate information sessions

COURSE AND CERTIFICATE INFORMATION SESSIONS

Attend one of our free course and certificate information sessions to learn more about:

- course content and specialization structure,
- planning your learning path,
- career benefits of conflict resolution training, or
- private practice and other specific careers in conflict resolution.

You may attend our free information sessions either in person or by telephone conference (for those sessions indicated as such). To reserve a space or for more information contact:

Phone: 604.528.5608
E-mail: conres@jibc.bc.ca

DATE	TIME	LOCATION
September 27, 2006	6:00 pm – 8:00 pm	JIBC - Victoria
October 18, 2006	6:00 pm – 8:00 pm	JIBC – New Westminster & Teleconference
November 29, 2006	6:00 pm – 8:00 pm	JIBC – New Westminster & Teleconference
February 21, 2007	6:00 pm – 8:00 pm	JIBC – Victoria
March 14, 2007	12:00 pm – 2:00 pm	JIBC – New Westminster
May 23, 2007	6:00 pm – 8:00 pm	JIBC – New Westminster & Teleconference
June 27, 2007	12:00 pm – 2:00 pm	JIBC – New Westminster & Teleconference
August 22, 2007	6:00 pm – 8:00 pm	JIBC – New Westminster

Location Addresses

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

Justice Institute of BC, Victoria Campus
Suite 101, 910 Government Street, Victoria

ASSOCIATE CERTIFICATE IN WORKPLACE CONFLICT

YOUR SUGGESTED LEARNING PATH

When you complete this new 11-day associate certificate, you will be able to recognize, understand and resolve conflict more effectively, and build more productive relationships with clients and colleagues.

The certificate is composed of four courses that focus on the workplace:

- Resolving Conflict in the Workplace (3 days)
- Negotiation Skills Level 1 (3 days)
- Conflict on the Front Line: Leaders as Conflict Resolvers (3 days)
- Resolving Conflict in Groups Level 1: Effective Team Dynamics (2 days)

All course credits will be recognized in the Negotiation and Mediation/Third-Party Intervention Certificate programs and some of the courses can be applied towards a Family Mediation Certificate.

START HERE:

Take the following required course:

CR110B-Resolving Conflict in the Workplace

Offered at all our locations throughout the year, and in a cohort model at Langara College

**"These courses can take you places!
Very valuable and thorough."**

XENIA O' BRIEN

Your next course should be:

CR260-Negotiation Skills Level 1

The following courses can be taken in any order:

CR128-Conflict on the Front Line: Leaders as Conflict Resolvers

CR504-Resolving Conflict in Groups Level 1: Effective Team Dynamics

Register for your assessment:

CR970-Assessment: Associate Certificate in Workplace Conflict

GRADUATION CEREMONY

Stay connected! Participate in our online Community of Learners (see inside cover) and come back for professional development.

CERTIFICATE IN CONFLICT RESOLUTION

START HERE:

Take one of the following required courses:

**CR110A-Dealing with Interpersonal Conflict OR
CR110B-Resolving Conflict in the Workplace**

Offered at all our locations throughout the year.

**CR102-Building Your Communication Toolbox
CR105-Asserting Yourself in Conflict Situations**

Highly recommended electives, particularly if you have no previous training in interpersonal communication skills.

CR360-Negotiation Skills Level II

This course should be taken as close to the end of your program as possible.

CR200-Dealing with Anger

This course can be taken now or in between your electives.

Before your assessment, consider registering for:

CR910-Preparing for Your Negotiation Assessment

(This course will count towards your elective days)

Register for your assessment.

CR950-Assessment: Specialization in Negotiation

SPECIALIZATION IN NEGOTIATION

LEARNING PATH

Next you should take:

**CR260-Negotiation Skills Level I,
then CR250-Mediation Skills
Level I.**

After completing these, you
will have a better idea of the
specialization you want to pursue.

This is a good time to enroll in
your certificate specialization if you
haven't done so already. See inside
front cover for benefits of being a
certificate learner.

Now plan your specialized and
general electives.

This is your opportunity to tailor your
certificate to your particular interests
and goals. Because we offer such a
variety of special elective courses we
are only able to offer some of these
courses annually.

See page 19 for electives.
**Call a Program Planner for assistance
in making elective choices.**

**CR124-Applying Conflict Theory:
From Awareness to Analysis
(face to face) OR
CR125-Theoretical Foundations of
Dispute Resolution (Online)**

Choose one of the above required
theory courses.

GRADUATION CEREMONY

Stay connected! Participate in our online Community of Learners
(see inside front cover) and come back for professional development.

SPECIALIZATION IN NEGOTIATION

The ability to negotiate and resolve conflicts effectively has become a modern-day survival skill in professional and personal settings. In today's workplace, employers consider conflict resolution skills to be essential for all employees, at all levels within the organization. This specialization provides an excellent opportunity to explore the broad field of conflict resolution, with an emphasis on negotiation skills. It will equip you with concepts and skills to improve your personal and working relationships by learning how to handle conflict more constructively.

Negotiation is a conflict resolution process in which the people involved in the situation talk directly with each other to arrive at an agreement or decision. The Centre teaches an approach to negotiation that involves looking for mutually satisfactory solutions.

This specialization is 252 hours (36 training days), worth 18 credits, and culminates in a Certificate in Conflict Resolution: Specialization in Negotiation upon successful completion of all course hours and the final evaluation component.

ABOUT THE CERTIFICATE ASSESSMENT PROCESS

You must have successfully completed Negotiation Skills Level II (CR360) and be enrolled as a certificate student before you are eligible to register for your assessment. You can do your assessment in person at the JIBC New Westminster campus, the JIBC Victoria campus, at the University of Calgary; or you can use our mail-in assessment option (See page 33).



SPECIALIZATION IN NEGOTIATION: 18 CREDITS SEE PAGE 16 FOR SUGGESTED COURSE SEQUENCING

REQUIRED COURSES

- Dealing with Interpersonal Conflict, CR110A OR Resolving Conflict in the Workplace, CR110B (3 days)
- Negotiation Skills Level I, CR260 (3 days)
- Negotiation Skills Level I, CR250 (3 days)
- Dealing with Anger, CR200 (3 days)
- Negotiation Skills Level II, CR360 (5 days)
- Theoretical Foundations of Dispute Resolution, CR125 (3 days) Online
- OR Applying Conflict Theory: From Awareness to Analysis, CR124 (2 days)

SPECIAL ELECTIVES

Choose 10 days from these electives that deepen your negotiation skills and knowledge.
The following courses have no prerequisites:

- Asserting Yourself in Conflict Situations, CR105 (2 days)
- Building Your Communication Tool Box, CR102 (2 days)

The following courses have a prerequisite of CR110A OR CR110B:

- Balancing Empathy and Assertion, CR327 (2 days)
- Criticism: How to Give and Receive It, CR206 (2 days)
- Dynamics of Power, CR320 (3 days)

The following courses have a prerequisite of CR250 OR CR260:

- The Art of Reframing, CR366 (1 day)
- Dealing with Defensiveness in Conflict, CR319 (3 days)
- Defining Issues and Setting the Agenda, CR252 (2 days)
- Getting to the Heart of Conflict, CR309 (2 days)
- Negotiating with Difficult People: Making it Hard to Say No, CR362 (2 days)
- Asking Better Questions, CR318 (1 day)
- Reconciling Differences, CR834 (2 days) (added this term)
- Reflection in Conflict, CR414 (2 days)
- Resolving Conflict in Groups Level I: Effective Team Dynamics CR504 (2 days)
- Resolving Conflict in Groups Level II: Facilitating the Collaborative Process, CR508 (2 days)
- Sharpening Your Edge in Negotiation, CR127 (2 days)
- Shifting from Positions to Interests, CR303 (3 days)

The following course has a prerequisite of CR360:

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

OTHER ELECTIVES — ANY COURSES

Six or seven days from any courses in the calendar; this is your opportunity to tailor your certificate to your particular interests and goals. Or you may choose some or all of your additional electives from the above list.

ASSESSMENT

- Assessment: Negotiation, CR950

You can transfer credit for comparable courses taken outside the JIBC into your certificate.
See page 81 for details.

CERTIFICATE IN CONFLICT RESOLUTION THIRD-PARTY

YOUR SUGGESTED

START HERE:

Take one of the following required courses:

CR110A-Dealing with
Interpersonal Conflict OR
CR110B-Resolving Conflict
in the Workplace

Offered at all our locations
throughout the year.

**CR102-Building your Communication
Toolbox**
**CR105-Asserting Yourself in
Conflict Situations**

Highly recommended electives
particularly if you have no previous
training in interpersonal communi-
cation skills.

CR360-Negotiation Skills Level II

CR400-Mediation Skills Level II

This course should be taken close
to the end of your program. How-
ever, Mediation II is a pre-requisite
for many of the advanced electives
in the Mediation specialization.

CR200-Dealing with Anger

This course can be taken now or
in between your electives.

Advanced Mediation electives to
deepen mediation competencies.

**CR326-Ethical Dilemmas
for Mediators in BC**
**CR226-Ethical Dilemmas
for Mediators in Alberta**
**CR515-Identifying Control and
Abuse in Pre-Mediation**
CR829-Mediation Skills Level III
**CR858-Mediating Consciously:
Being Real & Becoming Aware**

Before your assessment,
consider registering for:

**CR920-Preparing for Your
Mediation Assessment**

This course will count towards
your elective days.

ON: SPECIALIZATION IN MEDIATION INTERVENTION

LEARNING PATH

Next you should take:

**CR260-Negotiation Skills Level I,
then CR250-Mediation Skills
Level I.**

After completing these, you will
have a better idea of the
specialization you want to pursue.

This is a good time to enroll in
your certificate specialization if
you haven't done so already. See
inside front cover for benefits of
becoming a certificate learner.

Plan your specialized and general
electives at this time.

Because we offer such a variety of
special elective courses we are only
able to offer some of these courses
annually.

See page 23 for electives.

Call a Program Planner for assistance
in making elective choices.

Choose one of the following
required theory courses:

**CR124-Applying Conflict Theory:
From Awareness to Analysis
(face-to-face) OR
CR125-Theoretical Foundations of
Dispute Resolution (Online)**

Register for your assessment:

**CR975-Assessment: Specialization in
Mediation/Third Party Intervention**

GRADUATION CEREMONY

Stay connected! Participate in our
online Community of Learners (see
inside front cover) and come back for
professional development.

22 specialization in mediation/ third-party intervention

SPECIALIZATION IN MEDIATION/THIRD-PARTY INTERVENTION

This specialization is designed for people who perform mediation and third-party intervention in their jobs and for those who are planning to be self-employed as private practice mediators/interveners. The Mediation/Third-party Intervention specialization gives in-depth knowledge and skills in formal and informal mediation as well as other forms of third-party intervention. This 252-hour (36 training days) program is worth 18 credits and culminates in a Certificate in Conflict Resolution: Mediation/Third-party Intervention Specialization upon successful completion of all course hours and the final evaluation component.

If you are considering private-practice mediation, the training hours gained in this specialization can be applied towards admission to the BC Mediator Roster. They can also be applied towards certification by practitioner organizations and participation in the Court Mediation Practicum Program (for more information, see “Career Opportunities in Dispute Resolution” on page 90).

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

Certification or accreditation of professional mediators is not mandated by government at this time. Voluntary professional certifications are available through mediator membership organizations, and certification is maintained on an annual basis with those organizations. For more information, see “Career Opportunities in Dispute Resolution” on page 90. Completion of a Certificate in Conflict Resolution: Specialization in Mediation/Third-party Intervention signals only that you have received education and training from the JIBC’s Centre for Conflict Resolution and have passed the final evaluation for the education program.

ABOUT THE ASSESSMENT PROCESS

The final assessment for this specialization consists of Assessment: Mediation (CR975). You must have successfully completed Negotiation Skills Level II (CR360) and Mediation Skills Level II (CR400) and enrolled as a certificate student before you can register for your assessment. You can do your assessment in person at the JIBC New Westminster campus, the JIBC Victoria campus, at the University of Calgary; or you can use our mail-in assessment option (see page 32).



SPECIALIZATION IN MEDIATION/THIRD-PARTY INTERVENTION: 18 CREDITS SEE PAGE 20 FOR SUGGESTED COURSE SEQUENCING

REQUIRED COURSES

- Dealing with Interpersonal Conflict, CR110A OR Resolving Conflict in the Workplace, CR110B (3 days)
- Negotiation Skills Level I, CR260 (3 days)
- Mediation Skills Level I, CR250 (3 days)
- Dealing with Anger, CR200 (3 days)
- Negotiation Skills Level II, CR360 (5 days)
- Mediation Skills Level II, CR400 (5 days)
- Theoretical Foundations of Dispute Resolution, CR125 (3 days) Online OR
Applying Conflict Theory: From Awareness to Analysis, CR124 (2 days)

SPECIAL ELECTIVES

Choose 10 days from the following electives that will deepen your mediation skills and knowledge.

The following courses have no prerequisites:

- Asserting Yourself in Conflict Situations, CR105 (2 days)
- Building Your Communication Tool Box, CR102 (2 days)

The following courses have a prerequisite of CR110A OR CR110B :

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

The following courses have a prerequisite of CR250 OR CR260:

- The Art of Reframing, CR366 (1 day)
- Civil Procedure, CR846 (2 days) Online
- Developing Your Cultural Fluency, CR253 (2 days)
- Dealing with Defensiveness in Conflict, CR319 (3 days)
- Defining Issues and Setting the Agenda, CR252 (2 days)
- Getting to the Heart of Conflict, CR309 (2 days)
- Asking Better Questions, CR318 (1 day)
- Reconciling Differences, CR834 (2 days)
- Reflection in Conflict, CR414 (2 days)
- Resolving Conflict in Groups Level I: Effective Team Dynamics, CR504 (2 days)
- Resolving Conflict in Groups Level II: Facilitating the Collaborative Process, CR508 (2 days)
- Separate Meetings: Pre-Mediation and Caucusing, CR415 (2 days)
- Shifting from Positions to Interests, CR303 (3 days)

These courses have a prerequisite of CR400:

- Ethical Dilemmas for Mediators in British Columbia, CR326 (1 day)
- Ethical Dilemmas for Mediators in Alberta, CR226 (1 day)
- Mediating Consciously: Being Real and Becoming Aware, CR858 (2 days)
- Mediation Skills Level III, CR829 (2 days) (CR360 is also a prerequisite)
- Preparing for Your Mediation Assessment (Reality Check), CR920 (1 day) (CR360 is also a prerequisite)
- Screening for Control and Abuse in Mediation, CR515 (1 day)

OTHER ELECTIVES

Take your remaining one or two days from any elective courses in the calendar. A maximum of two online courses from the Family Mediation Certificate can count as general elective courses towards the completion of the Certificate in Conflict Resolution: Specialization in Mediation/Third-party Intervention.

ASSESSMENT

- Assessment: Mediation, CR975

You can transfer credit for comparable courses taken outside the JIBC into your certificate.
See page 81 for details.

START HERE

You will need to start with these required courses, they form the foundation of future courses:

- Dealing with Interpersonal Conflict, CR110A OR Resolving Conflict in the Workplace, CR110B (3 days)

It is highly recommended the following two courses are taken in the following sequence:

- Introduction to Family Justice Services in BC, CORR606 (3 days) Online OR Introduction to Family Justice Services in Alberta, CORR609
(If you are taking courses in the Family Mediation Certificate in order to apply for a position as a Family Justice Counsellor in BC, you must take CORR606)
- Family Violence: Impact on Separation and Divorce, CORR605 (3 days) Online

About Online Courses:

- One-day (7 hours) Online courses are completed over two weeks.
- Three-day (21 hours) Online courses take six to seven weeks to complete.

ASSESSMENT

- Assessment: Family Mediation, CR976

GRADUATION CEREMONY

Stay connected! Participate in our online Community of Learners (see inside front cover) and come back for professional development!

ON CERTIFICATE

LEARNING PATH

ADDITIONAL REQUIRED COURSES

Online and On Campus (Face to Face) courses can be taken concurrently.

It is highly recommended the following four courses are taken in the following sequence:

- Effects of Separation and Divorce on Adults, FAM103 (3 days) Online
- Effects of Separation and Divorce on Children, FAM104 (3 days) Online
- Mediated Agreements and Related Court Orders, FAM115 (1 day) Online
- Child Support Guidelines, FAM112 (3 days) Online (Take this course last)

You can intersperse five of the following courses with previous four online courses:

- Negotiation Skills Level I, CR260 (3 days)
- Mediation Skills Level I, CR250 (3 days)
- Dealing with Anger, CR200 (3 days)
- Mediation Skills Level II, CR400 (5 days)
- Ethical Dilemmas for Mediators in British Columbia, CR326 (1 day) OR
- Ethical Dilemmas for Mediators in Alberta, CR226 (1 day)

Choose one:

- Developing Your Cultural Fluency, CR253 (2 days) OR
- Multicultural Issues in Family Justice, FAM109 (1 day) Online

ELECTIVES

Choose 4-5 days from the following courses:

If you have the prerequisites, you can intersperse the following 11 courses with your required courses.

- Dealing with Defensiveness in Conflict, CR319 (3 days)
- Defining Issues and Setting the Agenda, CR252 (2 days)
- Dynamics of Power, CR320 (3 days)
- Getting to the Heart of Conflict, CR309 (2 days)
- Mediation Skills Level III, CR829 (2 days)
- Identifying Control and Abuse in Pre-Mediation, CR515 (1 day)
- Separate Meetings: Pre-Mediation and Caucusing, CR415 (2 days)
- Shifting from Positions to Interests, CR303 (3 days)
- Substance Abuse Issues in Family Justice, FAM108 (1 day) Online
- Theoretical Foundations of Dispute Resolution, CR125 (3 days) Online

Recommended as assessment preparation, not required:

- Family Mediation Certificate Preparation Workshop – FAM111 (1 day)
This course counts toward your electives and you can use the videotape for your assessment.

Courses may be counted towards Family Mediation Canada certification to the extent that the subject matter complies with the requirements in the FMC Practice Certification and Training Standards 2003. For more information about Family Mediation Canada certification requirements, please visit their website at www.fmc.ca.

SPECIALIZATION IN FAMILY MEDIATION

The goal of the Family Mediation Certificate is to provide quality education and training in mediation in a family context that may be applied towards the minimum training requirements of Family Mediation Canada for certification as a Family Relations Mediator. This 20-credit certificate is 280 hours or 40 days long and is awarded upon successful completion of all classroom and online course requirements and an assessment.

The Family Mediation Certificate is a joint offering from two divisions of the JIBC: the Centre for Conflict Resolution and the Corrections and Community Justice Division (CCJD). The CCJD courses are delivered online or by correspondence, while the Centre for Conflict Resolution courses are delivered in classrooms at the JIBC's main campus in New Westminster, our downtown YWCA location, our Victoria campus and through our community partnerships with colleges throughout BC and at the University of Calgary in Alberta.

Courses may be counted towards Family Mediation Canada certification to the extent that the subject matter complies with the requirements in the FMC Practice Certification and Training Standards 2003. For more information about Family Mediation Canada certification requirements, please visit their website at www.fmc.ca.

Register directly for any courses in the Family Mediation Certificate through the JIBC's registration office: 604.528.5590.

For more information about the Corrections and Community Justice Division online courses, call:

Margot D'Souza, Coordinator/Instructor
Phone: 604.528.5546
E-mail: mdsouza@jibc.bc.ca

For more information about the Centre for Conflict Resolution face-to-face courses or to request a Family Mediation Certificate application form, call:

Sue Crosato, Program Planner
Phone: 604.528.5618
E-mail: scrosato@jibc.bc.ca

ABOUT THE ASSESSMENT PROCESS

The assessment component for the Family Mediation Certificate is completed through a mail-in process. It consists of written preparation for a mediation, a one-hour mediation role-playing exercise, a self-evaluation and an oral examination. The videotape made in FAM111 may be used for the assessment. For information on the assessment, contact:

Lynn Sinclair, Program Assistant
Phone: 604.528.5609
E-mail: lsinclair@jibc.bc.ca

SPECIALIZATION IN FAMILY MEDIATION: 20 CREDITS SEE PAGE 24 FOR SUGGESTED COURSE SEQUENCING

REQUIRED COURSES

Conflict Resolution and Mediation

- Dealing with Interpersonal Conflict, CR110A OR Resolving Conflict in the Workplace, CR110B (3 days)
- Negotiation Skills Level I, CR260 (3 days)
- Mediation Skills Level I, CR250 (3 days)
- Dealing with Anger, CR200 (3 days)
- Mediation Skills Level II, CR400 (5 days)
- Ethical Dilemmas for Mediators in British Columbia, CR326 (1 day)
- Ethical Dilemmas for Mediators in Alberta, CR226 (1 day)

Family Dynamics

- Introduction to Family Justice Services in BC, CORR606 (3 days) ■ Online OR
Introduction to Family Justice Services in Alberta, CORR609
(If you are taking courses in the Family Mediation Certificate in order to apply for a position as a Family Justice Counsellor in BC, you must take CORR606)
- Family Violence: Impact on Separation and Divorce, CORR605 (3 days) ■ Online
- Effects of Separation and Divorce on Adults, FAM103 (3 days) ■ Online
- Effects of Separation and Divorce on Children, FAM104 (3 days) ■ Online
- Mediated Agreements and Related Court Orders, FAM115 (1 day) ■ Online
- Child Support Guidelines, FAM112 (3 days) ■ Online

Choose one:

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

ELECTIVES

Choose 4-5 days from the following courses:

- Dealing with Defensiveness in Conflict, CR319 (3 days)
- Defining Issues and Setting the Agenda, CR252 (2 days)
- Dynamics of Power, CR320 (3 days)
- Getting to the Heart of Conflict, CR309 (2 days)
- Mediation Skills Level III, CR829 (2 days)
- Identifying Control and Abuse in Pre-Mediation, CR515 (1 day)
- Separate Meetings: Pre-Mediation and Caucusing, CR415 (2 days)
- Shifting from Positions to Interests, CR303 (3 days)
- Substance Abuse Issues in Family Justice, FAM108 (1 day) ■ Online
- Theoretical Foundations of Dispute Resolution, CR125 (3 days) ■ Online
- Family Mediation Certificate Preparation Workshop – FAM111 (1 day)

ASSESSMENT

- Assessment: Family Mediation, CR976

One-day (7 hours) online courses are completed over two weeks.

