



JUSTICE
INSTITUTE
of
BRITISH
COLUMBIA

LEARN EXPERIENCE GROW



CENTRE FOR CONFLICT RESOLUTION
& CENTRE FOR LEADERSHIP

COURSE CALENDAR SEPT 07 – AUG 08

www.jibc.ca/ccrcl

GROW WITH US.



Pam White, Director

The JIBC's Centre for Conflict Resolution and Centre for Leadership have joined together to offer more courses and certificates that provide you with up-to-date knowledge and skills needed in today's fast-changing businesses and communities. All our offerings are designed for you to put your education and experience into practice immediately.

Whether you are a new or returning student, our September 2007 to August 2008 calendar provides you with lots of opportunities to learn, experience and grow – take one or two courses or complete one of our many certificate programs.

Start now! By learning more about conflict resolution and building leadership capacity, you will enhance your career and your personal life.

The Centre for Conflict Resolution and Centre for Leadership partnership now offers a unique opportunity for new and existing students. If you are one of the many emerging leaders found everywhere in organizations, our New Associate Certificate in Leadership and Conflict Resolution is designed for you. You will learn the foundational practices and principles of conflict resolution and leadership that will create positive change. (See page 2 for more details)

When you enrol in one of the many certificate programs at the JIBC you will be a part of an extraordinary community of learners working together to improve their lives and the lives of others. (For more information about certificates see page 10).

You can take our conflict resolution courses and certificates at various locations throughout BC and in Alberta.

We also customize courses to fit your organization or community needs. Working in partnership with you to identify those needs, we develop training to fit your goals. These customized courses are provided on-site at your location or at one of our locations – the choice is yours.

For more information on JIBC, our course offerings, and more, explore our website (www.jibc/ccrcl). You can also contact our staff (see page XX) to find out more about the great programs we offer or to arrange training specifically designed for your organization or community.

We look forward to working with all of you!

Pam White, *Director*

2	NEW: Associate Certificate in Leadership and Conflict Resolution
4	Customized Training
7	Working with Aboriginal Communities and Agencies
8	Executive Programs
	CENTRE FOR CONFLICT RESOLUTION CERTIFICATES – CCR
10	Choosing Certificates offered by the Centre for Conflict Resolution
11	How to Complete a Certificate
12	Course and Certificate Information Sessions
13	Associate Certificate in Leadership and Conflict Resolution
14	Associate Certificate in Workplace Conflict
15	Associate Certificate in Workplace Conflict Cohort Model
18	Negotiation
22	Mediation/Third-party Intervention
26	Family Mediation
	CENTRE FOR CONFLICT RESOLUTION COURSES
30	CCR Course Descriptions
54	CCR Course Listings by Date
64	CCR Course Listings by Location
78	CCR Course Listings by Course Name
89	CCR Course Listings by Course Number
	CENTRE FOR LEADERSHIP CERTIFICATES – CL
93	Choosing Certificates offered by the Centre for Leadership
95	How to Apply to a Certificate Program
95	Course and Certificate Information Sessions
96	Associate Certificate in Leadership and Conflict Resolution
97	Instructor Development Certificate
100	Course Descriptions
106	Foundations of Effective Management and Leadership Certificate
108	Course Descriptions
113	Management and Leadership Development for Community
116	Settings Certificate
116	Course Descriptions
120	General Electives
127	Transformational Leadership Courses
	CENTRE FOR LEADERSHIP COURSES
132	CL Course Listings by Date
137	CL course Listings by Location
143	CL Course Listings by Course Name
148	CL Course Listings by Course Number
	LEARNER INFORMATION
151	Class and Registration Information
151	Attendance Requirements
151	Refunds
154	Campus Locations
158	Course Registration Form
161	Career Opportunities in Dispute Resolution
161	Helpful Resources
162	Practicum Programs
	LEARNER SERVICES
164	Prior Learning and Equivalency Credits
165	Continuing Education Credits
	FACULTY
166	Centre for Conflict Resolution Faculty
174	Centre for Leadership Faculty
178	CONTACT US – CCR – Centre for Conflict Resolution
179	CONTACT US – CL – Centre for Leadership
Back Cover	JIBC Campus Locations

2 NEW: associate certificate in leadership and conflict resolution

your suggested learning path

If you are a leader in either a formal or informal capacity, you'll be excited to know about this new joint credential, offered in partnership by the Centre for Leadership and the Centre for Conflict Resolution. Completing this NEW 11-day associate certificate will deepen your leadership skills, and you will be able to apply a collaborative approach to resolving conflict in your capacity as a leader.

This associate certificate is composed of four required courses and an assessment:

- Foundations of Effective Management and Leadership, Part 1: Leading the Way, FMGMT100 (3 days)
- Foundations of Effective Management and Leadership, Part 2: Leading Through Effective Conflict and Change, FMGMT200 (2 days)
- Dealing With Interpersonal Conflict, CR110A (3 days)
- Mediation Skills Level I, CR250 (3 days)
- Assessment: Associate Certificate in Leadership and Conflict Resolution, LCRA260 (written, mail-in)

Certificate Enrollment Fee: \$50

All course credits (77 hours) will be recognized in the Centre for Leadership's Foundations of Effective Management and Leadership Certificate and the Management and Leadership Development for Community Settings Certificate. 70 hours of course credit will be recognized in the Centre for Conflict Resolution's Negotiation Certificate program, 63 hours will be recognized in the Mediation/Third-party Intervention Certificate program, and 42 hours will be recognized in the Family Mediation Certificate.

See the suggested Learning Path for this Associate Certificate on page 3.

NEW: associate certificate in leadership and conflict resolution

3

CCR certificates

START HERE:

1

Take the following Centre for Leadership course:

Foundations of Effective Management and Leadership, Part 1: Leading the Way (FMGMT100)

Foundations of Effective Management and Leadership, Part 2: Leading Through Effective Conflict and Change (FMGMT200)

2

The following two courses may be interspersed with, or precede the previous two so long as prerequisites have been met.

Take the following Centre for Conflict Resolution courses:

Dealing with Interpersonal Conflict (CR110A)

Mediation Skills Level I (CR250)

Graduation Ceremony

4

Stay connected! Participate in our online Community of Learners (see page 10) and come back for professional development.

3

Register for your Assessment:

Associate Certificate in Leadership and Conflict Resolution (LCRA260).

Note: You can begin with either the Centre for Leadership courses (recommended), or the Centre for Conflict Resolution courses, but you must complete FMGMT100 before FMGMT200, and CR110A before CR250.



Become a Learning Organization

Today's leaders need conflict resolution skills. Effective conflict resolution requires leadership. Ask us to develop a unique program for your organization that blends leadership and conflict resolution skills training, resulting in managers and staff that have it all.

By training your staff to recognize, understand and resolve conflict more effectively, and develop effective leadership and management skills, you will build a high performance culture of trust, mutual support and commitment to continuous improvement.

You'll be in good company

A few of our clients:

HSBC Bank Canada • BC Association for Community Living • Canadian Food Inspection Agency • Carcross/Tagish First Nation • City of Victoria • Ministry for Child and Family Development • Overwaitea Food Group • Radical Entertainment (Vivendi Entertainment) • Regional District of Central Okanagan • Vancouver International Airport Authority • WorkSafeBC

"The professionalism of the material, instructors, format is excellent – no time is wasted, practice and interaction are encouraged and the instructors know their subject."

CAROLYNNE MAHOOD - Manager, Human Resources

CENTRE FOR LEADERSHIP

Most popular customized offerings:

Appreciative Inquiry • Business Communications: It's All About You • Coaching for Improved Performance • Development and Delivery of Online Learning • Flawless Facilitation the First Time • Instructor Development • Leading with Emotional Intelligence Team Building Tactics: Making the Whole Greater than the Sum • To Tell the Truth: Dealing with Negativity in the Workplace • Yes You Can: Dealing with Overwhelm

See page 116 for more Management and Leadership courses.

We can also deliver Management and Leadership Certificates for your organization see page 94 for a list of Certificates.

CENTRE FOR CONFLICT RESOLUTION

Most popular customized offerings:

Resolving Conflict in the Workplace • Sharpening Your Edge in Negotiation • Managing the Hostile Individual • Handling Conflict on the Telephone • Managing the Difficult Conversation • Respectful Communication in a Changing Workplace • Leading and Managing with Influence • Asserting Yourself in Conflict Situations • Resolving Conflict in Groups • Communicating in Conflict for Hi-Tech Industries

See page 31 for more conflict resolution courses.

We can also deliver conflict resolution certificates for your organization see page 10 for a list of certificates.

For information on customized solutions contact:

CENTRE FOR LEADERSHIP

Georganne Oldham, Program Coordinator,
Management & Leadership Programs
Phone: 604.528.5623
Email: leadership@jibc.ca

CENTRE FOR CONFLICT RESOLUTION
Kent Highnam, Program Coordinator,
Customized Training Solutions
Phone: 604.528.5615
Email: cccustomized@jibc.ca

6 PARTNERSHIPS



JUSTICE
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of
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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	Salmon Arm
Burns Lake	Smithers
Dawson Creek	Penticton
Fort St. John	Prince George
Kelowna	Prince Rupert
Kitimat	Quesnel
Mackenzie	Terrace
Nanaimo	Vancouver
Nechako	Calgary, Alberta

See page 64 for courses offered at community colleges/university locations or contact:

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



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, negotiation, management and leadership. Through our education and training, communities and agencies have prepared for treaty negotiations, self-governance and community development. We have also helped communities develop their members to resolve conflict in conjunction with their traditional dispute resolution processes and to develop tomorrow's leaders within their communities.

The practical tools and skills learned in a supportive environment increase employment opportunities, advance careers and increase capacity both at work and in the community.

The Centre for Conflict Resolution acknowledges the contributions of the Gitxsan, 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.

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.ca or
www.jibc.ca/aboriginal



RESTORATIVE PRACTICES

Restorative practices reflect a growing social movement toward peaceful approaches to harm and problem solving. The fundamental unifying idea of restorative practices is simple: that human beings are happier, more cooperative and productive, and more likely to make positive changes in their behavior when those in positions of authority do things with them, rather than to them or for them.

Gain insight and skill in restorative practices, theories and approaches by bringing the following courses to your organization or workplace (available exclusively on a contract basis):

- Foundations of Restorative Practices, RP100 (3 days)
- The Effects of Victimization, RP103 (2 days)
- Peacemaking Circles: A Process for Building Consensus and Relationships, RP205 (3 days)

For more information about working in aboriginal communities and about Restorative Practices courses, contact:

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

EXECUTIVE PROGRAMS

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

Join us and learn how to make an impact that’s 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 positive outcomes for your organization.

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

Current executive courses:

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, when self-esteem is on the line or when 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.

Dates:	October 25, 2007 February 5, 2008
Location:	Vancouver, BC
Fee:	\$650
Faculty:	Deborah White and Larry Gregg



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 more emotionally intelligent and foster that trait in others, and how to use a structured model to strategically prepare to be more persuasive in circumstances where you encounter roadblocks and naysayers.

Dates: November 14-15, 2007
March 18-19, 2008
Location: Vancouver, BC
Fee: \$1,300
Faculty: Michael Fogel

GETTING BUY-IN THROUGH COLLABORATIVE DECISION MAKING (CR139) CONTRACT ONLY

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 how to involve others in the decision-making process. You will learn 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.

For details about upcoming sessions, please visit our website at www.jibc.ca/executiveprograms/index.htm or contact:

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

10 choosing certificates offered by the centre for conflict resolution

The Centre for Conflict Resolution (CCR) offers three certificates and two associate certificates:

- Associate Certificate in Leadership and Conflict Resolution **NEW** (page 2)
- Associate Certificate in Workplace Conflict (page 14)
- Associate Certificate in Workplace Conflict – Cohort Model (page 15)
- Negotiation (page 18)
- Mediation/Third-party Intervention (page 22)
- Family Mediation (page 26)

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

- Course Listings by Date (page 54)
- Course Listings by Location (page 64)
- Course Listings by Course Name (page 78)
- Course Listings by Course Number (page 89)

Benefits of being a Certificate Student with the Centre for Conflict Resolution – CCR

When you enroll in a certificate at the 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;
- Membership in community of learners (a listserv and website, including an online discussion forum) through which you will receive advance notice about learning and professional opportunities and where 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 subject, including a wide variety of online journal and articles, courtesy of the jibc virtual library; and
- Celebrate your success with friends and family when you graduate at the JIBC Convocation ceremony.

For a certificate enrollment package call:

Phone: 604.528.5608

E-mail: ccrcl@jibc.ca

Learn Experience Grow

choosing certificates offered by the centre for conflict resolution 11

HOW TO COMPLETE A CERTIFICATE IN CONFLICT RESOLUTION

- Download a certificate enrolment package from our website at www.jibc.ca/ccrcl or contact us at 604.528.5608 and we will mail you a copy.
- The enrolment 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 enrolment fee is \$175 for the Family Mediation Certificate.
- The enrolment fee is \$50 for the Associate Certificate in Workplace Conflict and the Associate Certificate in Leadership and Conflict Resolution.
- The number of required courses and electives varies in each specialization. For details on how to complete each specialization, see pages 13-15, 18, 22, 26.
- 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.

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

Sue Crosato, Program Planner
Phone: 604.528.5618
E-mail: ccrassessments@jibc.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.ca/ccrcl for more information.

12

centre for conflict resolution – ccr
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 or 1.888.799.0801
E-mail: ccrcl@jibc.ca

DATE	TIME	LOCATION
September 12, 2007	6:00 pm – 8:00 pm	OC – Kelowna
September 12, 2007	6:00 pm – 8:00 pm	Langara College
September 19, 2007	2:00 pm – 4:00 pm	NLC – Dawson Creek
September 19, 2007	6:00 pm – 8:00 pm	NLC – Fort St. John
September 26, 2007	6:00 pm – 8:00 pm	JIBC – Victoria
October 3, 2007	6:00 pm – 8:00 pm	CNC – Prince George
October 24, 2007	6:00 pm – 8:00 pm	JIBC – New Westminster & Teleconference
December 12, 2007	12:00 pm – 2:00 pm	JIBC – New Westminster & Teleconference
February 27, 2008	6:00 pm – 8:00 pm	JIBC – New Westminster & Teleconference
March 19, 2008	6:00 pm – 8:00 pm	JIBC – Victoria
May 7, 2008	6:00 pm – 8:00 pm	JIBC – New Westminster & Teleconference
June 25, 2008	12:00 pm – 2:00 pm	JIBC – New Westminster & Teleconference
August 20, 2008	6:00 pm – 8:00 pm	JIBC – New Westminster & Teleconference

Location Addresses

Justice Institute of BC, New Westminster Campus

715 McBride Boulevard, New Westminster, V3L 5T4

Justice Institute of BC, Victoria Campus

Suite 101, 910 Government Street, Victoria, V8W 1X3

Okanagan College, Kelowna

1000 KLO Road, Kelowna, V1Y 4X8

College of New Caledonia, Prince George

3330 – 22nd Avenue, Prince George, V2N 1P8

Northern Lights College, Fort St. John

Totem Mall Location, #1240 - 9600 93rd Avenue, 11401 – 8th Street, Dawson Creek, V1G 4G2

Box 1000, Fort St. John, V1J 6K1

Northern Lights College, Dawson Creek

Langara College, Vancouver

100 West 49th Avenue, Vancouver, V5Y 2Z6

your suggested learning path

If you are a leader in either a formal or informal capacity, you'll be excited to know about this new joint credential, offered in partnership by Centre for Leadership and Centre for Conflict Resolution. When you complete this NEW 11-day associate certificate, you will be able to apply a collaborative approach to resolving conflict in your capacity as a leader, as well as working to deepen your leadership skills.

This associate certificate is composed of four required courses and an assessment:

- Foundations of Effective Management and Leadership, Part 1: Leading the Way, FMGMT100 (3 days)
- Foundations of Effective Management and Leadership, Part 2: Leading Through Effective Conflict and Change, FMGMT200 (2 days)
- Dealing With Interpersonal Conflict, CR110A (3 days)
- Mediation Skills Level I, CR250 (3 days)
- Assessment: Associate Certificate in Leadership and Conflict Resolution, LCRA260 (written, mail-in)

Certificate Enrollment Fee: \$50

All course credits (77 hours) will be recognized in the Centre for Leadership's Foundations of Effective Management and Leadership Certificate and the Management and Leadership Development for Community Settings Certificate. 70 hours of course credit will be recognized in the Centre for Conflict Resolution's Negotiation Certificate program, 63 hours will be recognized in the Mediation/Third-party Intervention Certificate program, and 42 hours will be recognized in the Family Mediation Certificate.

Note: You can begin with either the Centre for Leadership courses (recommended), at the left, or the Centre for Conflict Resolution courses, at the right, but you must complete FMGMT100 before FMGMT200 and CR110A before CR250.

START HERE:

Take the following Centre for Leadership course:

Foundations of Effective Management and Leadership, Part 1: Leading the Way (FMGMT100)

Foundations of Effective Management and Leadership, Part 2: Leading Through Effective Conflict and Change (FMGMT200)

1

The following two courses may be interspersed with, or precede the previous two so long as prerequisites have been met.

Take the following Centre for Conflict Resolution courses:

Resolving Conflict in the Workplace (CR110A)

Mediation Skills Level I (CR250)

2

Graduation Ceremony

Stay connected! Participate in our online Community of Learners (see page 10) and come back for professional development.

4

Register for your Assessment:

Associate Certificate in Leadership and Conflict Resolution (LCRA260).

3

14 associate certificate in workplace conflict

your suggested learning path

When you complete this 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 and an assessment:

- Resolving Conflict in the Workplace, CR110B (3 days)
- Negotiation Skills Level 1, CR260 (3 days)
- Resolving Conflict in Groups Level 1: Effective Team Dynamics (2 days)
- Conflict on the Front Line: Leaders as Conflict Resolvers (3 days)
- Assessment: Associate Certificate in Workplace Conflict, CR970 (mail-in)

See page 64. You can complete this certificate right in your own community!

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 the Family Mediation Certificate.

START HERE:

Take the following required course:

Resolving Conflict in the Workplace (CR110B)
Offered at all our locations throughout the year, and in a cohort model at Langara College.

Your next course should be:

Negotiation Skills Level I (CR260)

The following courses can be taken in any order, but this order is optimum:

Resolving Conflict in Groups Level I: Effective Team Dynamics (CR504)
Conflict on the Front Line: Leaders as Conflict Resolvers (CR128)

Register for your assessment:

Assessment: Associate Certificate in Workplace Conflict (CR970)

Attend your

Graduation Ceremony

Stay connected! Participate in our online Community of Learners (see page 10) and come back for professional development.

associate certificate in workplace conflict – cohort model 15

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.
- For your convenience, we've also added a weekday summer session.

LEARN EXPERIENCE GROW

Your cohort (a team of learners who take a series of courses as a group) 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 who have busy lifestyles and careers that are on the move. 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 the Autumn 2007, Spring 2008 or Summer Session 2008 JIBC Associate Certificate cohort program offered at Langara College in Vancouver, through a community partnership between the JIBC and Langara College.