Three-day (21 hours) online courses take six to seven weeks to complete.

You can transfer credit for comparable courses taken outside the JIBC into your certificate.
See page 81 for details.



COMMUNITY PARTNERSHIPS

we offer conflict resolution courses
throughout BC and in Alberta:

At JIBC Campuses:

Chilliwack
Maple Ridge
New Westminster
Vancouver
Victoria

At Community Colleges and Universities:

Abbotsford
Burns Lake
Kelowna
Kitimat
Mackenzie
Nanaimo
Nechako
Salmon Arm

Smithers
Penticton
Prince George
Prince Rupert
Quesnel
Terrace
Vancouver
Calgary, Alberta

See page 61 for courses offered at community colleges/university
locations or contact:

Laurie McAvoy, Coordinator, Regional Development and Delivery
Phone: 604.528.5735
Email: lmcavoy@jibc.bc.ca



JUSTICE INSTITUTE
of BRITISH COLUMBIA



TEACHING CONFLICT RESOLUTION TO YOUTH

classroom-ready resources

Provide your students with practical conflict resolution skills and concepts that they can use right away! This classroom-ready resource is a highly successful model that provides youth with effective and practical tools in collaborative conflict resolution. Through this program they learn and integrate skills that make a positive difference in their lives and in the lives of their families, schools and communities.

Based on the internationally recognized JIBC Conflict Resolution Certificate offered by the Centre for Conflict Resolution, the Conflict Resolution for Youth Series was developed in conjunction with teachers from the New Westminster School District. This comprehensive, culturally inclusive resource is designed for students in Grades 8 to 12.

There are two modules:

- Fundamentals of Conflict Resolution
- Anger Management

Each module has a student manual and a comprehensive teacher's guide to assist in course delivery and teaching methods.

The student manuals include extensive exercises, discussion notes, examples and thoughts to ponder.

The teacher's guides feature:

- Scope and sequence – learning objectives for each segment of the module, and corresponding time estimates
- Lesson plan overviews – complete with suggested activities, time estimates and required resources
- Activity plans – detailed instructions on conducting learning activities, suggested debrief questions and a list of content points
- Assessment instruments
- Bibliography and additional resource list

For more information about the Conflict Resolution for Youth Series or to inquire about purchasing the modules, please contact:

Sandy Beauchesne
Phone: 604.528.5612
E-mail: sbeauchesne@jibc.bc.ca



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

- alphabetical course descriptions;
- courses in date order, beginning on page 53;
- courses by location, beginning on page 61;
- courses by course name, beginning on page 70; and
- courses by course number, beginning on page 79.

Name of the course — **THE ART OF REFRAMING (CR366)**

Prerequisites — Prerequisites: CR110A or CR110B, and CR260 or CR250

Length of the course — Length: 1 day (7 hours)

How many credits — Credit: 0.5

Course Fee — Fee: \$165-\$190

Date and Location — Dates & locations: Page 31

Course Description — 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 reframing that leads towards resolution. More than merely changing language, reframing can shift the entire perception of an 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.

APPLYING CONFLICT THEORY: FROM AWARENESS TO ANALYSIS (CR124)*(Formerly: What Do I Do Now? An Introduction to Conflict Resolution Theory)*

Prerequisite(s):	None
Recommended:	CR110A or CR110B
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$395
Dates & locations:	Page 70

This course is based on the premise that we do what we believe and not what we know. Its emphasis will be on integrating formal theories of conflict with your current personal beliefs about the nature of conflict. You will learn the key concepts and assumptions of each theory presented and will be challenged to examine the assumptions underlying your own personal beliefs. You will learn how to analyze conflict dynamics through the lenses of each theory and will gain an understanding of how theories can be utilized to guide what we do in conflict situations.

Instructor: Brian Frank

THE ART OF REFRAMING (CR366)

Prerequisites:	CR110A or CR110B, and CR260 or CR250
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$165-\$190
Dates & locations:	Page 70

In this intensive one-day skill-building course, you will learn how to identify problematic conflict frames wherever and whenever they occur, and practice providing reframing that leads towards resolution. More than merely changing language, reframing can shift the entire perception of an 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.

ASKING BETTER QUESTIONS (CR318)*(Formerly: Questions and Questioning)*

Prerequisite(s):	CR110A or CR110B, and CR250 or CR260
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$175 – \$190
Dates & locations:	Page 70

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

Instructor: Gordon Sloan

ASSERTING YOURSELF IN CONFLICT SITUATIONS (CR105)

Prerequisite(s):	None
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$475
Dates & locations:	Page 70

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

ASSESSMENT: FAMILY MEDIATION CERTIFICATE (CR976)

Prerequisite(s):	Completion of all Family Mediation Certificate required and elective courses
Fee:	\$515

To enroll, contact Lynn Sinclair at 604.528.5609 OR 1.888.799.0801, or for the University of Calgary, contact Suzanne Fitzhenry at 403.220.5053.

The assessment component of the Family Mediation Certificate consists of a written preparation for mediation, a one-hour mediation role-playing exercise, a self-evaluation and an oral examination. The assessment is done by the candidate in their home community and submitted on a mail-in basis or the videotape made in FAM111 may be submitted for the Family Mediation Certificate assessment.

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

ASSESSMENT: SPECIALIZATION IN MEDIATION/THIRD-PARTY INTERVENTION (CR975)

Prerequisite(s):	CR110A or CR110B, and CR200, CR250, CR260, CR360, CR400
Fee:	\$515 – \$530
Dates & locations:	Page 70

In order to receive your Certificate in Conflict Resolution: Specialization in Mediation/Third-Party Intervention, you must successfully complete this assessment. The assessment consists of a written self-evaluation, a written preparation for the mediation assessment to be role-played, a one-hour role-playing simulation with the participant acting as the mediator and an oral questioning period during which the participant is asked to identify key concepts of the program as they relate to the role-playing. You can do your assessment on a mail-in basis or at the JIBC New Westminster or Victoria campuses, and at the University of Calgary.

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

ASSESSMENT: SPECIALIZATION IN NEGOTIATION (CR950)**Prerequisite(s):** CR110A or CR110B, and CR200, CR250, CR260, CR360**Fee:** \$415 – \$430**Dates & locations:** Page 70

In order to receive your Certificate in Conflict Resolution: Specialization in Negotiation, you must successfully complete this assessment. The assessment consists of a written self-evaluation, a written preparation for the negotiation assessment to be role-played, a one-hour role-playing simulation with the participant acting as the skilled negotiator and an oral questioning period, during which the participant is asked to identify key concepts of the program as they relate to the role-playing. You can do your assessment on a mail-in basis or in person at the JIBC New Westminster and Victoria campuses, and at the University of Calgary.

Note: You will be permitted to register for your assessment only after successfully completing Negotiation Skills Level II (CR360), and you must be enrolled as a Negotiation Certificate student. You may do your assessment after completing CR360 even if you have not finished all of your elective hours. We recommend registering for the assessment one to three months after completing CR360. If you wish to cancel or reschedule your assessment, you will be charged a cancellation/transfer fee of 50 per cent of the regular fee.

ASSESSMENT: ASSOCIATE CERTIFICATE IN WORKPLACE CONFLICT (CR970)**Prerequisite(s):** CR110B, CR260, CR128, CR504**Fee:** \$350-\$400

To enroll, contact Lynn Sinclair at 604.528.5609 OR 1.888.799.0801, or for the University of Calgary, contact Suzanne Fitzhenry at 403.220.5053.

The assessment component for the Associate Certificate in Workplace Conflict is a mail-in assessment that consists of a video-tape of a collaborative conflict resolution conversation based upon a real-life workplace situation (can be created during CR260, CR128 or be a specially made video created by the learner for this assessment) and a structured, reflective essay, designed to self-assess the video-tape and document the learning and change experienced by the student during the program.

Note: You will not be permitted to register for your assessment unless you are registered for all other courses required to complete the Associate Certificate in Workplace Conflict.



BALANCING EMPATHY AND ASSERTION (CR327)

Prerequisite(s):	CR110A or CR110B
Recommended:	CR102 and/or CR105
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$450
Dates & locations:	Page 71

In this two-day course, you will practice strategies for achieving the mental and emotional clarity necessary to effectively use assertion and empathy. Through facilitated small-group exercises, you will have opportunities to practice finding – and keeping – the elusive balance between empathy and assertion. These are often described as the two foundations of collaborative conflict resolution, and finding the balance between them can be tricky. You will be able to recognize when conflicts are about to occur and skillfully self-manage the interactions away from the conflict or move through it. *Instructor: Joan Balmer*

“The personal growth that I experienced will be beneficial as I deal with situations both at work and in my personal life.”

KAREN WOOD - Assistant, ICBC

BUILDING YOUR COMMUNICATION TOOL BOX (CR102)

(Formerly: *Critical Skills for Communicating in Conflict*)

Prerequisite(s):	None
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$450
Dates & locations:	Page 71

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

CHILD SUPPORT GUIDELINES (FAM112) ■ ONLINE

Prerequisite(s):	See learning path on page 24
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$475
Dates:	See website at www.jibc.bc.ca/corrections/default.htm or call Margo D'Souza at 604.528.5546

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

CIVIL PROCEDURE (CR846) ■ ONLINE

Prerequisite(s):	CR110A or CR110B, and CR250
Length:	14 hours to be completed over 8 weeks
Credit:	1.0
Fee:	\$350
Dates:	Page 71

This course is for those who want to practice mediation in the context of the civil justice system. It is required for mediators who do not have a law degree and want to be considered for the BC Mediator Roster. The course examines the aspects of civil procedure that mediators need to be familiar with: what the litigation track looks like, including the practicalities of time and cost as a typical case proceeds through the system, as well as the role of lawyers in litigation and mediation. You will also learn how court rules use expense to encourage settlement, the difference between the formal legal parties and the real decision-makers in a lawsuit, and the rules of evidence that commonly arise in mediation. On-line course methodology includes a series of readings, exercises, assignments and group discussions. *Instructor: Terry Harris*

COACHING STRATEGIES: DEVELOPING PEOPLE TO RESOLVE CONFLICTS (CR111)

Prerequisite(s):	None
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$450
Dates & locations:	Page 71

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

COMMUNICATING IN CONFLICT FOR HI-TECH INDUSTRIES (CR228)**■ CONTRACT ONLY**

Call Kent Highnam for information at 604.528.5615.

This course is invaluable for team leaders and members who want to maximize the creative energy of their team processes while managing the professional and personal differences that arise in high-pressure, results-oriented and deadline-driven industries. This fast-paced, dynamic course is structured to recognize these pressures while presenting the crucial elements of self-management, communication and collaboration that are at the heart of an effective work team.

CONFLICT ON THE FRONT LINE: LEADERS AS CONFLICT RESOLVERS (CR128)

Prerequisite(s):	None
Length:	Three days (21 hours)
Credit:	1.5
Fee:	\$525-\$575
Dates & locations:	Page 72

This course will teach leaders the 'first-aid' approach to helping resolve interpersonal conflict between employees and colleagues. In this course, you will be introduced to the concepts of interest-based conflict resolution and the role of neutral third-party interveners. A conflict resolution model will be presented and you will also learn the communications skills to defuse interpersonal conflict and facilitate resolution between employees. A videotape will be provided for you to record your role-play on the final day of the course.

CRITICISM: HOW TO GIVE AND RECEIVE IT (CR206)

Prerequisite(s):	CR110A or CR110B
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 - \$450
Dates & locations:	Page 72

In this course, you will explore and practice the essential elements of giving and receiving criticism constructively. You will learn how to create opportunities for growth and increased understanding through giving and receiving constructive criticism. Critiquing the work or behaviour of others can be one of the most difficult tasks that we perform as individuals, colleagues, supervisors and managers. We are often called upon to give criticism, which, if done poorly, can damage relationships, limit opportunities and increase stress. *Instructor: Deborah White*

DEALING WITH ANGER (CR200)

Prerequisite(s):	CR110A or CR110B
Recommended:	CR260
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 - \$575
Dates & locations:	Page 72

This course builds on the material in Dealing with Interpersonal Conflict (CR110A) and Resolving Conflict in the Workplace (CR110B), and presents theory, skills and approaches for managing one's own angry feelings and behaviours, and responding to anger in others. Angry, hostile or resistant feelings and behaviours are commonly generated in conflict situations. Efforts to resolve the conflict may be ineffective if these feelings are ignored or denied. Topics such as anger triggers, self-management, defusing skills, the origins of personal expressions of anger and disengaging from angry encounters are explored. Emphasis is on self-awareness and skill development through small-group exercises. A videotape will be provided for you to record your role-play on the final day of the course.

DEALING WITH DEFENSIVENESS IN CONFLICT (CR319)

Prerequisite(s):	CR110A or CR110B, and CR250 or CR260
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$540
Dates & locations:	Page 72

This course covers theories from different psychological perspectives on defence mechanisms affecting all people. These theories are then integrated with skills for addressing defensiveness in conflict situations. You will also explore how face saving affects defensive behaviours. Defensiveness is behaviour for protecting oneself from a perceived threat or attack. In negotiations and mediations, it can create major barriers, but when explored, it can open up opportunities for breakthroughs. When people are defending and protecting their self-image (face saving), listening becomes more difficult and positions become entrenched. Left unaddressed, defensiveness can stalemate the discussion. A videotape will be provided for you to record your role-play on the final day of the course. *Instructor: Donna Soules*

DEALING WITH INTERPERSONAL CONFLICT (CR110A)

Prerequisite(s):	None
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$540
Dates & locations:	Page 72

This foundation course offers you effective and practical tools in collaborative conflict resolution. Through examination of the sources of conflict attitudes and beliefs, conflict styles, and the role of assumptions and emotions, you will gain an overview of conflict dynamics and collaboration strategies. This highly participatory course emphasizes self-awareness and understanding through structured exercises and simulations. A videotape will be provided for you to record your role-play on the final day of the course. This course is equivalent to CR110B. Students must take either CR110A or B as a prerequisite for other required courses in the certificates.

"Before coming to this course, my thinking was different. I feel that I am a different person with different perspectives, and point of view now."

MAY MARTINEZ - Self Employed, Interpreter

DEFINING ISSUES AND SETTING THE AGENDA (CR252)

Prerequisite(s):	CR110A or CR110B, and CR250 or CR260
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$395
Dates & locations:	Page 73

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

DEVELOPING YOUR CULTURAL FLUENCY (CR253)*(Formerly: Culture in Conflict: Enriching the Process)*

Prerequisite(s):	CR110A or CR110B, and CR250
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350
Dates & locations:	Page 73

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

DYNAMICS OF POWER (CR320)

Prerequisite(s):	CR110A or CR110B and CR250 or CR260
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525-\$540
Dates & locations:	Page 73

This course will provide you with an opportunity to examine critical questions regarding your personal relationship with power. What is power? How do we relate to it on a daily basis? How do we use personal power and influence in conflict or negotiation situations? What is the basis of our power as we work to resolve disputes and implement restorative practices, and what are the implications of using that power? Learn how to recognize the power base of others, and the implications that power dynamics have in dispute resolution and restorative practice. Through video simulations, self-reflective exercises and small-group discussions, you will become more comfortable with power dynamics and identify how power can be used positively to enhance the dispute resolution process. A videotape will be provided for you to record your role-play on the final day of the course. *Instructor: Joan Balmer*



EFFECTIVE TEAMWORK: FROM CONFLICT TO COLLABORATION (CR126)**■ CONTRACT ONLY**

Call Kent Highnam for information at 604.528.5615

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

EFFECTS OF SEPARATION AND DIVORCE ON ADULTS (FAM103)**■ ONLINE**

Prerequisite(s):	See learning path on page 24
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$475
Dates:	See website at www.jibc.bc.ca/corrections/default.htm or call Margo D'Souza at 604.528.5546

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

EFFECTS OF SEPARATION AND DIVORCE ON CHILDREN (FAM104)**■ ONLINE**

Prerequisite(s):	See learning path on page 24
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$475
Dates:	See website at www.jibc.bc.ca/corrections/default.htm or call Margo D'Souza at 604.528.5546

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

ETHICAL DILEMMAS FOR MEDIATORS IN ALBERTA (CR226)

■ UNIVERSITY OF CALGARY ONLY

Prerequisite(s):	CR110A or CR110B, and CR250, CR260, CR400
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$190
Dates & locations:	Page 73

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

ETHICAL DILEMMAS FOR MEDIATORS IN BRITISH COLUMBIA (CR326)

Prerequisite(s):	CR110A or CR110B, and CR250, CR260, CR400
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$175
Dates & locations:	Page 73

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

FAMILY MEDIATOR CERTIFICATE PREPARATION WORKSHOP (FAM111)

Prerequisites:	None
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$380
Dates & locations:	See website www.jibc.bc.ca/corrections/default.htm

This course is intended to serve as an information and practice course to prepare candidates who wish to become certified mediators with Family Mediation Canada. Participants will learn how the mediation certification process works, how to prepare for the written exam and how to submit a video for assessment. There will be ample opportunity for practice with feedback provided by certified experienced family mediators. Participants will be able to take their videotape home and may submit it to Family Mediation Canada for assessment and / or use the tape for their final assessment in the Family Mediation Certificate.

FAMILY VIOLENCE: IMPACT ON SEPARATION AND DIVORCE (CORR605) ■ ONLINE

Prerequisite(s):	See learning path on page 24
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$475
Dates:	See website at www.jibc.bc.ca/corrections/default.htm or call Margo D'Souza at 604.528.5546

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

GETTING TO THE HEART OF CONFLICT (CR309)

■ UNIVERSITY OF CALGARY ONLY

Prerequisite(s):	CR110A or CR110B and CR250 or CR260
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$395
Dates & locations:	Page 73

This in-depth course focuses on stage three of the negotiation and mediation models. You will explore your own 'positionality' and practice using communication skills to better disclose and elicit interests in order to enhance understanding. You will briefly review positions, issues and interests and focus on questioning for information, probing for deeper interests, disclosing interests, reframing negative interests into positive interests and creating an attitude of positive resolution. You can expect individual and small-group self-reflective exercises, a skill development emphasis and an opportunity to intensively practice stage three of a mediation or negotiation.

HANDLING CONFLICT ON THE TELEPHONE (CR101)

■ CONTRACT ONLY

Call Kent Highnam for information at 604.528.5615.

Dealing with angry people and trying to resolve conflict over the telephone can be particularly challenging. In this one-day course, you will learn and practice effective paraverbal (tone, pitch and pacing) and verbal skills for defusing anger and resolving conflict, with an emphasis on the use of the voice. The course will help you develop more skills for responding effectively to anger and conflict over the phone, and will be of particular interest to those with little previous training in conflict resolution. The course content and delivery can be customized to fit your organization's or community's needs.

IDENTIFYING CONTROL AND ABUSE IN PRE-MEDIATION (CR515)*(Formerly: Screening for Control and Abuse in Mediation)*

Prerequisite(s):	CR110A or CR110B, and CR200, CR250, CR260
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$175
Dates & locations:	Page 73

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

Instructor: Ron Monk

INTRODUCTION TO FAMILY JUSTICE SERVICES IN ALBERTA (CORR609) **UNIVERSITY OF CALGARY ONLY**

Prerequisite(s):	See learning path on page 24
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$530
Dates & locations:	Page 73

This introductory course in the Family Mediation Certificate is for mediators and those working in the helping professions in Alberta. It provides an overview of the various components of the family justice system. You will learn how the courts define legal terms such as custody, access and guardianship, how the family justice system works and the need to consider issues such as relationship violence.