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

- all the benefits of being a JIBC 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 14

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 (not included in cohort fee)

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

Required Four Courses & Assessment:

CR110B: Resolving Conflict in the Workplace, 3 days

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

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

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

CR970: Assessment (mail-in): Associate Certificate in Workplace Conflict

16 associate certificate in workplace conflict – cohort model



SCHEDULE		
FALL 2007		
CR110B	Resolving Conflict in the Workplace (CRN70247)	Mon. Sep 24/07, 6:00-9:30 pm Tue. Sep 25/07, 6:00-9:30 pm Wed. Sep 26/07, 6:00-9:30 pm Thu. Sep 27/07, 6:00-9:30 pm Sun. Sep 30/07, 9:00 am-5:00 pm
CR260	Negotiation Skills Level I (CRN70245)	Mon. Oct 22/07, 6:00-9:30 pm Tue. Oct 23/07, 6:00-9:30 pm Wed. Oct 24/07, 6:00-9:30 pm Thu. Oct 25/07, 6:00-9:30 pm Sat. Oct 27/07, 9:00 am-5:00 pm
CR504	Resolving Conflict in Groups Level I: Effective Team Dynamics (CRN70246)	Sat. Nov 17/07, 9:00 am-5:00 pm Mon. Nov 19/07, 6:00-9:30 pm Tue. Nov 20/06, 6:00-9:30 pm
CR128	Conflict on the Front Line: Leaders as Conflict Resolvers (CRN70244)	Mon. Dec 3/07, 6:00-9:30 pm Tue. Dec 4/07, 6:00-9:30 pm Wed. Dec 5/07, 6:00-9:30 pm Thu. Dec 6/07, 6:00-9:30 pm Sat. Dec 8/07, 9:00 am-5:00 pm
SPRING 2008		
CR110B	Resolving Conflict in the Workplace (CRN50032)	Mon. Feb 18/08, 6:00-9:30 pm Tue. Feb 19/08, 6:00-9:30 pm Wed. Feb 20/08, 6:00-9:30 pm Thu. Feb 21/08, 6:00-9:30 pm Sat. Feb 23/08, 9:00 am-5:00 pm

To register for JIBC courses offered at Langara College: 604.323.5322

associate certificate in workplace conflict – cohort model 17



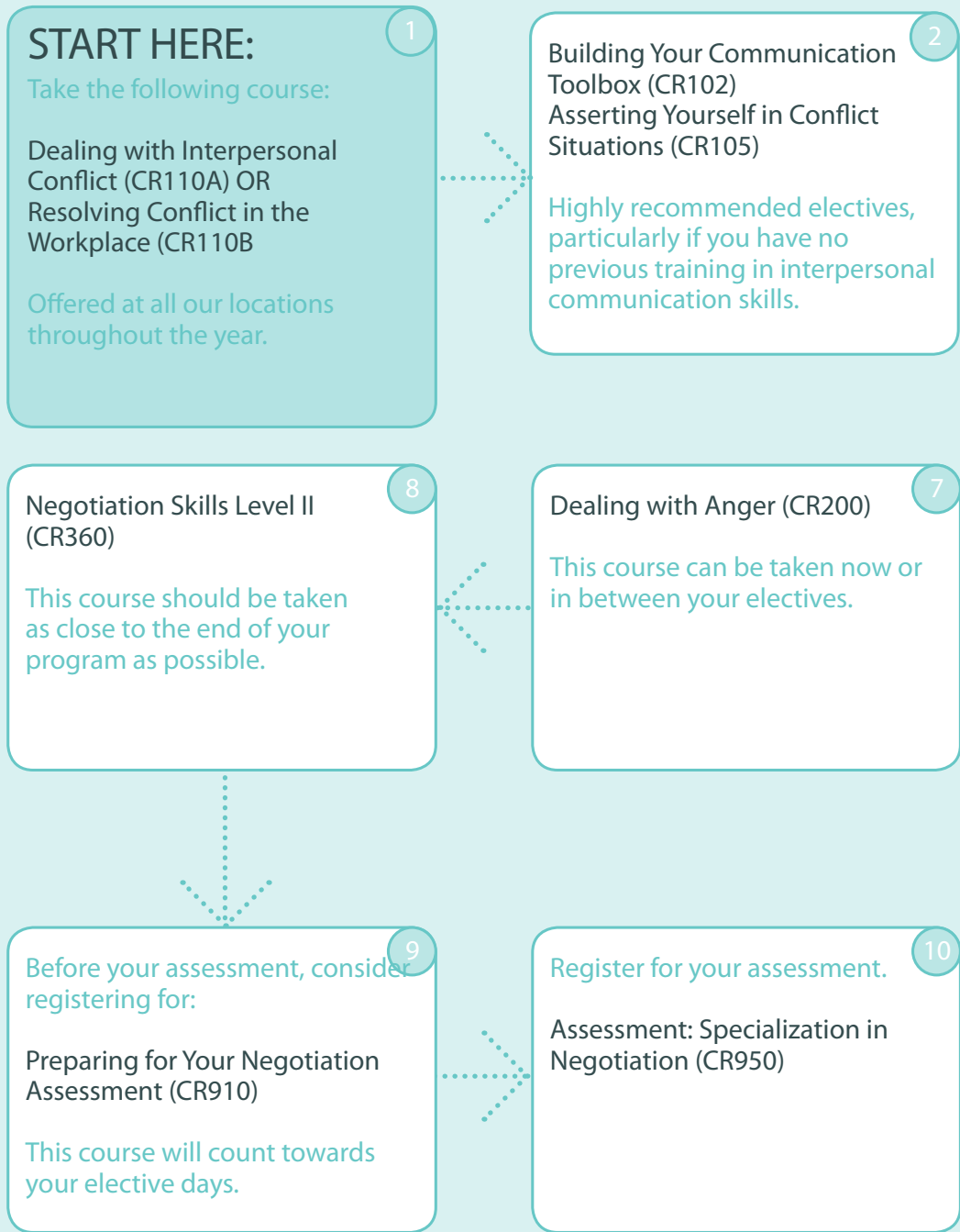
SCHEDULE CONTINUED		
SPRING 2008		
CR260	Negotiation Skills Level I (CRN50033)	Mon. Mar 10/08, 6:00-9:30 pm Tue. Mar 11/08, 6:00-9:30 pm Wed. Mar 12/08, 6:00-9:30 pm Thu. Mar 13/08, 6:00-9:30 pm Sat. Mar 15/07, 9:00 am-5:00 pm
CR504	Resolving Conflict in Groups Level I: Effective Team Dynamics (CRN50034)	Mon. Apr 14/08, 6:00-9:30 pm Tue. Apr 15/08, 6:00-9:30 pm Wed. Apr 16/08, 6:00-9:30 pm Thu. Apr 17/08, 6:00-9:30 pm
CR128	Conflict on the Front Line: Leaders as Conflict Resolvers (CRN60023)	Mon. May 5/08, 6:00-9:30 pm Tue. May 6/08, 6:00-9:30 pm Wed. May. 7/08, 6:00-9:30 pm Thu. May 8/08, 6:00-9:30 pm Sat. May 10/08, 9:00 am-5:00 pm
SUMMER 2008		
CR110B	Resolving Conflict in the Workplace (CRN60024)	Mon.-Wed. Jul 14-16/08, 9:00 am-5:00 pm
CR260	Negotiation Skills Level I (CRN60025)	Mon.-Wed. Jul 28-30/08, 9:00 am-5:00 pm
CR504	Resolving Conflict in Groups Level I: Effective Team Dynamics (CRN60026)	Tue.-Wed. Aug 12-13/08, 9:00 am-5:00 pm
CR128	Conflict on the Front Line: Leaders as Conflict Resolvers (CRN60027)	Mon.-Wed. Aug 25-27/08, 9:00 am-5:00 pm

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 as long as any prerequisites are met and seats are available.
- (ii) CRN course numbers are used by Langara College.

CERTIFICATE IN CONFLICT RESOLUTION:
SPECIALIZATION IN NEGOTIATION

your suggested learning path



Next you should take:

3

Negotiation Skills Level I (CR260), then Mediation Skills Level I (CR250)

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.

4

See page 10 for benefits of being a certificate learner.

Now plan your specialized and general electives.

6

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 21 for electives. Call a Program Planner for assistance in making elective choices.

Applying Conflict Theory: From Awareness to Analysis (CR151) (face to face) OR Theoretical Foundations of Dispute Resolution (Online) (CR125)

5

Choose one of the above required theory courses.

Graduation Ceremony

Stay connected! Participate in our online Community of Learners (see page 10) and come back for professional development.

11



20 specialization in negotiation

SPECIALIZATION IN NEGOTIATION

The ability to negotiate and resolve conflicts effectively has become a modern-day survival skill that you need in both 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) in length, worth 18 credits, and culminates in a Certificate in Conflict Resolution: Specialization in Negotiation upon successful completion of all course hours and the final assessment 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 or you can use our mail-in assessment option (See page 34).



SPECIALIZATION IN NEGOTIATION: 18 CREDITS SEE PAGE 18 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)
- Theoretical Foundations of Dispute Resolution, CR125 (3 days) Online
OR Applying Conflict Theory: From Awareness to Analysis, CR151 (3 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)
- Conflict on the Front Line: Leaders as Conflict Resolvers, CR128 (3 days)
- Foundations of Effective Management and Leadership Part 1: Leading the Way, FMGMT100 (3 days)
- Foundations of Effective Management and Leadership Part 2: Leading through Effective Conflict and Change, FMGMT200 (2 days) (FMGMT100 is a prerequisite)

The following courses have a prerequisite of CR110A OR CR110B:

- Balancing Empathy and Assertion, CR327 (2 days)
- Giving and Receiving Constructive Feedback, CR206 (2 days)

The following courses have a prerequisite of CR250 OR CR260:

- The Art of Reframing, CR366 (1 day)
- Building Consensus, CR516 (2 days)
- 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) (Calgary only)
- Asking Better Questions, CR318 (1 day)
- Reflection in Conflict, CR414 (2 days) (Calgary only)
- 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)
- 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 days made up of any conflict resolution 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 apply to transfer credit for comparable courses taken outside the JIBC into your certificate. See page 164 for details. Please see page 2 for details about credit hours transferable from the [NEW](#) Associate Certificate in Leadership and Conflict Resolution.

22 certificate in conflict resolution: specialization in mediation/ third-party intervention

your suggested learning path

START HERE:

1

Take one of the following
required courses:

Dealing with Interpersonal
Conflict (CR110A) or
Resolving Conflict
in the Workplace (CR110B)

Offered at all our locations
throughout the year.

Building your Communication
Toolbox (CR102)
Asserting Yourself in
Conflict Situations (CR105)

2

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

8

Negotiation Skills Level II (CR360)

Mediation Skills Level II (CR400)

9

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

Dealing with Anger (CR200)

7

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

Advanced Mediation electives
to deepen mediation
competencies.

10

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

Before your assessment,
consider registering for:

11

Preparing for Your
Mediation Assessment (CR920)

This course will count towards
your elective days.

certificate in conflict resolution: 23 specialization in mediation/ third-party intervention

3

Next you should take:

Negotiation Skills Level I (CR260), then Mediation Skills Level I (CR250)

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

4

This is a good time to enroll in your certificate specialization if you haven't done so already. See page 10 for benefits of becoming a certificate learner.

6

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 25 for electives.

Call a Program Planner for assistance in making elective choices.

5

Choose one of the following required theory courses:

Applying Conflict Theory: From Awareness to Analysis (CR151) (face-to-face) OR
Theoretical Foundations of Dispute Resolution (Online) (CR125)

12

Register for your assessment:

Assessment: Specialization in Mediation/Third Party Intervention (CR975)

13

Graduation Ceremony

Stay connected! Participate in our online Community of Learners (see page 10) and come back for professional development.

24 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 161).

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 161. 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, it does not imply that you are a certified or licensed or accredited mediator.

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, or you can use our mail-in assessment option (see page 33).



SPECIALIZATION IN MEDIATION/THIRD-PARTY INTERVENTION: 18 CREDITS SEE PAGE 22 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, CR151 (3 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)
- Conflict on the Front Line: Leaders as Conflict Resolvers, CR128 (3 days)

The following courses have a prerequisite of CR110A OR CR110B :

- Balancing Empathy and Assertion, CR327 (2 days)

The following courses have a prerequisite of CR250 OR CR260:

- The Art of Reframing, CR366 (1 day)
- Asking Better Questions, CR318 (1 day)
- Civil Procedure, CR846 (2 days) Online
- 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) Calgary only
- Identifying Control and Abuse in Pre-Mediation, CR515 (1 day)
- Reflection in Conflict, CR414 (2 days) Calgary only
- 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)
- Unfinished Business, CR316 (2 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)
- Preparing for Your Mediation Assessment (Reality Check), CR920 (1 day) (CR360 is also a prerequisite)

OTHER ELECTIVES

Your remaining one day can come from any conflict resolution elective courses in the calendar, including online courses from the Family Mediation Certificate.

ASSESSMENT

- Assessment: Mediation, CR975

You can transfer credit for comparable courses taken outside the JIBC into your certificate.

See page 164 for details. Please see page 2 for details about credit hours transferable from the [NEW](#) Associate Certificate in Leadership and Conflict Resolution.

your suggested learning path

START HERE

1

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.

Register for your assessment:

4

- Assessment: Family Mediation (CR976)

Graduation Ceremony

5

Stay connected! Participate in our online Community of Learners (see page 10) and come back for professional development.

ADDITIONAL REQUIRED COURSES

2

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 six of the following courses with the 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)
- Multicultural Issues in Family Justice (FAM109) (1 day) Online

ELECTIVES

3

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.

28 family mediation certificate

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, Program Coordinator
Phone: 604.528.5546
E-mail: mdsouza@jibc.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: ccrassessments@jibc.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 recording made in FAM111 may be used for the assessment. For information on the assessment, contact:

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

SPECIALIZATION IN FAMILY MEDIATION: 20 CREDITS SEE PAGE 26 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)
or Ethical Dilemmas for Mediators in Alberta, CR226 (1 day)

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

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

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
- Multicultural Issues in Family Justice, FAM109 (1 day) Online
- Child Support Guidelines, FAM112 (3 days) Online

ELECTIVES

Choose four to five 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 (2 days)

ASSESSMENT

- Assessment: Family Mediation, CR976

You can transfer credit for comparable courses taken outside the JIBC into your certificate.

See page 33 for details.

Completion of Family Mediation Canada's certification process as a Family Relations Mediator or Comprehensive Family Mediator is considered equivalent to completion of CR976: Family Mediation assessment. See page 164 for information on how to apply for equivalency credit.



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

- course descriptions;
- courses in date order, beginning on page 54;
- courses by location, beginning on page 64;
- courses by course name, beginning on page 78; and
- courses by course number, beginning on page 89.

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 (CR151)

Prerequisite(s):	None
Recommended:	CR110A or CR110B
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$550
Dates & locations:	Page 78

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
Dates & locations:	Page 78

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)

Prerequisite(s):	CR110A or CR110B, and CR250 or CR260
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$175 – \$190
Dates & locations:	Page 78

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 78

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.

“Very useful and real scenario examples to work from. Heartening to know that there is a solution to even the most difficult individual or situation.”

BEVERLEY ANDERSON - Public Health Nurse, Wrinch Memorial Hospital

ASSESSMENT: ASSOCIATE CERTIFICATE IN LEADERSHIP AND CONFLICT RESOLUTION (LCRA260)

Prerequisite(s):FMGMT100, FMGMT200, CR110A, CR250

Fee:\$150

To receive an Associate Certificate in Leadership and Conflict Resolution, participants must successfully complete a written assignment that shows they have integrated the learning from the program. This written assignment will include a project plan as part of a written report about a situation occurring within an organizational or other group setting. The participant will demonstrate their comprehension of conflict resolution and leadership concepts and skills, as well as their potential to apply this material to a real world situation.

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 Leadership and Conflict Resolution. To enroll contact Sue Crosato at 604.528.5618 or 1.888.799.0801. The Assessment: Associate Certificate in Leadership and Conflict Resolution is a mail in assessment.



ASSESSMENT: ASSOCIATE CERTIFICATE IN WORKPLACE CONFLICT (CR970)

Prerequisite(s): CR110B, CR260, CR504, CR128

Fee: \$350

To enroll, contact Sue Crosato at 604.528.5618 OR 1.888.799.0801

The assessment component for the Associate Certificate in Workplace Conflict is a mail-in assessment that consists of a recording of a collaborative conflict resolution conversation based upon a real-life workplace situation (can be created during CR260, CR128 or be a specially made recording created by the learner for this assessment) and a structured, reflective essay, designed to self-assess the recording 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. To enroll contact Sue Crosato at 604.528.5618 or 1.888.799.0801. The Assessment: Associate Certificate in Workplace Conflict is a mail in assessment.

ASSESSMENT: FAMILY MEDIATION CERTIFICATE (CR976)

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

Fee: \$515

To enroll, contact Sue Crosato at 604.528.5618 OR 1.888.799.0801

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 recording 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 78

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.

"As always, the course was loaded with useful information and talented instruction."

KEVIN MOYE - Centre for Conflict Resolution Graduate

ASSESSMENT: SPECIALIZATION IN NEGOTIATION (CR950)

Prerequisite(s): CR110A or CR110B, and CR200, CR250, CR260, CR360
 Fee: \$415 – \$430
 Dates & locations: Page 79

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.

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 79

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 skilfully self-manage the interactions away from the conflict or move through it.

Instructor: Joan Balmer

BUILDING CONSENSUS (CR516)

Prerequisite(s): CR110A or CR110B, and CR250 or CR260
 Length: Two days (14 hours)
 Credit: 1.0
 Fee: \$370 – \$395
 Dates & Locations: Page 79

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

BUILDING YOUR COMMUNICATION TOOLBOX (CR102)

Prerequisite(s):	None
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$450
Dates & locations:	Page 79

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 26
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$475
Dates:	See website at www.jibc.ca/ccjd or call Margot 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 80

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. Online course methodology includes a series of readings, exercises, assignments and group discussions.

Instructor: Terry Harris

COACHING STRATEGIES: DEVELOPING PEOPLE TO RESOLVE
CONFLICT (CR111)

Prerequisite(s):	None
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$550
Dates & locations:	Page 80

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
Recommended:	CR110A or CR110B
Length:	Three days (21 hours)
Credit:	1.5
Fee:	\$525-\$650
Dates & locations:	Page 80

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 video or DVD will be provided for you to record your role-play on the final day of the course.

“A thoroughly challenging and stretching experience. I will be able to use these skills in everyday life – at home, with my family, at work. Wow! Amazing.”

JAMES DEBRUYNE

DEALING WITH ANGER (CR200)

Prerequisite(s):	CR110A or CR110B
Recommended:	CR260
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$650
Dates & locations:	Page 81

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 video or DVD 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 81

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 video or DVD 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 – \$650
Dates & locations:	Page 82

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 video or DVD 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.

“The course presents a skill set that should be taught and retaught to everyone.”

GLENN SCHENTAG - Chief Information Officer, General Delivery Data Corp.

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 82

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) CONTRACT ONLY

Call Kent Highnam for information at 604.528.5615

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 82

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 video or DVD 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 within a team 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 motivations 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 focuses on self-awareness and is suitable for either intact workgroups or for members of different workgroups. Instructor: Kent Highnam

EFFECTS OF SEPARATION AND DIVORCE ON ADULTS (FAM103) ONLINE

Prerequisite(s):	See learning path on page 26
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$475
Dates:	See website at www.jibc.ca/ccjd or call Margot 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 26
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$475
Dates:	See website at www.jibc.ca/ccjd or call Margot 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:	www.jibc.ca/ccrcl

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 82

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.ca/ccjd or call Margot D'Souza at 604.528.5546

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 recording for assessment. There will be ample opportunity for practice with feedback provided by certified experienced family mediators. Participants will be able to take their recording home and may submit it to Family Mediation Canada for assessment and / or use it 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 26
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$475
Dates:	See website at www.jibc.ca/ccjd or call Margot 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:	www.jibc.ca/ccrcl

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.

GIVING & RECEIVING CONSTRUCTIVE FEEDBACK (CR206)
FORMERLY: CRITICISM: HOW TO GIVE AND RECEIVE IT

Prerequisite(s):	CR110A or CR110B
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$450
Dates & locations:	Page 82

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

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 or community's needs.

IDENTIFYING CONTROL AND ABUSE IN PRE-MEDIATION (CR515)

Prerequisite(s):	CR110A or CR110B, and CR200, CR250, CR260
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$175
Dates & locations:	Page 82

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 26
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$530
Dates & locations:	www.jibc.ca/ccrcl

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 26
Length:	21 hours to be completed over 12 weeks
Credit:	1.5
Fee:	\$450
Dates:	See website at www.jibc.ca/ccjd or call Margot 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.

MANAGING THE CONFLICT WITHIN (CR423)

Prerequisite(s):	CR110A or CR110B
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350
Dates & locations:	Page 82

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 83

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

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

WILLIAM R. SHEARER - Operations Supervisor, BC Transit

MEDIATED AGREEMENTS AND RELATED COURT ORDERS (FAM115)
ONLINE

Prerequisite(s):	See learning path on page 26
Length:	7 hours to be completed over 2 weeks
Credit:	0.5
Fee:	\$275
Dates:	See website at www.jibc.ca/ccjd or call Margot 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 83

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 – \$650
Dates & locations:	Page 83

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 video or DVD will be provided for you to record your role-play on the final day of the course.

"I should have taken this 10 years ago to help me in my job."

FRANK MARINO - HR Director, Interior Health Authority

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 83

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 video or DVD 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, CR400
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$370
Dates & locations:	Page 84

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 26
Length:	7 hours to be completed over 2 weeks
Credit:	0.5
Fee:	\$275
Dates:	See website at www.jibc.ca/ccjd or call Margot 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.



NEGOTIATION SKILLS LEVEL I (CR260)

Prerequisite(s):	CR110A or CR110B
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$650
Dates & locations:	Page 84

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 video or DVD 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.

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 84

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 video or DVD 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.

"An excellent course - I will recommend it to others. Useful for business and personal contexts."

ADRIAN SHEPPARD - Research Contracts Officer, SFU

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 85

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 video or DVD 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 85

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 video or DVD 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:	www.jibc.ca/ccrcl

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)

Prerequisite(s):	CR110A or CR110B, and CR250 or CR260
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$550
Dates & locations:	Page 85

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.

“This was an outstanding learning experience.”

ADRIAN WALKER - Regional Manager, General Aviation

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 86

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.

“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 - Centre for Conflict Resolution Graduate

RESOLVING CONFLICT IN THE WORKPLACE (CR110B)

Prerequisite(s):	None
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$650
Dates & locations:	Page 86

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 video or DVD 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.

"Excellent course. It was very useful to be able to put in practice the tools we were learning. We were able to come back to the office with some 'meat and potatoes'."

MARIE ZUBRYCKYJ - Regional Manager, Transport Canada Aviation

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.

ROLE-PLAY PRACTICE CLINIC (CR930)

(Formerly: Use it or Lose it Clinic)

Prerequisite(s):	CR110A or CR110B
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$165
Dates & Locations:	Page 88

Practice is a critical factor in gaining competence and confidence in collaborative conflict resolution, and this course provides you with plenty of practice in a full day of role-playing. You choose what you want to work on: interpersonal conflict resolution, dealing with anger, mediation or negotiation. You can use this course to complete your assessment recording for the Associate Certificate in Workplace Conflict, or to brush up on your skills after an absence from your conflict resolution program. This course can also be used to make up for time missed in any three or five-day course, or to obtain partial credit as a result of a prior learning assessment application.