INTRODUCTION TO FAMILY JUSTICE SERVICES IN BC (CORR606) **ONLINE**

Prerequisite(s):	See learning path on page 24
Length:	21 hours to be completed over 12 weeks
Credit:	1.5
Fee:	\$450
Dates:	See website at www.jibc.bc.ca/corrections/default.htm or call Margo D'Souza at 604.528.5546

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

LEVERAGING PERSONAL STYLES TO RESOLVE CONFLICT (CR834)*(Formerly: Reconciling Differences)*

Prerequisite(s):	CR110A or CR110B, and CR250 or CR260
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$380
Dates & locations:	Page 73

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

MANAGING THE CONFLICT WITHIN (CR423)

Prerequisite(s):	CR110A or CR110B
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350
Dates & locations:	Page 73

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

*Instructor: Joan Balmer***MANAGING THE HOSTILE INDIVIDUAL (CR108)**

Prerequisite(s):	None
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$475
Dates & locations:	Page 73

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

MEDIATED AGREEMENTS AND RELATED COURT ORDERS (FAM115)**ONLINE**

Prerequisite(s):	See learning path on page 25
Length:	7 hours to be completed over 2 weeks
Credit:	0.5
Fee:	\$275
Dates:	See website at www.jibc.bc.ca/corrections/default.htm or call Margo D'Souza at 604.528.5546

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

MEDIATING CONSCIOUSLY: BEING REAL AND BECOMING AWARE (CR858)

Prerequisite(s):	CR110A or CR110B, and CR250, CR260, CR400
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$370
Dates & locations:	Page 73

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

MEDIATION SKILLS LEVEL I (CR250)

Prerequisite(s):	CR110A or CR110B
Recommended:	CR260
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$550
Dates & locations:	Page 74

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

"Fantastic course. It really meets my needs in work place and life."

ANN MARIE HOGYA - Vancouver Health Authority-South Island Victoria

MEDIATION SKILLS LEVEL II (CR400)

Prerequisite(s):	CR110A or CR110B, and CR200, CR250, CR260
Length:	5 days (35 hours)
Credit:	2.5
Fee:	\$850
Dates & locations:	Page 74

Building on the mediation process and skills learned in Mediation Skills Level I, this course moves to more challenging, complex and emotionally charged situations. Skills, theory and techniques include framing and tracking issues, probing for and clarifying interests, addressing power dynamics and adapting the mediation process to meet the needs of participants. You will discuss the development of a personal mediating style, legal and ethical issues in the mediation field, and caucusing. Emphasis is on skill development through simulated mediations, with assistance and feedback from trained coaches. A videotape will be provided for you to record your role-play on the final day of the course.

MEDIATION SKILLS LEVEL III (CR829)

Prerequisite(s):	CR110A or CR110B, and CR200, CR250, CR260, CR360, CR400
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$370
Dates & locations:	Page 74

In this two-day course, you will build on the skills and insights gained in Mediation Skills Level II, other foundational work and real-world application. You will learn how to deal with more difficult mediation situations by applying previously learned as well as new mediation skills and interventions in innovative and strategic ways. You will be encouraged to bring your own way of working with people into the mediation process, increasing your ability to respond genuinely and intuitively. Areas of exploration and practice include balancing content and process, the production and use of a shared base of information, the effect of mediator presence and participation, tracking and shifting focus, listening for and getting to the real interests, building capacity as a means of power balancing, the continuum of facilitative and empathic to directness and assertiveness, mediator participation in problem solving and framing of outcomes. *Instructor: Michael Fogel*



MULTICULTURAL ISSUES IN FAMILY JUSTICE (FAM109)**■ ONLINE**

Prerequisite(s):	See learning path on page 25
Length:	7 hours to be completed over 2 weeks
Credit:	0.5
Fee:	\$275
Dates:	See website at www.jibc.bc.ca/corrections/default.htm or call Margo D'Souza at 604.528.5546

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

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

Prerequisite(s):	CR110A or CR110B, and CR250 or CR260
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$370-\$395
Dates & locations:	Page 74

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

Instructor: Arthur Ridgeway

NEGOTIATION SKILLS LEVEL I (CR260)

Prerequisite(s):	CR110A or CR110B
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$575
Dates & locations:	Page 74

In this course, you will learn to prepare for negotiations, assess your alternatives, build a climate of collaboration, get beyond stubborn positioning and develop agreements that work for both sides. Negotiation skills are essential in daily interactions with others. Traditional approaches to negotiation promote competitive tactics, often resulting in unsatisfactory outcomes for one or both negotiators. Collaborative or interest-based negotiation aims for agreements that respond to the interests of both parties. Emphasis is on skill development through simulated negotiations assisted by trained coaches. A videotape will be provided for you to record your role-play on the final day of the course. Recommended reading: Fisher, R & Ury, W. (1992). *Getting to Yes: Negotiating Agreement Without Giving In* (2nd ed.). New York: Penguin Books.

"I am very satisfied with the course, and would definitely recommend it to co-workers."

RAJ AMIRA - Front Desk, RCMP

NEGOTIATION SKILLS LEVEL II (CR360)

Prerequisite(s):	CR110A or CR110B, and CR200, CR250, CR260
Length:	5 days (35 hours)
Credit:	2.5
Fee:	\$850
Dates & locations:	Page 75

This advanced course builds on Negotiation Skills Level I (CR260) to apply an interest-based approach to more complex negotiations. You will learn about negotiator assertiveness and style, identifying and responding to competitive tactics, assessing power dynamics and resolving impasses. As CR360 is the final prerequisite course for Assessment: Negotiation (CR950), coaches' feedback on your role-playing will be based on the assessment role-playing criteria. For certificate candidates, it is strongly recommended that you take CR360 near the end of your certificate. You must complete CR360 before scheduling your negotiation assessment. A videotape will be provided for you to record your role-play on the final day of the course. Recommended reading: Cohen, S. (2002). *Negotiating Skills for Managers*. New York: McGraw-Hill. Ury, W. (1993). *Getting Past No: Negotiating Your Way From Confrontation to Cooperation*. New York: Bantam Books.

PREPARING FOR YOUR MEDIATION ASSESSMENT (REALITY CHECK) (CR920)

Prerequisite(s):	CR110A or CR110B, CR200, CR250, CR260, CR360, CR400
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$350 – \$370
Dates & locations:	Page 75

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

PREPARING FOR YOUR NEGOTIATION ASSESSMENT (REALITY CHECK) (CR910)

Prerequisite(s):	CR110A or CR110B, CR200, CR250, CR260, and CR360
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$300 – \$315
Dates & locations:	Page 75

This course provides you with an opportunity to interact with an instructor in negotiation role-playing. With a maximum class size of four, you will receive individual and immediate feedback from the instructor. Feedback consists of constructive comments about strengths as well as areas that need additional work, with reference to the criteria for successful assessment completion. CR910 is recommended for assessment preparation. A videotape will be provided for you to record your role-play.

REFLECTION IN CONFLICT (CR414)**UNIVERSITY OF CALGARY ONLY**

Prerequisite(s):	CR110A or CR110B, CR250 or CR260, CR309
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$425
Dates & locations:	Page 76

This two-day course will help you reflect upon your own and the other party's interests in interpersonal conflict, negotiation and mediation. You will learn what facilitates or hinders a shift in conflict situations. The course will be highly experiential and reflective. You will work in depth with a difficult, long-standing unresolved conflict in which you are presently involved and will be asked to reflect alone and in writing. Self-disclosure will be encouraged and complete confidentiality will be expected. There will be no course materials provided, as the material to be studied is your own situation.

RESOLVING CONFLICT IN GROUPS LEVEL I: EFFECTIVE TEAM DYNAMICS (CR504)*(Formerly: Resolving Conflict in Groups Level I: Understanding Group Dynamics)*

Prerequisite(s):	CR110A or CR110B, and CR250 or CR260
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$395
Dates & locations:	Page 76

Conflict in a team situation is challenging and team members need strategies for positive resolutions. As an effective team member, you need to identify the dynamics at play in the team and learn and practice strategies for intervening to move the group towards resolution. Through role-play, case analysis and discussion, you will build your understanding of group role functions and problematic behaviours that interfere with the function of the team. You will practice a collaborative conflict resolution process.

RESOLVING CONFLICT IN GROUPS LEVEL II: FACILITATING THE COLLABORATIVE PROCESS (CR508)

Prerequisite(s):	CR110A or CR110B, and CR250 or CR260, CR504
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$395
Dates & locations:	Page 76

Learn practical ways of assisting teams to resolve conflicts as either an internal or external facilitator. Assess your facilitation strengths and practice leading a collaborative process, managing group dynamics, dealing with challenging behaviours, handling power struggles, identifying hidden agendas and assisting the group to come to agreement. This course uses discussion, role-play and case studies and is intended for those who are already comfortable and confident in using basic facilitation skills.

RESOLVING CONFLICT IN THE WORKPLACE (CR110B)

Prerequisite(s):	None
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$575
Dates & locations:	Page 76

Dealing effectively with workplace conflicts is a key competency for success in any job. This foundation course offers you effective and practical tools for resolving conflicts collaboratively in the workplace. Through examination of the sources of conflict attitudes and beliefs, conflict styles, and the role of assumptions and emotions, you will gain an overview of conflict dynamics and collaboration strategies. This highly participatory course emphasizes self-awareness and understanding through structured exercises and simulations. A videotape will be provided for you to record your role-play on the final day of the course. This course is equivalent to CR110A. Students must take either CR110A or B as a prerequisite for other required courses in the certificates.

“Amazing! This course made me really reflect on my approach during conflict situations. I feel that I have gained several new tools that will help me in my daily life.”

WILLIAM R. SHEARER - Operations Supervisor, BC Transit Information Systems

**RESPECTFUL COMMUNICATION IN A CHANGING
WORKPLACE (CR227) ■ CONTRACT ONLY**

Call Kent Highnam for information at 604.528.5615.

This course presents an overview of effective communication in the face of change and increasing diversity in the workplace. You will explore the dynamics of conflict that infuse today's diverse workplace and the barriers to communication that these can cause in yourself and others. You will learn ways to acknowledge differences and gain concrete skills to communicate effectively in this setting to help create a climate of respect and understanding. This course is designed to further efforts that aim to reduce tension in working relationships, increase respect between ethnic and gender groups, decrease incidents of harassment and increase resolution of conflict.

SEPARATE MEETINGS: PRE-MEDIATION AND CAUCUSING (CR415)

Prerequisite(s):	CR110A or CR110B, and CR250
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$370
Dates & locations:	Page 76

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

SHARPENING YOUR EDGE IN NEGOTIATION (CR127)

■ AVAILABLE BY CONTRACT AND AT THE UNIVERSITY OF CALGARY ONLY

Prerequisite(s):	None
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$530
Dates & locations:	Page 77

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

SHIFTING FROM POSITIONS TO INTERESTS (CR303)

Prerequisite(s):	CR110A or CR110B, and CR250 or CR260
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$550
Dates & locations:	Page 77

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

"One of the best courses I have taken. I'm always amazed at the support and openness of everyone to help one another to learn and grow."

LIS PEDERSEN - HR Manager, Children's & Womens HC Education Services

SUBSTANCE ABUSE ISSUES IN FAMILY JUSTICE**(FAM108) ■ ONLINE**

Prerequisite(s):	None
Length:	7 hours to be completed over 2 weeks
Credit:	0.5
Fee:	\$275
Dates:	See website at www.jibc.bc.ca/corrections/default.htm or call Margo D'Souza at 604.528.5546.

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

THEORETICAL FOUNDATIONS OF DISPUTE RESOLUTION (CR125)**■ ONLINE**

Prerequisite(s):	None
Recommended:	CR110A or CR110B
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$525
Dates:	Page 77

This course provides an opportunity for creative and critical examination of your dispute resolution beliefs, skills and practices, and further refinement of those skills. Mastering dispute resolution skills requires the ability to use skills and processes contextually - to adapt them as needed to different circumstances. Underlying any process of dispute resolution are assumptions about how human beings understand conflict, why they get involved in disputes, the types of behaviours and communication styles humans engage in and the meanings of resolution. Understanding these assumptions enables learners to assess when adaptations may be needed to meet particular circumstances, and what the disparate effects of particular processes might be on particular disputants. Course topics include: what is theory; theories of conflict; culture and conflict; worldview and dispute resolution; and meanings of resolution. On-line course methodology includes a series of readings, exercises, and group discussions (there are no mandatory synchronous components). The course is highly participatory and you will be expected to engage fully in exercises, consultations and assignments. *Instructor: Roshan Danesh*

USE IT OR LOSE IT CLINIC (CR930)

Prerequisite(s):	CR110A or CR110B
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$165-\$190
Dates & Locations:	Page 77

Because practice is the most critical factor in gaining competence and confidence in collaborative conflict resolution, this course provides a full day of role-play. You choose what you want to work on: interpersonal conflict resolution, dealing with anger, mediation or negotiation. This course is especially helpful to those returning to the certificate program or taking courses after an absence, to those who want a skills check, to those who need it to meet the attendance and participation requirements of another course for credit, and to those who want to focus on skill development in a particular area.

52 course listing

- Listing by date, beginning on page 53
- Listing by location, beginning on page 61
- Listing by course name, beginning on page 70
- Listing by course number, beginning on page 79



DATE	COURSE		LOCATION	FEE
Sep 13-15	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Sep 18-19	Building Your Communication Tool Box	CR102	New Westminster	\$350
Sep 20-22	Negotiation Skills Level I	CR260	New Westminster	\$525
Sep 20-22	Resolving Conflict in the Workplace	CR110B	Victoria	\$540
Sep 25-27	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Sep 25-27	Shifting from Positions to Interests	CR303	New Westminster	\$550
Sep 26-28	Mediation Skills Level I	CR250	Victoria	\$540
Sep 26-30	Resolving Conflict in the Workplace	CR110B	Langara (Eves/Sat)	\$525
Sep 27-29	Mediation Skills Level I	CR250	New Westminster	\$525
Sep 28-29	Leveraging Personal Styles to Resolve Conflict	CR834	New Westminster	\$380
Oct 2	Preparing for Your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Oct 2-3	Building Your Communication Tool Box	CR102	Victoria	\$395
Oct 2-4	Resolving Conflict in the Workplace	CR110B	U of C	\$530
Oct 2-Nov 12	Theoretical Foundations of Dispute Resolution	CR125	Online	\$525
Oct 3-5	Dynamics of Power	CR320	New Westminster	\$525
Oct 10-14	Negotiation Skills Level I	CR260	Langara (Eves/Sat)	\$525
Oct 11-13	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Oct 12-13	Asserting Yourself in Conflict Situations	CR105	U of C	\$395
Oct 12-14	Resolving Conflict in the Workplace	CR110B	OC Kelowna	\$550
Oct 12-Dec 6	Civil Procedure	CR846	Online	\$350
Oct 16	Preparing for Your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
Oct 16-17	Asserting Yourself in Conflict Situations	CR105	New Westminster	\$350
Oct 17-18	Managing the Hostile Individual	CR108	Victoria	\$395
Oct 18-20	Resolving Conflict in the Workplace	CR110B	Chilliwack	\$525
Oct 18-20	Dealing with Anger	CR200	New Westminster	\$525
Oct 18-20	Negotiation Skills Level I	CR260	U of C	\$530
Oct 19-20	Applying Conflict Theory: From Awareness to Analysis	CR124	Victoria	\$395
Oct 23	Assessment: Negotiation	CR950	New Westminster	\$415
Oct 23	The Art of Reframing	CR366	New Westminster	\$165
Oct 23-24	Asserting Yourself in Conflict Situations	CR105	Victoria	\$395
Oct 23-25	Negotiation Skills Level I	CR260	New Westminster	\$525
Oct 23-25	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	U of C	\$530
Oct 23-25	Resolving Conflict in the Workplace	CR110B	Maple Ridge	\$525
Oct 24-26	Dealing with Interpersonal Conflict	CR110A	YWCA	\$525
Oct 25-27	Resolving Conflict in the Workplace	CR110B	CNC Prince George	\$550
Oct 25-27	Resolving Conflict in the Workplace	CR110B	NWCC Terrace	\$575
Oct 25-27	Resolving Conflict in the Workplace	CR110B	Victoria	\$540
Oct 26-27	Criticism: How to Give and Receive It	CR206	New Westminster	\$350
Oct 30	Assessment: Negotiation	CR950	New Westminster	\$415
Oct 30-Nov 1	Negotiation Skills Level I	CR260	Victoria	\$540
Oct 30-Nov 3	Mediation Skills Level II	CR400	New Westminster	\$850

54 course listing by date

DATE	COURSE		LOCATION	FEE
Oct 31-Nov 4	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Langara (Eves/Sat)	\$525
Nov 1-3	Dealing with Anger	CR200	OC Salmon Arm	\$550
Nov 1-3	Mediation Skills Level I	CR250	U of C	\$530
Nov 2-3	Building Your Communication Tool Box	CR102	New Westminster	\$350
Nov 6	Preparing for Your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Nov 6	Ethical Dilemmas for Mediators in Alberta	CR226	U of C	\$190
Nov 6	Preparing for Your Negotiation Assessment (Reality Check)	CR910	Victoria	\$315
Nov 6-8	Mediation Skills Level I	CR250	CNC Quesnel	\$550
Nov 6-8	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Nov 7	Assessment: Mediation/Third-Party	CR975	New Westminster	\$515
Nov 7	Preparing for Your Mediation Assessment (Reality Check)	CR920	Victoria	\$370
Nov 7-9	Dealing with Interpersonal Conflict	CR110A	U of C	\$530
Nov 8	Assessment: Mediation/Third-Party	CR975	New Westminster	\$515
Nov 8-10	Mediation Skills Level I	CR250	New Westminster	\$525
Nov 9-10	Building Your Communication Tool Box	CR102	NWCC Prince Rupert	\$475
Nov 14	Preparing for Your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Nov 14	Assessment: Negotiation	CR950	Victoria	\$430
Nov 14-15	Applying Conflict Theory: From Awareness to Analysis	CR124	New Westminster	\$350
Nov 15-16	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	U of C	\$395
Nov 15-17	Dealing with Anger	CR200	New Westminster	\$525
Nov 15-17	Dealing with Interpersonal Conflict	CR110A	Victoria	\$540
Nov 16-18	Resolving Conflict in the Workplace	CR110B	NWCC Kitimat	\$575
Nov 17-18	Managing the Hostile Individual	CR108	OC Penticton	\$450
Nov 20	Preparing for Your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
Nov 20-21	Separate Meetings: Pre-Mediation and Caucusing	CR415	New Westminster	\$370
Nov 20-23	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Langara (Eves/Sat)	\$350
Nov 20-24	Negotiation Skills Level II	CR360	New Westminster	\$850
Nov 20-24	Mediation Skills Level II	CR400	Victoria	\$850
Nov 22-23	Getting to the Heart of Conflict	CR309	U of C	\$395
Nov 22-24	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Nov 22-24	Resolving Conflict in the Workplace	CR110B	NWCC Smithers	\$575
Nov 23-24	Building Your Communication Tool Box	CR102	CNC Mackenzie	\$450
Nov 27-28	Defining Issues and Setting the Agenda	CR252	New Westminster	\$350
Nov 27-28	Coaching Strategies: Developing People to Resolve Conflict	CR111	Victoria	\$395
Nov 27-29	Resolving Conflict in the Workplace	CR110B	U of C	\$530
Nov 27-29	Negotiation Skills Level I	CR260	YWCA	\$525

DATE	COURSE	LOCATION	TEE
Nov 27-29	Resolving Conflict in the Workplace	UCFV Abbotsford	\$525
Nov 29	Identifying Control and Abuse in Pre-Mediation	New Westminster	\$175
Nov 30-Dec 1	Asserting Yourself in Conflict Situations	New Westminster	\$350
Dec 1-3	Conflict on the Front Line: Leaders as Conflict Resolvers	CNC Prince George	\$550
Dec 1-3	Conflict on the Front Line: Leaders as Conflict Resolvers	NWCC Terrace	\$575
Dec 4	Assessment: Negotiation	New Westminster	\$415
Dec 4-5	Managing the Hostile Individual	New Westminster	\$350
Dec 4-6	Negotiation Skills Level I	U of C	\$530
Dec 4-6	Dealing with Anger	Victoria	\$540
Dec 5	Assessment: Negotiation	New Westminster	\$415
Dec 5-7	Resolving Conflict in the Workplace	New Westminster	\$525
Dec 6	Assessment: Mediation/Third-Party	New Westminster	\$515
Dec 7-8	Coaching Strategies: Developing People to Resolve Conflict	New Westminster	\$350
Dec 7-8	Asserting Yourself in Conflict Situations	Victoria	\$395
Dec 8	Use It or Lose It Clinic	New Westminster	\$165
Dec 11	Assessment: Mediation/Third-Party	Victoria	\$530
Dec 11-13	Shifting from Positions to Interests	New Westminster	\$550
Dec 11-13	Dealing with Anger	U of C	\$530
Dec 11-13	Mediation Skills Level I	YWCA	\$525
Dec 12-14	Resolving Conflict in the Workplace	Victoria	\$540
Dec 13-15	Dealing with Anger	New Westminster	\$525
Dec 13-15	Dealing with Interpersonal Conflict	New Westminster	\$525
Dec 14-15	Building Your Communication Tool Box	New Westminster	\$350
Dec 14-15	Negotiating with Difficult People: Making it Hard to Say No	New Westminster	\$370
Dec 14-15	Building Your Communication Tool Box	U of C	\$395
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Jan 10-12	Resolving Conflict in the Workplace	New Westminster	\$525
Jan 15-16	Asserting Yourself in Conflict Situations	New Westminster	\$350
Jan 17-19	Negotiation Skills Level I	New Westminster	\$525
Jan 22	Preparing for Your Mediation Assessment (Reality Check)	New Westminster	\$350
Jan 22-24	Dealing with Interpersonal Conflict	New Westminster	\$525
Jan 24-26	Mediation Skills Level I	New Westminster	\$525
Jan 24-26	Resolving Conflict in the Workplace	Victoria	\$540
Jan 29	Preparing for Your Negotiation Assessment (Reality Check)	New Westminster	\$300
Jan 29-31	Mediation Skills Level I	Victoria	\$540
Jan 29-Feb 2	Mediation Skills Level II	New Westminster	\$850
Jan 31-Feb 2	Resolving Conflict in the Workplace	U of C	\$530
Feb 5-7	Resolving Conflict in the Workplace	New Westminster	\$525
Feb 6-7	Building Your Communication Tool Box	Victoria	\$395
Feb 6-8	Negotiation Skills Level I	U of C	\$530
Feb 7-9	Dealing with Anger	New Westminster	\$525

56 course listing by date

DATE	COURSE		LOCATION	FEE
Feb 8-9	Building Your Communication Tool Box	CR102	YWCA	\$350
Feb 12	Assessment: Mediation/Third-Party	CR975	New Westminster	\$515
Feb 12-13	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	New Westminster	\$350
Feb 13-15	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Feb 14-15	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	CR508	New Westminster	\$350
Feb 14-16	Resolving Conflict in the Workplace	CR110B	CNC Prince George	\$550
Feb 14-16	Mediation Skills Level I	CR250	U of C	\$530
Feb 14-16	Negotiation Skills Level I	CR260	Victoria	\$540
Feb 16	Preparing for Your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
Feb 16-18	Resolving Conflict in the Workplace	CR110B	NWCC Terrace	\$575
Feb 19	Preparing for Your Negotiation Assessment (Reality Check)	CR910	Victoria	\$315
Feb 19-21	Shifting from Positions to Interests	CR303	New Westminster	\$550
Feb 20	Assessment: Negotiation	CR950	New Westminster	\$415
Feb 20	Preparing for Your Mediation Assessment (Reality Check)	CR920	Victoria	\$370
Feb 21	Preparing for Your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Feb 21-22	Managing the Hostile Individual	CR108	Victoria	\$395
Feb 21-23	Introduction to Family Justice Services in Alberta	CORR609	U of C	\$530
Feb 21-23	Resolving Conflict in the Workplace	CR110B	YWCA	\$525
Feb 22-23	Leveraging Personal Styles to Resolve Conflict	CR834	New Westminster	\$380
Feb 22-24	Resolving Conflict in the Workplace	CR110B	OC Salmon Arm	\$550
Feb 26	Preparing for Your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Feb 26-27	Asserting Yourself in Conflict Situations	CR105	New Westminster	\$350
Feb 26-27	Developing Your Cultural Fluency	CR253	New Westminster	\$350
Feb 26-Mar 2	Negotiation Skills Level II	CR360	New Westminster	\$850
Feb 28-Mar 2	Dealing with Anger	CR200	Malaspina University College Nanaimo	\$540
Feb 28-Mar 2	Dealing with Defensiveness in Conflict	CR319	New Westminster	\$525
Mar 1-2	Defining Issues and Setting the Agenda	CR252	U of C	\$395
Mar 5-6	Defining Issues and Setting the Agenda	CR252	New Westminster	\$350
Mar 5-7	Dealing with Interpersonal Conflict	CR110A	Victoria	\$540
Mar 6-8	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Mar 6-8	Dealing with Interpersonal Conflict	CR110A	U of C	\$530
Mar 6-10	Resolving Conflict in the Workplace	CR110B	Langara (Eves/Sat)	\$525
Mar 7-8	Mediation Skills Level III	CR829	New Westminster	\$370
Mar 7-9	Mediation Skills Level I	CR250	New Westminster	\$525
Mar 10-11	Asserting Yourself in Conflict Situations	CR105	UCFV Abbotsford	\$350

DATE	COURSE		LOCATION	FEE
Mar 12	Assessment: Mediation/Third-Party	CR975	New Westminster	\$515
Mar 12-13	Building Your Communication Tool Box	CR102	Chilliwack	\$350
Mar 12-13	Asserting Yourself in Conflict Situations	CR105	CNC Nechako	\$450
Mar 12-13	Coaching Strategies: Developing People to Resolve Conflict	CR111	New Westminster	\$350
Mar 12-14	Negotiation Skills Level I	CR260	New Westminster	\$525
Mar 12-14	Negotiation Skills Level I	CR260	NWCC Smithers	\$575
Mar 12-14	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	U of C	\$530
Mar 12-16	Negotiation Skills Level II	CR360	Victoria	\$850
Mar 12-Apr 22	Theoretical Foundations of Dispute Resolution	CR125	Online	\$525
Mar 13	Assessment: Mediation/Third-Party	CR975	New Westminster	\$515
Mar 14-16	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Mar 15-16	Managing the Hostile Individual	CR108	New Westminster	\$350
Mar 19	Preparing for Your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Mar 19-20	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	U of C	\$395
Mar 19-21	Dealing with Anger	CR200	New Westminster	\$525
Mar 19-21	Resolving Conflict in the Workplace	CR110B	Victoria	\$540
Mar 20-22	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Mar 20-24	Negotiation Skills Level I	CR260	Langara(Eves/Sat)	\$525
Mar 22	Preparing for Your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
Mar 22-23	Asserting Yourself in Conflict Situations	CR105	New Westminster	\$350
Mar 22-23	Asserting Yourself in Conflict Situations	CR105	U of C	\$395
Mar 22-23	Applying Conflict Theory: From Awareness to Analysis	CR124	Victoria	\$395
Mar 23	Ethical Dilemmas for Mediators in BC	CR326	New Westminster	\$175
Mar 26	Assessment: Negotiation	CR950	New Westminster	\$415
Mar 26-28	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Mar 26-28	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	New Westminster	\$525
Mar 26-28	Mediation Skills Level I	CR250	OC Kelowna	\$550
Mar 26-30	Mediation Skills Level II	CR400	New Westminster	\$850
Mar 28-29	Asserting Yourself in Conflict Situations	CR105	Victoria	\$395
Mar 28-30	Dealing with Anger	CR200	U of C	\$530
Mar 29-30	Asserting Yourself in Conflict Situations	CR105	Maple Ridge	\$350
Mar 29-30	Building Your Communication Tool Box	CR102	New Westminster	\$350
Apr 2-4	Mediation Skills Level I	CR250	U of C	\$530
Apr 10-14	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Langara(Eves/Sat)	\$525
Apr 13-20	Reflection in Conflict	CR414	U of C	\$425
Apr 16-18	Mediation Skills Level I	CR250	New Westminster	\$525
Apr 16-18	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Victoria	\$540
Apr 16-Jun 10	Civil Procedure	CR846	Online	\$350

58 course listing by date

DATE	COURSE		LOCATION	FEE
Apr 17-19	Resolving Conflict in the Workplace	CR110B	U of C	\$530
Apr 18-20	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Apr 19-20	Coaching Strategies: Developing People to Resolve Conflict	CR111	Victoria	\$395
Apr 20-22	Dealing with Anger	CR200	CNC Prince George	\$550
Apr 20-22	Resolving Conflict in the Workplace	CR110B	NWCC Prince Rupert	\$575
Apr 23	Assessment: Negotiation	CR950	New Westminster	\$415
Apr 23-24	Negotiating with Difficult People: Making it Hard to Say No	CR362	Victoria	\$395
Apr 24-25	Mediating Consciously: Being Real and Becoming Aware	CR858	New Westminster	\$370
Apr 24-26	Negotiation Skills Level I	CR260	New Westminster	\$525
Apr 24-28	Negotiation Skills Level II	CR360	U of C	\$850
Apr 25-27	Mediation Skills Level I	CR250	UCFV Abbotsford	\$525
Apr 25-27	Shifting from Positions to Interests	CR303	Victoria	\$550
Apr 25-27	Dealing with Interpersonal Conflict	CR110A	YWCA	\$525
Apr 27-28	Building Your Communication Tool Box	CR102	OC Penticton	\$450
Apr 30-May 3	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Langara (Eves/Sat)	\$350
Apr 30-May 4	Negotiation Skills Level II	CR360	New Westminster	\$850
May 1-3	Negotiation Skills Level I	CR260	U of C	\$530
May 2-4	Dealing with Interpersonal Conflict	CR110A	Victoria	\$550
May 3-4	Coaching Strategies: Developing People to Resolve Conflict	CR111	CNC Burns Lake	\$450
May 3-4	Managing the Conflict Within	CR423	New Westminster	\$350
May 7	Preparing for Your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
May 7	Preparing for Your Negotiation Assessment (Reality Check)	CR910	Victoria	\$315
May 7-9	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
May 7-Jun 17	Theoretical Foundations of Dispute Resolution	CR125	Online	\$525
May 8	Preparing for Your Mediation Assessment (Reality Check)	CR920	Victoria	\$370
May 8-12	Mediation Skills Level II	CR400	U of C	\$850
May 9-11	Dealing with Anger	CR200	NWCC Terrace	\$575
May 10-11	Building Your Communication Tool Box	CR102	New Westminster	\$350
May 10-11	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Victoria	\$395
May 14-15	Balancing Empathy and Assertion	CR327	New Westminster	\$350
May 14-16	Dealing with Anger	CR200	Victoria	\$540
May 14-16	Dealing with Anger	CR200	YWCA	\$525
May 15-16	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	CR508	U of C	\$395

DATE	COURSE		LOCATION	FEE
May 16-17	Separate Meetings: Pre-Mediation and Caucusing	CR415	New Westminster	\$370
May 17	Assessment: Mediation/Third-Party	CR975	Victoria	\$530
May 17-18	Asserting Yourself in Conflict Situations	CR105	YWCA	\$350
May 18	Preparing for Your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
May 22-24	Negotiation Skills Level I	CR260	New Westminster	\$525
May 23-25	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
May 23-25	Sharpening Your Edge in Negotiation	CR127	U of C	\$530
May 25	The Art of Reframing	CR366	New Westminster	\$165
May 28	Assessment: Negotiation	CR950	New Westminster	\$415
May 28-29	Applying Conflict Theory: From Awareness to Analysis	CR124	New Westminster	\$350
May 28-29	Managing the Hostile Individual	CR108	NWCC Kitimat	\$475
May 28-30	Resolving Conflict in the Workplace	CR110B	CNC Quesnel	\$550
May 28-30	Mediation Skills Level I	CR250	New Westminster	\$525
May 29	Assessment: Negotiation	CR950	New Westminster	\$415
May 29	Use It or Lose It Clinic	CR930	U of C	\$190
May 29-31	Dynamics of Power	CR320	Victoria	\$540
May 30	The Art of Reframing	CR366	U of C	\$190
May 30-Jun 1	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
May 31-Jun 2	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	OC Kelowna	\$550
Jun 2-3	Asserting Yourself in Conflict Situations	CR105	NWCC Terrace	\$475
Jun 4-5	Building Your Communication Tool Box	CR102	U of C	\$395
Jun 4-6	Dynamics of Power	CR320	New Westminster	\$525
Jun 4-6	Resolving Conflict in the Workplace	CR110B	Victoria	\$540
Jun 7	Assessment: Negotiation	CR950	Victoria	\$430
Jun 7-8	Building Your Communication Tool Box	CR102	New Westminster	\$350
Jun 11	Assessment: Mediation/Third-Party	CR975	New Westminster	\$515
Jun 11-13	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Jun 11-13	Resolving Conflict in the Workplace	CR110B	U of C	\$530
Jun 11-13	Mediation Skills Level I	CR250	Victoria	\$540
Jun 11-15	Mediation Skills Level II	CR400	New Westminster	\$850
Jun 14	Assessment: Negotiation	CR950	U of C	\$430
Jun 14-15	Balancing Empathy and Assertion	CR327	CNC Prince George	\$450
Jun 14-15	Building Your Communication Tool Box	CR102	UCFV Abbotsford	\$350
Jun 15	Assessment: Mediation/Third-Party	CR975	U of C	\$530
Jun 18	Preparing for Your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Jun 18	Use It or Lose It Clinic	CR930	Victoria	\$180
Jun 18-19	Criticism: How to Give and Receive It	CR206	New Westminster	\$350
Jun 19-21	Negotiation Skills Level I	CR260	New Westminster	\$525
Jun 20-22	Dealing with Anger	CR200	New Westminster	\$525
Jun 21	Preparing for Your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
Jun 22	Asking Better Questions	CR318	New Westminster	\$175

60 course listing by date

DATE	COURSE		LOCATION	FEE
Jun 25-27	Shifting from Positions to Interests	CR303	New Westminster	\$550
Jun 25-27	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Jun 25-27	Negotiation Skills Level I	CR260	Victoria	\$540
Jun 26-28	Mediation Skills Level I	CR250	New Westminster	\$525
Jun 28-29	Negotiating with Difficult People: Making it Hard to Say No	CR362	New Westminster	\$370
Jul 6	Use It or Lose It Clinic	CR930	New Westminster	\$165
Jul 9-10	Building Your Communication Tool Box	CR102	New Westminster	\$350
Jul 9-11	Resolving Conflict in the Workplace	CR110B	Victoria	\$540
Jul 9-13	Negotiation Skills Level II	CR360	New Westminster	\$850
Jul 16	Assessment: Negotiation	CR950	New Westminster	\$415
Jul 16-18	Mediation Skills Level I	CR250	New Westminster	\$525
Jul 18-20	Resolving Conflict in the Workplace	CR110B	YWCA	\$525
Jul 19-20	Building Your Communication Tool Box	CR102	New Westminster	\$350
Jul 23	Preparing for Your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Jul 23	Assessment: Mediation/Third-Party	CR975	New Westminster	\$515
Jul 23-25	Negotiation Skills Level I	CR260	New Westminster	\$525
Jul 24-26	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Jul 24-26	Negotiation Skills Level I	CR260	U of C	\$530
Jul 25-27	Dealing with Anger	CR200	New Westminster	\$525
Jul 26-27	Building Your Communication Tool Box	CR102	Victoria	\$395
Jul 27	Preparing for Your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
Jul 30-Aug 1	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Jul 31-Aug 2	Dealing with Defensiveness in Conflict	CR319	New Westminster	\$525
Aug 8-9	Asserting Yourself in Conflict Situations	CR105	Victoria	\$395
Aug 13-15	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Aug 13-17	Mediation Skills Level II	CR400	New Westminster	\$850
Aug 14-16	Resolving Conflict in the Workplace	CR110B	CNC Prince George	\$550
Aug 16-17	Asserting Yourself in Conflict Situations	CR105	New Westminster	\$350
Aug 20	Assessment: Negotiation	CR950	New Westminster	\$415
Aug 20-21	Building Your Communication Tool Box	CR102	New Westminster	\$350
Aug 20-22	Dealing with Anger	CR200	Victoria	\$540
Aug 21	Assessment: Negotiation	CR950	New Westminster	\$415
Aug 21-23	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Aug 22-24	Mediation Skills Level I	CR250	New Westminster	\$525
Aug 23-24	Managing the Hostile Individual	CR108	YWCA	\$350
Aug 27	Assessment: Mediation/Third-Party	CR975	New Westminster	\$515
Aug 27-29	Negotiation Skills Level I	CR260	New Westminster	\$525
Aug 27-31	Negotiation Skills Level II	CR360	New Westminster	\$850
Aug 28	Assessment: Mediation/Third-Party	CR975	New Westminster	\$515
Aug 28-30	Dealing with Anger	CR200	New Westminster	\$525

DATE	COURSE		INSTRUCTOR	FEE
COLLEGE OF NEW CALEDONIA - BURNS LAKE, 545 HIGHWAY 16				
May 3-4	Coaching Strategies: Developing People to Resolve Conflict	CR111	Linda Dobson-Sayer	\$450
COLLEGE OF NEW CALEDONIA - MACKENZIE, 540 MACKENZIE BOULEVARD				
Nov 23-24	Building Your Communication Tool Box	CR102	Gordon White	\$450
COLLEGE OF NEW CALEDONIA - NECHAKO, 3231 HOSPITAL ROAD, VANDERHOOF				
Mar 12-13	Asserting Yourself in Conflict Situations	CR105	Kelly Henderson	\$450
COLLEGE OF NEW CALEDONIA - PRINCE GEORGE, 3330 - 22ND AVENUE				
Oct 25-27	Resolving Conflict in the Workplace	CR110B	Derm McNulty	\$550
Dec 1-3	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Deborah White	\$550
Feb 14-16	Resolving Conflict in the Workplace	CR110B	Mario Govorchin	\$550
Apr 20-22	Dealing with Anger	CR200	Sue Wazny	\$550
Jun 14-15	Balancing Empathy and Assertion	CR327	Joan Balmer	\$450
Aug 14-16	Resolving Conflict in the Workplace	CR110B	Linda Dobson-Sayer	\$550
COLLEGE OF NEW CALEDONIA - QUESNEL, 488 MCLEAN STREET				
Nov 6-8	Mediation Skills Level I	CR250	Jim Toogood	\$550
May 28-30	Resolving Conflict in the Workplace	CR110B	Deborah White	\$550
JUSTICE INSTITUTE OF BC - CHILLIWACK, 1092 CAEN ROAD				
Oct 18-20	Resolving Conflict in the Workplace	CR110B	Sue Wazny	\$525
Mar 12-13	Building Your Communication Tool Box	CR102	Derm McNulty	\$350
JUSTICE INSTITUTE OF BC - MAPLE RIDGE, 13500 256TH STREET				
Oct 23-25	Resolving Conflict in the Workplace	CR110B	Kelly Henderson	\$525
Mar 29-30	Asserting Yourself in Conflict Situations	CR105	Jim Toogood	\$350
JUSTICE INSTITUTE OF BC - NEW WESTMINSTER, 715 MCBRIDE BOULEVARD				
Sep 13-15	Resolving Conflict in the Workplace	CR110B	Derm McNulty	\$525
Sep 18-19	Building Your Communication Tool Box	CR102	Ed Jackson	\$350
Sep 20-22	Negotiation Skills Level I	CR260	Nancy McPhee	\$525
Sep 25-27	Dealing with Interpersonal Conflict	CR110A	Mario Govorchin	\$525
Sep 25-27	Shifting from Positions to Interests	CR303	Arthur Ridgeway	\$550
Sep 27-29	Mediation Skills Level I	CR250	Sue Wazny	\$525
Sep 28-29	Leveraging Personal Styles to Resolve Conflict	CR834	Arthur Ridgeway	\$380
Oct 2	Preparing for Your Negotiation Assessment (Reality Check)	CR910	TBA	\$300
Oct 3-5	Dynamics of Power	CR320	Joan Balmer	\$525
Oct 11-13	Resolving Conflict in the Workplace	CR110B	Dale Zaiser	\$525
Oct 16	Preparing for Your Mediation Assessment (Reality Check)	CR920	TBA	\$350
Oct 16-17	Asserting Yourself in Conflict Situations	CR105	Deborah White	\$350
Oct 18-20	Dealing with Anger	CR200	Joan Balmer	\$525
Oct 23	Assessment: Negotiation	CR950	TBA	\$415
Oct 23	The Art of Reframing	CR366	Deborah White	\$175
Oct 23-25	Negotiation Skills Level I	CR260	Mario Govorchin	\$350
Oct 26-27	Criticism: How to Give and Receive It	CR206	Deborah White	\$350
Oct 30	Assessment: Negotiation	CR950	TBA	\$415

62 course listing by location

DATE	COURSE		INSTRUCTOR	FEE
Oct 30-Nov 3	Mediation Skills Level II	CR400	Donna Soules	\$850
Nov 2-3	Building Your Communication Tool Box	CR102	Kelly Henderson	\$350
Nov 6	Preparing for Your Negotiation Assessment (Reality Check)	CR910	TBA	\$300
Nov 6-8	Resolving Conflict in the Workplace	CR110B	Deborah White	\$525
Nov 7	Assessment: Mediation/Third-Party	CR975	TBA	\$515
Nov 8	Assessment: Mediation/Third-Party	CR975	TBA	\$515
Nov 8-10	Mediation Skills Level I	CR250	Janice Bateman	\$525
Nov 14	Preparing for Your Negotiation Assessment (Reality Check)	CR910	TBA	\$300
Nov 14-15	Applying Conflict Theory: From Awareness to Analysis	CR124	Brian Frank	\$350
Nov 15-17	Dealing with Anger	CR200	Nancy McPhee	\$525
Nov 20	Preparing for Your Mediation Assessment (Reality Check)	CR920	TBA	\$350
Nov 20-21	Separate Meetings: Pre-Mediation and Caucusing	CR415	Michael Fogel	\$370
Nov 20-24	Negotiation Skills Level II	CR360	Ron Monk	\$850
Nov 22-24	Dealing with Interpersonal Conflict	CR110A	Elizabeth Azmier-Stewart	\$525
Nov 27-28	Defining Issues and Setting the Agenda	CR252	Ron Monk	\$350
Nov 29	Identifying Control and Abuse in Pre- Mediation	CR515	Ron Monk	\$175
Nov 30-Dec 1	Asserting Yourself in Conflict Situations	CR105	Janice Bateman	\$350
Dec 4	Assessment: Negotiation	CR950	TBA	\$415
Dec 4-5	Managing the Hostile Individual	CR108	Mario Govorchin	\$350
Dec 5	Assessment: Negotiation	CR950	TBA	\$415
Dec 5-7	Resolving Conflict in the Workplace	CR110B	Gary Harper	\$525
Dec 6	Assessment: Mediation/Third-Party	CR975	TBA	\$515
Dec 7-8	Coaching Strategies: Developing People to Resolve Conflict	CR111	Linda Dobson- Sayer	\$350
Dec 8	Use It or Lose It Clinic	CR930	TBA	\$165
Dec 11-13	Shifting from Positions to Interests	CR303	Arthur Ridgeway	\$550
Dec 13-15	Dealing with Anger	CR200	Stacey Holloway	\$525
Dec 13-15	Dealing with Interpersonal Conflict	CR110A	Joan Balmer	\$525
Dec 14-15	Building Your Communication Tool Box	CR102	Sue Wazny	\$350
Dec 14-15	Negotiating with Difficult People: Making it Hard to Say No	CR362	Arthur Ridgeway	\$370