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 88

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) CONTRACT ONLY

Call Kent Highnam for information at 604.528.5615

Prerequisite(s):	None
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$530

This course will enrich and develop negotiation skills for all people who negotiate as either an implicit or explicit part of their job, whether or not they have had formal training to do so. It will provide you with the skills and confidence to plan and implement more effective negotiation strategies and reach more satisfactory outcomes in negotiation situations where there are complex issues, where the other negotiator might be defensive and/or positional and where there may be a high level of stress due to considerable financial or other implications of the outcome. The course content and delivery can be customized to fit your organization or community'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 88

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

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.ca/ccjd or call Margot 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 88

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. Online 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

UNFINISHED BUSINESS (CR316)

Prerequisite(s):	CR110A or CR110B, and one of CR200, CR250 or CR260
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$370 - \$395
Dates & Locations:	Page 88

People who are in conflict frequently come face to face with 'unfinished business' that has prevailed throughout their personal and professional relationships. Unfinished business surfaces as mistrust, hurt, fear and resentment and impedes our abilities to resolve our differences with others. We protect ourselves by judging and blaming others and create barriers that can interfere with moving forward. In this course you will learn how to shift from blame and judgment to responsibility and understanding. You will also learn how to identify personal truths and to facilitate the clearing of unfinished business for yourself and others in order to responsibly co-create resolution. Instructor: Arthur Ridgeway



54 ccr course listings by date

Course Descriptions (page 54)
Course Listings by Locations (page 64)
Course Listings by Course Name (page 78)
Course Listings by Course Number (page 89)

DATE	COURSE		LOCATION	FEE
2007				
Sep 12-14	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Sep 17-18	Building Your Communication Toolbox	CR102	New Westminster	\$350
Sep 19-21	Resolving Conflict in the Workplace	CR110B	Victoria JIBC	\$540
Sep 19-21	Negotiation Skills Level I	CR260	New Westminster	\$525
Sep 24-30	Resolving Conflict in the Workplace	CR110B	Langara Vancouver (Eves/Sat)	\$525
Sep 24-26	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Sep 24-26	Shifting from Positions to Interests	CR303	New Westminster	\$550
Sep 25-27	Negotiation Skills Level I	CR260	Victoria JIBC	\$540
Sep 26-28	Resolving Conflict in the Workplace	CR110B	NLC Dawson Creek	\$650
Sep 26-28	Mediation Skills Level I	CR250	New Westminster	\$525
Sep 27-29	Resolving Conflict in the Workplace	CR110B	OC Kelowna	\$550
Sep 27-28	Unfinished Business	CR316	New Westminster	\$370
Oct 1-3	Mediation Skills Level I	CR250	Victoria JIBC	\$540
Oct 1-Nov 25	Civil Procedure	CR846	Online	\$350
Oct 1	The Art of Reframing	CR366	New Westminster	\$165
Oct 2-4	Dealing with Interpersonal Conflict	CR110A	NLC Ft St John	\$650
Oct 2-3	Separate Meetings: Pre-Mediation & Caucusing	CR415	New Westminster	\$370
Oct 9-10	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	New Westminster	\$350
Oct 10-12	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Oct 11-12	Building Your Communication Toolbox	CR102	Victoria JIBC	\$395
Oct 15-17	Resolving Conflict in the Workplace	CR110B	CNC Prince George	\$550
Oct 15-17	Dealing with Defensiveness in Conflict	CR319	Victoria JIBC	\$540
Oct 15-Nov 25	Theoretical Foundations of Dispute Resolution	CR125	Online	\$525
Oct 15	Preparing for your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
Oct 15-16	Asserting Yourself in Conflict Situations	CR105	New Westminster	\$350
Oct 16-18	Dynamics of Power	CR320	New Westminster	\$525
Oct 17-19	Mediation Skills Level I	CR250	NLC Ft St John	\$650
Oct 17-19	Dealing With Anger	CR200	New Westminster	\$525
Oct 19	Role-play Practice Clinic	CR930	Victoria JIBC	\$180
Oct 22-24	Resolving Conflict in the Workplace	CR110B	Chilliwack JIBC	\$525
Oct 22-27	Negotiation Skills Level I	CR260	Langara Vancouver (Eves/Sat)	\$525

DATE	COURSE		LOCATION	FEE
2007 CONTINUED				
Oct 22	Preparing for your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Oct 22-24	Dealing with Interpersonal Conflict	CR110A	YWCA-Vancouver	\$525
Oct 24-26	Resolving Conflict in the Workplace	CR110B	Victoria JIBC	\$540
Oct 24-26	Resolving Conflict in the Workplace	CR110B	NWCC Smithers	\$575
Oct 24-26	Negotiation Skills Level I	CR260	NLC Dawson Creek	\$650
Oct 24-26	Negotiation Skills Level I	CR260	New Westminster	\$525
Oct 29-Nov 2	Mediation Skills Level II	CR400	Victoria JIBC	\$850
Oct 29-30	Building Your Communication Toolbox	CR102	New Westminster	\$350
Oct 31-Nov 2	Resolving Conflict in the Workplace	CR110B	Maple Ridge JIBC	\$525
Oct 31-Nov 2	Mediation Skills Level I	CR250	New Westminster	\$525
Nov 2	Role-play Practice Clinic	CR930	New Westminster	\$165
Nov 5	Assessment: Mediation/Third-party Intervention	CR975	New Westminster	\$515
Nov 5-7	Resolving Conflict in the Workplace	CR110B	NWCC Terrace	\$575
Nov 5-7	Dealing With Anger	CR200	Victoria JIBC	\$540
Nov 5-7	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Nov 5-9	Mediation Skills Level II	CR400	New Westminster	\$850
Nov 6-8	Resolving Conflict in the Workplace	CR110B	CNC Quesnel	\$550
Nov 7-9	Applying Conflict Theory: From Awareness to Analysis	CR151	New Westminster	\$525
Nov 8-9	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Malaspina Nanaimo	\$395
Nov 13-15	Dealing With Anger	CR200	New Westminster	\$525
Nov 14-16	Applying Conflict Theory: From Awareness to Analysis	CR151	Victoria JIBC	\$540
Nov 14-16	Dealing With Anger	CR200	NLC Ft St John	\$650
Nov 15-16	Asserting Yourself in Conflict Situations	CR105	OC Salmon Arm	\$450
Nov 15-16	Defining Issues and Setting the Agenda	CR252	New Westminster	\$350
Nov 16	Preparing for your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Nov 17-20	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Langara Vancouver (Eves)	\$350
Nov 19-20	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	NLC Dawson Creek	\$550
Nov 19-21	Dealing with Interpersonal Conflict	CR110A	Victoria JIBC	\$540
Nov 19	Assessment: Negotiation	CR950	New Westminster	\$415
Nov 19-20	Managing the Hostile Individual	CR108	New Westminster	\$350
Nov 21-23	Mediation Skills Level I	CR250	NWCC Pr Rupert	\$575

DATE	COURSE		LOCATION	FEE
2007 CONTINUED				
Nov 21-23	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Nov 22-23	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Victoria JIBC	\$395
Nov 22-24	Resolving Conflict in the Workplace	CR110B	OC Penticton	\$550
Nov 23	Preparing for your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
Nov 26	Preparing for your Negotiation Assessment (Reality Check)	CR910	Victoria JIBC	\$315
Nov 26	Assessment: Negotiation	CR950	New Westminster	\$415
Nov 26-28	Negotiation Skills Level I	CR260	YWCA-Vancouver	\$525
Nov 26-30	Negotiation Skills Level II	CR360	New Westminster	\$850
Nov 27	Preparing for your Mediation Assessment (Reality Check)	CR920	Victoria JIBC	\$370
Nov 28-29	Coaching Strategies: Developing People to Resolve Conflict	CR111	Victoria JIBC	\$395
Nov 28-30	Resolving Conflict in the Workplace	CR110B	UCFV Abbotsford	\$525
Nov 28-30	Resolving Conflict in the Workplace	CR110B	CNC Mackenzie	\$550
Nov 29-30	Asserting Yourself in Conflict Situations	CR105	New Westminster	\$350
Dec 3-4	Asserting Yourself in Conflict Situations	CR105	Victoria JIBC	\$395
Dec 3-5	Resolving Conflict in the Workplace	CR110B	NWCC Kitimat	\$575
Dec 3-5	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	New Westminster	\$525
Dec 3-8	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Langara Vancouver (Eves/Sat)	\$525
Dec 4-6	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Dec 5-7	Resolving Conflict in the Workplace	CR110B	Victoria JIBC	\$540
Dec 5-7	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	NLC Dawson Creek	\$650
Dec 5-7	Negotiation Skills Level I	CR260	CNC Prince George	\$550
Dec 6-7	Coaching Strategies: Developing People to Resolve Conflict	CR111	New Westminster	\$350
Dec 6-8	Negotiation Skills Level I	CR260	OC Kelowna	\$550
Dec 7	Preparing for your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Dec 10-12	Mediation Skills Level I	CR250	YWCA-Vancouver	\$525
Dec 10-12	Shifting from Positions to Interests	CR303	New Westminster	\$550
Dec 11-13	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Victoria JIBC	\$540
Dec 12-14	Dealing With Anger	CR200	New Westminster	\$525

DATE	COURSE		LOCATION	FEE
2007 CONTINUED				
Dec 13-14	Building Consensus	CR516	New Westminster	\$370
Dec 14	Assessment: Negotiation	CR950	New Westminster	\$415
Dec 17	Assessment: Mediation/Third-party Intervention	CR975	New Westminster	\$515
Dec 17-18	Giving & Receiving Constructive Feedback	CR206	New Westminster	\$350
Dec 17-19	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Dec 20-21	Building Your Communication Toolbox	CR102	New Westminster	\$350
2008				
Jan 8-10	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Jan 14-15	Asserting Yourself in Conflict Situations	CR105	New Westminster	\$350
Jan 16-18	Negotiation Skills Level I	CR260	New Westminster	\$525
Jan 18	Assessment: Negotiation	CR950	New Westminster	\$415
Jan 21-23	Mediation Skills Level I	CR250	New Westminster	\$525
Jan 23-25	Resolving Conflict in the Workplace	CR110B	Victoria JIBC	\$540
Jan 23-25	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Jan 25	Preparing for your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
Jan 28-Feb 1	Mediation Skills Level II	CR400	New Westminster	\$850
Jan 29-30	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	OC Kelowna	\$450
Jan 30-Feb 1	Resolving Conflict in the Workplace	CR110B	NLC Ft St John	\$650
Jan 30-Feb 1	Negotiation Skills Level I	CR260	Victoria JIBC	\$540
Feb 4	Preparing for your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Feb 4-6	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Feb 6	Assessment: Negotiation	CR950	Victoria JIBC	\$430
Feb 6-8	Dealing With Anger	CR200	New Westminster	\$525
Feb 7	Assessment: Mediation/Third-party Intervention	CR975	Victoria JIBC	\$530
Feb 7-8	Building Your Communication Toolbox	CR102	New Westminster	\$350
Feb 11-13	Dealing with Defensiveness in Conflict	CR319	New Westminster	\$525
Feb 12	Asking Better Questions	CR318	Victoria JIBC	\$190
Feb 12-14	Negotiation Skills Level I	CR260	New Westminster	\$525
Feb 13-14	Defining Issues and Setting the Agenda	CR252	Victoria JIBC	\$395
Feb 13-15	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Feb 15	Assessment: Mediation/Third-party Intervention	CR975	New Westminster	\$515
Feb 18-19	Building Your Communication Toolbox	CR102	CNC Prince George	\$450

DATE	COURSE		LOCATION	FEE
2008 CONTINUED				
Feb 18-23	Resolving Conflict in the Workplace	CR110B	Langara Vancouver (Eves/Sat)	\$525
Feb 18-Mar 30	Theoretical Foundations of Dispute Resolution	CR125	Online	\$525
Feb 18-19	Asserting Yourself in Conflict Situations	CR105	YWCA-Vancouver	\$350
Feb 18-20	Shifting from Positions to Interests	CR303	New Westminster	\$550
Feb 18-22	Negotiation Skills Level II	CR360	New Westminster	\$850
Feb 19-20	Managing the Hostile Individual	CR108	Victoria JIBC	\$395
Feb 20-22	Mediation Skills Level I	CR250	New Westminster	\$525
Feb 21-22	Unfinished Business	CR316	New Westminster	\$370
Feb 25-27	Dealing With Anger	CR200	Malaspina Nanaimo	\$540
Feb 25	Preparing for your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Feb 25-26	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	New Westminster	\$350
Feb 26-28	Resolving Conflict in the Workplace	CR110B	Victoria JIBC	\$540
Feb 27-29	Resolving Conflict in the Workplace	CR110B	NWCC Smithers	\$575
Feb 27-28	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	CR508	New Westminster	\$350
Feb 27-29	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Feb 28	Assessment: Negotiation	CR950	New Westminster	\$415
Feb 29	Preparing for your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
Mar 3-5	Mediation Skills Level I	CR250	Victoria JIBC	\$540
Mar 3-Apr 27	Civil Procedure	CR846	Online	\$350
Mar 3-4	Managing the Hostile Individual	CR108	New Westminster	\$350
Mar 4-6	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Mar 5-6	Separate Meetings: Pre-Mediation & Caucusing	CR415	New Westminster	\$370
Mar 5-7	Negotiation Skills Level I	CR260	New Westminster	\$525
Mar 6-7	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Victoria JIBC	\$395
Mar 7	Assessment: Negotiation	CR950	New Westminster	\$415
Mar 10-12	Resolving Conflict in the Workplace	CR110B	CNC Nechako	\$550
Mar 10-12	Negotiation Skills Level I	CR260	NWCC Smithers	\$575
Mar 10-15	Negotiation Skills Level I	CR260	Langara Vancouver (Eves/Sat)	\$525

DATE	COURSE		LOCATION	FEE
2008 CONTINUED				
Mar 10	Preparing for your Negotiation Assessment (Reality Check)	CR910	Victoria JIBC	\$315
Mar 10-12	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	New Westminster	\$525
Mar 11	Preparing for your Mediation Assessment (Reality Check)	CR920	Victoria JIBC	\$370
Mar 11-13	Mediation Skills Level I	CR250	New Westminster	\$525
Mar 12-14	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Victoria JIBC	\$540
Mar 12-14	Negotiation Skills Level I	CR260	NLC Ft St John	\$650
Mar 12-14	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Mar 13-14	Asserting Yourself in Conflict Situations	CR105	Chilliwack JIBC	\$350
Mar 13-14	Coaching Strategies: Developing People to Resolve Conflict	CR111	New Westminster	\$350
Mar 14	Assessment: Mediation/Third-party Intervention	CR975	New Westminster	\$515
Mar 17-18	Asserting Yourself in Conflict Situations	CR105	Victoria JIBC	\$395
Mar 17-18	Building Your Communication Toolbox	CR102	New Westminster	\$350
Mar 17-19	Applying Conflict Theory: From Awareness to Analysis	CR151	New Westminster	\$525
Mar 18-20	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Mar 19-20	Asserting Yourself in Conflict Situations	CR105	New Westminster	\$350
Mar 25	Preparing for your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Mar 25-26	Defining Issues and Setting the Agenda	CR252	New Westminster	\$350
Mar 26-28	Resolving Conflict in the Workplace	CR110B	Victoria JIBC	\$540
Mar 26-28	Resolving Conflict in the Workplace	CR110B	CNC Burns Lake	\$550
Mar 26-28	Resolving Conflict in the Workplace	CR110B	YWCA-Vancouver	\$525
Mar 26-28	Dealing With Anger	CR200	New Westminster	\$525
Mar 27-28	Building Your Communication Toolbox	CR102	Maple Ridge JIBC	\$350
Mar 27	Identifying Control and Abuse in Pre-Mediation	CR515	New Westminster	\$175
Mar 28	Assessment: Negotiation	CR950	New Westminster	\$415
Mar 28	Asking Better Questions	CR318	New Westminster	\$175
Mar 31	Ethical Dilemmas for Mediators in BC	CR326	New Westminster	\$175
Mar 31	Preparing for your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
Mar 31-Apr 4	Mediation Skills Level II	CR400	New Westminster	\$850
Apr 2-4	Dealing With Anger	CR200	CNC Prince George	\$550

DATE	COURSE		LOCATION	FEE
2008 CONTINUED				
Apr 2-4	Negotiation Skills Level I	CR260	NWCC Terrace	\$575
Apr 3-4	Building Your Communication Toolbox	CR102	Victoria JIBC	\$395
Apr 7-8	Building Your Communication Toolbox	CR102	OC Salmon Arm	\$450
Apr 8-9	Balancing Empathy and Assertion	CR327	Victoria JIBC	\$395
Apr 14-15	Coaching Strategies: Developing People to Resolve Conflict	CR111	NLC Ft St John	\$550
Apr 14-16	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Apr 14-17	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Langara Vancouver (Eves)	\$350
Apr 14-18	Negotiation Skills Level II	CR360	Victoria JIBC	\$850
Apr 15-17	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	OC Kelowna	\$550
Apr 15-17	Negotiation Skills Level I	CR260	CNC Quesnel	\$550
Apr 15-16	Mediation Skills Level III	CR829	New Westminster	\$370
Apr 16-18	Negotiation Skills Level I	CR260	New Westminster	\$525
Apr 17-18	Coaching Strategies: Developing People to Resolve Conflict	CR111	Victoria JIBC	\$395
Apr 21-23	Mediation Skills Level I	CR250	New Westminster	\$525
Apr 22-23	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	NWCC Smithers	\$475
Apr 23-25	Dealing with Interpersonal Conflict	CR110A	Victoria JIBC	\$540
Apr 23-25	Resolving Conflict in the Workplace	CR110B	UCFV Abbotsford	\$525
Apr 24	Role-play Practice Clinic	CR930	New Westminster	\$165
Apr 25	Preparing for your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Apr 28	Assessment: Mediation/Third-party Intervention	CR975	New Westminster	\$515
Apr 28-May 2	Negotiation Skills Level II	CR360	New Westminster	\$850
Apr 29-May 1	Negotiation Skills Level I	CR260	Victoria JIBC	\$540
Apr 30	Assessment: Negotiation	CR950	New Westminster	\$415
Apr 30-May 2	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
May 5	Preparing for your Negotiation Assessment (Reality Check)	CR910	Victoria JIBC	\$315
May 5	Preparing for your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
May 5-6	Balancing Empathy and Assertion	CR327	New Westminster	\$350
May 5-10	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Langara Vancouver (Eves/Sat)	\$525
May 5-Jun 15	Theoretical Foundations of Dispute Resolution	CR125	Online	\$525

DATE	COURSE		LOCATION	FEE
2008 CONTINUED				
May 6	Preparing for your Mediation Assessment (Reality Check)	CR920	Victoria JIBC	\$370
May 7-8	Coaching Strategies: Developing People to Resolve Conflict	CR111	OC Penticton	\$450
May 7-8	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Malaspina Nanaimo	\$395
May 7-9	Dealing With Anger	CR200	Victoria JIBC	\$540
May 7-9	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
May 7-9	Negotiation Skills Level I	CR260	New Westminster	\$525
May 8-9	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	CNC Prince George	\$450
May 12	Role-play Practice Clinic	CR930	OC Kelowna	\$225
May 12-14	Applying Conflict Theory: From Awareness to Analysis	CR151	Victoria JIBC	\$540
May 12-13	Building Your Communication Toolbox	CR102	YWCA-Vancouver	\$350
May 12-14	Mediation Skills Level I	CR250	New Westminster	\$525
May 13-15	Resolving Conflict in the Workplace	CR110B	NWCC Pr Rupert	\$575
May 13-14	Mediating Consciously: Being Real and Becoming Aware	CR858	New Westminster	\$370
May 14-15	Asserting Yourself in Conflict Situations	CR105	New Westminster	\$350
May 20-22	Dealing With Anger	CR200	New Westminster	\$525
May 21-23	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
May 23	Assessment: Negotiation	CR950	New Westminster	\$415
May 24-25	Coaching Strategies: Developing People to Resolve Conflict	CR111	UCFV Abbotsford	\$350
May 26-28	Resolving Conflict in the Workplace	CR110B	Victoria JIBC	\$540
May 26	Preparing for your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
May 27-28	Managing the Conflict Within	CR423	New Westminster	\$350
May 28-30	Resolving Conflict in the Workplace	CR110B	Chilliwack JIBC	\$525
May 30	Assessment: Mediation/Third-party Intervention	CR975	New Westminster	\$515
Jun 2-4	Resolving Conflict in the Workplace	CR110B	Maple Ridge JIBC	\$525
Jun 4	Role-play Practice Clinic	CR930	Victoria JIBC	\$180
Jun 4-6	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	CNC Prince George	\$550
Jun 4-6	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	NWCC Smithers	\$575
Jun 4-6	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Jun 6	Assessment: Mediation/Third-party Intervention	CR975	New Westminster	\$515

62 ccr course listings by date

DATE	COURSE		LOCATION	FEE
2008 CONTINUED				
Jun 9-10	Building Your Communication Toolbox	CR102	New Westminster	\$350
Jun 9-11	Dynamics of Power	CR320	New Westminster	\$525
Jun 11	Assessment: Negotiation	CR950	Victoria JIBC	\$430
Jun 11-13	Negotiation Skills Level I	CR260	New Westminster	\$525
Jun 12	Assessment: Mediation/Third-party Intervention	CR975	Victoria JIBC	\$530
Jun 12	The Art of Reframing	CR366	New Westminster	\$165
Jun 13	Preparing for your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
Jun 16-18	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	UCFV Abbotsford	\$525
Jun 16-18	Shifting from Positions to Interests	CR303	Victoria JIBC	\$550
Jun 16-17	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	New Westminster	\$350
Jun 16-18	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Jun 16-20	Mediation Skills Level II	CR400	New Westminster	\$850
Jun 18-19	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	CR508	New Westminster	\$350
Jun 19-20	Building Consensus	CR516	Victoria JIBC	\$395
Jun 20	Preparing for your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Jun 23-25	Mediation Skills Level I	CR250	New Westminster	\$525
Jun 23-25	Shifting from Positions to Interests	CR303	New Westminster	\$550
Jun 24-25	Building Your Communication Toolbox	CR102	NWCC Kitimat	\$475
Jun 24-26	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Jun 25-27	Resolving Conflict in the Workplace	CR110B	Victoria JIBC	\$540
Jun 25-27	Dealing With Anger	CR200	YWCA-Vancouver	\$525
Jun 26-27	Building Consensus	CR516	New Westminster	\$370
Jun 27	Assessment: Negotiation	CR950	New Westminster	\$415
Jul 3-4	Asserting Yourself in Conflict Situations	CR105	New Westminster	\$350
Jul 7-11	Negotiation Skills Level II	CR360	New Westminster	\$850
Jul 9-10	Asserting Yourself in Conflict Situations	CR105	Victoria JIBC	\$395
Jul 9	Role-play Practice Clinic	CR930	New Westminster	\$165
Jul 10-11	Giving & Receiving Constructive Feedback	CR206	New Westminster	\$350
Jul 14-16	Resolving Conflict in the Workplace	CR110B	Langara Vancouver (Eves/Sat)	\$525
Jul 14	Assessment: Mediation/Third-party Intervention	CR975	New Westminster	\$515
Jul 14-16	Resolving Conflict in the Workplace	CR110B	YWCA-Vancouver	\$525
Jul 15-17	Negotiation Skills Level I	CR260	New Westminster	\$525
Jul 16-18	Applying Conflict Theory: From Awareness to Analysis	CR151	New Westminster	\$525