2007

Jan 10-12	Resolving Conflict in the Workplace	CR110B	Nancy McPhee	\$525
Jan 15-16	Asserting Yourself in Conflict Situations	CR105	Mario Govorchin	\$350
Jan 17-19	Negotiation Skills Level I	CR260	Dale Zaiser	\$525
Jan 22	Preparing for Your Mediation Assessment (Reality Check)	CR920	TBA	\$350
Jan 22-24	Dealing with Interpersonal Conflict	CR110A	Linda Dobson- Sayer	\$525
Jan 24-26	Mediation Skills Level I	CR250	Ed Jackson	\$525
Jan 29	Preparing for Your Negotiation Assessment (Reality Check)	CR910	TBA	\$300

DATE	COURSE		INSTRUCTOR	FEE
Jan 29-Feb 2	Mediation Skills Level II	CR400	Elizabeth Azmier-Stewart	\$850
Feb 5-7	Resolving Conflict in the Workplace	CR110B	Jim Toogood	\$525
Feb 7-9	Dealing with Anger	CR200	Sue Wazny	\$525
Feb 12	Assessment: Mediation/Third-Party	CR975	TBA	\$515
Feb 12-13	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Nancy McPhee	\$350
Feb 13-15	Dealing with Interpersonal Conflict	CR110A	Brian Frank	\$525
Feb 14-15	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	CR508	Deborah White	\$350
Feb 16	Preparing for Your Mediation Assessment (Reality Check)	CR920	TBA	\$350
Feb 19-21	Shifting from Positions to Interests	CR303	Arthur Ridgeway	\$550
Feb 20	Assessment: Negotiation	CR950	TBA	\$415
Feb 21	Preparing for Your Negotiation Assessment (Reality Check)	CR910	TBA	\$300
Feb 22-23	Leveraging Personal Styles to Resolve Conflict	CR834	Arthur Ridgeway	\$380
Feb 26	Preparing for Your Negotiation Assessment (Reality Check)	CR910	TBA	\$300
Feb 26-27	Asserting Yourself in Conflict Situations	CR105	Jim Toogood	\$350
Feb 26-27	Developing Your Cultural Fluency	CR253	Sally Campbell	\$350
Feb 26-Mar 2	Negotiation Skills Level II	CR360	Deborah White	\$850
Feb 28-Mar 2	Dealing with Defensiveness in Conflict	CR319	Donna Soules	\$525
Mar 5-6	Defining Issues and Setting the Agenda	CR252	Ron Monk	\$350
Mar 6-8	Dealing with Interpersonal Conflict	CR110A	Dale Zaiser	\$525
Mar 7-8	Mediation Skills Level III	CR829	Michael Fogel	\$370
Mar 7-9	Mediation Skills Level I	CR250	Deborah White	\$525
Mar 12	Assessment: Mediation/Third-Party	CR975	TBA	\$515
Mar 12-13	Coaching Strategies: Developing People to Resolve Conflict	CR111	Linda Dobson- Sayer	\$350
Mar 12-14	Negotiation Skills Level I	CR260	Mario Govorchin	\$525
Mar 13	Assessment: Mediation/Third-Party	CR975	TBA	\$515
Mar 14-16	Resolving Conflict in the Workplace	CR110B	Deborah White	\$525
Mar 15-16	Managing the Hostile Individual	CR108	Mario Govorchin	\$350
Mar 19	Preparing for Your Negotiation Assessment (Reality Check)	CR910	TBA	\$300
Mar 19-21	Dealing with Anger	CR200	Janice Bateman	\$525
Mar 20-22	Dealing with Interpersonal Conflict	CR110A	Sue Wazny	\$525
Mar 22	Preparing for Your Mediation Assessment (Reality Check)	CR920	TBA	\$350
Mar 22-23	Asserting Yourself in Conflict Situations	CR105	Joan Balmer	\$350
Mar 23	Ethical Dilemmas for Mediators in BC	CR326	Lee Turnbull	\$175
Mar 26	Assessment: Negotiation	CR950	TBA	\$415
Mar 26-28	Resolving Conflict in the Workplace	CR110B	Kelly Henderson	\$525
Mar 26-28	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Linda Dobson- Sayer	\$525
Mar 26-30	Mediation Skills Level II	CR400	Ron Monk	\$850
Mar 29-30	Building Your Communication Tool Box	CR102	Nancy McPhee	\$350

64 course listing by location

DATE	COURSE		INSTRUCTOR	FEE
Apr 16-18	Mediation Skills Level I	CR250	Elizabeth Azmier-Stewart	\$525
Apr 18-20	Resolving Conflict in the Workplace	CR110B	Jim Toogood	\$525
Apr 23	Assessment: Negotiation	CR950	TBA	\$415
Apr 24-25	Mediating Consciously: Being Real and Becoming Aware	CR858	Michael Fogel	\$370
Apr 24-26	Negotiation Skills Level I	CR260	Ed Jackson	\$525
Apr 30-May 4	Negotiation Skills Level II	CR360	Dale Zaiser	\$850
May 3-4	Managing the Conflict Within	CR423	Joan Balmer	\$350
May 7	Preparing for Your Negotiation Assessment (Reality Check)	CR910	TBA	\$300
May 7-9	Resolving Conflict in the Workplace	CR110B	Mario Govorchin	\$525
May 10-11	Building Your Communication Tool Box	CR102	Deborah White	\$350
May 14-15	Balancing Empathy and Assertion	CR327	Joan Balmer	\$350
May 16-17	Separate Meetings: Pre-Mediation and Caucusing	CR415	Michael Fogel	\$370
May 18	Preparing for Your Mediation Assessment (Reality Check)	CR920	TBA	\$350
May 22-24	Negotiation Skills Level I	CR260	Linda Dobson-Sayer	\$525
May 23-25	Dealing with Interpersonal Conflict	CR110A	Derm McNulty	\$525
May 25	The Art of Reframing	CR366	Deborah White	\$175
May 28	Assessment: Negotiation	CR950	TBA	\$415
May 28-29	Applying Conflict Theory: From Awareness to Analysis	CR124	Brian Frank	\$350
May 28-30	Mediation Skills Level I	CR250	Gary Harper	\$525
May 29	Assessment: Negotiation	CR950	TBA	\$415
May 30-Jun 1	Resolving Conflict in the Workplace	CR110B	Ed Jackson	\$525
Jun 4-6	Dynamics of Power	CR320	Joan Balmer	\$525
Jun 7-8	Building Your Communication Tool Box	CR102	Jim Toogood	\$350
Jun 11	Assessment: Mediation/Third-Party	CR975	TBA	\$515
Jun 11-13	Resolving Conflict in the Workplace	CR110B	Kelly Henderson	\$525
Jun 11-15	Mediation Skills Level II	CR400	Linda Dobson-Sayer	\$850
Jun 18	Preparing for Your Negotiation Assessment (Reality Check)	CR910	TBA	\$300
Jun 18-19	Criticism: How to Give and Receive It	CR206	Deborah White	\$350
Jun 19-21	Negotiation Skills Level I	CR260	Dale Zaiser	\$525
Jun 20-22	Dealing with Anger	CR200	Mario Govorchin	\$525
Jun 21	Preparing for Your Mediation Assessment (Reality Check)	CR920	TBA	\$350
Jun 22	Asking Better Questions	CR318	Gordon Sloan	\$190
Jun 25-27	Shifting from Positions to Interests	CR303	Arthur Ridgeway	\$550
Jun 25-27	Dealing with Interpersonal Conflict	CR110A	Jim Toogood	\$525
Jun 26-28	Mediation Skills Level I	CR250	Linda Dobson-Sayer	\$525
Jun 28-29	Negotiating with Difficult People: Making it Hard to Say No	CR362	Arthur Ridgeway	\$370
Jul 6	Use It or Lose It Clinic	CR930	TBA	\$165
Jul 9-10	Building Your Communication Tool Box	CR102	Janice Bateman	\$350

DATE	COURSE		INSTRUCTOR	FEE
Jul 9-13	Negotiation Skills Level II	CR360	Nancy McPhee	\$850
Jul 16	Assessment: Negotiation	CR950	TBA	\$415
Jul 16-18	Mediation Skills Level I	CR250	Stacey Holloway	\$525
Jul 19-20	Building Your Communication Tool Box	CR102	Gordon White	\$350
Jul 23	Preparing for Your Negotiation Assessment (Reality Check)	CR910	TBA	\$300
Jul 23	Assessment: Mediation/Third-Party	CR975	TBA	\$515
Jul 23-25	Negotiation Skills Level I	CR260	Sue Wazny	\$525
Jul 24-26	Dealing with Interpersonal Conflict	CR110A	Ed Jackson	\$525
Jul 25-27	Dealing with Anger	CR200	Mario Govorchin	\$525
Jul 27	Preparing for Your Mediation Assessment (Reality Check)	CR920	TBA	\$350
Jul 30-Aug 1	Resolving Conflict in the Workplace	CR110B	Nancy McPhee	\$525
Jul 31-Aug 2	Dealing with Defensiveness in Conflict	CR319	Donna Soules	\$525
Aug 13-15	Dealing with Interpersonal Conflict	CR110A	Kelly Henderson	\$525
Aug 13-17	Mediation Skills Level II	CR400	Deborah White	\$850
Aug 16-17	Asserting Yourself in Conflict Situations	CR105	Mario Govorchin	\$350
Aug 20	Assessment: Negotiation	CR950	TBA	\$415
Aug 20-21	Building Your Communication Tool Box	CR102	Derm McNulty	\$350
Aug 21	Assessment: Negotiation	CR950	TBA	\$415
Aug 21-23	Resolving Conflict in the Workplace	CR110B	Linda Dobson-Sayer	\$525
Aug 22-24	Mediation Skills Level I	CR250	Dale Zaiser	\$525
Aug 27	Assessment: Mediation/Third-Party	CR975	TBA	\$515
Aug 27-29	Negotiation Skills Level I	CR260	Jim Toogood	\$525
Aug 27-31	Negotiation Skills Level II	CR360	Mario Govorchin	\$850
Aug 28	Assessment: Mediation/Third-Party	CR975	TBA	\$515
Aug 28-30	Dealing with Anger	CR200	Deborah White	\$525
JUSTICE INSTITUTE OF BC - VICTORIA, SUITE 101-910 GOVERNMENT STREET				
Sep 20-22	Resolving Conflict in the Workplace	CR110B	Donna Soules	\$540
Sep 26-28	Mediation Skills Level I	CR250	Ron Monk	\$540
Oct 2-3	Building Your Communication Tool Box	CR102	Elizabeth Azmier-Stewart	\$395
Oct 17-18	Managing the Hostile Individual	CR108	Mario Govorchin	\$395
Oct 19-20	Applying Conflict Theory: From Awareness to Analysis	CR124	Brian Frank	\$395
Oct 23-24	Asserting Yourself in Conflict Situations	CR105	Nancy McPhee	\$395
Oct 25-27	Resolving Conflict in the Workplace	CR110B	Brian Frank	\$540
Oct 30-Nov 1	Negotiation Skills Level I	CR260	Gordon White	\$540
Nov 6	Preparing for Your Negotiation Assessment (Reality Check)	CR910	TBA	\$315
Nov 7	Preparing for Your Mediation Assessment (Reality Check)	CR920	TBA	\$370
Nov 14	Assessment: Negotiation	CR950	TBA	\$430
Nov 15-17	Dealing with Interpersonal Conflict	CR110A	Ron Monk	\$540
Nov 20-24	Mediation Skills Level II	CR400	Donna Soules	\$850
Nov 27-28	Coaching Strategies: Developing People to Resolve Conflict	CR111	Linda Dobson-Sayer	\$395
Dec 4-6	Dealing with Anger	CR200	Elizabeth Azmier-Stewart	\$540

66 course listing by location

DATE	COURSE		INSTRUCTOR	FEE
Dec 7-8	Asserting Yourself in Conflict Situations	CR105	Donna Soules	\$395
Dec 11	Assessment: Mediation/Third-Party	CR975	TBA	\$530
Dec 12-14	Resolving Conflict in the Workplace	CR110B	Linda Dobson-Sayer	\$540

2007

Jan 24-26	Resolving Conflict in the Workplace	CR110B	Brian Frank	\$540
Jan 29-31	Mediation Skills Level I	CR250	Gordon White	\$540
Feb 6-7	Building Your Communication Tool Box	CR102	Elizabeth Azmier-Stewart	\$395
Feb 14-16	Negotiation Skills Level I	CR260	Ron Monk	\$540
Feb 19	Preparing for Your Negotiation Assessment (Reality Check)	CR910	TBA	\$315
Feb 20	Preparing for Your Mediation Assessment (Reality Check)	CR920	TBA	\$370
Feb 21-22	Managing the Hostile Individual	CR108	Mario Govorchin	\$395
Mar 5-7	Dealing with Interpersonal Conflict	CR110A	Gordon White	\$540
Mar 12-16	Negotiation Skills Level II	CR360	Elizabeth Azmier-Stewart	\$850
Mar 19-21	Resolving Conflict in the Workplace	CR110B	Ron Monk	\$540
Mar 22-23	Applying Conflict Theory: From Awareness to Analysis	CR124	Brian Frank	\$395
Mar 28-29	Asserting Yourself in Conflict Situations	CR105	Brian Frank	\$395
Apr 16-18	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Ron Monk	\$540
Apr 19-20	Coaching Strategies: Developing People to Resolve Conflict	CR111	Linda Dobson-Sayer	\$395
Apr 23-24	Negotiating with Difficult People: Making it Hard to Say No	CR362	Arthur Ridgeway	\$395
Apr 25-27	Shifting from Positions to Interests	CR303	Arthur Ridgeway	\$550
May 2-4	Dealing with Interpersonal Conflict	CR110A	Nancy McPhee	\$540
May 7	Preparing for Your Negotiation Assessment (Reality Check)	CR910	TBA	\$315
May 8	Preparing for Your Mediation Assessment (Reality Check)	CR920	TBA	\$370
May 10-11	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Nancy McPhee	\$395
May 14-16	Dealing with Anger	CR200	Ron Monk	\$540
May 17	Assessment: Mediation/Third-Party	CR975	TBA	\$530
May 29-31	Dynamics of Power	CR320	Joan Balmer	\$540
Jun 4-6	Resolving Conflict in the Workplace	CR110B	Gordon White	\$540
Jun 7	Assessment: Negotiation	CR950	TBA	\$430
Jun 11-13	Mediation Skills Level I	CR250	Brian Frank	\$540
Jun 18	Use It or Lose It Clinic	CR930	TBA	\$180
Jun 25-27	Negotiation Skills Level I	CR260	Nancy McPhee	\$540
Jul 9-11	Resolving Conflict in the Workplace	CR110B	Linda Dobson-Sayer	\$540
Jul 26-27	Building Your Communication Tool Box	CR102	Donna Soules	\$395
Aug 8-9	Asserting Yourself in Conflict Situations	CR105	Linda Dobson-Sayer	\$395
Aug 20-22	Dealing with Anger	CR200	Nancy McPhee	\$540

DATE	COURSE	INSTRUCTOR	FEE
LANGARA COLLEGE - VANCOUVER, 100 WEST 49TH STREET			
Sep 26-30	Resolving Conflict in the Workplace	CRN70255/CR110B Joan Balmer	\$525
Oct 10-14	Negotiation Skills Level I	CRN70257/CR260 Kelly Henderson	\$525
Oct 31-Nov 4	Conflict on the Front Line: Leaders as Conflict Resolvers	CRN70256/CR128 Ed Jackson	\$525
Nov 20-23	Resolving Conflict in Groups Level I: Effective Team Dynamics	CRN70258/CR504 Deborah White	\$350
Mar 6-10	Resolving Conflict in the Workplace	CRN50015/CR110B Derm McNulty	\$525
Mar 20-24	Negotiation Skills Level I	CRN50016/CR260 Kelly Henderson	\$525
Apr 10-14	Conflict on the Front Line: Leaders as Conflict Resolvers	CRN50017/CR128 Ed Jackson	\$525
Apr 30-May 3	Resolving Conflict in Groups Level I: Effective Team Dynamics	CRN50018/CR504 Deborah White	\$350
MALASPINA UNIVERSITY COLLEGE - NANAIMO, 900 5TH STREET			
Feb 28-Mar 2	Dealing with Anger	CR200 Ron Monk	\$540
NORTHWEST COMMUNITY COLLEGE - KITIMAT, 606 MOUNTAINVIEW SQUARE			
Nov 16-18	Resolving Conflict in the Workplace	CR110B Janice Bateman	\$575
May 28-29	Managing the Hostile Individual	CR108 Mario Govorchin	\$475
NORTHWEST COMMUNITY COLLEGE - PRINCE RUPERT, 353 5TH STREET			
Nov 9-10	Building Your Communication Tool Box	CR102 TBA	\$475
Apr 20-22	Resolving Conflict in the Workplace	CR110B Gordon White	\$575
NORTHWEST COMMUNITY COLLEGE - SMITHERS, 3966 2ND AVENUE			
Nov 22-24	Resolving Conflict in the Workplace	CR110B Kelly Henderson	\$575
Mar 12-14	Negotiation Skills Level I	CR260 Ron Monk	\$575
NORTHWEST COMMUNITY COLLEGE - TERRACE, 5331 MCCONNELL AVENUE			
Oct 25-27	Resolving Conflict in the Workplace	CR110B Ron Monk	\$575
Dec 1-3	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128 Ed Jackson	\$575
Feb 16-18	Resolving Conflict in the Workplace	CR110B Derm McNulty	\$575
May 9-11	Dealing with Anger	CR200 Sue Wazny	\$575
Jun 2-3	Asserting Yourself in Conflict Situations	CR105 Linda Dobson-Sayer	\$475
OKANAGAN COLLEGE - KELOWNA, 1000 KLO ROAD			
Oct 12-14	Resolving Conflict in the Workplace	CR110B Janice Bateman	\$550
Mar 26-28	Mediation Skills Level I	CR250 Dale Zaiser	\$550
May 31-Jun 2	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128 Dale Zaiser	\$550
OKANAGAN COLLEGE - PENTICTON, 583 DUNCAN AVENUE WEST			
Nov 17-18	Managing the Hostile Individual	CR108 Mario Govorchin	\$450
Apr 27-28	Building Your Communication Tool Box	CR102 Derm McNulty	\$450
OKANAGAN COLLEGE - SALMON ARM, 2552 TRANS-CANADA HIGHWAY NE			
Nov 1-3	Dealing with Anger	CR200 Sue Wazny	\$550
Feb 22-24	Resolving Conflict in the Workplace	CR110B Janice Bateman	\$550
ONLINE LEARNING			
Oct 2-Nov 12	Theoretical Foundations of Dispute Resolution	CR125 Roshan Danesh	\$525
Oct 12-Dec 6	Civil Procedure	CR846 Terry Harris	\$350
Mar 12-Apr 22	Theoretical Foundations of Dispute Resolution	CR125 Roshan Danesh	\$525
Apr 16-Jun 10	Civil Procedure	CR846 Terry Harris	\$350
May 7-Jun 17	Theoretical Foundations of Dispute Resolution	CR125 Roshan Danesh	\$525