DATE	COURSE		LOCATION	FEE
2008 CONTINUED				
Jul 17-18	Asserting Yourself in Conflict Situations	CR105	CNC Prince George	\$450
Jul 18	Preparing for your Mediation Assessment (Reality Check)	CR920	New Westminster	\$350
Jul 21-23	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Victoria JIBC	\$540
Jul 21	Assessment: Negotiation	CR950	New Westminster	\$415
Jul 21-22	Building Your Communication Toolbox	CR102	New Westminster	\$350
Jul 22-24	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Jul 23-25	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	New Westminster	\$525
Jul 25	Preparing for your Negotiation Assessment (Reality Check)	CR910	New Westminster	\$300
Jul 28-30	Negotiation Skills Level I	CR260	Langara Vancouver (Eves/Sat)	\$525
Jul 28-30	Dealing with Anger	CR200	New Westminster	\$525
Jul 29-31	Mediation Skills Level I	CR250	New Westminster	\$525
Aug 5-7	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Aug 6-8	Negotiation Skills Level I	CR260	New Westminster	\$525
Aug 11-13	Dealing with Interpersonal Conflict	CR110A	New Westminster	\$525
Aug 11-15	Mediation Skills Level II	CR400	New Westminster	\$850
Aug 12-13	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Langara Vancouver (Eves)	\$350
Aug 12-14	Resolving Conflict in the Workplace	CR110B	Victoria JIBC	\$540
Aug 14-15	Managing the Hostile Individual	CR108	YWCA-Vancouver	\$350
Aug 18-20	Resolving Conflict in the Workplace	CR110B	CNC Prince George	\$550
Aug 18-20	Dealing with Anger	CR200	New Westminster	\$525
Aug 18-20	Dealing with Defensiveness in Conflict	CR319	New Westminster	\$525
Aug 20-22	Mediation Skills Level I	CR250	New Westminster	\$525
Aug 21	Assessment: Mediation/Third-party Intervention	CR975	New Westminster	\$515
Aug 21-22	Asserting Yourself in Conflict Situations	CR105	New Westminster	\$350
Aug 22	Assessment: Negotiation	CR950	New Westminster	\$415
Aug 25-27	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Langara Vancouver (Eves/Sat)	\$525
Aug 25-27	Negotiation Skills Level I	CR260	Victoria JIBC	\$540
Aug 25	Assessment: Negotiation	CR950	New Westminster	\$415
Aug 25-27	Resolving Conflict in the Workplace	CR110B	New Westminster	\$525
Aug 25-29	Negotiation Skills Level II	CR360	New Westminster	\$850
Aug 28	Assessment: Mediation/Third-party Intervention	CR975	New Westminster	\$515
Aug 28-29	Building Your Communication Toolbox	CR102	New Westminster	\$350

DATE	COURSE		INSTRUCTOR	FEE
COLLEGE OF NEW CALEDONIA - BURNS LAKE				
Mar 26-28	Resolving Conflict in the Workplace	CR110B	Jim Toogood	\$550
COLLEGE OF NEW CALEDONIA - MACKENZIE				
Nov 28-30	Resolving Conflict in the Workplace	CR110B	Sandra Rossi	\$550
COLLEGE OF NEW CALEDONIA - NECHAKO				
Mar 10-12	Resolving Conflict in the Workplace	CR110B	Sandra Rossi	\$550
COLLEGE OF NEW CALEDONIA - PRINCE GEORGE				
Oct 15-17	Resolving Conflict in the Workplace	CR110B	TBA	\$550
Dec 5-7	Negotiation Skills Level I	CR260	Kelly Henderson	\$550
Feb 18-19	Building Your Communication Toolbox	CR102	Josie Stiles	\$450
Apr 2-4	Dealing With Anger	CR200	Gordon White	\$550
May 8-9	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Ron Monk	\$450
Jun 4-6	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Linda Dobson-Sayer	\$550
Jul 17-18	Asserting Yourself in Conflict Situations	CR105	Janice Bateman	\$450
Aug 18-20	Resolving Conflict in the Workplace	CR110B	Dale Zaiser	\$550
COLLEGE OF NEW CALEDONIA - QUESNEL				
Nov 6-8	Resolving Conflict in the Workplace	CR110B	Jim Toogood	\$550
Apr 15-17	Negotiation Skills Level I	CR260	Gordon White	\$550
JUSTICE INSTITUTE OF BC - CHILLIWACK				
Oct 22-24	Resolving Conflict in the Workplace	CR110B	Jim Toogood	\$525
Mar 13-14	Asserting Yourself in Conflict Situations	CR105	Jim Toogood	\$350
May 28-30	Resolving Conflict in the Workplace	CR110B	Derm McNulty	\$525
JUSTICE INSTITUTE OF BC - MAPLE RIDGE				
Oct 31-Nov 2	Resolving Conflict in the Workplace	CR110B	Kelly Henderson	\$525
Mar 27-28	Building Your Communication Toolbox	CR102	TBA	\$350
Jun 2-4	Resolving Conflict in the Workplace	CR110B	Jim Toogood	\$525

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - NEW WESTMINSTER				
Sep 12-14	Resolving Conflict in the Workplace	CR110B	Derm McNulty	\$525
Sep 17-18	Building Your Communication Toolbox	CR102	Sue Wazny	\$350
Sep 19-21	Negotiation Skills Level I	CR260	Jim Toogood	\$525
Sep 24-26	Dealing with Interpersonal Conflict	CR110A	Gary Harper	\$525
Sep 24-26	Shifting from Positions to Interests	CR303	Arthur Ridgeway	\$550
Sep 26-28	Mediation Skills Level I	CR250	Ron Monk	\$525
Sep 27-28	Unfinished Business	CR316	Arthur Ridgeway	\$370
Oct 1	The Art of Reframing	CR366	Deborah White	\$165
Oct 2-3	Separate Meetings: Pre-Mediation & Caucusing	CR415	Michael Fogel	\$370
Oct 9-10	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Ron Monk	\$350
Oct 10-12	Resolving Conflict in the Workplace	CR110B	Joan Balmer	\$525
Oct 15	Preparing for your Mediation Assessment (Reality Check)	CR920	tba	\$350
Oct 15-16	Asserting Yourself in Conflict Situations	CR105	Nancy McPhee	\$350
Oct 16-18	Dynamics of Power	CR320	Joan Balmer	\$525
Oct 17-19	Dealing With Anger	CR200	Janice Bateman	\$525
Oct 22	Preparing for your Negotiation Assessment (Reality Check)	CR910	tba	\$300
Oct 24-26	Negotiation Skills Level I	CR260	Linda Dobson-Sayer	\$525
Oct 29-30	Building Your Communication Toolbox	CR102	Jim Toogood	\$350
Oct 31-Nov 2	Mediation Skills Level I	CR250	Sue Wazny	\$525
Nov 2	Role-play Practice Clinic	CR930	tba	\$165
Nov 5	Assessment: Mediation/Third-party Intervention	CR975	tba	\$515
Nov 5-7	Resolving Conflict in the Workplace	CR110B	Nancy McPhee	\$525
Nov 5-9	Mediation Skills Level II	CR400	Donna Soules	\$850
Nov 7-9	Applying Conflict Theory: From Awareness to Analysis	CR151	Brian Frank	\$525
Nov 13-15	Dealing With Anger	CR200	Sue Wazny	\$525

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - NEW WESTMINSTER CONTINUED				
Nov 15-16	Defining Issues and Setting the Agenda	CR252	Ron Monk	\$350
Nov 16	Preparing for your Negotiation Assessment (Reality Check)	CR910	tba	\$300
Nov 19	Assessment: Negotiation	CR950	tba	\$415
Nov 19-20	Managing the Hostile Individual	CR108	Mario Govorchin	\$350
Nov 21-23	Dealing with Interpersonal Conflict	CR110A	Nancy McPhee	\$525
Nov 23	Preparing for your Mediation Assessment (Reality Check)	CR920	tba	\$350
Nov 26	Assessment: Negotiation	CR950	tba	\$415
Nov 26-30	Negotiation Skills Level II	CR360	Deborah White	\$850
Nov 29-30	Asserting Yourself in Conflict Situations	CR105	Gordon White	\$350
Dec 3-5	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Linda Dobson-Sayer	\$525
Dec 4-6	Resolving Conflict in the Workplace	CR110B	Derm McNulty	\$525
Dec 6-7	Coaching Strategies: Developing People to Resolve Conflict	CR111	Linda Dobson-Sayer	\$350
Dec 7	Preparing for your Negotiation Assessment (Reality Check)	CR910	tba	\$300
Dec 10-12	Shifting from Positions to Interests	CR303	Arthur Ridgeway	\$550
Dec 12-14	Dealing With Anger	CR200	Stacey Holloway	\$525
Dec 13-14	Building Consensus	CR516	Arthur Ridgeway	\$370
Dec 14	Assessment: Negotiation	CR950	tba	\$415
Dec 17	Assessment: Mediation/ Third-party Intervention	CR975	tba	\$515
Dec 17-18	Giving & Receiving Constructive Feedback	CR206	Deborah White	\$350
Dec 17-19	Dealing with Interpersonal Conflict	CR110A	Joan Balmer	\$525
Dec 20-21	Building Your Communication Toolbox	CR102	Derm McNulty	\$350

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - NEW WESTMINSTER CONTINUED				
2008				
Jan 8-10	Resolving Conflict in the Workplace	CR110B	Mario Govorchin	\$525
Jan 14-15	Asserting Yourself in Conflict Situations	CR105	Joan Balmer	\$350
Jan 16-18	Negotiation Skills Level I	CR260	Dale Zaiser	\$525
Jan 18	Assessment: Negotiation	CR950	tba	\$415
Jan 21-23	Mediation Skills Level I	CR250	Jim Toogood	\$525
Jan 23-25	Dealing with Interpersonal Conflict	CR110A	Ron Monk	\$525
Jan 25	Preparing for your Mediation Assessment (Reality Check)	CR920	tba	\$350
Jan 28-Feb 1	Mediation Skills Level II	CR400	Deborah White	\$850
Feb 4	Preparing for your Negotiation Assessment (Reality Check)	CR910	tba	\$300
Feb 4-6	Resolving Conflict in the Workplace	CR110B	tba	\$525
Feb 6-8	Dealing With Anger	CR200	Nancy McPhee	\$525
Feb 7-8	Building Your Communication Toolbox	CR102	Kelly Henderson	\$350
Feb 11-13	Dealing with Defensiveness in Conflict	CR319	Donna Soules	\$525
Feb 12-14	Negotiation Skills Level I	CR260	Janice Bateman	\$525
Feb 13-15	Dealing with Interpersonal Conflict	CR110A	tba	\$525
Feb 15	Assessment: Mediation/ Third-party Intervention	CR975	tba	\$515
Feb 18-20	Shifting from Positions to Interests	CR303	Arthur Ridgeway	\$550
Feb 18-22	Negotiation Skills Level II	CR360	Nancy McPhee	\$850
Feb 20-22	Mediation Skills Level I	CR250	tba	\$525
Feb 21-22	Unfinished Business	CR316	Arthur Ridgeway	\$370
Feb 25	Preparing for your Negotiation Assessment (Reality Check)	CR910	tba	\$300
Feb 25-26	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Deborah White	\$350
Feb 27-28	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	CR508	Deborah White	\$350

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - NEW WESTMINSTER CONTINUED				
Feb 27-29	Resolving Conflict in the Workplace	CR110B	tba	\$525
Feb 28	Assessment: Negotiation	CR950	tba	\$415
Feb 29	Preparing for your Mediation Assessment (Reality Check)	CR920	tba	\$350
Mar 3-4	Managing the Hostile Individual	CR108	Mario Govorchin	\$350
Mar 4-6	Dealing with Interpersonal Conflict	CR110A	Deborah White	\$525
Mar 5-6	Separate Meetings: Pre-Mediation & Caucusing	CR415	Michael Fogel	\$370
Mar 5-7	Negotiation Skills Level I	CR260	Sue Wazny	\$525
Mar 7	Assessment: Negotiation	CR950	tba	\$415
Mar 10-12	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Linda Dobson-Sayer	\$525
Mar 11-13	Mediation Skills Level I	CR250	Janice Bateman	\$525
Mar 12-14	Resolving Conflict in the Workplace	CR110B	tba	\$525
Mar 13-14	Coaching Strategies: Developing People to Resolve Conflict	CR111	Linda Dobson-Sayer	\$350
Mar 14	Assessment: Mediation/ Third-party Intervention	CR975	tba	\$515
Mar 17-18	Building Your Communication Toolbox	CR102	tba	\$350
Mar 17-19	Applying Conflict Theory: From Awareness to Analysis	CR151	Brian Frank	\$525
Mar 18-20	Dealing with Interpersonal Conflict	CR110A	Jim Toogood	\$525
Mar 19-20	Asserting Yourself in Conflict Situations	CR105	tba	\$350
Mar 25	Preparing for your Negotiation Assessment (Reality Check)	CR910	tba	\$300
Mar 25-26	Defining Issues and Setting the Agenda	CR252	Ron Monk	\$350
Mar 26-28	Dealing With Anger	CR200	Joan Balmer	\$525
Mar 27	Identifying Control and Abuse in Pre-Mediation	CR515	Ron Monk	\$175
Mar 28	Asking Better Questions	CR318	Gordon Sloan	\$175
Mar 28	Assessment: Negotiation	CR950	tba	\$415

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - NEW WESTMINSTER CONTINUED				
Mar 31	Ethical Dilemmas for Mediators in BC	CR326	Lee Turnbull	\$175
Mar 31	Preparing for your Mediation Assessment (Reality Check)	CR920	tba	\$350
Mar 31-Apr 4	Mediation Skills Level II	CR400	Linda Dobson-Sayer	\$850
Apr 14-16	Resolving Conflict in the Workplace	CR110B	Deborah White	\$525
Apr 15-16	Mediation Skills Level III	CR829	Michael Fogel	\$370
Apr 16-18	Negotiation Skills Level I	CR260	Jim Toogood	\$525
Apr 21-23	Mediation Skills Level I	CR250	Deborah White	\$525
Apr 24	Role-play Practice Clinic	CR930	tba	\$165
Apr 25	Preparing for your Negotiation Assessment (Reality Check)	CR910	tba	\$300
Apr 28	Assessment: Mediation/ Third-party Intervention	CR975	tba	\$515
Apr 28-May 2	Negotiation Skills Level II	CR360	Ron Monk	\$850
Apr 30	Assessment: Negotiation	CR950	tba	\$415
Apr 30-May 2	Dealing with Interpersonal Conflict	CR110A	tba	\$525
May 5	Preparing for your Mediation Assessment (Reality Check)	CR920	tba	\$350
May 5-6	Balancing Empathy and Assertion	CR327	Joan Balmer	\$350
May 7-9	Resolving Conflict in the Workplace	CR110B	Kelly Henderson	\$525
May 7-9	Negotiation Skills Level I	CR260	tba	\$525
May 12-14	Mediation Skills Level I	CR250	Derm McNulty	\$525
May 13-14	Mediating Consciously: Being Real and Becoming Aware	CR858	Michael Fogel	\$370
May 14-15	Asserting Yourself in Conflict Situations	CR105	Deborah White	\$350
May 20-22	Dealing With Anger	CR200	Nancy McPhee	\$525
May 21-23	Dealing with Interpersonal Conflict	CR110A	Sue Wazny	\$525
May 23	Assessment: Negotiation	CR950	tba	\$415
May 26	Preparing for your Negotiation Assessment (Reality Check)	CR910	tba	\$300

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - NEW WESTMINSTER CONTINUED				
May 27-28	Managing the Conflict Within	CR423	Joan Balmer	\$350
May 30	Assessment: Mediation/ Third-party Intervention	CR975	tba	\$515
Jun 4-6	Resolving Conflict in the Workplace	CR110B	Joan Balmer	\$525
Jun 6	Assessment: Mediation/ Third-party Intervention	CR975	tba	\$515
Jun 9-10	Building Your Communication Toolbox	CR102	Jim Toogood	\$350
Jun 9-11	Dynamics of Power	CR320	Joan Balmer	\$525
Jun 11-13	Negotiation Skills Level I	CR260	Mario Govorchin	\$525
Jun 12	The Art of Reframing	CR366	Deborah White	\$165
Jun 13	Preparing for your Mediation Assessment (Reality Check)	CR920	tba	\$350
Jun 16-17	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Nancy McPhee	\$350
Jun 16-18	Resolving Conflict in the Workplace	CR110B	Gary Harper	\$525
Jun 16-20	Mediation Skills Level II	CR400	Ron Monk	\$850
Jun 18-19	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	CR508	Nancy McPhee	\$350
Jun 20	Preparing for your Negotiation Assessment (Reality Check)	CR910	tba	\$300
Jun 23-25	Mediation Skills Level I	CR250	Linda Dobson- Sayer	\$525
Jun 23-25	Shifting from Positions to Interests	CR303	Arthur Ridgeway	\$550
Jun 24-26	Dealing with Interpersonal Conflict	CR110A	Derm McNulty	\$525
Jun 26-27	Building Consensus	CR516	Arthur Ridgeway	\$370
Jun 27	Assessment: Negotiation	CR950	tba	\$415
Jul 3-4	Asserting Yourself in Conflict Situations	CR105	Nancy McPhee	\$350
Jul 7-11	Negotiation Skills Level II	CR360	Dale Zaiser	\$850
Jul 9	Role-play Practice Clinic	CR930	tba	\$165
Jul 10-11	Giving & Receiving Constructive Feedback	CR206	Deborah White	\$350
Jul 14	Assessment: Mediation/ Third-party Intervention	CR975	tba	\$515

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - NEW WESTMINSTER CONTINUED				
Jul 15-17	Negotiation Skills Level I	CR260	Deborah White	\$525
Jul 16-18	Applying Conflict Theory: From Awareness to Analysis	CR151	Brian Frank	\$525
Jul 18	Preparing for your Mediation Assessment (Reality Check)	CR920	tba	\$350
Jul 21	Assessment: Negotiation	CR950	tba	\$415
Jul 21-22	Building Your Communication Toolbox	CR102	tba	\$350
Jul 22-24	Dealing with Interpersonal Conflict	CR110A	Mario Govorchin	\$525
Jul 23-25	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Ron Monk	\$525
Jul 25	Preparing for your Negotiation Assessment (Reality Check)	CR910	tba	\$300
Jul 28-30	Dealing with Anger	CR200	Joan Balmer	\$525
Jul 29-31	Mediation Skills Level I	CR250	Jim Toogood	\$525
Aug 5-7	Resolving Conflict in the Workplace	CR110B	Dale Zaiser	\$525
Aug 6-8	Negotiation Skills Level I	CR260	tba	\$525
Aug 11-13	Dealing with Interpersonal Conflict	CR110A	tba	\$525
Aug 11-15	Mediation Skills Level II	CR400	Linda Dobson- Sayer	\$850
Aug 18-20	Dealing with Anger	CR200	Stacey Holloway	\$525
Aug 18-20	Dealing with Defensiveness in Conflict	CR319	Donna Soules	\$525
Aug 20-22	Mediation Skills Level I	CR250	Deborah White	\$525
Aug 21	Assessment: Mediation/ Third-party Intervention	CR975	tba	\$515
Aug 21-22	Asserting Yourself in Conflict Situations	CR105	Ron Monk	\$350
Aug 22	Assessment: Negotiation	CR950	tba	\$415
Aug 25	Assessment: Negotiation	CR950	tba	\$415
Aug 25-27	Resolving Conflict in the Workplace	CR110B	Nancy McPhee	\$525
Aug 25-29	Negotiation Skills Level II	CR360	Mario Govorchin	\$850
Aug 28	Assessment: Mediation/ Third-party Intervention	CR975	tba	\$515
Aug 28-29	Building Your Communication Toolbox	CR102	Sue Wazny	\$350

72 ccr course listings by location

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - VICTORIA				
Sep 19-21	Resolving Conflict in the Workplace	CR110B	Linda Dobson-Sayer	\$540
Sep 25-27	Negotiation Skills Level I	CR260	Donna Soules	\$540
Oct 1-3	Mediation Skills Level I	CR250	Brian Frank	\$540
Oct 11-12	Building Your Communication Toolbox	CR102	Donna Soules	\$395
Oct 15-17	Dealing with Defensiveness in Conflict	CR319	Donna Soules	\$540
Oct 19	Role-play Practice Clinic	CR930	Brian Frank	\$180
Oct 24-26	Resolving Conflict in the Workplace	CR110B	Gordon White	\$540
Oct 29-Nov 2	Mediation Skills Level II	CR400	Ron Monk	\$850
Nov 5-7	Dealing With Anger	CR200	Linda Dobson-Sayer	\$540
Nov 14-16	Applying Conflict Theory: From Awareness to Analysis	CR151	Brian Frank	\$540
Nov 19-21	Dealing with Interpersonal Conflict	CR110A	Donna Soules	\$540
Nov 22-23	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Ron Monk	\$395
Nov 26	Preparing for your Negotiation Assessment (Reality Check)	CR910	tba	\$315
Nov 27	Preparing for your Mediation Assessment (Reality Check)	CR920	tba	\$370
Nov 28-29	Coaching Strategies: Developing People to Resolve Conflict	CR111	Linda Dobson-Sayer	\$395
Dec 3-4	Asserting Yourself in Conflict Situations	CR105	Nancy McPhee	\$395
Dec 5-7	Resolving Conflict in the Workplace	CR110B	Donna Soules	\$540
Dec 11-13	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Linda Dobson-Sayer	\$540
2008				
Jan 23-25	Resolving Conflict in the Workplace	CR110B	Brian Frank	\$540
Jan 30-Feb 1	Negotiation Skills Level I	CR260	Gordon White	\$540

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - VICTORIA CONTINUED				
Feb 6	Assessment: Negotiation	CR950	tba	\$430
Feb 7	Assessment: Mediation/ Third-party Intervention	CR975	tba	\$530
Feb 12	Asking Better Questions	CR318	Gordon Sloan	\$190
Feb 13-14	Defining Issues and Setting the Agenda	CR252	Ron Monk	\$395
Feb 19-20	Managing the Hostile Individual	CR108	Mario Govorchin	\$395
Feb 26-28	Resolving Conflict in the Workplace	CR110B	Donna Soules	\$540
Mar 3-5	Mediation Skills Level I	CR250	Brian Frank	\$540
Mar 6-7	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Nancy McPhee	\$395
Mar 10	Preparing for your Negotiation Assessment (Reality Check)	CR910	tba	\$315
Mar 11	Preparing for your Mediation Assessment (Reality Check)	CR920	tba	\$370
Mar 12-14	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Ron Monk	\$540
Mar 17-18	Asserting Yourself in Conflict Situations	CR105	Nancy McPhee	\$395
Mar 26-28	Resolving Conflict in the Workplace	CR110B	Donna Soules	\$540
Apr 3-4	Building Your Communication Toolbox	CR102	tba	\$395
Apr 8-9	Balancing Empathy and Assertion	CR327	Joan Balmer	\$395
Apr 14-18	Negotiation Skills Level II	CR360	Nancy McPhee	\$850
Apr 17-18	Coaching Strategies: Developing People to Resolve Conflict	CR111	Linda Dobson- Sayer	\$395
Apr 23-25	Dealing with Interpersonal Conflict	CR110A	Gordon White	\$540
Apr 29-May 1	Negotiation Skills Level I	CR260	Donna Soules	\$540
May 5	Preparing for your Negotiation Assessment (Reality Check)	CR910	tba	\$315

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - VICTORIA CONTINUED				
May 6	Preparing for your Mediation Assessment (Reality Check)	CR920	tba	\$370
May 7-9	Dealing With Anger	CR200	Gordon White	\$540
May 12-14	Applying Conflict Theory: From Awareness to Analysis	CR151	Brian Frank	\$540
May 26-28	Resolving Conflict in the Workplace	CR110B	tba	\$540
Jun 4	Role-play Practice Clinic	CR930	Gordon White	\$180
Jun 11	Assessment: Negotiation	CR950	tba	\$430
Jun 12	Assessment: Mediation/ Third-party Intervention	CR975	tba	\$530
Jun 16-18	Shifting from Positions to Interests	CR303	Arthur Ridgeway	\$550
Jun 19-20	Building Consensus	CR516	Arthur Ridgeway	\$395
Jun 25-27	Resolving Conflict in the Workplace	CR110B	Brian Frank	\$540
Jul 9-10	Asserting Yourself in Conflict Situations	CR105	Linda Dobson-Sayer	\$395
Jul 21-23	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Linda Dobson-Sayer	\$540
Aug 12-14	Resolving Conflict in the Workplace	CR110B	Ron Monk	\$540
Aug 25-27	Negotiation Skills Level I	CR260	Gordon White	\$540
LANGARA COLLEGE - VANCOUVER				
Sep 24-30	Resolving Conflict in the Workplace	CR110B	Kelly Henderson	\$525
Oct 22-27	Negotiation Skills Level I	CR260	Deborah White	\$525
Nov 17-20	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	tba	\$350
Dec 3-8	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Deborah White	\$525
Feb 18-23	Resolving Conflict in the Workplace	CR110B	Joan Balmer	\$525
Mar 10-15	Negotiation Skills Level I	CR260	Kelly Henderson	\$525
Apr 14-17	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Joan Balmer	\$350

DATE	COURSE		INSTRUCTOR	FEE
LANGARA COLLEGE - VANCOUVER CONTINUED				
May 5-10	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Deborah White	\$525
Jul 14-16	Resolving Conflict in the Workplace	CR110B	Linda Dobson- Sayer	\$525
Jul 28-30	Negotiation Skills Level I	CR260	Ron Monk	\$525
Aug 12-13	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Deborah White	\$350
Aug 25-27	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Ron Monk	\$525
MALASPINA UNIVERSITY COLLEGE - NANAIMO				
Nov 8-9	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Ron Monk	\$395
Feb 25-27	Dealing With Anger	CR200	Gordon White	\$540
May 7-8	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Nancy McPhee	\$395
NORTHERN LIGHTS COLLEGE - DAWSON CREEK				
Sep 26-28	Resolving Conflict in the Workplace	CR110B	Derm McNulty	\$650
Oct 24-26	Negotiation Skills Level I	CR260	Ron Monk	\$650
Nov 19-20	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Deborah White	\$550
Dec 5-7	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Ron Monk	\$650
NORTHERN LIGHTS COLLEGE - FORT ST. JOHN				
Oct 2-4	Dealing with Interpersonal Conflict	CR110A	Janice Bateman	\$650
Oct 17-19	Mediation Skills Level I	CR250	Ron Monk	\$650
Nov 14-16	Dealing With Anger	CR200	Gordon White	\$650
Jan 30-Feb 1	Resolving Conflict in the Workplace	CR110B	TBA	\$650
Mar 12-14	Negotiation Skills Level I	CR260	Deborah White	\$650
Apr 14-15	Coaching Strategies: Developing People to Resolve Conflict	CR111	Linda Dobson- Sayer	\$550

76 ccr course listings by location

DATE	COURSE		INSTRUCTOR	FEE
NORTHWEST COMMUNITY COLLEGE - KITIMAT				
Dec 3-5	Resolving Conflict in the Workplace	CR110B	Janice Bateman	\$575
Jun 24-25	Building Your Communication Toolbox	CR102	Kelly Henderson	\$475
NORTHWEST COMMUNITY COLLEGE - PRINCE RUPERT				
Nov 21-23	Mediation Skills Level I	CR250	Gordon White	\$575
May 13-15	Resolving Conflict in the Workplace	CR110B	Gordon White	\$575
NORTHWEST COMMUNITY COLLEGE - SMITHERS				
Oct 24-26	Resolving Conflict in the Workplace	CR110B	TBA	\$575
Feb 27-29	Resolving Conflict in the Workplace	CR110B	Jim Toogood	\$575
Mar 10-12	Negotiation Skills Level I	CR260	Derm McNulty	\$575
Apr 22-23	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Joan Balmer	\$475
Jun 4-6	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Ron Monk	\$575
NORTHWEST COMMUNITY COLLEGE - TERRACE				
Nov 5-7	Resolving Conflict in the Workplace	CR110B	Janice Bateman	\$575
Apr 2-4	Negotiation Skills Level I	CR260	Derm McNulty	\$575
OKANAGAN COLLEGE - KELOWNA				
Sep 27-29	Resolving Conflict in the Workplace	CR110B	Janice Bateman	\$550
Dec 6-8	Negotiation Skills Level I	CR260	Sue Wazny	\$550
Jan 29-30	Resolving Conflict in Groups Level I: Effective Team Dynamics	CR504	Nancy McPhee	\$450
Apr 15-17	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Ron Monk	\$550
May 12	Role-play Practice Clinic	CR930	Janice Bateman	\$225
OKANAGAN COLLEGE - PENTICTON				
Nov 22-24	Resolving Conflict in the Workplace	CR110B	Janice Bateman	\$550
May 7-8	Coaching Strategies: Developing People to Resolve Conflict	CR111	Linda Dobson-Sayer	\$450

DATE	COURSE		INSTRUCTOR	FEE
OKANAGAN COLLEGE - SALMON ARM				
Nov 15-16	Asserting Yourself in Conflict Situations	CR105	Derm McNulty	\$450
Apr 7-8	Building Your Communication Toolbox	CR102	Janice Bateman	\$450
ONLINE LEARNING				
Oct 1-Nov 25	Civil Procedure	CR846	Terry Harris	\$350
Oct 15-Nov 25	Theoretical Foundations of Dispute Resolution	CR125	Roshan Danesh	\$525
Feb 18-Mar 30	Theoretical Foundations of Dispute Resolution	CR125	Roshan Danesh	\$525
Mar 3-Apr 27	Civil Procedure	CR846	Terry Harris	\$350
May 5-Jun 15	Theoretical Foundations of Dispute Resolution	CR125	Roshan Danesh	\$525
UNIVERSITY COLLEGE OF THE FRASER VALLEY - ABBOTSFORD				
Nov 28-30	Resolving Conflict in the Workplace	CR110B	Sue Wazny	\$525
Apr 23-25	Resolving Conflict in the Workplace	CR110B	Jim Toogood	\$525
May 24-25	Coaching Strategies: Developing People to Resolve Conflict	CR111	Linda Dobson-Sayer	\$350
Jun 16-18	Conflict on the Front Line: Leaders as Conflict Resolvers	CR128	Deborah White	\$525
UNIVERSITY OF CALGARY				
For University of Calgary courses please check http://conted.ucalgary.ca/business/professionaldesignations or www.jibc.ca/ccrcl				
YWCA-VANCOUVER				
Oct 22-24	Dealing with Interpersonal Conflict	CR110A	Kelly Henderson	\$525
Nov 26-28	Negotiation Skills Level I	CR260	Derm McNulty	\$525
Dec 10-12	Mediation Skills Level I	CR250	Donna Soules	\$525
Feb 18-19	Asserting Yourself in Conflict Situations	CR105	tba	\$350
Mar 26-28	Resolving Conflict in the Workplace	CR110B	Derm McNulty	\$525
May 12-13	Building Your Communication Toolbox	CR102	tba	\$350
Jun 25-27	Dealing With Anger	CR200	Janice Bateman	\$525
Jul 14-16	Resolving Conflict in the Workplace	CR110B	Ron Monk	\$525
Aug 14-15	Managing the Hostile Individual	CR108	Mario Govorchin	\$350

78 ccr course listings by course name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Applying Conflict Theory: From Awareness to Analysis CR151					
31	Nov 7-9	JIBC New Westminster	Brian Frank	\$525	
	Nov 14-16	JIBC Victoria	Brian Frank	\$540	
	Mar 17-19	JIBC New Westminster	Brian Frank	\$525	
	May 12-14	JIBC Victoria	Brian Frank	\$540	
	Jul 16-18	JIBC New Westminster	Brian Frank	\$525	
The Art of Reframing CR366					
31	Oct 1	JIBC New Westminster	Deborah White	\$165	
	Jun 12	JIBC New Westminster	Deborah White	\$165	
Asking Better Questions CR318					
31	Feb 12	JIBC Victoria	Gordon Sloan	\$190	
	Mar 28	JIBC New Westminster	Gordon Sloan	\$175	
Asserting Yourself in Conflict Situations CR105					
31	Oct 15-16	JIBC New Westminster	Nancy McPhee	\$350	
	Nov 15-16	OC Salmon Arm	Derm McNulty	\$450	
	Nov 29-30	JIBC New Westminster	Gordon White	\$350	
	Dec 3-4	JIBC Victoria	Nancy McPhee	\$395	
	Jan 14-15	JIBC New Westminster	Joan Balmer	\$350	
	Feb 18-19	YWCA-Vancouver	tba	\$350	
	Mar 13-14	JIBC Chilliwack	Jim Toogood	\$350	
	Mar 17-18	JIBC Victoria	Nancy McPhee	\$395	
	Mar 19-20	JIBC New Westminster	tba	\$350	
	May 14-15	JIBC New Westminster	Deborah White	\$350	
	Jul 3-4	JIBC New Westminster	Nancy McPhee	\$350	
	Jul 9-10	JIBC Victoria	Linda Dobson-Sayer	\$395	
	Jul 17-18	CNC Prince George	Janice Bateman	\$450	
	Aug 21-22	JIBC New Westminster	Ron Monk	\$350	
Assessment: Mediation/Third-party Intervention CR975					
33	Nov 5	JIBC New Westminster	tba	\$515	
	Dec 17	JIBC New Westminster	tba	\$515	
	Feb 7	JIBC Victoria	tba	\$530	
	Feb 15	JIBC New Westminster	tba	\$515	
	Mar 14	JIBC New Westminster	tba	\$515	
	Apr 28	JIBC New Westminster	tba	\$515	
	May 30	JIBC New Westminster	tba	\$515	
	Jun 6	JIBC New Westminster	tba	\$515	

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Assessment: Mediation/Third-party Intervention CR975 Continued					
33	Jun 12	JIBC Victoria	tba	\$530	
	Jul 14	JIBC New Westminster	tba	\$515	
	Aug 21	JIBC New Westminster	tba	\$515	
	Aug 28	JIBC New Westminster	tba	\$515	
Assessment: Negotiation CR950					
34	Nov 19	JIBC New Westminster	tba	\$415	
	Nov 26	JIBC New Westminster	tba	\$415	
	Dec 14	JIBC New Westminster	tba	\$415	
	Jan 18	JIBC New Westminster	tba	\$415	
	Feb 6	JIBC Victoria	tba	\$430	
	Feb 28	JIBC New Westminster	tba	\$415	
	Mar 7	JIBC New Westminster	tba	\$415	
	Mar 28	JIBC New Westminster	tba	\$415	
	Apr 30	JIBC New Westminster	tba	\$415	
	May 23	JIBC New Westminster	tba	\$415	
	Jun 11	JIBC Victoria	tba	\$430	
	Jun 27	JIBC New Westminster	tba	\$415	
	Jul 21	JIBC New Westminster	tba	\$415	
	Aug 22	JIBC New Westminster	tba	\$415	
	Aug 25	JIBC New Westminster	tba	\$415	
Balancing Empathy and Assertion CR327					
34	Apr 8-9	JIBC Victoria	Joan Balmer	\$395	
	May 5-6	JIBC New Westminster	Joan Balmer	\$350	
Building Consensus CR516					
34	Dec 13-14	JIBC New Westminster	Arthur Ridgeway	\$370	
	Jun 19-20	JIBC Victoria	Arthur Ridgeway	\$395	
	Jun 26-27	JIBC New Westminster	Arthur Ridgeway	\$370	
Building Your Communication Toolbox CR102					
35	Sep 17-18	JIBC New Westminster	Sue Wazny	\$350	
	Oct 11-12	JIBC Victoria	Donna Soules	\$395	
	Oct 29-30	JIBC New Westminster	Jim Toogood	\$350	
	Dec 20-21	JIBC New Westminster	Derm McNulty	\$350	
	Feb 7-8	JIBC New Westminster	Kelly Henderson	\$350	

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Building Your Communication Toolbox CR102 Continued					
35	Feb 18-19	CNC Prince George	Josie Stiles	\$450	
	Mar 17-18	JIBC New Westminster	tba	\$350	
	Mar 27-28	JIBC Maple Ridge	Sue Wazny	\$350	
	Apr 3-4	JIBC Victoria	tba	\$395	
	Apr 7-8	OC Salmon Arm	Janice Bateman	\$450	
	May 12-13	YWCA-Vancouver	tba	\$350	
	Jun 9-10	JIBC New Westminster	Jim Toogood	\$350	
	Jun 24-25	NWCC Kitimat	Kelly Henderson	\$475	
	Jul 21-22	JIBC New Westminster	tba	\$350	
Aug 28-29	JIBC New Westminster	Sue Wazny	\$350		
Civil Procedure CR846					
35	Oct 1-Nov 25	Online	Terry Harris	\$350	
	Mar 3-Apr 27	Online	Terry Harris	\$350	
Coaching Strategies: Developing People to Resolve Conflict CR111					
36	Nov 28-29	JIBC Victoria	Linda Dobson-Sayer	\$395	
	Dec 6-7	JIBC New Westminster	Linda Dobson-Sayer	\$350	
	Mar 13-14	JIBC New Westminster	Linda Dobson-Sayer	\$350	
	Apr 14-15	NLC Ft St John	Linda Dobson-Sayer	\$550	
	Apr 17-18	JIBC Victoria	Linda Dobson-Sayer	\$395	
	May 7-8	OC Penticton	Linda Dobson-Sayer	\$450	
	May 24-25	UCFV Abbotsford	Linda Dobson-Sayer	\$350	
Conflict on the Front Line: Leaders as Conflict Resolvers CR128					
36	Dec 3-5	JIBC New Westminster	Linda Dobson-Sayer	\$525	
	Dec 3-8	Langara Vancouver (Eves/Sat)	Deborah White	\$525	
	Dec 5-7	NLC Dawson Creek	Ron Monk	\$650	
	Dec 11-13	JIBC Victoria	Linda Dobson-Sayer	\$540	

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Conflict on the Front Line: Leaders as Conflict Resolvers CR128 Continued					
36		Mar 10-12	JIBC New Westminster	Linda Dobson-Sayer	\$525
		Mar 12-14	JIBC Victoria	Ron Monk	\$540
		Apr 15-17	OC Kelowna	Ron Monk	\$550
		May 5-10	Langara Vancouver (Eves/Sat)	Deborah White	\$525
		Jun 4-6	CNC Prince George	Linda Dobson-Sayer	\$550
		Jun 4-6	NWCC Smithers	Ron Monk	\$575
		Jun 16-18	UCFV Abbotsford	Deborah White	\$525
		Jul 21-23	JIBC Victoria	Linda Dobson-Sayer	\$540
		Jul 23-25	JIBC New Westminster	Ron Monk	\$525
		Aug 25-27	Langara Vancouver (Eves/Sat)	Ron Monk	\$525
Dealing With Anger CR200					
37		Oct 17-19	JIBC New Westminster	Janice Bateman	\$525
		Nov 5-7	JIBC Victoria	Linda Dobson-Sayer	\$540
		Nov 13-15	JIBC New Westminster	Sue Wazny	\$525
		Nov 14-16	NLC Ft St John	Gordon White	\$650
		Dec 12-14	JIBC New Westminster	Stacey Holloway	\$525
		Feb 6-8	JIBC New Westminster	Nancy McPhee	\$525
		Feb 25-27	Malaspina Nanaimo	Gordon White	\$540
		Mar 26-28	JIBC New Westminster	Joan Balmer	\$525
		Apr 2-4	CNC Prince George	Gordon White	\$550
		May 7-9	JIBC Victoria	Gordon White	\$540
		May 20-22	JIBC New Westminster	Nancy McPhee	\$525
		Jun 25-27	YWCA-Vancouver	Janice Bateman	\$525
		Jul 28-30	JIBC New Westminster	Joan Balmer	\$525
		Aug 18-20	JIBC New Westminster	Stacey Holloway	\$525
Dealing with Defensiveness in Conflict CR319					
37		Oct 15-17	JIBC Victoria	Donna Soules	\$540
		Feb 11-13	JIBC New Westminster	Donna Soules	\$525
		Aug 18-20	JIBC New Westminster	Donna Soules	\$525

82 ccr course listings by course name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Dealing with Interpersonal Conflict CR110A					
38	Sep 24-26	JIBC New Westminster	Gary Harper	\$525	
	Oct 2-4	NLC Ft St John	Janice Bateman	\$650	
	Oct 22-24	YWCA-Vancouver	Kelly Henderson	\$525	
	Nov 19-21	JIBC Victoria	Donna Soules	\$540	
	Nov 21-23	JIBC New Westminster	Nancy McPhee	\$525	
	Dec 17-19	JIBC New Westminster	Joan Balmer	\$525	
	Jan 23-25	JIBC New Westminster	Ron Monk	\$525	
	Feb 13-15	JIBC New Westminster	tba	\$525	
	Mar 4-6	JIBC New Westminster	Deborah White	\$525	
	Mar 18-20	JIBC New Westminster	Jim Toogood	\$525	
	Apr 23-25	JIBC Victoria	Gordon White	\$540	
	Apr 30-May 2	JIBC New Westminster	tba	\$525	
	May 21-23	JIBC New Westminster	Sue Wazny	\$525	
	Jun 24-26	JIBC New Westminster	Derm McNulty	\$525	
	Jul 22-24	JIBC New Westminster	Mario Govorchin	\$525	
	Aug 11-13	JIBC New Westminster	tba	\$525	
Defining Issues and Setting the Agenda CR252					
38	Nov 15-16	JIBC New Westminster	Ron Monk	\$350	
	Feb 13-14	JIBC Victoria	Ron Monk	\$395	
	Mar 25-26	JIBC New Westminster	Ron Monk	\$350	
Dynamics of Power CR320					
39	Oct 16-18	JIBC New Westminster	Joan Balmer	\$525	
	Jun 9-11	JIBC New Westminster	Joan Balmer	\$525	
Ethical Dilemmas for Mediators in BC CR326					
40	Mar 31	JIBC New Westminster	Lee Turnbull	\$175	
Giving & Receiving Constructive Feedback CR206					
42	Dec 17-18	JIBC New Westminster	Deborah White	\$350	
	Jul 10-11	JIBC New Westminster	Deborah White	\$350	
Identifying Control and Abuse in Pre-Mediation CR515					
42	Mar 27	JIBC New Westminster	Ron Monk	\$175	
Managing the Conflict Within CR423					
43	May 27-28	JIBC New Westminster	Joan Balmer	\$350	