68 course listing by location

DATE	COURSE		INSTRUCTOR	FEE
UNIVERSITY COLLEGE OF THE FRASER VALLEY - ABBOTSFORD, 31494 MARSHALL ROAD				
Nov 27-29	Resolving Conflict in the Workplace	CR110B	Sue Wazny	\$525
Mar 10-11	Asserting Yourself in Conflict Situations	CR105	Sue Wazny	\$350
Apr 25-27	Mediation Skills Level I	CR250	Jim Toogood	\$525
Jun 14-15	Building Your Communication Tool Box	CR102	Derm McNulty	\$350
UNIVERSITY OF CALGARY - 2500 UNIVERSITY DRIVE, NW, ALBERTA				
Oct 2-4	Resolving Conflict in the Workplace	CR110B	Kerry Brown	\$530
Oct 12-13	Asserting Yourself in Conflict Situations	CR105	Bob Slocombe	\$395
Oct 18-20	Negotiation Skills Level I	CR260	Sharon Wilson	\$530
Oct 23-25	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Josie Stiles	\$530
Nov 1-3	Mediation Skills Level I	CR250	Barbara McNeil	\$530
Nov 6	Ethical Dilemmas for Mediators in Alberta	CR226	Sharon Wilson	\$190
Nov 7-9	Dealing with Interpersonal Conflict	CR110A	Bob Slocombe	\$530
Nov 15-16	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Barbara McNeil	\$395
Nov 22-23	Getting to the Heart of Conflict	CR309	Donna Phillips	\$395
Nov 27-29	Resolving Conflict in the Workplace	CR110B	Patricia Tolpannen	\$530
Dec 4-6	Negotiation Skills Level I	CR260	Sharon Wilson	\$530
Dec 11-13	Dealing with Anger	CR200	Josie Stiles	\$530
Dec 14-15	Building Your Communication Tool Box	CR102	Kerry Brown	\$395
Jan 31-Feb 2	Resolving Conflict in the Workplace	CR110B	Kerry Brown	\$530
Feb 6-8	Negotiation Skills Level I	CR260	Sharon Wilson	\$530
Feb 14-16	Mediation Skills Level I	CR250	Sharon Wilson	\$530
Feb 21-23	Introduction to Family Justice Services in Alberta	CORR609	Cheryl Scott	\$530
Mar 1-2	Defining Issues and Setting the Agenda	CR252	Donna Phillips	\$395
Mar 6-8	Dealing with Interpersonal Conflict	CR110A	Bob Slocombe	\$530
Mar 12-14	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Josie Stiles	\$530
Mar 19-20	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Barbara McNeil	\$395
Mar 22-23	Asserting Yourself in Conflict Situations	CR105	Kerry Brown	\$395
Mar 28-30	Dealing with Anger	CR200	Josie Stiles	\$530
Apr 2-4	Mediation Skills Level I	CR250	Sharon Wilson	\$530
Apr 13-20	Reflection in Conflict	CR414	Marlene Roza	\$425
Apr 17-19	Resolving Conflict in the Workplace	CR110B	Bob Slocombe	\$530
Apr 24-28	Negotiation Skills Level II	CR360	Cheryl Scott	\$850
May 1-3	Negotiation Skills Level I	CR260	Richard Foggo	\$530
May 8-12	Mediation Skills Level II	CR400	Barbara McNeil	\$850
May 15-16	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	CR508	Barbara McNeil	\$395
May 23-25	Sharpening Your Edge in Negotiation	CR127	Cheryl Scott	\$530
May 29	Use It or Lose It Clinic	CR930	Janice Kelner	\$190
May 30	The Art of Reframing	CR366	Donna Phillips	\$190
Jun 4-5	Building Your Communication Tool Box	CR102	Richard Foggo	\$395
Jun 11-13	Resolving Conflict in the Workplace	CR110B	Kerry Brown	\$530
Jun 14	Assessment: Negotiation	CR950	TBA	\$430
Jun 15	Assessment: Mediation/Third-Party	CR975	TBA	\$530
Jul 24-26	Negotiation Skills Level I	CR260	Richard Foggo	\$530

DATE	COURSE		INSTRUCTOR	FEE
YWCA - VANCOUVER, 535 HORNBY STREET, FOURTH FLOOR				
Oct 24-26	Dealing with Interpersonal Conflict	CR110A	Jim Toogood	\$525
Nov 27-29	Negotiation Skills Level I	CR260	Jim Toogood	\$525
Dec 11-13	Mediation Skills Level I	CR250	Ron Monk	\$525
Feb 8-9	Building Your Communication Tool Box	CR102	Kelly Henderson	\$350
Feb 21-23	Resolving Conflict in the Workplace	CR110B	Joan Balmer	\$525
Apr 25-27	Dealing with Interpersonal Conflict	CR110A	Deborah White	\$525
May 14-16	Dealing with Anger	CR200	TBA	\$525
May 17-18	Asserting Yourself in Conflict Situations	CR105	Elizabeth Azmier-Stewart	\$350
Jul 18-20	Resolving Conflict in the Workplace	CR110B	Joan Balmer	\$525
Aug 23-24	Managing the Hostile Individual	CR108	Mario Govorchin	\$350



70 course listing by course name

COURSE	PAGE	DATE	INSTRUCTOR	LOCATION	FEE
Applying Conflict Theory: From Awareness to Analysis CR124					
	31	Oct 19-20	Brian Frank	Victoria	\$395
		Nov 14-15	Brian Frank	New Westminster	\$350
		Mar 22-23	Brian Frank	Victoria	\$395
		May 28-29	Brian Frank	New Westminster	\$350
The Art of Reframing CR366					
	31	Oct 23	Deborah White	New Westminster	\$165
		May 25	Deborah White	New Westminster	\$165
		May 30	Donna Phillips	U of C	\$190
Asking Better Questions CR318					
	31	Jun 22	Gordon Sloan	New Westminster	\$175
Asserting Yourself in Conflict Situations CR105					
	32	Oct 12-13	Bob Slocombe	U of C	\$395
		Oct 16-17	Deborah White	New Westminster	\$350
		Oct 23-24	Nancy McPhee	Victoria	\$395
		Nov 30-Dec1	Janice Bateman	New Westminster	\$350
		Dec 7-8	Donna Soules	Victoria	\$395
		Jan 15-16	Mario Govorchin	New Westminster	\$350
		Feb 26-27	Jim Toogood	New Westminster	\$350
		Mar 10-11	Sue Wazny	UCFV Abbotsford	\$350
		Mar 12-13	Kelly Henderson	CNC Nechako	\$450
		Mar 22-23	Joan Balmer	New Westminster	\$350
		Mar 22-23	Kerry Brown	U of C	\$395
		Mar 28-29	Brian Frank	Victoria	\$395
		Mar 29-30	Jim Toogood	Maple Ridge	\$350
		May 17-18	Elizabeth	YWCA	\$350
			Azmier-Stewart		
		Jun 2-3	Linda Dobson-Sayer	NWCC Terrace	\$475
		Aug 8-9	Linda Dobson-Sayer	Victoria	\$395
		Aug 16-17	Mario Govorchin	New Westminster	\$350
Assessment: Specialization in Mediation/Third-Party Intervention CR975					
	32	Nov 7	TBA	New Westminster	\$515
		Nov 8	TBA	New Westminster	\$515
		Dec 6	TBA	New Westminster	\$515
		Dec 11	TBA	Victoria	\$530
		Feb 12	TBA	New Westminster	\$515
		Mar 12	TBA	New Westminster	\$515
		Mar 13	TBA	New Westminster	\$515
		May 17	TBA	Victoria	\$530
		Jun 11	TBA	New Westminster	\$515
		Jun 15	TBA	U of C	\$530
		Jul 23	TBA	New Westminster	\$515
		Aug 27	TBA	New Westminster	\$515
		Aug 28	TBA	New Westminster	\$515
Assessment: Specialization in Negotiation CR950					
	33	Oct 23	TBA	New Westminster	\$415
		Oct 30	TBA	New Westminster	\$415
		Nov 14	TBA	Victoria	\$430
		Dec 4	TBA	New Westminster	\$415
		Dec 5	TBA	New Westminster	\$415

COURSE	PAGE	DATE	INSTRUCTOR	LOCATION	FEE
		Feb 20	TBA	New Westminster	\$415
		Mar 26	TBA	New Westminster	\$415
		Apr 23	TBA	New Westminster	\$415
		May 28	TBA	New Westminster	\$415
		May 29	TBA	New Westminster	\$415
		Jun 7	TBA	Victoria	\$430
		Jun 14	TBA	U of C	\$430
		Jul 16	TBA	New Westminster	\$415
		Aug 20	TBA	New Westminster	\$415
		Aug 21	TBA	New Westminster	\$415
Balancing Empathy and Assertion CR327					
	34	May 14-15	Joan Balmer	New Westminster	\$350
		Jun 14-15	Joan Balmer	CNC Prince George	\$450
Building Your Communication Tool Box CR102					
	34	Sep 18-19	Ed Jackson	New Westminster	\$350
		Oct 2-3	Elizabeth Azmier-Stewart	Victoria	\$395
		Nov 2-3	Kelly Henderson	New Westminster	\$350
		Nov 9-10	TBA	NWCC Prince Rupert	\$475
		Nov 23-24	Gordon White	CNC Mackenzie	\$450
		Dec 14-15	Kerry Brown	U of C	\$395
		Dec 14-15	Sue Wazny	New Westminster	\$350
		Feb 6-7	Elizabeth Azmier-Stewart	Victoria	\$395
		Feb 8-9	Kelly Henderson	YWCA	\$350
		Mar 12-13	Derm McNulty	Chilliwack	\$350
		Mar 29-30	Nancy McPhee	New Westminster	\$350
		Apr 27-28	Derm McNulty	OC Penticton	\$450
		May 10-11	Deborah White	New Westminster	\$350
		Jun 4-5	Richard Foggo	U of C	\$395
		Jun 7-8	Jim Toogood	New Westminster	\$350
		Jun 14-15	Derm McNulty	UCFV Abbotsford	\$350
		Jul 9-10	Janice Bateman	New Westminster	\$350
		Jul 19-20	Gordon White	New Westminster	\$350
		Jul 26-27	Donna Soules	Victoria	\$395
		Aug 20-21	Derm McNulty	New Westminster	\$350
Civil Procedure CR846					
	35	Oct 12-Dec 6	Terry Harris	Online	\$350
		Apr 16-Jun 10	Terry Harris	Online	\$350
Coaching Strategies: Developing People to Resolve Conflict CR111					
	35	Nov 27-28	Linda Dobson-Sayer	Victoria	\$395
		Dec 7-8	Linda Dobson-Sayer	New Westminster	\$350
		Mar 12-13	Linda Dobson-Sayer	New Westminster	\$350
		Apr 19-20	Linda Dobson-Sayer	Victoria	\$395
		May 3-4	Linda Dobson-Sayer	CNC Burns Lake	\$450

72 course listing by course name

COURSE	PAGE	DATE	INSTRUCTOR	LOCATION	FEE
Conflict on the Front Line: Leaders as Conflict Resolvers CR128					
	36	Oct 23-25	Josie Stiles	U of C	\$530
		Oct 31-Nov 4	Ed Jackson	Langara	\$525
		Dec 1-3	Deborah White	CNC Prince George	\$550
		Dec 1-3	Ed Jackson	NWCC Terrace	\$575
		Mar 12-14	Josie Stiles	U of C	\$530
		Mar 26-28	Linda Dobson-Sayer	New Westminster	\$525
		Apr 10-14	Ed Jackson	Langara	\$525
		Apr 16-18	Ron Monk	Victoria	\$540
		May 31-Jun 2	Dale Zaiser	OC Kelowna	\$550
Criticism: How to Give and Receive It CR206					
	36	Oct 26-27	Deborah White	New Westminster	\$350
		Jun 18-19	Deborah White	New Westminster	\$350
Dealing with Anger CR200					
	36	Oct 18-20	Joan Balmer	New Westminster	\$525
		Nov 1-3	Sue Wazny	OC Salmon Arm	\$550
		Nov 15-17	Nancy McPhee	New Westminster	\$525
		Dec 4-6	Elizabeth	Victoria	\$540
			Azmier-Stewart		
		Dec 11-13	Josie Stiles	U of C	\$530
		Dec 13-15	Stacey Holloway	New Westminster	\$525
		Feb 7-9	Sue Wazny	New Westminster	\$525
		Feb 28-	Ron Monk	Malaspina University	\$540
		Mar 2		College Nanaimo	
		Mar 19-21	Janice Bateman	New Westminster	\$525
		Mar 28-30	Josie Stiles	U of C	\$530
		Apr 20-22	Sue Wazny	CNC Prince George	\$550
		May 9-11	Sue Wazny	NWCC Terrace	\$575
		May 14-16	TBA	YWCA	\$525
		May 14-16	Ron Monk	Victoria	\$540
		Jun 20-22	Mario Govorchin	New Westminster	\$525
		Jul 25-27	Mario Govorchin	New Westminster	\$525
		Aug 20-22	Nancy McPhee	Victoria	\$540
		Aug 28-30	Deborah White	New Westminster	\$525
Dealing with Defensiveness in Conflict CR319					
	37	Feb 28-	Donna Soules	New Westminster	\$525
		Mar 2			
		Jul 31-Aug 2	Donna Soules	New Westminster	\$525
Dealing with Interpersonal Conflict CR110A					
	37	Sep 25-27	Mario Govorchin	New Westminster	\$525
		Oct 24-26	Jim Toogood	YWCA	\$525
		Nov 7-9	Bob Slocombe	U of C	\$530
		Nov 15-17	Ron Monk	Victoria	\$540
		Nov 22-24	Elizabeth	New Westminster	\$525
			Azmier-Stewart		
		Dec 13-15	Joan Balmer	New Westminster	\$525
		Jan 22-24	Linda Dobson-Sayer	New Westminster	\$525
		Feb 13-15	Brian Frank	New Westminster	\$525
		Mar 5-7	Gordon White	Victoria	\$540

COURSE	PAGE	DATE	INSTRUCTOR	LOCATION	FEE
Dealing with Interpersonal Conflict CR110A Continued					
	37	Mar 6-8	Dale Zaiser	New Westminster	\$525
		Mar 6-8	Bob Slocombe	U of C	\$530
		Mar 20-22	Sue Wazny	New Westminster	\$525
		Apr 25-27	Deborah White	YWCA	\$525
		May 2-4	Nancy McPhee	Victoria	\$540
		May 23-25	Derm McNulty	New Westminster	\$525
		Jun 25-27	Jim Toogood	New Westminster	\$525
		Jul 24-26	Ed Jackson	New Westminster	\$525
		Aug 13-15	Kelly Henderson	New Westminster	\$525
Defining Issues and Setting the Agenda CR252					
	37	Nov 27-28	Ron Monk	New Westminster	\$350
		Mar 1-2	Donna Phillips	U of C	\$395
		Mar 5-6	Ron Monk	New Westminster	\$350
Developing Your Cultural Fluency CR253					
	38	Feb 26-27	Sally Campbell	New Westminster	\$350
Dynamics of Power CR320					
	38	Oct 3-5	Joan Balmer	New Westminster	\$525
		May 29-31	Joan Balmer	Victoria	\$540
		Jun 4-6	Joan Balmer	New Westminster	\$525
Ethical Dilemmas for Mediators in Alberta CR226					
	40	Nov 6	Sharon Wilson	U of C	\$190
Ethical Dilemmas for Mediators in BC CR326					
	40	Mar 23	Lee Turnbull	New Westminster	\$175
Getting to the Heart of Conflict CR309					
	41	Nov 22-23	Donna Phillips	U of C	\$395
Identifying Control and Abuse in Pre-Mediation CR515					
	42	Nov 29	Ron Monk	New Westminster	\$175
Introduction to Family Justice Services in Alberta CORR609					
	42	Feb 21-23	Cheryl Scott	U of C	\$530
Leveraging Personal Styles to Resolve Conflict CR834					
	43	Sep 28-29	Arthur Ridgeway	New Westminster	\$380
		Feb 22-23	Arthur Ridgeway	New Westminster	\$380
Managing the Conflict Within CR423					
	43	May 3-4	Joan Balmer	New Westminster	\$350
Managing the Hostile Individual CR108					
	43	Oct 17-18	Mario Govorchin	Victoria	\$395
		Nov 17-18	Mario Govorchin	OC Penticton	\$450
		Dec 4-5	Mario Govorchin	New Westminster	\$350
		Feb 21-22	Mario Govorchin	Victoria	\$395
		Mar 15-16	Mario Govorchin	New Westminster	\$350
		May 28-29	Mario Govorchin	NWCC Kitimat	\$475
		Aug 23-24	Mario Govorchin	YWCA	\$350
Mediating Consciously: Being Real and Becoming Aware CR858					
	44	Apr 24-25	Michael Fogel	New Westminster	\$370

74 course listing by course name

COURSE	PAGE	DATE	INSTRUCTOR	LOCATION	FEE
Mediation Skills Level I CR250					
	44	Sep 26-28	Ron Monk	Victoria	\$540
		Sep 27-29	Sue Wazny	New Westminster	\$525
		Nov 1-3	Barbara McNeil	U of C	\$530
		Nov 6-8	Jim Toogood	CNC Quesnel	\$550
		Nov 8-10	Janice Bateman	New Westminster	\$525
		Dec 11-13	Ron Monk	YWCA	\$525
		Jan 24-26	Ed Jackson	New Westminster	\$525
		Jan 29-31	Gordon White	Victoria	\$540
		Feb 14-16	Sharon Wilson	U of C	\$530
		Mar 7-9	Deborah White	New Westminster	\$525
		Mar 26-28	Dale Zaiser	OC Kelowna	\$550
		Apr 2-4	Sharon Wilson	U of C	\$530
		Apr 16-18	Elizabeth	New Westminster	\$525
			Azmier-Stewart		
		Apr 25-27	Jim Toogood	UCFV Abbotsford	\$525
		May 28-30	Gary Harper	New Westminster	\$525
		Jun 11-13	Brian Frank	Victoria	\$540
		Jun 26-28	Linda Dobson-Sayer	New Westminster	\$525
		Jul 16-18	Stacey Holloway	New Westminster	\$525
		Aug 22-24	Dale Zaiser	New Westminster	\$525
Mediation Skills Level II CR400					
	45	Oct 30-Nov 3	Donna Soules	New Westminster	\$850
		Nov 20-24	Donna Soules	Victoria	\$850
		Jan 29-Feb 2	Elizabeth	New Westminster	\$850
			Azmier-Stewart		
		Mar 26-30	Ron Monk	New Westminster	\$850
		May 8-12	Barbara McNeil	U of C	\$850
		Jun 11-15	Linda Dobson-Sayer	New Westminster	\$850
		Aug 13-17	Deborah White	New Westminster	\$850
Mediation Skills Level III CR829					
	45	Mar 7-8	Michael Fogel	New Westminster	\$370
Negotiating with Difficult People: Making it Hard to Say No CR362					
	46	Dec 14-15	Arthur Ridgeway	New Westminster	\$370
		Apr 23-24	Arthur Ridgeway	Victoria	\$395
		Jun 28-29	Arthur Ridgeway	New Westminster	\$370
Negotiation Skills Level I CR260					
	46	Sep 20-22	Nancy McPhee	New Westminster	\$525
		Oct 10-14	Kelly Henderson	Langara	\$525
		Oct 18-20	Sharon Wilson	U of C	\$530
		Oct 23-25	Mario Govorchin	New Westminster	\$525
		Oct 30-Nov 1	Gordon White	Victoria	\$540
		Nov 27-29	Jim Toogood	YWCA	\$525
		Dec 4-6	Sharon Wilson	U of C	\$530
		Jan 17-19	Dale Zaiser	New Westminster	\$525

course listing by course name 75

COURSE	PAGE	DATE	INSTRUCTOR	LOCATION	FEE
Negotiation Skills Level I CR260 Continued					
	46	Feb 6-8	Sharon Wilson	U of C	\$530
		Feb 14-16	Ron Monk	Victoria	\$540
		Mar 12-14	Mario Govorchin	New Westminster	\$525
		Mar 12-14	Ron Monk	NWCC Smithers	\$575
		Mar 20-24	Kelly Henderson	Langara	\$525
		Apr 24-26	Ed Jackson	New Westminster	\$525
		May 1-3	Richard Foggo	U of C	\$530
		May 22-24	Linda Dobson-Sayer	New Westminster	\$525
		Jun 19-21	Dale Zaiser	New Westminster	\$525
		Jun 25-27	Nancy McPhee	Victoria	\$540
		Jul 23-25	Sue Wazny	New Westminster	\$525
		Jul 24-26	Richard Foggo	U of C	\$530
		Aug 27-29	Jim Toogood	New Westminster	\$525
Negotiation Skills Level II CR360					
	47	Nov 20-24	Ron Monk	New Westminster	\$850
		Feb 26-Mar 2	Deborah White	New Westminster	\$850
		Mar 12-16	Elizabeth Azmier-Stewart	Victoria	\$850
		Apr 24-28	Cheryl Scott	U of C	\$850
		Apr 30-May 4	Dale Zaiser	New Westminster	\$850
		Jul 9-13	Nancy McPhee	New Westminster	\$850
		Aug 27-31	Mario Govorchin	New Westminster	\$850
Preparing for Your Mediation Assessment (Reality Check) CR920					
	47	Oct 16	TBA	New Westminster	\$350
		Nov 7	TBA	Victoria	\$370
		Nov 20	TBA	New Westminster	\$350
		Jan 22	TBA	New Westminster	\$350
		Feb 16	TBA	New Westminster	\$350
		Feb 20	TBA	Victoria	\$370
		Mar 22	TBA	New Westminster	\$350
		May 8	TBA	Victoria	\$370
		May 18	TBA	New Westminster	\$350
		Jun 21	TBA	New Westminster	\$350
		Jul 27	TBA	New Westminster	\$350
Preparing for Your Negotiation Assessment (Reality Check) CR910					
	47	Oct 2	TBA	New Westminster	\$300
		Nov 6	TBA	New Westminster	\$300
		Nov 6	TBA	Victoria	\$315
		Nov 14	TBA	New Westminster	\$300
		Jan 29	TBA	New Westminster	\$300
		Feb 19	TBA	Victoria	\$315
		Feb 21	TBA	New Westminster	\$300
		Feb 26	TBA	New Westminster	\$300
		Mar 19	TBA	New Westminster	\$300
		May 7	TBA	New Westminster	\$300
		May 7	TBA	Victoria	\$315
		May 18	TBA	New Westminster	\$300
		Jul 23	TBA	New Westminster	\$300