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Managing the Hostile Individual CR108					
44	Nov 19-20	JIBC New Westminster	Mario Govorchin	\$350	
	Feb 19-20	JIBC Victoria	Mario Govorchin	\$395	
	Mar 3-4	JIBC New Westminster	Mario Govorchin	\$350	
	Aug 14-15	YWCA-Vancouver	Mario Govorchin	\$350	
Mediating Consciously: Being Real and Becoming Aware CR858					
45	May 13-14	JIBC New Westminster	Michael Fogel	\$370	
Mediation Skills Level I CR250					
45	Sep 26-28	JIBC New Westminster	Ron Monk	\$525	
	Oct 1-3	JIBC Victoria	Brian Frank	\$540	
	Oct 17-19	NLC Ft St John	Ron Monk	\$650	
	Oct 31- Nov 2	JIBC New Westminster	Sue Wazny	\$525	
	Nov 21-23	NWCC Pr Rupert	Gordon White	\$575	
	Dec 10-12	YWCA-Vancouver	Donna Soules	\$525	
	Jan 21-23	JIBC New Westminster	Jim Toogood	\$525	
	Feb 20-22	JIBC New Westminster	tba	\$525	
	Mar 3-5	JIBC Victoria	Brian Frank	\$540	
	Mar 11-13	JIBC New Westminster	Janice Bateman	\$525	
	Apr 21-23	JIBC New Westminster	Deborah White	\$525	
	May 12-14	JIBC New Westminster	Derm McNulty	\$525	
	Jun 23-25	JIBC New Westminster	Linda Dobson-Sayer	\$525	
	Jul 29-31	JIBC New Westminster	Jim Toogood	\$525	
	Aug 20-22	JIBC New Westminster	Deborah White	\$525	
Mediation Skills Level II CR400					
45	Oct 29- Nov 2	JIBC Victoria	Ron Monk	\$850	
	Nov 5-9	JIBC New Westminster	Donna Soules	\$850	
	Jan 28- Feb 1	JIBC New Westminster	Deborah White	\$850	
	Mar 31- Apr 4	JIBC New Westminster	Linda Dobson-Sayer	\$850	
	Jun 16-20	JIBC New Westminster	Ron Monk	\$850	
	Aug 11-15	JIBC New Westminster	Linda Dobson-Sayer	\$850	

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Mediation Skills Level III CR829					
46		Apr 15-16	JIBC New Westminster	Michael Fogel	\$370
Negotiation Skills Level I CR260					
47		Sep 19-21	JIBC New Westminster	Jim Toogood	\$525
		Sep 25-27	JIBC Victoria	Donna Soules	\$540
		Oct 22-27	Langara Vancouver (Eves/Sat)	Deborah White	\$525
		Oct 24-26	JIBC New Westminster	Linda Dobson-Sayer	\$525
		Oct 24-26	NLC Dawson Creek	Ron Monk	\$650
		Nov 26-28	YWCA-Vancouver	Derm McNulty	\$525
		Dec 5-7	CNC Prince George	Kelly Henderson	\$550
		Dec 6-8	OC Kelowna	Sue Wazny	\$550
		Jan 16-18	JIBC New Westminster	Dale Zaiser	\$525
		Jan 30-Feb 1	JIBC Victoria	Gordon White	\$540
		Feb 12-14	JIBC New Westminster	Janice Bateman	\$525
		Mar 5-7	JIBC New Westminster	Sue Wazny	\$525
		Mar 10-15	Langara Vancouver (Eves/Sat)	Kelly Henderson	\$525
		Mar 10-12	NWCC Smithers	Derm McNulty	\$575
		Mar 12-14	NLC Ft St John	Deborah White	\$650
		Apr 2-4	NWCC Terrace	Derm McNulty	\$575
		Apr 15-17	CNC Quesnel	Gordon White	\$550
		Apr 16-18	JIBC New Westminster	Jim Toogood	\$525
		Apr 29-May 1	JIBC Victoria	Donna Soules	\$540
		May 7-9	JIBC New Westminster	tba	\$525
		Jun 11-13	JIBC New Westminster	Mario Govorchin	\$525
		Jul 15-17	JIBC New Westminster	Deborah White	\$525
		Jul 28-30	Langara Vancouver (Eves/Sat)	Ron Monk	\$525
		Aug 6-8	JIBC New Westminster	tba	\$525
		Aug 25-27	JIBC Victoria	Gordon White	\$540
Negotiation Skills Level II CR360					
47		Nov 26-30	JIBC New Westminster	Deborah White	\$850
		Feb 18-22	JIBC New Westminster	Nancy McPhee	\$850
		Apr 14-18	JIBC Victoria	Nancy McPhee	\$850

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Negotiation Skills Level II CR360 Continued					
47		Apr 28-May 2	JIBC New Westminster	Ron Monk	\$850
		Jul 7-11	JIBC New Westminster	Dale Zaiser	\$850
		Aug 25-29	JIBC New Westminster	Mario Govorchin	\$850
Preparing for your Mediation Assessment (Reality Check) CR920					
48		Oct 15	JIBC New Westminster	tba	\$350
		Nov 23	JIBC New Westminster	tba	\$350
		Nov 27	JIBC Victoria	tba	\$370
		Jan 25	JIBC New Westminster	tba	\$350
		Feb 29	JIBC New Westminster	tba	\$350
		Mar 11	JIBC Victoria	tba	\$370
		Mar 31	JIBC New Westminster	tba	\$350
		May 5	JIBC New Westminster	tba	\$350
		May 6	JIBC Victoria	tba	\$370
		Jun 13	JIBC New Westminster	tba	\$350
		Jul 18	JIBC New Westminster	tba	\$350
Preparing for your Negotiation Assessment (Reality Check) CR910					
48		Oct 22	JIBC New Westminster	tba	\$300
		Nov 16	JIBC New Westminster	tba	\$300
		Nov 26	JIBC Victoria	tba	\$315
		Dec 7	JIBC New Westminster	tba	\$300
		Feb 4	JIBC New Westminster	tba	\$300
		Feb 25	JIBC New Westminster	tba	\$300
		Mar 10	JIBC Victoria	tba	\$315
		Mar 25	JIBC New Westminster	tba	\$300
		Apr 25	JIBC New Westminster	tba	\$300
		May 5	JIBC Victoria	tba	\$315
		May 26	JIBC New Westminster	tba	\$300
		Jun 20	JIBC New Westminster	tba	\$300
		Jul 25	JIBC New Westminster	tba	\$300
Resolving Conflict in Groups Level I: Effective Team Dynamics CR504					
49		Oct 9-10	JIBC New Westminster	Ron Monk	\$350
		Nov 8-9	Malaspina Nanaimo	Ron Monk	\$395
		Nov 17-20	Langara Vancouver (Eves)	tba	\$350
		Nov 19-20	NLC Dawson Creek	Deborah White	\$550

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Resolving Conflict in Groups Level I: Effective Team Dynamics CR504 Continued					
49	Nov 22-23	JIBC Victoria	Ron Monk	\$395	
	Jan 29-30	OC Kelowna	Nancy McPhee	\$450	
	Feb 25-26	JIBC New Westminster	Deborah White	\$350	
	Mar 6-7	JIBC Victoria	Nancy McPhee	\$395	
	Apr 14-17	Langara Vancouver (Eves)	Joan Balmer	\$350	
	Apr 22-23	NWCC Smithers	Joan Balmer	\$475	
	May 7-8	Malaspina Nanaimo	Nancy McPhee	\$395	
	May 8-9	CNC Prince George	Ron Monk	\$450	
	Jun 16-17	JIBC New Westminster	Nancy McPhee	\$350	
	Aug 12-13	Langara Vancouver (Eves)	Deborah White	\$350	
Resolving Conflict in Groups Level II: Facilitating the Collaborative Process CR508					
49	Feb 27-28	JIBC New Westminster	Deborah White	\$350	
	Jun 18-19	JIBC New Westminster	Nancy McPhee	\$350	
Resolving Conflict in the Workplace CR110B					
50	Sep 12-14	JIBC New Westminster	Derm McNulty	\$525	
	Sep 19-21	JIBC Victoria	Linda Dobson-Sayer	\$540	
	Sep 24-30	Langara Vancouver (Eves/Sat)	Kelly Henderson	\$525	
	Sep 26-28	NLC Dawson Creek	Derm McNulty	\$650	
	Sep 27-29	OC Kelowna	Janice Bateman	\$550	
	Oct 10-12	JIBC New Westminster	Joan Balmer	\$525	
	Oct 15-17	CNC Prince George	tba	\$550	
	Oct 22-24	JIBC Chilliwack	Jim Toogood	\$525	
	Oct 24-26	JIBC Victoria	Gordon White	\$540	
	Oct 24-26	NWCC Smithers	tba	\$575	
	Oct 31-Nov 2	JIBC Maple Ridge	Kelly Henderson	\$525	
	Nov 5-7	JIBC New Westminster	Nancy McPhee	\$525	
	Nov 5-7	NWCC Terrace	Janice Bateman	\$575	
	Nov 6-8	CNC Quesnel	Jim Toogood	\$550	
	Nov 22-24	OC Penticton	Janice Bateman	\$550	
	Nov 28-30	CNC Mackenzie	Sandra Rossi	\$550	
	Nov 28-30	UCFV Abbotsford	Sue Wazny	\$525	
	Dec 3-5	NWCC Kitimat	Janice Bateman	\$575	
	Dec 4-6	JIBC New Westminster	Derm McNulty	\$525	

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Resolving Conflict in the Workplace CR110B Continued					
50		Dec 5-7	JIBC Victoria	Donna Soules	\$540
		Jan 8-10	JIBC New Westminster	Mario Govorchin	\$525
		Jan 23-25	JIBC Victoria	Brian Frank	\$540
		Jan 30-Feb 1	NLC Ft St John	tba	\$650
		Feb 4-6	JIBC New Westminster	tba	\$525
		Feb 18-23	Langara Vancouver (Eves/Sat)	Joan Balmer	\$525
		Feb 26-28	JIBC Victoria	Donna Soules	\$540
		Feb 27-29	JIBC New Westminster	tba	\$525
		Feb 27-29	NWCC Smithers	Jim Toogood	\$575
		Mar 10-12	CNC Nechako	Sandra Rossi	\$550
		Mar 12-14	JIBC New Westminster	tba	\$525
		Mar 26-28	CNC Burns Lake	Jim Toogood	\$550
		Mar 26-28	JIBC Victoria	Donna Soules	\$540
		Mar 26-28	YWCA-Vancouver	Derm McNulty	\$525
		Apr 14-16	JIBC New Westminster	Deborah White	\$525
		Apr 23-25	UCFV Abbotsford	Jim Toogood	\$525
		May 7-9	JIBC New Westminster	Kelly Henderson	\$525
		May 13-15	NWCC Pr Rupert	Gordon White	\$575
		May 26-28	JIBC Victoria	tba	\$540
		May 28-30	JIBC Chilliwack	Derm McNulty	\$525
		Jun 2-4	JIBC Maple Ridge	Jim Toogood	\$525
		Jun 4-6	JIBC New Westminster	Joan Balmer	\$525
		Jun 16-18	JIBC New Westminster	Gary Harper	\$525
		Jun 25-27	JIBC Victoria	Brian Frank	\$540
		Jul 14-16	Langara Vancouver (Eves/Sat)	Linda Dobson-Sayer	\$525
		Jul 14-16	YWCA-Vancouver	Ron Monk	\$525
		Aug 5-7	JIBC New Westminster	Dale Zaiser	\$525
		Aug 12-14	JIBC Victoria	Ron Monk	\$540
		Aug 18-20	CNC Prince George	Dale Zaiser	\$550
		Aug 25-27	JIBC New Westminster	Nancy McPhee	\$525

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Role-play Practice Clinic CR930					
50	Oct 19	JIBC Victoria	Brian Frank	\$180	
	Nov 2	JIBC New Westminster	tba	\$165	
	Apr 24	JIBC New Westminster	tba	\$165	
	May 12	OC Kelowna	Janice Bateman	\$225	
	Jun 4	JIBC Victoria	Gordon White	\$180	
	Jul 9	JIBC New Westminster	tba	\$165	
Separate Meetings: Pre-Mediation & Caucusing CR415					
51	Oct 2-3	JIBC New Westminster	Michael Fogel	\$370	
	Mar 5-6	JIBC New Westminster	Michael Fogel	\$370	
Shifting from Positions to Interests CR303					
51	Sep 24-26	JIBC New Westminster	Arthur Ridgeway	\$550	
	Dec 10-12	JIBC New Westminster	Arthur Ridgeway	\$550	
	Feb 18-20	JIBC New Westminster	Arthur Ridgeway	\$550	
	Jun 16-18	JIBC Victoria	Arthur Ridgeway	\$550	
	Jun 23-25	JIBC New Westminster	Arthur Ridgeway	\$550	
Theoretical Foundations of Dispute Resolution CR125					
52	Oct 15- Nov 25	Online	Roshan Danesh	\$525	
	Feb 18- Mar 30	Online	Roshan Danesh	\$525	
	May 5- Jun 15	Online	Roshan Danesh	\$525	
Unfinished Business CR316					
53	Sep 27-28	JIBC New Westminster	Arthur Ridgeway	\$370	
	Feb 21-22	JIBC New Westminster	Arthur Ridgeway	\$370	

COURSE #	COURSE	PAGE
CORR605	Family Violence: Impact on Separation and Divorce	41
CORR606	Introduction to Family Justice Services in BC	43
CORR609	Introduction to Family Justice Services in Alberta	43
CR101	Handling Conflict on the Telephone	42
CR102	Building Your Communication Toolbox	35
CR105	Asserting Yourself in Conflict Situations	32
CR108	Managing the Hostile Individual	44
CR110A	Dealing with Interpersonal Conflict	38
CR110B	Resolving Conflict in the Workplace	50
CR111	Coaching Strategies: Developing People to Resolve Conflict	36
CR125	Theoretical Foundations of Dispute Resolution	52
CR126	Effective Teamwork: From Conflict to Collaboration	39
CR127	Sharpening Your Edge in Negotiation	51
CR128	Conflict on the Front Line: Leaders as Conflict Resolvers	36
CR151	Applying Conflict Theory: From Awareness to Analysis	31
CR200	Dealing With Anger	37
CR206	Giving & Receiving Constructive Feedback	42
CR226	Ethical Dilemmas for Mediators in Alberta	40
CR227	Respectful Communication in a Changing Workplace	50
CR228	Communicating in Conflict for Hi-tech Industries	36
CR250	Mediation Skills Level I	45
CR252	Defining Issues and Setting the Agenda	38
CR253	Developing Your Cultural Fluency	38
CR260	Negotiation Skills Level I	47
CR303	Shifting from Positions to Interests	51
CR309	Getting to the Heart of Conflict	41
CR316	Unfinished Business	53
CR318	Asking Better Questions	31
CR319	Dealing with Defensiveness in Conflict	37
CR320	Dynamics of Power	39
CR326	Ethical Dilemmas for Mediators in BC	40
CR327	Balancing Empathy and Assertion	34
CR360	Negotiation Skills Level II	47
CR366	The Art of Reframing	31
CR400	Mediation Skills Level II	45
CR414	Reflection in Conflict	48
CR415	Separate Meetings: Pre-Mediation & Caucusing	51

COURSE #	COURSE	PAGE
CR423	Managing the Conflict Within	43
CR504	Resolving Conflict in Groups Level I: Effective Team Dynamics	49
CR508	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	49
CR515	Identifying Control and Abuse in Pre-Mediation	42
CR516	Building Consensus	34
CR829	Mediation Skills Level III	46
CR846	Civil Procedure	35
CR858	Mediating Consciously: Being Real and Becoming Aware	45
CR910	Preparing for your Negotiation Assessment (Reality Check)	48
CR920	Preparing for your Mediation Assessment (Reality Check)	48
CR930	Role-play Practice Clinic	50
CR950	Assessment: Specialization in Negotiation	34
CR970	Assessment: Associate Certificate in Workplace Conflict	33
CR975	Assessment: Specialization in Mediation/Third-party Intervention	33
CR976	Assessment: Family Mediation Certificate	33
FAM103	Effects of Separation and Divorce on Adults	39
FAM104	Effects of Separation and Divorce on Children	40
FAM108	Substance Abuse Issues in Family Justice	52
FAM109	Multicultural Issues in Family Justice	46
FAM111	Family Mediator Certificate Preparation Workshop	41
FAM112	Child Support Guidelines	35
FAM115	Mediated Agreements and Related Court Orders	44
LCRA260	Assessment: Associate Certificate in Leadership and Conflict Resolution	32

CENTRE FOR LEADERSHIP

COURSE LISTINGS

JIBC LIBRARY



JUSTICE
INSTITUTE
of
BRITISH
COLUMBIA

The JIBC Library is located at the main campus and has a collection of justice and public safety resources. Diverse formats include books, journals, videos, CDs, audiotapes, and websites. Subject areas include:

- Conflict Resolution
- Corrections
- Courts
- Criminology
- Disaster Planning
- Emergency Medicine
- Family Violence
- Fire
- Law
- Management Policing
- Search & Rescue

Borrowing privileges are available to students registered in JIBC Certificate, Diploma or Degree Programs. Anyone attending short-term courses at the JIBC, and members of the general public are welcome to use library services on campus. In addition, print JIBC library materials may be borrowed via interlibrary loan services at public, university or college libraries.

Phone: 604.528.5599
E-mail: library@jibc.ca

www.jibc.ca/library





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

- course descriptions;
- courses in date order, beginning on page 132;
- courses by location, beginning on page 137;
- courses by course name, beginning on page 143; and
- courses by course number, beginning on page 148.

Name of the course	INSTRUCTIONAL SKILLS, LEVEL 1 (ID110)
Prerequisites	Prerequisites: None
Length of the course	Length: 2 Days (14 hours)
How many credits	Credit: 1
Course Fee	Fee: \$340 (includes textbook)
Date and Location	Dates & locations: Page XX
Course Description	Whether you are an instructor or trainer who is new to delivering training as part of your overall job or want to strengthen your skill level, this course is for you. Learn about characteristics of adult learners, characteristics of a motivating instructor, instructional styles and techniques, ways of creating and maintaining a positive learning environment, and instructional challenges. Enrolment is limited to a maximum of 12 to allow time for participants to practice delivering group instruction. Instructors: Doug Kerr; Colleen Vaughan

94 choosing courses and certificates offered by the centre for leadership

The Centre for Leadership offers one associate certificate and three certificates:

CERTIFICATES

- Associate Certificate: Leadership and Conflict Resolution (see page 96)
- Instructor Development Certificate (see page 97)
- Foundations of Effective Management and Leadership Certificate (see page 106)
- Management and Leadership Development for Community Settings Certificate (see page 113)

Electives and general enrolment courses:

- Instructor Development (see page 102)
- Management and Leadership (see page 120)
- Transformational Leadership: New Lenses for Today's Leaders (see page 127)

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

- Course Listings by Date Page 132
- Course Listings by Location Page 137
- Course Listings by Course Name Page 143
- Course Listings by Course Number Page 148

For more information on how to apply for a certificate offered by the Centre for Leadership, see page 159.



choosing courses and certificates offered by the centre for leadership 95

HOW TO APPLY TO A CERTIFICATE PROGRAM OFFERED BY THE CENTRE FOR LEADERSHIP

- We recommend that you apply at least two months before the certificate program begins, because it can take up to five working days to process your application. Once your application is accepted, you'll still want to register at least 10 days before classes begin.
- Complete the application form on page 159.
- Once your application has been approved, register directly with the Registration Office at 604.528.5590 or 1.877.528.5591.
- There is a \$25 non-refundable application fee.

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, and
- career benefits of management, leadership and instructor development training.

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 or 1.888.799.0801

E-mail: ccrcl@jibc.ca

DATE	TIME	LOCATION
September 20, 2007	6:00 pm – 8:00 pm	JIBC – New Westminster & Teleconference
October 25, 2007	6:00 pm – 8:00 pm	JIBC – Victoria
February 28, 2008	6:00 pm – 8:00 pm	JIBC – New Westminster & Teleconference
May 8, 2008	6:00 pm – 8:00 pm	JIBC – Victoria

Location Addresses

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

Justice Institute of BC, Victoria Campus
Suite 101, 910 Government Street, Victoria, V8W 1X3

96 associate certificate in leadership and conflict resolution

your suggested learning path

If you are a leader in either a formal or informal capacity, you'll be excited to know about this new joint credential, offered in partnership by Centre for Leadership and Centre for Conflict Resolution. When you complete this NEW 11-day associate certificate, you will be able to apply a collaborative approach to resolving conflict in your capacity as a leader, as well as working to deepen your leadership skills.

This associate certificate is composed of four required courses and an assessment:

- Foundations of Effective Management and Leadership, Part 1: Leading the Way, FMGMT100 (3 days)
- Foundations of Effective Management and Leadership, Part 2: Leading Through Effective Conflict and Change, FMGMT200 (2 days)
- Dealing With Interpersonal Conflict, CR110A (3 days)
- Mediation Skills Level I, CR250 (3 days)
- Assessment: Associate Certificate in Leadership and Conflict Resolution, LCRA260 (written, mail-in)

Certificate Enrollment Fee: \$50

All course credits (77 hours) will be recognized in the Centre for Leadership's Foundations of Effective Management and Leadership Certificate and the Management and Leadership Development for Community Settings Certificate. 70 hours of course credit will be recognized in the Centre for Conflict Resolution's Negotiation Certificate program, 63 hours will be recognized in the Mediation/Third-party Intervention Certificate program, and 42 hours will be recognized in the Family Mediation Certificate.

START HERE:

Take the following Centre for Leadership course:

Foundations of Effective Management and Leadership, Part 1: Leading the Way (FMGMT100)

Foundations of Effective Management and Leadership, Part 2: Leading Through Effective Conflict and Change (FMGMT200)

1



The following two courses may be interspersed with, or precede the previous two so long as prerequisites have been met.

Take the following Centre for Conflict Resolution courses:

Resolving Conflict in the Workplace (CR110A)

Mediation Skills Level I (CR250)

2



Graduation Ceremony

Stay connected! Participate in our online Community of Learners (see page 10) and come back for professional development.

4



Register for your Assessment:

Associate Certificate in Leadership and Conflict Resolution (LCRA260).

3

Note: You can begin with either the Centre for Leadership courses (recommended), at the left, or the Centre for Conflict Resolution courses, at the right, but you must complete FMGMT100 before FMGMT200 and CR110A before CR250.