76 course listing by course name

COURSE	PAGE	DATE	INSTRUCTOR	LOCATION	FEE
Reflection in Conflict CR414					
	48	Apr 13-20	Marlene Roza	U of C	\$425
Resolving Conflict in Groups Level I: Effective Team Dynamics CR504					
	48	Nov 15-16	Barbara McNeil	U of C	\$395
		Nov 20-23	Deborah White	Langara	\$350
		Feb 12-13	Nancy McPhee	New Westminster	\$350
		Mar 19-20	Barbara McNeil	U of C	\$395
		Apr 30-May 3	Deborah White	Langara	\$350
		May 10-11	Nancy McPhee	Victoria	\$395
Resolving Conflict in Groups Level II: Facilitating the Collaborative Process CR508					
	48	Feb 14-15	Deborah White	New Westminster	\$350
		May 15-16	Barbara McNeil	U of C	\$395
Resolving Conflict in the Workplace CR110B					
	49	Sep 13-15	Derm McNulty	New Westminster	\$525
		Sep 20-22	Donna Soules	Victoria	\$540
		Sep 26-30	Joan Balmer	Langara	\$525
		Oct 2-4	Kerry Brown	U of C	\$530
		Oct 11-13	Dale Zaiser	New Westminster	\$525
		Oct 12-14	Janice Bateman	OC Kelowna	\$550
		Oct 18-20	Sue Wazny	Chilliwack	\$525
		Oct 23-25	Kelly Henderson	Maple Ridge	\$525
		Oct 25-27	Brian Frank	Victoria	\$540
		Oct 25-27	Derm McNulty	CNC Prince George	\$550
		Oct 25-27	Ron Monk	NWCC Terrace	\$575
		Nov 6-8	Deborah White	New Westminster	\$525
		Nov 16-18	Janice Bateman	NWCC Kitimat	\$575
		Nov 22-24	Kelly Henderson	NWCC Smithers	\$575
		Nov 27-29	Patricia Tolpannen	U of C	\$530
		Nov 27-29	Sue Wazny	UCFV Abbotsford	\$525
		Dec 5-7	Gary Harper	New Westminster	\$525
		Dec 12-14	Linda Dobson-Sayer	Victoria	\$540
		Jan 10-12	Nancy McPhee	New Westminster	\$525
		Jan 24-26	Brian Frank	Victoria	\$540
		Jan 31-Feb 2	Kerry Brown	U of C	\$530
		Feb 5-7	Jim Toogood	New Westminster	\$525
		Feb 14-16	Mario Govorchin	CNC Prince George	\$550
		Feb 16-18	Derm McNulty	NWCC Terrace	\$575
		Feb 21-23	Joan Balmer	YWCA	\$525
		Feb 22-24	Janice Bateman	OC Salmon Arm	\$550
		Mar 6-10	Derm McNulty	Langara	\$525
		Mar 14-16	Deborah White	New Westminster	\$525
		Mar 19-21	Ron Monk	Victoria	\$540
		Mar 26-28	Kelly Henderson	New Westminster	\$525
		Apr 17-19	Bob Slocombe	U of C	\$530
		Apr 18-20	Jim Toogood	New Westminster	\$525
		Apr 20-22	Gordon White	NWCC Prince Rupert	\$575
		May 7-9	Mario Govorchin	New Westminster	\$525
		May 28-30	Deborah White	CNC Quesnel	\$550

COURSE	PAGE	DATE	INSTRUCTOR	LOCATION	FEE
Resolving Conflict in the Workplace CR110B					
	49	May 30-Jun 1	Ed Jackson	New Westminster	\$525
		Jun 4-6	Gordon White	Victoria	\$540
		Jun 11-13	Kelly Henderson	New Westminster	\$525
		Jun 11-13	Kerry Brown	U of C	\$530
		Jul 9-11	Linda Dobson-Sayer	Victoria	\$540
		Jul 18-20	Joan Balmer	YWCA	\$525
		Jul 30-Aug 1	Nancy McPhee	New Westminster	\$525
		Aug 14-16	Linda Dobson-Sayer	CNC Prince George	\$550
		Aug 21-23	Linda Dobson-Sayer	New Westminster	\$525
Separate Meetings: Pre-Mediation and Caucusing CR415					
	49	Nov 20-21	Michael Fogel	New Westminster	\$370
		May 16-17	Michael Fogel	New Westminster	\$370
Sharpening Your Edge in Negotiation CR127					
	50	May 23-25	Cheryl Scott	U of C	\$530
Shifting from Positions to Interests CR303					
	50	Sep 25-27	Arthur Ridgeway	New Westminster	\$550
		Dec 11-13	Arthur Ridgeway	New Westminster	\$550
		Feb 19-21	Arthur Ridgeway	New Westminster	\$550
		Apr 25-27	Arthur Ridgeway	Victoria	\$550
		Jun 25-27	Arthur Ridgeway	New Westminster	\$550
Theoretical Foundations of Dispute Resolution CR125					
	51	Oct 2-Nov 12	Roshan Danesh	Online	\$525
		Mar 12-Apr 22	Roshan Danesh	Online	\$525
		May 7-Jun 17	Roshan Danesh	Online	\$525
Use It or Lose It Clinic CR930					
	51	Dec 8	TBA	New Westminster	\$165
		May 29	Janice Kelner	U of C	\$190
		Jun 18	TBA	Victoria	\$180
		Jul 6	TBA	New Westminster	\$165



“This was a superb course - I have come to expect high-quality courses from JIBC, but this surpassed my expectations. Excellent instruction and coaching.”

IAN HAMILTON, SPECIALIST INAC - Self Government Negotiations Directorate



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EXPERIENCE

GROW

course listing by course number 79

COURSE #	COURSE NAME	PAGE
CR102	Building Your Communication Tool Box	34
CR105	Asserting Yourself in Conflict Situations	32
CR108	Managing the Hostile Individual	43
CR110A	Dealing with Interpersonal Conflict	37
CR110B	Resolving Conflict in the Workplace	49
CR111	Coaching Strategies: Developing People to Resolve Conflict	35
CR124	Applying Conflict Theory: From Awareness to Analysis	31
CR125	Theoretical Foundations of Dispute Resolution	51
CR127	Sharpening Your Edge in Negotiation	50
CR128	Conflict on the Front Line: Leaders as Conflict Resolvers	36
CR200	Dealing with Anger	36
CR206	Criticism: How to Give and Receive It	36
CR226	Ethical Dilemmas for Mediators in Alberta	40
CR250	Mediation Skills Level I	44
CR252	Defining Issues and Setting the Agenda	37
CR253	Developing Your Cultural Fluency	38
CR260	Negotiation Skills Level I	46
CR303	Shifting from Positions to Interests	50
CR309	Getting to the Heart of Conflict	41
CR318	Asking Better Questions	31
CR319	Dealing with Defensiveness in Conflict	37
CR320	Dynamics of Power	38
CR326	Ethical Dilemmas for Mediators in BC	40
CR327	Balancing Empathy and Assertion	34
CR360	Negotiation Skills Level II	47
CR362	Negotiating with Difficult People: Making it Hard to Say No	46
CR366	The Art of Reframing	31
CR400	Mediation Skills Level II	45
CR414	Reflection in Conflict	48
CR415	Separate Meetings: Pre-Mediation and Caucusing	49
CR423	Managing the Conflict Within	43
CR504	Resolving Conflict in Groups Level I: Effective Team Dynamics	48
CR508	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	48
CR515	Identifying Control and Abuse in Pre-Mediation	42
CR829	Mediation Skills Level III	45
CR834	Leveraging Personal Styles to Resolve Conflict	43
CR846	Civil Procedure	35
CR858	Mediating Consciously: Being Real and Becoming Aware	44
CR910	Preparing for Your Negotiation Assessment (Reality Check)	47
CR920	Preparing for Your Mediation Assessment (Reality Check)	47
CR930	Use It or Lose It Clinic	51
CR950	Assessment: Specialization in Negotiation	33
CR970	Assessment: Associate Certificate in Workplace Conflict	33
CR975	Assessment: Specialization in Mediation/Third-Party Intervention	32
CR976	Assessment: Family Mediation Certificate	32

A black and white photograph of a woman in a police uniform, likely a constable, standing in a control room. She is wearing a dark jacket over a light-colored shirt and a lanyard with a badge. In the background, there are computer monitors and other equipment, and another person is visible working at a desk.

PERSONAL SAFETY TRAINING

Threats to personal safety, real or perceived, have a genuine impact on your employees' productivity. These situations create stress and anxiety that often manifest in physical illness and lost time. Ensuring that your frontline employees are adequately trained and prepared to deal with and respond to difficult individuals helps to minimize the costs associated with employee and customer anxiety.

Minimize the risk to you, your employees and your business. Learn to deal with threatening individuals and situations more confidently. The Justice Institute of BC's Personal Safety Training (PST) program provides you and your employees with the basic tools and techniques, used by justice and public safety professionals, to increase your confidence in the area of personal safety and integrate the importance of awareness and prevention while effectively diffusing threatening situations.

For More Information
Pat Jensen, Program Assistant
Tel: 604.528.5540
Email: pjensen@jibc.bc.ca



JUSTICE INSTITUTE
of BRITISH COLUMBIA

PRIOR LEARNING AND EQUIVALENCY CREDITS

The Centre for Conflict Resolution accepts comparable learning gained outside the JIBC up to a maximum of 50 per cent of certificate requirements. For a copy of our detailed Equivalency Credit and Prior Learning Assessment and Recognition brochure, visit <http://www.jibc.bc.ca/ccr/main/PLAR/par.htm> or contact:

Lynn Sinclair, Program Assistant
Phone: 604.528.5609
E-mail: lsinclair@jibc.bc.ca.

To discuss the Centre for Conflict Resolution's Prior Learning and Equivalency Credits processes, contact:

Laurie McAvoy, Coordinator, Regional Development and Delivery
Phone: 604.528.5735
E-mail: lmcavoy@jibc.bc.ca

CONTINUING EDUCATION CREDITS

There is a growing number of professional bodies granting continuing education (CE) credits to their members, usually for maintenance of license to practice, that accept certain conflict resolution courses as CE credit.

British Columbia Ambulance Service (BCAS)
See our website www.jibc.bc.ca/ccr/main/PLAR/par.htm

BCAS paramedics can earn continuing education credits towards annual requirements to maintain their license by taking conflict resolution courses. EMA Licensing will recognize the following courses for CE credits:

COURSE #	COURSE NAME	PAGE
CR105	Asserting Yourself in Conflict Situations (no prerequisite)	32
CR111	Coaching Strategies: Developing People to Resolve Conflict (no prerequisite)	35
CR102	Building your Communication Toolbox (no prerequisite)	34
CR110A	Dealing with Interpersonal Conflict (no prerequisite)	37
CR110B	Resolving Conflict in the Workplace (no prerequisite)	49
CR200	Dealing with Anger (prerequisite: CR110A or CR110B)	36
CR108	Managing the Hostile Individual (no prerequisite)	43

CONTINUING EDUCATION CREDITS CONTINUED

Certified Human Resources Professional (CHRP) designation re-certification
The BC Human Resources Management Association (BCHRMA) has approved that the successful completion of the JIBC Centre for Conflict Resolution courses in conflict Resolution qualify as professional development activities when you apply for your CHRP re-certification.

For more information about the CHRP designation, visit:
http://www.bchrma.org/_media/chrp/Why_Become_a_CHRP.PDF

For more information about continuing education credits contact:

Laurie McAvoy, Coordinator
Phone: 604-528.5735
E-mail: lmcavoy@jibc.bc.ca



FACULTY

BRITISH COLUMBIA

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

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

Janice BATEMAN, Cert. ConRes. brings 16 years of experience in the field of conflict resolution. Her work has focused on mediation, facilitation, training, personalized coaching and more recently in restorative practices. Janice works with the private and public sector as well as non-profit organizations. Having worked in business, non-profit and social services, she brings a wide range of understanding and experience to various settings.

Sally CAMPBELL, Cert. ConRes. B.A., J.D., is a lawyer/mediator who has been facilitating "difficult conversations" with groups of all sizes since 1985. She teaches across Canada in a broad range of settings. Sally has interest and experience working in diverse cultural contexts, particularly Aboriginal, and has specialized training in peacemaking circles and restorative practices.

Dr. Roshan DANESH, B.A., LL.B., S.J.D. is a lawyer and conflict resolution innovator. Roshan represents Aboriginal communities in British Columbia in resolving disputes with governments, and consults for the United Nations on leadership and conflict resolution issues in Africa. He is the co-founder of Conflict-Free Conflict Resolution and the Youth Peace-Building Network. Roshan completed his doctoral studies at Harvard Law School, and formerly was the Chair of the Department of Conflict Resolution at Landegg International University, Switzerland.

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

Michael FOGEL, J.D., LL.B., M.Ed. (Adult Education and Counseling Psychology), Cert. ConRes., has been a mediator (Chartered Mediator), facilitator and negotiation/conflict resolution educator in private practice since 1986. Michael teaches and mediates in a wide range of settings and locations, including New Zealand, the Middle East and East Africa. Before moving to BC in 1985, he practiced law for 16 years and served as a municipal and superior court judge in California.

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

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

Gary HARPER, Cert. ConRes. LL.B., is a trainer, author and speaker who has worked extensively with both public and private sector organizations. He has mediated workplace and harassment issues and trained mediators for post-secondary institutions. He believes that within people's conflict stories lies the key to understanding and resolving conflict. Gary recently authored *The Joy of Conflict Resolution* (June 2004), which explores how we can "transform our victims, villains and heroes" to resolve conflict collaboratively.

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

Kelly HENDERSON, Cert. ConRes. R.N., B.Sc. N., M.Ed. (CNPS), specializes in working in health care environments and organizations. Her private practice consists of the application of mediation and facilitation processes for groups within organizations. She develops specialty training and courses in the areas of negotiation, conflict management, communication skills and leadership skills. Kelly also provides educational support to specific Simon Fraser University Masters level programs.

Kent HIGHNAM, Cert. ConRes. B.A., M.A., has a background in international and public relations with the United Nations and the International Red Cross. He has worked in public and private organizations as an instructor in interest-based processes and as a visiting lecturer at SFU. Kent also has extensive experience in human resources and labour relations issues and is currently Coordinator of Customized Training Solutions at the JIBC Centre for Conflict Resolution.

Stacey HOLLOWAY, Cert. ConRes. B.Sc.N., is an acknowledged and skilled interventionist in the fields of human relations and organizational development. She focuses on organizational development, particularly change education, change strategy consulting and change leadership development. Stacey's work also includes assessment and analysis, facilitation, mediation, training and keynote speaking. She is the author of the high school resource *Interpersonal Conflict Resolution Skills for Youth*.

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

"I learned a tremendous amount in a relatively short space of time." - **RHONDA GALLANT**

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

Nancy McPHEE, Cert. ConRes. MA, is a facilitator, instructor and mediator with more than 25 years of experience. Nancy works with the private and public sectors as well as non-profit organizations. Her vibrant style, sense of humour and common-sense approach make learning fun and relevant.

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

Arthur RIDGEWAY, Ph.D., Cert. ConRes. R.Psych., is a consultant and facilitator in the fields of dispute resolution and leadership development. He has represented Canada at the Asia Pacific Economic Council Alternative Dispute Resolution Executive Education Project and has worked as a facilitator for the Asian Institute of Management. Arthur is a senior associate with the Niagara Institute and an associate facilitator with the Conference Board of Canada.

Sandra ROSSI, Cert. ConRes. Dip. Criminology, B.A. Human Services (in progress), has worked extensively as a mediator, trainer facilitator and coach. She specializes in restorative practices and is currently working on a respect in the workplace initiative. Sandra has worked in health care, the private and public sectors and non-profit organizations.

Gordon SLOAN has been active in teaching and training mediators and negotiators for more than 20 years. His work is national in scope, involving all aspects of groups and professions, in government, industry and academic settings. His interests are in dispute resolution philosophy, attitudes, skills and technique.

Donna SOULES, Cert. ConRes. M.A.(Conflict Resolution), has been a trainer and mediator in private practice since 1993. She specializes in workplace, non-profit agencies, family, custody/access, school conflicts and Aboriginal issues. She is also an instructor in the criminology department at Malaspina University-College in Nanaimo. Donna is a member of the BC Mediator Roster Society (Civil, Family & Child Protection).

Jim TOOGOOD, Cert. ConRes., is a trainer in conflict resolution, negotiation and mediation. His background includes extensive experience in business and labour. Jim is a mediator, facilitator and consultant in organizational workplace settings and in commercial, personal injury and labour disputes. He is also a mentor in the court mediation practicum program.

Dale TRIMBLE, M.A., R.C.C., is a trainer, consultant and therapist. Dale accepts referrals for workplace risk assessment and employees experiencing difficulty. He customizes conflict resolution training, including video-based packages, for both public and private sectors. He has taught at the JIBC for more than 20 years and teaches counseling psychology at City University.

Lee TURNBULL, Cert. ConRes., LL.B, M.Ed. (Couns Psych), Cert. FMC Comp. Fam. Med., C.Med. is the Director of Training for the Court Mediation Program. She has worked extensively as a trainer, mediator, and consultant in alternative dispute resolution systems design and in commercial, intergovernmental, public process, school district, workplace and family disputes. Lee is the West Howe Sound Area Director for the Sunshine Coast Regional District.

Sue WAZNY, Cert. ConRes. B.Sc., Dip. Leadership, has worked extensively as a workplace educator and intervener for the past 15 years. Her practice includes educational programs, workplace mediation, organizational facilitation, executive performance coaching, formal harassment investigation, and critical incident stress debriefing and management. Sue is completing her M.Sc. in Psychology this year, specializing in behavioural science.

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

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

Dale P. ZAISER, Cert. ConRes. BGS, M.A./ABS (Organization Development), is an acknowledged and skilled interventionist in the fields of human relations and organizational development. He has extensive experience in both the private and public sector. He focuses on organizational development, particularly in the areas of change management, strategic planning, leadership development and skill-based competency training in the area of conflict management.

"They went to great lengths to ensure that my questions were answered."

KEN MCARTHUR - Owner, Westcoast Lift Truck Ltd.



ALBERTA

Kerry BROWN, B. Comm., is a mediator, facilitator and trainer. Kerry works with organizations that are looking to successfully manage conflict both internally and externally. This includes public consultation, facilitation of stakeholder groups and designing conflict management processes. Kerry also provides private conflict management training to organizations.

Richard FOGGO, M.Ed., Certificate in Conflict Management, Certificate in Adult Education, is a counsellor, trainer, mediator and educator with an extensive background in conflict resolution, human relations and communication skills. His experience includes working with various colleges, school systems, business organizations, families, community programs and social services, as well as a private practice in counseling and mediation.

Janice KELNER, B.A., LL.B., Certificate in Conflict Management, is an experienced mediator and skills coach, with a background in law, business and the energy industry. As an alternative dispute resolution (ADR) service provider, she helps clients and mediators design and implement effective ADR processes. Janice has led various skill development programs for both ADR students and practicing mediators.

Barbara McNEIL, B.Sc., M.A., is a Chartered Mediator, Facilitator and Trainer. She mediates extensively and consults on conflict management issues in the energy industry and municipal and land issues, as well as for the Calgary Police Service. Barbara has designed and delivered conflict management training for many clients and has also served on the Municipal Government Board of Calgary for three years, adjudicating decisions on assessment and subdivision appeals.

Donna PHILLIPS, M.S.W., Chartered Mediator, has worked extensively with people in conflict, initially as a counsellor in medical and military settings and, for the last 10 years, doing mediation primarily in the workplace and with separating families. Workplace clients have included various provincial government departments, health authorities, post-secondary educational institutions, non-profit organizations, and small businesses.

Marlene ROZA, LL.B., Chartered Mediator, has mediated in a variety of areas, largely commercial and workplace, since 1993, and has taught various conflict resolution courses at Mount Royal College in Alberta, at the Alberta Arbitration and Mediation Society, and in the public and private sectors. She serves on the Quality and Resources Committee of the Provincial Court, Civil Division, Mediation Program. A lawyer since 1981, Marlene practices in the oil and gas industry and does interest-based negotiation on behalf of her clients.

Cheryl J. SCOTT, B.A. (Hons.), LL.B, CMC, has been involved in the management of conflict both as a lawyer and an interest-based mediator and negotiator for more than 20 years. For the past eight years Cheryl has practiced exclusively as a mediator/negotiator and collaborative law consultant, as well as a designer and trainer of interest-based mediation, negotiation and collaborative lawyering skills.

Robert SLOCOMBE, B.A., M.Div., CMC, is mediator, facilitator, coach, trainer, and consultant in conflict resolution. Bob mediates with families, for estate and company planning, and in workplace situations. As well, he facilitates multi-party meetings for companies and public forums. He has coached and taught conflict management skills and interest-based negotiation/mediation since 1994 with the Alberta Arbitration and Mediation Society and in the private sector and at the Justice Institute at the University of Calgary since the fall of 2004.

Josie STILES, Cert. ConRes., MA (Conflict Analysis and Management), is an organizational development consultant, certified coach and trainer. Josie develops conflict management strategies to enhance leadership competency and team effectiveness through facilitation, mediation, coaching and training. Josie also designs public consultation processes using stakeholder engagement strategies.

Patricia TOLPPANEN, B.P.A., LL.B., CMC, is a conflict management consultant and mediator. She has studied interest-based conflict management since 1993 and has been facilitating courses in this field since 1999. She has a long history of working with the Community Mediation Calgary Society and the Provincial Court Civil Mediation Program in Calgary. She is currently the executive director of the Calgary Police Commission.

Sharon WILSON, Cert. ConRes., is a Chartered Mediator (National Designation) and educator. She has been instructing and coaching interest-based conflict resolution skills in the corporate world, as well as teaching and training mediators and negotiators, since 1992. Her work in the field of dispute resolution includes mediating both bilateral and multi-party disputes, designing conflict management systems for partnering organizations and interest-based bargaining negotiations, for both the public and private sectors.