INSTRUCTOR DEVELOPMENT CERTIFICATE

your suggested learning path

START HERE:

1

The following core courses in the certificate program have been developed sequentially and must be completed in the order shown:

- Instructional Skills, Level 1 (ID110) (2 days) (1 credit)
- Instructional Skills, Level 2 (ID120) (2 days) (1 credit)
- Fundamentals of Instructional Planning (ID210) (2 days) (1 credit)
- Instructional Skills Practicum (ID260) (3 days) (1.5 credits)



Complete six days of electives from the following courses (see course descriptions beginning on page 102). Check courses for prerequisites. Instructor Development courses used as electives can be completed in any order and you can take your electives simultaneously with required courses.

2



Complete your Final Assignment

3

Complete the Instructor Development Certificate: Final Assignment (ID250) within six months (see course description on page 101).

Students who have already taken ID220 as their fourth core course, may take either ID250 or ID260 as their Final Assignment.

For more information:

Georganne Oldham, Program Coordinator, 604.528.5623 or leadership@jibc.ca

Sandra Rice, Program Coordinator, Management & Leadership Programs
604.528.5633 or leadership@jibc.ca

Linda Davies, Program Assistant, 604.528.5630 or leadership@jibc.ca

INSTRUCTOR DEVELOPMENT CERTIFICATE

Both full-time training and education professionals and persons who provide education, training, and instruction, as part of their overall job responsibilities within an organization will benefit from the Instructor Development Certificate. The certificate program is 14 days long, with eight days of required courses and six days of electives. Courses may be taken individually or as part of the certificate. All courses can be customized for your organization, agency, or group. Full attendance is required. The program must be completed within three years.

This certificate is designed to provide you with the core skills and knowledge needed to plan and deliver training in an adult learning environment. It has been developed and revised with input from instructors in a variety of settings.

Guided by training and education professionals with a background in adult education, you'll learn how to design, deliver, and evaluate creative, effective training programs. Small class sizes and hands-on teaching practice allow you opportunities to apply the skills and knowledge you acquire.

TRANSFER CREDIT AGREEMENTS

We have a transfer credit agreement in place with Vancouver Community College's Provincial Instructor Diploma Programs. Earn 50% of the VCC diploma. There is also an agreement in place to enable graduates of the Instructor Development Certificate to enter the Certificate in Adult and Continuing Education (CACE) program at the University of Victoria.

For details, see our website at www.jibc.ca/ccrcl or contact:

Georganne Oldham, Program Coordinator, Management & Leadership Programs

Phone: 604.528.5623

Email: leadership@jibc.ca



INSTRUCTOR DEVELOPMENT CERTIFICATE – 7 CREDITS

See page 97 for suggested course sequencing.

- The certificate program is 15 days long (7.5 credits) with eight days of required courses and six days of electives.
- Courses may be taken individually or as part of the certificate.
- The program must be completed within three years.
- Full attendance is required.

Required courses:

See course descriptions beginning on page 100:

- Instructional Skills, Level 1 (ID110) (2 days) (1 credit)
- Instructional Skills, Level 2 (ID120) (2 days) (1 credit)
- Fundamentals of Instructional Planning (ID210) (2 days) (1 credit)
- Instructional Skills Practicum (ID260) (3 days) (1.5 credits)

Choose six days from the following electives:

- Appreciative Inquiry (MGMT135) (2 days) (1 credit)
- Conducting a Training Needs Assessment (ID203) (2 days) (1 credit)
- Development and Delivery of Online Learning (ID202) (2 days) (1 credit)
- Dynamic Visual Aids for Modern Times (ID102) (2 days) (1 credit)
- Evaluating Training Programs (ID220) (2 days) (1 credit)
- Flawless Facilitation the First Time (MGMT131) (1 day) (.5 credit)
- Ideas for Active Learning (ID201) (2 days) (1 credit)
- Mastering the Complexity of Group Dynamics (formerly Working with Groups in Instructional Settings) (ID101) (2 days) (1 credit)
- Training with Neuro Linguistic Programming (NLP) (ID105) (2 days) (1 credit)

Final Assignment

Complete the Instructor Development Certificate: Final Assignment (ID250) within six months (see course description on page 101).

For more information:

Georganne Oldham, Program Coordinator, Management & Leadership Programs

Phone: 604.528.5623

Email: leadership@jibc.ca

Sandra Rice, Program Coordinator, Management & Leadership Programs

Phone: 604.528.5633

Email: leadership@jibc.ca

Linda Davies, Program Assistant, Management and Leadership Programs

Phone: 604.528.5630

Email: leadership@jibc.ca

INSTRUCTOR DEVELOPMENT REQUIRED COURSES

The following Instructor Development Certificate courses are also open for general enrolment. These courses can be customized for your organization, agency or group.

INSTRUCTIONAL SKILLS, LEVEL 1 (ID110)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$340 (includes textbook)
Dates & locations:	Page 144

Whether you are an instructor or trainer who is new to delivering training as part of your overall job or want to strengthen your skill level, this course is for you. Learn about characteristics of adult learners, characteristics of a motivating instructor, instructional styles and techniques, ways of creating and maintaining a positive learning environment, and instructional challenges. Enrolment is limited to a maximum of 12 to allow time for participants to practice delivering group instruction. Instructors: Doug Kerr; Colleen Vaughan

"I thoroughly enjoyed the course! I found it gave me an opportunity to explore different teaching styles."

SERAFINA CHAU - Royal Columbia Hospital

INSTRUCTIONAL SKILLS, LEVEL 2 (ID120)

Prerequisites:	ID110
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$320
Dates & locations:	Page 145

Increase your knowledge of the instructional process and reflect on your current approach. Learn instructional design and the development process, the value of critical thinking, and the importance of evaluation. A variety of presentation and delivery techniques are evaluated and you are given the opportunity for skills practice in an area of your choice. Enrolment is limited to 16.

Instructor: Leila Rahemtulla

FUNDAMENTALS OF INSTRUCTIONAL PLANNING (ID210)

Prerequisites:	ID110, ID120
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$370 (includes textbook)
Dates & locations:	Page 144

Understand your role in the planning of education or training programs for adult learners. Learn the overall process of instructional planning as well as key elements in planning, such as assessing training needs, developing learning objectives, choosing instructional methods, appropriate evaluation techniques, and administrative issues such as building support and scheduling. Throughout the course, you will have an opportunity to work on your own planning project. Instructor: Leila Rahemtulla

INSTRUCTIONAL SKILLS PRACTICUM (ID260) NEW

Prerequisites:	ID110, ID120, ID210
Length:	3 Days (21 hours plus 1 hour individual coaching)
Credit:	1.5
Fee:	\$550
Dates & Locations:	Page 144

Implement your learning in designing, conducting, and evaluating an educational program. Plan and deliver an educational program of your choice, ranging from two-hour workshops to full-day training programs, with support throughout this process. The three one-day classes, spread out over a three-month period, will walk you through the planning, implementation, and evaluation of your program. In addition to class interaction, which will make extensive use of peer support, the instructor will be available for one-on-one coaching for at least one hour per student throughout that time. Enrolment is limited to 12 participants. Instructor: Ruth Faber

Note: This course replaces the former ID220 course as one of the four required courses of the Instructor Development Certificate. Students who have already taken ID220 and wish to complete your certificate may take either ID250 or ID260 as your Final Assignment to complete the certificate.

INSTRUCTOR DEVELOPMENT CERTIFICATE: FINAL ASSIGNMENT (ID250)

Fee: \$150

This final assignment is an opportunity for you to demonstrate your ability to apply the knowledge and skills gained throughout the training sessions. In the first part of the assignment, you will analyze instructional delivery in a group setting and examine the ways in which instructional planning and delivery can influence the learning process. The second part focuses on instructional planning: it provides an opportunity for you to reflect on the choices you have made or are making in planning an educational program, and the factors that influence these choices. After completing the assignment, you will prepare a written report.

Important note: This project is NOT required if you plan on or have already taken ID260 Instructional Skills Practical Assessment.

INSTRUCTOR DEVELOPMENT ELECTIVES AND GENERAL ENROLMENT COURSES

The following courses are open for general enrolment. They may also be used as electives in the Instructor Development Certificate. The courses can be customized for your organization, agency, or group.

NON-PREREQUISITE COURSES

APPRECIATIVE INQUIRY (MGMT135)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 143

Appreciative Inquiry (AI) is an organizational change and group development approach that benefits workplace or classroom groups. Unlike the traditional problem-based approaches, which focus on what is not working well, AI focuses on what is working well (appreciative) by engaging people in asking questions and telling stories (inquiry). This shift in focus to the positive generates life within the organization/group, enabling it to move more effectively towards its goals. In this course, you will examine the theory behind Appreciative Inquiry, engage in the 5D model (Definition, Discovery, Dream, Design, and Delivery), and explore ways to apply it in your own organization or group. Instructor: Doug Kerr; Kathryn Thomson

DYNAMIC VISUAL AIDS FOR MODERN TIMES (ID102)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$320
Dates & locations:	Page 143

Student learning and motivation are enhanced by creative and dynamic visual aids. Learn how to create and use visual aids that support the learning environment and capture the attention of your audience. Practice designing creative PowerPoint presentations, flipcharts, overheads, and other unique learning tools. Learn how to embed video streaming into your PowerPoint presentations. Discuss when and how to introduce video clips into your classroom presentations, and how to use effective workbook and manual styles. Participants will have access to the computer lab and will design and present visual aids during the course. Enrolment is limited to 16. Instructor: Rob Goodall

FLAWLESS FACILITATION THE FIRST TIME (MGMT131)

Prerequisites: None
 Length: 1 Day (7 hours)
 Credit: .5
 Fee: \$180
 Dates & locations: Page 143

Flawless facilitation is the key to successful outcomes in meetings and presentations. Learn how a facilitator can contribute to effective group functioning and communications; how to prepare for a meeting or presentation; and practical facilitation skills required to achieve a positive experience for group participants. Specific facilitation challenges and solutions will be clarified. Enrolment is limited to 16. Instructor: Leila Rahemtulla

MAKE PRESENTATIONS THAT MAKE THINGS HAPPEN! (MGMT165)

Prerequisites: None
 Length: 1 Day (7 hours)
 Credit: .5
 Fee: \$180
 Dates & locations: Page 145

Develop the confidence and the competence to make a presentation that is interesting, engaging, and persuasive – a presentation that makes things happen. This course prepares you to deliver well-organized oral presentations with confidence and clarity. Whether you are presenting to a small group of work colleagues or to a large external audience, this workshop prepares you to speak clearly and persuasively. Learn effective vocal, verbal and physical techniques in a style that matches the message. Manage potentially disruptive audience members and get buy-in. Change the normal anxiety that is part of the experience of making a presentation into the energy that ensures a powerful presentation. Instructor: Doug Kerr

TRAINING WITH NEURO LINGUISTIC PROGRAMMING (NLP) (ID105) NEW

Prerequisites: None
 Length: 2 Days (14 hours)
 Credit: 1
 Fee: \$320
 Dates & locations: Page 147

Use a range of Neuro Linguistic Programming (NLP) skills in a teaching or training setting. NLP provides a variety of tools and techniques that can enhance your communication effectiveness both inside and outside the classroom. Through this course, you will develop heightened sensory acuity to “read the group” and then use that knowledge to move the group forward.

Instructor: Tracie Moser

COURSES REQUIRING PREREQUISITES

CONDUCTING A TRAINING NEEDS ASSESSMENT (ID203)

Prerequisites: ID110, ID120
 Length: 2 Days (14 hours)
 Credit: 1
 Fee: \$320
 Dates & locations: Page 143

Needs assessment is an important tool for planning relevant, high-quality training programs. Learn how to design needs assessments, the limitations of needs assessments, and alternatives to needs assessments. To help make this course more relevant, you will use case studies from your own work. Enrolment is limited to 16. Instructor: Ruth Faber

DEVELOPMENT AND DELIVERY OF ONLINE LEARNING (ID202)

Prerequisites: ID110, ID120, ID210
 Length: 2 Days (14 hours)
 Credit: 1
 Fee: \$370
 Dates & locations: Page 143

This two-day course will provide trainers with an introduction to the design and development of online learning. Content includes the role of e-learning in ongoing training programs, various approaches to technology-based learning and the advantages and disadvantages of each, instructional strategies for facilitation, and issues to consider when implementing online learning. You will have the opportunity to work in the JIBC computer lab for one day of the course. Enrolment is limited to 16. Instructor: Leila Rahemtulla

EVALUATING TRAINING PROGRAMS (ID220)

Prerequisites: ID110, ID120, ID210
 Length: 2 Days (14 hours)
 Credit: 1
 Fee: \$320
 Dates & locations: Page 143

Is your training program working? Anyone who plans or evaluates training programs needs knowledge and skills to apply a systematic approach to course and programs evaluation. Learn to match the appropriate evaluation type to the training program. Bring an idea for an actual training evaluation project to work on in the class and take away an action plan. Enrolment is limited to 16. Instructor: Marg Penney

IDEAS FOR ACTIVE LEARNING (ID201)

Prerequisites: ID110, ID120
 Length: 2 Days (14 hours)
 Credit: 1
 Fee: \$370 (includes textbook)
 Dates & locations: Page 144

Explore how to integrate interactive techniques into your instructional plans and delivery. Learn the purpose of active learning, the value of introductions, the importance of expectation-setting activities, the use of energizers, and the benefits of closing activities. Enhance your abilities to ensure retention and transfer for choosing appropriate hands-on activities. Instructor: Enrolment is limited to 16. Leila Rahemtulla

MASTERING THE COMPLEXITY OF GROUP DYNAMICS (ID101)

(Formerly of Working with Groups in Instructional Settings)

Prerequisites: ID110, ID120
 Length: 2 Days (14 hours)
 Credit: 1
 Fee: \$320
 Dates & locations: Page 145

This practical advanced course is for instructors who instruct in a group setting. You will have an opportunity to increase your understanding of group dynamics and ways to enhance learning in groups. Skills practice focuses on specific communication and interactive skills for facilitating discussions in groups. Content includes climate setting, a group dynamics model, facilitation skills, and dealing with difficult behaviours in groups. Enrolment is limited to 16. Instructor: Rhonda Margolis

For more information:

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 Phone: 604.528.5623
 Email: leadership@jibc.ca

Linda Davies, Program Assistant, Management & Leadership Programs
 Phone: 604.528.5630
 Email: leadership@jibc.ca

your suggested learning path

1

START HERE:

The following core courses in the certificate program have been developed sequentially and must be completed in the order shown:

- Part 1: Leading the Way (FMGMT100)
- Part 2: Leading through Effective Conflict and Change (FMGMT200)
- Part 3: The Leader's Role in Effective Employee Relations (FMGMT301)
- Part 4: The Leader's Role in Human Resource Management (FMGMT401)

2

Complete four days of Management and Leadership Courses electives (see course descriptions beginning on page 120). You can complete your elective courses simultaneous with core courses.

3


COMPLETE YOUR FINAL ASSIGNMENT

Final Report (assignment) FMGMT500 within six months of registering for this project.

4

Graduation Ceremony

Stay connected! Come back as a lifelong learner for professional development.



For more information:
Georganne Oldham, Program Coordinator, Management & Leadership Programs
604.528.5623 or leadership@jibc.ca

Sandra Rice, Program Coordinator, Management & Leadership Programs
604.528.5633 or leadership@jibc.ca

Nenita Capili, Program Assistant, Management & Leadership Programs
604.528.5631 or leadership@jibc.ca

foundations of effective management and leadership certificate 107

FOUNDATIONS OF EFFECTIVE MANAGEMENT AND LEADERSHIP CERTIFICATE

If you are, or plan to be, a supervisor or manager in the private, public, or non-profit sector, this certificate is for you. The program reflects current thinking and practices in business and management education, with a particular focus on the necessary skills for effective leadership.

You will learn the dynamics of leadership, and come away with practical strategies for performance management, planning, human resource development, and employee relations.

Our Foundations of Effective Management and Leadership Certificate has a transfer credit agreement in place with the British Columbia Institute of Technology. Call 604.528.5608 for details.

Required courses in the certificate are offered in four parts and are designed to be taken in order. Full attendance is required. The 14-day certificate program must be completed within three years. The Foundations of Effective Management and Leadership Certificate is available on a contract basis and can be delivered anywhere in the province.



108 foundations of effective management and leadership certificate

FOUNDATIONS OF EFFECTIVE MANAGEMENT AND LEADERSHIP CERTIFICATE

See page 106 for suggested course sequencing.

- The certificate program is 14 days long, with 10 days of required courses and 4 days of electives.
- Courses may be taken individually or as part of the certificate.
- The program must be completed within three years.
- Full attendance is required.

The following required courses must be completed in the order shown:

- Part 1: Leading the Way, FMGMT100 (3 days) (1.5 credits)
Part 2: Leading through Effective Conflict and Change, FMGMT200 (2 days) (1 credit)
Part 3: The Leader's Role in Effective Employee Relations, FMGMT301 (2 days) (1 credit)
Part 4: The Leader's Role in Human Resource Management, FMGMT401 (3 days) (1.5 credits)

Note: Parts 1 and 2 combined and Parts 3 and 4 combined are also offered. See page 109-110.

ELECTIVES

Choose four days from the following electives:

- Another Day, Another Transition: How to Lead Successful Change, MGMT141 (2 Days) (1 credit)
- Appreciative Inquiry, MGMT135 (2 Days) (1 credit)
- Business Communications: It's All About You, MGMT134 (2 Days) (1 credit)
- Clear and Simple Writing, MGMT231 (2 Days) (1 credit)
- Coaching for Improved Performance, MGMT332 (2 Days) (1 credit)
- Flawless Facilitation the First Time, MGMT131 (1 Day) (.5 credit)
- Leading and Managing the Generations in Today's Workplace, MGMT156 NEW (2 Days) (1 credit)
- Leading with Emotional Intelligence, MGMT122 (2 Days) (1 credit)
- Make Presentations that Make Things Happen! MGMT 165 (1 Day) (.5 credit)
- Mentoring: Building New Leaders, MGMT157 NEW (2 Days) (1 credit)
- People Problems: How to Supervise Challenging Employees, MGMT315 (2 Days) (1 credit)
- Project Management: Managing the Project and Leading the Project Team MGMT166 NEW (2 Days) (1 credit)
- Team Building Tactics: Making the Whole Greater than the Sum, MGMT132 (2 Days) (1 credit)
- To Tell the Truth: Dealing with Negativity in the Workplace, MGMT105 (2 Days) (1 credit)
- Turning Down the Heat: Being Reasonable with Unreasonable People, MGMT159 (2 Days) (1 credit)

Further elective options page 120-130

Note: You can also take Dealing with Interpersonal Conflict (CR110A), and Mediation Skills Level I (CR250) as an elective credit.

FINAL ASSIGNMENT

Final Report FMGMT500 to be completed within within six months of registration for this module.

foundations of effective management and leadership certificate 109

FOUNDATIONS OF EFFECTIVE MANAGEMENT REQUIRED COURSES

PART 1: FOUNDATIONS OF EFFECTIVE MANAGEMENT AND LEADERSHIP LEADING THE WAY (FMGMT100)

Prerequisites:	None
Length:	3 Days (21 hours)
Credit:	1.5
Fee:	\$380 - \$435
Dates & locations:	Page 143

Success depends on leadership skills at all levels of our organizations. New, seasoned, and future leaders will examine their personal leadership and communication styles and determine their effectiveness. You'll explore your key roles and responsibilities as a supervisor or manager, and review key leadership and management theories and their practical application back in the workplace. Several assessment tools will be used to help you determine how best to increase your leadership capacity. Instructors: Gina Buchanan; Georganne Oldham; Rick Thomas

PART 2: FOUNDATIONS OF EFFECTIVE MANAGEMENT AND LEADERSHIP LEADING THROUGH EFFECTIVE CONFLICT AND CHANGE (FMGMT200)

Prerequisites:	FMGMT100
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$260 - \$320
Dates & locations:	Page 143

Unresolved conflict leads to employee dissatisfaction, lower productivity, and ultimately poor team morale. As a manager or supervisor, you are responsible for leading others through a solid problem-solving and decision-making process that helps employees resolve conflict and gain "buy-in" to change processes. In this two-day course, you will examine your personal conflict style, understand the causes and patterns of conflict in your organization, examine your role in the change management process, and enhance your decision-making and problem-solving capabilities. Instructors: Gina Buchanan; Georganne Oldham

PARTS 1 AND 2 COMBINED (FMGMT250)

If you are able to attend a five-day course, you may find that taking Foundations of Effective Management and Leadership Parts 1 and 2 together will be more convenient. Instructors: Gina Buchanan; Georganne Oldham

Prerequisites:	None
Length:	5 Days (35 hours)
Credit:	2.5
Fee:	\$640
Dates & locations:	Page 144

PART 3: FOUNDATIONS OF EFFECTIVE MANAGEMENT AND LEADERSHIP THE LEADER'S ROLE IN EFFECTIVE EMPLOYEE RELATIONS (FMGMT301)

Prerequisites:	FMGMT100, FMGMT200 or FMGMT250
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$260
Dates:	Page 144

If you've ever had to manage employees whose performance is ineffective, you'll know how demanding and time consuming it can be. Through practical exercises and case studies, this course will enable you to more effectively manage employee relations in your workplace. You'll get an overview of relevant employment and labour legislation, knowledge of relevant industry standards, the principles of due process, and the opportunity to apply it to workplace scenarios. The course focuses on specific guidelines and techniques to help you meet the challenge of dealing with ineffective performance. Instructor: Gail Sexsmith

PART 4: FOUNDATIONS OF EFFECTIVE MANAGEMENT AND LEADERSHIP THE LEADER'S ROLE IN HUMAN RESOURCE MANAGEMENT (FMGMT401)

Prerequisites:	FMGMT100, FMGMT200 or FMGMT250, FMGMT301
Length:	3 Days (21 hours)
Credit:	1.5
Fee:	\$260
Dates & locations:	Page 144

This course will provide you with a conceptual framework, technical skills, and practical tools. You will learn about successfully developing and managing human resources within your organization. Course content includes recruitment, selection, and retention of employees; writing competency-based job descriptions with performance goals, measures, and action plans; identification and application of ways to enhance staff performance and development; and writing and completing performance appraisals. Instructor: Patricia Galaczy

PARTS 3 AND 4 COMBINED (FMGMT350)

Prerequisites:	FMGMT100, FMGMT200 or FMGMT250, FMGMT301
Length:	5 Days (35 hours)
Credit:	2.5
Fee:	\$640
Dates:	Page 144

If you are able to attend a five-day course, you may find that taking Foundations of Effective Management and Leadership Parts 3 and 4 together will be more convenient. Instructors: Gail Sexsmith; Patricia Galaczy

"I have to say that the Level 3/4 course I attended at the JI was one of the best courses I have ever taken. I found the instructors to be subject matter experts and very adept at leading the class."