COACHES

BRITISH COLUMBIA

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

Nancy Baker	Nancy Hinds
Juan Barker	Kel Kelly
Keith Barker	Tim Langdon
Janice Bateman	Vanessa Liu
Christiane Boisjoly	Laura Matsuda
Sherry Bowlby	Marguerite McCallion
Marj Busse	Julia Menard
Sherri Calder	Derm McNulty
Susan Cawsey	Terry Neiman
Anne de Cosson	Kerry Palmer
Beryl Clayton	Pam Penner
Priscilla Crouse	Jane Roberts
Julie Daum	Sandra Rossi
Raj Dhasi	Rosemary Rowlands
Gillian Dougans	Michelle Royle
Donna Dussault	Steve Smyth
Sandy Dunlop	Lillian Van Pelt
Jory Faibish	Gordon White
Brian Frank	Kim White
Maureen Garrity	
Maureen Hannah	
Terry Harris	
Carolyn Hayes	

ALBERTA

Charmaine Hammond
Ann Hasselquist
Marne Hall
Deb Kocay
Noel Rae
Brenda Robinson

CAREER OPPORTUNITIES IN DISPUTE RESOLUTION

If you are looking for employment, the Certificate in Conflict Resolution can be a significant asset on your résumé, in combination with other education and experience. The vast majority of people taking Centre for Conflict Resolution courses do not plan to work in the alternative dispute resolution (ADR) field. They are already employed and are acquiring new skills and concepts in order to enhance their effectiveness in their current career.

Most people who work in the dispute resolution field are in private practice as mediators, facilitators and trainers. Many of these people combine these and other professional activities with other forms of practice or employment.

While there is currently no legislation in BC governing who can or cannot call themselves mediators, there are voluntary professional certifications available through mediator membership organizations (see below).

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

HELPFUL RESOURCES

Mediator accreditation

Two practitioner organizations offer an accreditation process for mediators. Accreditation requires a certain number of hours of training and practical experience and the successful completion of a skills-based assessment.

For more information about mediator accreditation, please contact these organizations directly:

BC Arbitration and Mediation Institute
Phone: 604.736.6614 or 1.877.332.2264
www.amibc.org

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

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

BC MEDIATOR ROSTER (CIVIL AND FAMILY)

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

For more information:

British Columbia Mediator Roster Society
P.O. Box 9222 Stn. Prov. Govt.
Victoria, BC V8W 9J1
Phone: 1.888.713.0433
Fax: 250.387.1189
E-mail: mediators@mediator-roster.bc.ca
www.mediator-roster.bc.ca

PRACTICUM PROGRAMS THROUGH THE BC DISPUTE RESOLUTION PRACTICUM SOCIETY

Court Mediation Program

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

For further information, please contact:

Court Mediation Program
177 – 800 Hornby Street
Vancouver, BC V6Z 2C5
Phone: 604.684.1300 or 1.877.656.1300
Fax: 604.684.1306
E-mail: info@courtmediation.com
www.courtmediation.com

The Family Mediation Practicum Project

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

For further information, please contact:

Family Mediation Practicum Project
Phone: 604.516.0788
E-mail: fmpp@telus.net
www.ag.gov.bc.ca/dro/family-mediation/index.htm

JUSTICE INSTITUTE OF BC LOCATIONS

GREATER VANCOUVER

New Westminster Campus (main campus)

715 McBride Boulevard at 8th Avenue, New Westminster

Registration: 604.528.5590 or 1.877.528.5591

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

YWCA

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

Registration: 604.528.5590 or 1.877.528.5591

Course information: 604.528.5608 or 1.888.799.0801 or

www.jibc.bc.ca/ccr



Chilliwack Campus

1092 Caen Road, Chilliwack

Registration: 604.528.5590 or 1.877.528.5591

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

Maple Ridge Campus

13500 256th Street, Maple Ridge

Registration: 604.528.5590 or 1.877.528.5591

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

Downtown Vancouver Campus

The JIBC has an executive training facility on the 18th floor of Commerce Place at 400 Burrard Street at West Hastings Street.

VANCOUVER ISLAND

Victoria Campus

Suite 101, 910 Government Street, Victoria

Registration: 604.528.5590 or 1.877.528.5591

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

To better meet the increased demands for training of our Vancouver Island learners and clients, the JIBC has a campus in the heart of downtown Victoria. Please see page 65 for a complete list of courses.

PARTNER INSTITUTIONS

We offer courses throughout British Columbia and in Alberta through partnerships with the following post-secondary institutions. Details about the conflict resolution courses offered at these locations are included in this calendar.

Our partner institutions are responsible for registration, fees and facilities. The JIBC provides the course content, instructional team and materials. Partner institution policies and procedures regarding registration, cancellations, refunds and so on may differ from those of the JIBC. If you are registering for one of our courses through a partner institution, it is important that you familiarize yourself with the policies of both the JIBC and the partner institution.

For more information on courses delivered throughout the province at partner institutions contact:

Laurie McAvoy, Coordinator, Regional Development and Delivery
Phone: 604-528-5735
E-mail: lmcavoy@jibc.bc.ca

FRASER VALLEY

University College of the Fraser Valley

34194 Marshall Road, Abbotsford
Registration and information: 604.854.4501
www.ucfv.bc.ca

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



UNIVERSITY COLLEGE
of the FRASER VALLEY
Continuing Studies

VANCOUVER ISLAND

Malaspina University-College - Nanaimo

900 Fifth Street, Nanaimo
Registration and information:
<http://www.mala.ca/ccs/registration.htm> or 1-866-734-6252
www.mala.ca/ccs/welcome.htm

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



VANCOUVER

Langara College - Vancouver

100 West 49th Avenue, Vancouver
Registration and information: 604-323-5322
www.langara.bc.ca/cs/

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



LANGARA
COLLEGE
Continuing Studies

OKANAGAN VALLEY



Okanagan College – Kelowna

1000 KLO Road, Kelowna

Registration and information: 250.862.5480

Toll Free: 1.888.638.0058

www.okanagan.bc.ca

Fax: 250.862.5434

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

Okanagan College – Penticton

583 Duncan Avenue West, Penticton

Registration and information: 250.492.4305

Toll Free: 1.866.510.8899

www.okanagan.bc.ca

Fax: 250.490.3953

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

Okanagan College – Salmon Arm

2552 Trans-Canada Highway NE, Salmon Arm

Registration and information: 250.804.8888

www.okanagan.bc.ca

Fax: 604.804.8850

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

CENTRAL INTERIOR

College of New Caledonia – Burns Lake

545 Highway 16 West, Box 5000, Burns Lake

Registration and information: 250.692.1700

Fax: 250.692.1750

www.cnc.bc.ca/lakesdistrict

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



College of New Caledonia – Mackenzie

540 Mackenzie Boulevard, Mackenzie

Registration and information: 250.997.7200

Fax: 250.997.3779

www.cnc.bc.ca/mackenzie

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

College of New Caledonia – Nechako

RR #2 – 3231 Hospital Road, Vanderhoof

Registration and information: 250.567.3200

Fax: 250.567.3217

www.cnc.bc.ca/nechako

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

College of New Caledonia – Prince George

3330 – 22nd Avenue, Prince George

Registration and information: 250.561.5801

Fax: 250.561.5861

www.cnc.bc.ca/ce

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

College of New Caledonia – Quesnel

100 Campus Way, Quesnel

Registration and information: 250.991.7500

Fax: 250.991.7502

www.cnc.bc.ca/quesnel

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

NORTHERN COAST



Northwest Community College – Kitimat

606 Mountainview Square, Kitimat

Registration and information: 250.632.4766

www.nwcc.bc.ca/Programs/coned/Courses.cfm

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

Northwest Community College – Prince Rupert

353-5th Street, Prince Rupert

Registration and information: 250.624-6054

<http://www.nwcc.bc.ca/Programs/coned/Courses.cfm>

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

Northwest Community College – Smithers

3966-2nd Avenue, Smithers

Registration and information: 250.847-4461

<http://www.nwcc.bc.ca/Programs/coned/Courses.cfm>

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

Northwest Community College – Terrace

5331 McConnell Avenue, Terrace

Registration and Information: 250.635-6511

<http://www.nwcc.bc.ca/Programs/coned/Courses.cfm>

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

CALGARY, ALBERTA

University of Calgary – Continuing Education

Education Tower 106, 2500 University Drive NW, Calgary

Calgary and area: 403.220.2866

Outside the Calgary area: toll-free 1.866.220.4992

Fax: 403.289.7287

www.cted.ucalgary.ca

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



UNIVERSITY OF
CALGARY
CONTINUING
EDUCATION



JIBC STORE

apparel, accessories, gifts,
books, videos, sundries

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

Open Monday to Friday 9:30 to 4:00

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



JUSTICE INSTITUTE
of BRITISH COLUMBIA

CLASS AND REGISTRATION INFORMATION

HOURS AND CLASSROOMS

Courses at the JIBC's New Westminster, YWCA and Victoria campuses are normally held between 9:00 am and 5:00 pm. Partner institutions set their own class times. Please verify class times and room locations when you register.

ATTENDANCE REQUIREMENTS

Our course credits are based on full attendance, participation and completion of an evaluative process, including role-playing:

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

REFUNDS

JIBC course registration fees are refundable, subject to a \$25 administration fee, provided we receive notification at least seven calendar days before the course start date.

If you wish to cancel or reschedule your final assessment, you will be charged a cancellation/transfer fee of 50% of the regular fee.

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

LEARNER SUBSTITUTIONS

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

TRANSFERS

You may transfer from one course to another up to seven calendar days before the start date of your course. Transfers are subject to an administrative charge of \$25.

ADDRESS OR NAME CHANGE

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

CANCELLATIONS

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

INSTRUCTOR SUBSTITUTIONS

Occasionally an instructor substitution is required. We regret that we are unable to reimburse learners for any costs associated with a decision to drop a course as a result of an instructor substitution.

INDIVIDUAL COACHING/TUTORING

If you are looking for some extra help in the application of a particular skill or concept or in preparing for the assessment process, we can put you in touch with one of the centre's coaches, who are available on a private basis. For more information, call:

Phone: 604.528.5608
E-mail: conres@jibc.bc.ca

PRACTICE GROUPS

Some learners find it beneficial to form practice groups outside of class time and the centre offers ways to make this possible. When you sign up for a certificate program, you will be given access to an online community, called Community of Learners (CoL). There is a discussion forum on CoL that has been developed for the specific purpose of allowing students with similar needs and goals to connect with each other to form practice or discussion groups. Learners are also invited to use the centre's bulletin board on the second floor of the New Westminster Campus, near room C200, to post notices regarding practice groups.

ABORIGINAL LEARNER SERVICES

Support services for Aboriginal learners are available from:

Coordinator, Aboriginal Programs and Services for the JIBC
Phone: 604.528.5621

INTERNATIONAL STUDENTS

If you are an international student, international student fees will apply. Fees listed on this website are domestic rates. Please contact the Registration Office for the applicable international rates.

NSF CHEQUES

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

TAX RECEIPTS

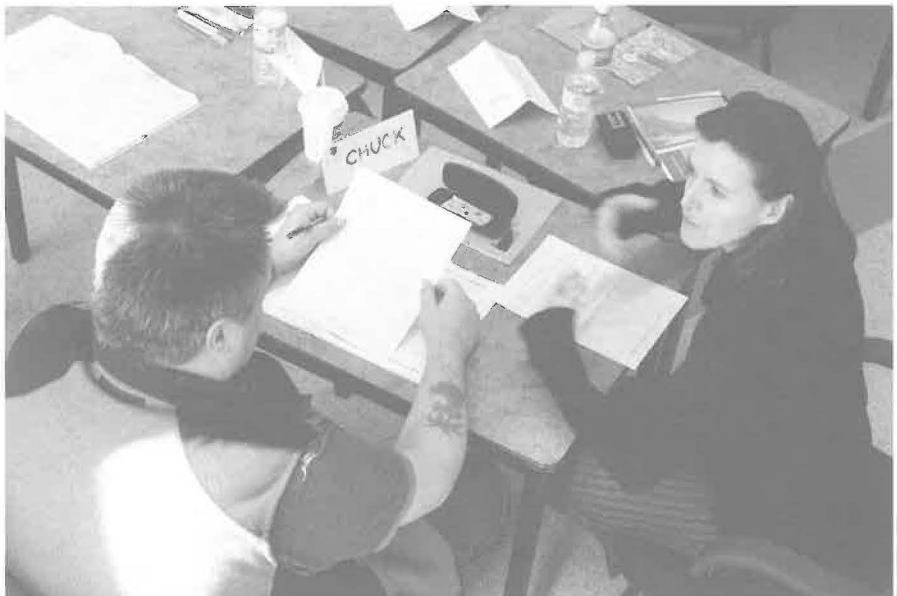
You may deduct tuition fees from your taxable income if the total amount exceeds \$100 for the year. Income tax receipts will be issued in February for all courses in the previous year. Our registration office handles tax receipts.

TRANSCRIPTS

A transcript and certificate will be mailed to graduates and can be requested by contacting our registration office. The cost of additional documents is \$5 plus GST per copy, and next day service for your transcript is available at \$25 plus GST per copy.

LEARNER SERVICES FEE

As part of a commitment to improving the quality of services for our students, the JIBC will be charging a learner services fee of \$5.00 per course credit commencing in the fall of 2006. The fee will be applied to credit courses only and will be collected at the time of enrollment. The fee will be tax deductible and will be refundable when a student withdraws before the class withdrawal deadline. The learner services fee will be used to enhance library and technology services for the benefit of students at all JIBC locations.



centre for leadership and community learning

CLCL | CENTRE FOR LEADERSHIP & COMMUNITY LEARNING

The Centre for Leadership and Community Learning (CLCL) develops and delivers innovative training programs for executive directors, managers, practitioners, and front-line supervisors. Our clients include government ministries, Crown corporations, private sector businesses, and community-based organizations and agencies. We are recognized experts in training design and delivery, curriculum development, project management, and best practices development.

Courses, Certificates, and Degree Programs

CLCL offers a wide range of enhanced learning opportunities, including:

- **Management and Leadership Development.** Managers and executive directors come to us for education that maximizes their leadership performance.
- **Instructor Development.** Our programs equip instructors and facilitators with the tools they need to create effective and accessible workshops and presentations.
- **Community Safety.** Our diverse programs give staff skills to assist individuals in coping with the consequences of crime and trauma, and the knowledge and tools to enforce community bylaws.
- **Counselling and Capacity Building.** We provide practitioners with essential skills to protect, support, and empower children, youth, families, and communities.



Customized Training – Any Time, Anywhere

Today's organizations face complex and constantly shifting challenges. Keeping up with change means constantly updating skills in the workplace.

You want to be the best, and you need help getting there.

At CLCL we specialize in preparing people to responding to new and emerging issues by identifying and addressing knowledge and skills gaps. In consultation with your organization, CLCL will develop courses or workshops tailored to your unique needs and context. Call us – we can help you succeed with relevant, cost-effective, accessible, and flexible solutions.

Our top-selling offerings include:

- Business Communications: It's All About You
- Coaching for Improved Performance
- Development and Delivery of Online Learning
- Flawless Facilitation the First Time
- Foundations of Effective Management and Leadership Certificate
- Leading with Emotional Intelligence
- Management and Leadership Development for Community Settings Certificate
- Team Building Tactics: Making the Whole Greater than the Sum
- To Tell the Truth: Dealing with Negativity in the Workplace
- Transformational Learning for Leaders

For more information on our programs and services, contact:

Management, Leadership and Instructor Development:

Sandra Rice, Program Coordinator

Tel: 604.528.5633 or srice@jibc.bc.ca

Georganne Oldham, Program Coordinator

Tel: 604.528.5623 or goldham@jibc.bc.ca

Counselling and Capacity Building:

Caroline White, Program Coordinator

Tel: 604.528.5620 or carolinew@jibc.bc.ca

or visit our website at www.jibc.bc.ca/clcl

REGISTRATION FORM

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

Current date:

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

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

The following is my: ☐ Work address ☐ Home address

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

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

COURSE NAME	COURSE NO.	START DATE	COURSE FEE

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

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

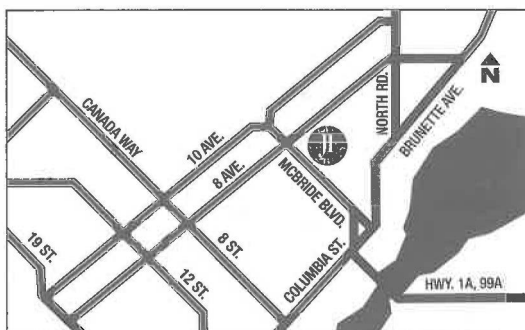
TOTAL FE

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

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

Send your registration form and payment or the same information by e-mail to: Justice Institute of BC, 715 McBride Boulevard,
New Westminster, BC, V3L 5T4. For registration only: Phone: 604.528.5590 • Fax: 604.528.5653 • E-mail: registration@jibc.bc.ca.

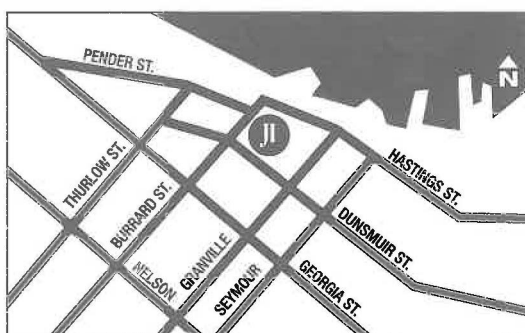
Please use one registration form per student. Photocopy this form for use by each additional student.



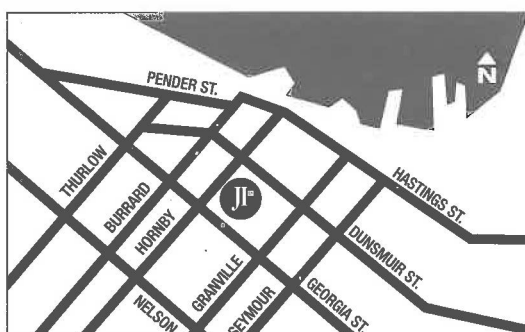
New Westminster JIBC Campus
715 McBride Boulevard, New Westminster



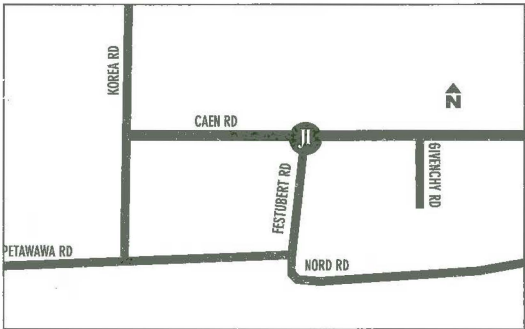
Victoria JIBC Campus
Suite 101, 910 Government Street, Victoria



Vancouver JIBC Campus
Suite 1860, 400 Burrard Street, Vancouver



YWCA
4th Floor 535 Hornby Street, Vancouver



Chilliwack JIBC Campus
1092 Caen Road, Chilliwack

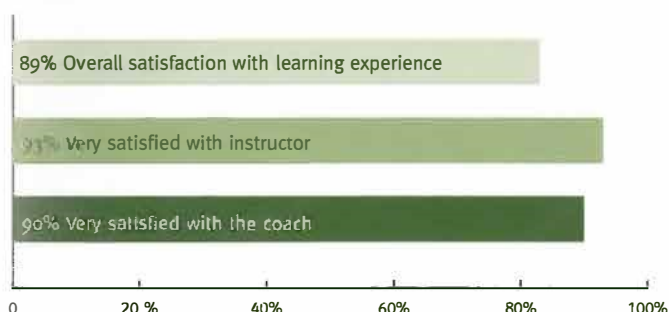


Maple Ridge JIBC Campus
13500 256th Street, Maple Ridge



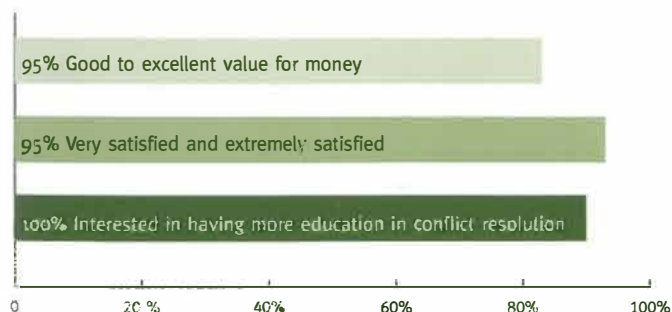
Learner and client satisfaction.

What learners say about the JIBC Centre for Conflict Resolution....



What organizations say about us....

(Based on three-month follow up survey data)



(Sources: JIBC Conflict Resolution Course Evaluations, 2005/6; BC College and Institute Student Outcomes (CISO), Ministry of Advanced Education, British Columbia, Canada, 2005).



Contact us

E-MAIL

conres@jibc.bc.ca

TELEPHONE

Greater Vancouver
Toll Free Canada-wide

604.528.5608
1.888.799.0801

TO REGISTER

By Phone

Greater Vancouver
Outside Greater Vancouver only

604.528.5590
1.877.528.5591

By Fax

By Mail or in Person

604.528.5653
715 McBride Blvd.,
New Westminster, BC Canada V3L 5T4

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