HEATHER HARRIS-HARPER - Director, Clinical Operations, CANTEST Clinical Research

foundations of effective management and leadership certificate 111

CERTIFICATE REPORT (FINAL ASSIGNMENT) (FMGMT500)

Fee: \$150

To receive a Foundations of Effective Management and Leadership Certificate, you must successfully complete a written assignment that shows you have integrated the learning from the program. The project is designed to benefit both you and your organization. The assignment provides eight topics from which you may choose, and it must be completed within six months of registration for this module.

NEW 3 DAY LEADERSHIP PROGRAM: “LEADING THE WAY”

This course is equivalent to Part 1 of the Foundations of Effective Management and Leadership Certificate, and is available on a contract basis only.

Please contact:

Sandra Rice, Program Coordinator, Management & Leadership Programs

Phone: 604.528.5633

E-mail: leadership@jibc.ca



JIBC STORE

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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.ca

www.jibc.ca



your suggested learning path

START HERE:

1

The following core courses in the certificate program have been developed sequentially and must be completed in order. You must complete Modules 1 through 8 in sequence.



Complete four days of Management and Leadership Courses as your electives (see course descriptions beginning on page 120).

2

Course can be taken simultaneously with required courses.



COMPLETE YOUR FINAL ASSIGNMENTS

3

Complete your first assignment (MDCS245) after completion of Module 4. Complete your final assignment (MDCS285) after completion of Module 8.



Graduation Ceremony

4

Stay connected! Participate in our online Community of Learners (see page 10) and come back for professional development.



For more information:

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Phone: 604.528.5623

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Linda Davies, Program Assistant, Management & Leadership Programs

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114 management and leadership development for community settings

MANAGEMENT AND LEADERSHIP DEVELOPMENT FOR COMMUNITY SETTINGS

This certificate is for you if you are a frontline to mid-level manager and leader who supports clients and staff in a variety of community settings. Some seats will be available for those who aspire to take a leadership role in their community sector.

You will learn current leadership practices, accreditation models and quality standards used in many community sectors. Whether you are an emerging or seasoned leader, this certificate program will help you move toward being a conscious leader.

By participating in these highly interactive courses, you will learn how to:

- lead effective change in the workplace
- provide team leadership
- utilize a competency-based model of human resource management and transition management
- clarify goals and business strategies
- manage with scarce resources
- identify funding models
- promote quality assurance and standards

The 20-day certificate program must be completed within three years, and full attendance is required. The program modules are consistent with and support the Council of Accreditation (COA) and Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation standards in the areas of training and supervision, financial management, human resource management, and team-delivered services.

"In spite of our past successes over the years in working with the Justice Institute, we could not have predicted or foreseen the outstanding results and change that have begun to unfold. There has been a palpable shift throughout the organization and a newly rejuvenated interest and desire to participate in meaningful dialogue focused on relational leadership and inter-connectedness, which serves only to ensure that the agency remains a vibrant, evolving entity."

JAN WOOD - Chief Program Office, Mainstream Association for Proactive Community Living

MANAGEMENT AND LEADERSHIP DEVELOPMENT FOR COMMUNITY SETTINGS – 10 CREDITS

See page 113 for suggested course sequencing.

- This 10 credit certificate is 20 days long, with 16 days of required and 4 days of electives and two assignments.
- The following required courses must be completed in the order shown.
- Program must be completed within three years.
- Full attendance is required.

REQUIRED COURSES:

See course descriptions beginning on page 116:

- Module 1: The Leadership Challenge and You (MDCS110) (2 days) (1 credit)
- Module 2: Leading through Effective Communication (MDCS120) (2 days) (1 credit)
- Module 3: Leading Effective Teams (MDCS230) (2 days) (1 credit)
- Module 4: Mastering Effective Employee Relations (MDCS240) (2 days) (1 credit)
- Module 5: Managing Human Resources (MDCS250) (2 days) (1 credit)
- Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness (MDCS260) (2 days) (1 credit)
- Module 7: Managing Scarce Resources (MDCS270) (2 days) (1 credit)
- Module 8: Managing a Change Environment (MDCS280) (2 days) (1 credit)

management and leadership development for community settings 115

CHOOSE FOUR DAYS FROM THE FOLLOWING ELECTIVES:

- Another Day, Another Transition: How to Lead Successful Change, MGMT141 (2 Days) (1 credit)
- Appreciative Inquiry, MGMT135 (2 Days) (1 credit)
- Business Communications: It's All About You, MGMT134 (2 Days) (1 credit)
- Clear and Simple Writing, MGMT231 (2 Days) (1 credit)
- Coaching for Improved Performance, MGMT332 (2 Days) (1 credit)
- Flawless Facilitation the First Time, MGMT131 (1 Day) (.5 credit)
- Leading and Managing the Generations in Today's Workplace, MGMT156 **NEW** (2 Days) (1 credit)
- Leading with Emotional Intelligence, MGMT122 (2 Days) (1 credit)
- Make Presentations that Make Things Happen! MGMT 165 (1 Day) (.5 credit)
- Mentoring: Building New Leaders, MGMT157 **NEW** (2 Days) (1 credit)
- People Problems: How to Supervise Challenging Employees, MGMT315 (2 Days) (1 credit)
- Project Management: Managing the Project and Leading the Project Team **NEW** MGMT166 (2 Days) (1 credit)
- Team Building Tactics: Making the Whole Greater than the Sum, MGMT132 (2 Days) (1 credit)
- To Tell the Truth: Dealing with Negativity in the Workplace, MGMT105 (2 Days) (1 credit)
- Turning Down the Heat: Being Reasonable with Unreasonable People, MGMT159 (2 Days) (1 credit)

Further elective options page 120-130

Note: You can also take Dealing with Interpersonal Conflict (CR110A), and Mediation Skills Level I (CR250) as an elective credit.

FINAL ASSIGNMENTS

Complete your first assignment (MDCS245) after completion of Module 4. Complete your final assignment (MDCS285) after completion of Module 8.

For more information:

Georganne Oldham, Program Coordinator, 604.528.5623 or leadership@jibc.ca

Sandra Rice, Program Coordinator, 604.528.5633 or leadership@jibc.ca

Nenita Capili, Program Assistant, 604.528.5631 or leadership@jibc.ca

Linda Davies, Program Assistant, 604.528.5630 or leadership@jibc.ca



MANAGEMENT AND LEADERSHIP DEVELOPMENT FOR COMMUNITY SETTINGS
REQUIRED COURSES

MODULE 1: THE LEADERSHIP CHALLENGE AND YOU (MDCS110)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 145

True leadership emerges from a clearer understanding of self in relation to others. In this course, you will examine your own personal style and leadership attributes; learn two leadership models and practice their application in the workplace; and engage in a mind-mapping process to identify your key roles and responsibilities in your unique community setting. Several assessment tools will be used to help you determine how best to enhance your leadership capacity. This course is a foundation for the others in the Management and Leadership Development for Community Settings Certificate. Instructor: Elizabeth Robinson

MODULE 2: LEADING THROUGH EFFECTIVE COMMUNICATION
(MDCS120)

Prerequisites:	MDCS110
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 145

Workplace satisfaction surveys frequently highlight communication as the number one source of employee concern. Learn to communicate more effectively as a manager. Understand the nature of communication, the value of two-way communication, and how to apply communications skills in specific situations. In this module, you will further develop skills in several management competency areas, such as active listening, delegation, motivation, coaching, and conflict management. You will learn through presentations, examples, questionnaires, case studies, and practice sessions. Instructors: Joyce Nolin; Christine Norman

MODULE 3: LEADING EFFECTIVE TEAMS (MDCS230)

Prerequisites:	MDCS110, MDCS120
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 146

Establish and maintain a productive team atmosphere in the workplace. You will learn about team leadership styles, communication among team members, working in meetings and team discussions, helping the team learn together, and your leadership role in creating a team with effective problem-solving and critical thinking skills. You will learn through short presentations, style inventories, coaching sessions, and case studies with a focus on practical application of your learning in teamwork situations in your own workplace. Instructor: Martha Joy

MODULE 4: MASTERING EFFECTIVE EMPLOYEE RELATIONS (MDCS240)

Prerequisites:	MDCS110, MDCS120, MDCS230
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 146

Mastering effective employee/management relations is one of the key roles of a successful leader. Develop a methodology for effective employee/management relations specific to community settings. Learn to clarify existing policies and legal obligations such as collective agreements and employment standards that govern employee/management relations; identify discrepancies between policies and practice; practice the skills required in an effective disciplinary process; explore the principles of clarity, consistency, and fairness that constitute due process; and examine the legal and ethical responsibilities of the employer/manager regarding employee relations. Specific topics include the progressive discipline process, the application of the Employment Standards Act, collective agreements, and WorkSafe BC regulations. Instructor: Gail Sexsmith

MODULE 5: MANAGING HUMAN RESOURCES (MDCS250)

Prerequisites:	MDCS110, MDCS120, MDCS230, MDCS240
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 146

Managing human resources in today's dynamic work environment is another key role for you as a successful leader. Learn the conceptual framework, technical skills, and practical tools necessary to successfully develop and manage your human resources using a competency-based approach. Combine practical, hands-on experience and contemporary theory, to explore the competency-based model of human resource management; the development of competency-based job descriptions; behaviourally based interviewing; and competency-based performance management. Instructor: Patricia Galaczy

MODULE 6: LEADING THE WAY TO CONTINUOUS QUALITY

IMPROVEMENT AND WORKPLACE WELLNESS (MDCS260)

Prerequisites:	MDCS110, MDCS120, MDCS230, MDCS240, MDCS250
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 146

Maintaining and improving quality in community settings means understanding and sticking to accepted quality standards, focusing on the needs of clients, diagnosing and resolving quality gaps, and supporting continuous quality improvement in the workplace. Define your leadership role in the continuous quality improvement process, licensing requirements, best practices, and other sources of quality measurement. You will learn to engage staff members in quality improvement initiatives. Learn key features of a safe and healthy environment for clients and staff, including occupational health and safety issues, workplace wellness, critical incident stress debriefing, and emergency response planning. Instructor: Rob Goodall

MODULE 7: MANAGING SCARCE RESOURCES (MDCS270)

Prerequisites:	MDCS110, MDCS120, MDCS230, MDCS240, MDCS250, MDCS260
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 146

Never has there been a greater challenge for managers and supervisors in community settings to make the best use of the time and money available to them. Learn about clarifying goals and priorities; developing strategies and plans to guide your actions; maintaining strength and persistence to stay on course; and developing resilience to face the inevitable surprises and setbacks. You will also learn about funding sources, budgeting and simple financial control measures, diversified funding, fundraising, and grantsmanship. Instructor: Bruce Hardy

MODULE 8: MANAGING A CHANGING ENVIRONMENT (MDCS280)

Prerequisites:	MDCS110, MDCS120, MDCS230, MDCS240, MDCS250, MDCS260, MDCS270
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 146

To survive in the modern world, the community sector must demonstrate ever-increasing levels of adaptability and resilience. Focus on the most recent changes in a variety of community settings, such as regionalization, new governance models, and emerging service trends. Learn from the lessons of transition models, systems thinking, and complexity science into the management of change. Through self-assessment, discussions, case assignments, and real on-the-job examples, you will learn how to maintain personal integrity, moral purpose, and client service in a constantly changing work environment. Instructor: Jan Wood

MANAGEMENT AND LEADERSHIP DEVELOPMENT FOR COMMUNITY SETTINGS ASSIGNMENT PROJECT 1 (MDCS245)

Fee: \$150

To integrate the learning from Modules 1 to 4, you must successfully complete a written assignment that will benefit both your role as manager and your organization. The assignment must be completed within four months.

MANAGEMENT AND LEADERSHIP DEVELOPMENT FOR COMMUNITY SETTINGS ASSIGNMENT PROJECT 2 (MDCS285)

Fee: \$150

To integrate the learning from Modules 5 to 8, you must successfully complete a written assignment that will benefit both your role as manager and your organization. The assignment must be completed within four months.



120 management and leadership:
general and elective courses

The following courses:

- are open to general enrolment;
- may be used as electives for the Foundations of Effective Management and Leadership Certificate or the Management and Leadership Development for Community Settings Certificate; and
- may be customized for your organization, agency or group.

ANOTHER DAY, ANOTHER TRANSITION: HOW TO LEAD SUCCESSFUL
CHANGE (MGMT141)

Prerequisites: None
Length: 2 Days (14 hours)
Credit: 1
Fee: \$255
Dates & locations: Page 143

This interactive and highly experiential two-day course will provide you with a practical and realistic toolkit for leading, supporting, and facilitating change processes in your organization. Through facilitator-led small-group activities and case studies, you'll learn how to use more powerful language to coach people through the change process, how to interpret the emotions of transition, and how to use various strategies and tools to manage the dynamics of change in the workplace.

Instructor: Linda-Ann Bowling

APPRECIATIVE INQUIRY (MGMT135)

Prerequisites: None
Length: 2 Days (14 hours)
Credit: 1
Fee: \$255
Dates & locations: Page 143

Appreciative Inquiry (AI) is an organizational change and group development approach that works well with workplace or classroom groups. Unlike the traditional problem-based approaches, which focus on what is not working well, AI focuses on what is working well (appreciative) by engaging people in asking questions and telling stories (inquiry). This shift in focus to the positive generates life within the organization/group, enabling it to move more effectively towards its goals. You will examine the theory behind Appreciative Inquiry, engage in the 5D model (Definition, Discovery, Dream, Design, and Delivery), and explore ways to apply it in your own organizations/groups. This course may also be used as an elective in the Instructor Development Certificate.

Instructors: Doug Kerr; Kathryn Thomson

"This course refreshed me! I look forward to enriching my life with 'appreciative inquiry'."

VANESSA PICKTHALL

BODY LANGUAGE AT WORK: ADVANCED TECHNIQUES (MGMT170)
NEW

Prerequisites:	None
Length:	1 Day (7 hours)
Credit:	.5
Fee:	\$180
Dates & locations:	Page 143

Many of us are unaware of the true impact we have on others through our non-verbal communication. With every subtle gesture we are sending strong signals through our body language. Become aware of your personal style; what works for you and what doesn't. Learn to use non-verbal nuances to your advantage and handle a wide range of professional situations with greater ease and confidence. Topics include an advanced understanding of facial expression, eye contact, professional greetings, negotiations, confrontations and non-verbal telephone etiquette. An excellent course for those involved in presentations, negotiations, confrontations and interviews. Instructor: Jason Cressey

BUSINESS COMMUNICATIONS: IT'S ALL ABOUT YOU (MGMT134)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255 - \$315
Dates & locations:	Page 143

Miscommunication is one of the key factors affecting business productivity and personal growth. If you are in a frontline, mid-level, or senior position, and want to understand the impact of positive and negative energy in a workplace; you will learn to divert time spent on personal issues to time spent on business productivity and career enjoyment; and apply learned techniques to reduce overreaction or feelings of being overwhelmed. Set healthy, professional boundaries; develop an inclusive approach to communication to improve the flow of information and reduce administrative redundancy; and improve skills and efficiencies in e-mail and phone work. Instructor: Vals Fauquier

CLEAR AND SIMPLE WRITING (MGMT231)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255 - \$315
Dates & locations:	Page 143

If you are a supervisor or manager who has difficulty putting what you want to say in writing, this course is ideal. Course content is based on plain language principles. Day 1 covers communication as a transaction, writing skills, business styles, and conveying organizational messages. Day 2 focuses on report writing and covers planning, organizing, and special writing techniques. Please bring two to three samples each of memos, letters, and reports you have written. These samples will be used on Day 2. Instructor: Susan Kauffmann

122 management and leadership: general and elective courses

COACHING FOR IMPROVED PERFORMANCE (MGMT332)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 143

Leaders must have employee commitment in order to achieve the kinds of results needed in today's workplace. If you want to develop your coaching skills to better guide others in problem solving and improving performance, this course will help you. The course provides strategies and skills to coach employees and achieve long-term results. Topics include identifying which type of coaching is required, avoiding the pitfalls involved with coaching, using specific communication skills to facilitate the coaching process, and using coaching to help develop commitment.

Instructor: Maureen Hannah

FLAWLESS FACILITATION THE FIRST TIME (MGMT131)

Prerequisites:	None
Length:	1 Day (7 hours)
Credit:	.5
Fee:	\$180-\$200
Dates & locations:	Page 143

Flawless facilitation is the key to successful outcomes in meetings and presentations. In this one-day course, you will learn how a facilitator can contribute to effective group functioning and communications; how to prepare for a meeting or presentation; and you'll develop the practical facilitation skills required to achieve a positive experience for group participants. Specific facilitation challenges and solutions will be clarified. Enrolment is limited to 16. Instructor: Leila Rahemtulla

LEADING AND MANAGING THE GENERATIONS IN TODAY'S WORKPLACE (MGMT156) [NEW](#)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 145

Today's leaders are faced with a unique challenge – how to successfully manage and lead individuals and groups from four different generations. What are the characteristics of the learning and communication styles of these four groups? In this two-day interactive course, you will learn how to create a successful working relationship with each generational group and acknowledges their distinctive contribution to the workplace. You will also develop tools and techniques to effectively communicate, increase motivation, and support the performance of each of the four generational groups. Instructor: Kathi Irvine

LEADING WITH EMOTIONAL INTELLIGENCE (MGMT122)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255 - \$315 plus \$35 for EQI instrument = \$290 - \$350 total fee
Dates & locations:	Page 145

Did you know that you can strengthen your leadership ability by increasing your emotional intelligence? This course will provide you with an understanding of what emotional intelligence is and how effective leaders use it in the workplace. You'll explore areas in which emotional intelligence plays a key role, including problem solving, performance and effectiveness, communication in conflict situations, and leadership in a dynamic and changing environment. You will also have the opportunity to complete the BarOn Emotional Quotient-Inventory (EQ-I), and an online assessment will be arranged through one of the instructors, a certified EQ-I administrator. Instructors: Raj Gill; Maureen Hannah

MAKE PRESENTATIONS THAT MAKE THINGS HAPPEN! (MGMT165)

NEW

Prerequisites:	None
Length:	1 Day (7 hours)
Credit:	.5
Fee:	\$180
Dates & locations:	Page 145

In this one-day course, you will have the opportunity to develop the confidence and the competence to make a presentation that is interesting, engaging, and persuasive –one that makes things happen. This workshop prepares you to deliver well-organized oral presentations with confidence and clarity. Whether you are presenting to a small group of work colleagues or to a large external audience, this workshop prepares you to speak clearly and persuasively. Learn how to speak to a group using effective vocal, verbal and physical techniques in a style that matches the message. Manage potentially disruptive audience members and get buy-in. Change the normal anxiety that is part of the experience of making a presentation into the energy that ensures a powerful presentation. Instructor: Doug Kerr

MEETING CIRCLES: FOR MORE EFFECTIVE MEETINGS (MGMT172)

Prerequisites:	None
Length:	2 days (14 hours)
Fee:	\$255
Dates & locations:	Page 145

Are you tired of ineffective meetings? Do you sit through meetings and wonder why they were held or sat through discussions that never seem to go any where? Even if you do the "right" thing and have a meeting purpose, have an agenda and stick to time limits many meetings are still unproductive. Why? Because most of us don't communicate what we really think and feel as we do not feel safe enough to be candid. By using a Circle Meeting with its core principles and straight-forward process you can improve any meeting - from boardrooms to offices – with an authentic conversation. In this course you will learn the foundation principles of a Circle Meeting; the practices and step-by-step process to running a Meeting Circle, the role and skills of the Circle facilitator and how to introduce circles with little effort and cost to your workplace. Instructor: Maureen Fitzgerald

124 management and leadership: general and elective courses

MENTORING: BUILDING NEW LEADERS (MGMT157)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 145

Mentoring is an essential component of effective leadership. It provides opportunities for meaningful and challenging growth in the workplace. It is integral to the success and retention of valued employees. This two-day interactive course is designed to provide you with mentorship training for orienting, guiding, coaching, and developing a committed individual in a professional context. You'll learn key strategies and address issues of effective mentoring that can be applied immediately in your workplace. You'll also learn how to encourage and support beneficial change, build trust, engage in real communication, and use constructive feedback techniques. This is an opportunity to envision and design a dynamic partnership for your own situation, recognizing that when a mentor and protégé mutually commit, it's transformative for both. Instructors: Maureen Hannah; Ann Naymie

PEOPLE PROBLEMS: HOW TO SUPERVISE CHALLENGING EMPLOYEES (MGMT315)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 146

Have you ever had the challenge of dealing with employees whose performance is ineffective or whose behaviour gets in the way? Managing these situations is demanding, stressful, and time consuming. If the situation is ignored, the motivation and productivity of all employees often suffers. Having the skills to deal with poor performance will make your job as a supervisor or manager easier and more satisfying. This course focuses on specific guidelines and techniques to help meet the challenge of problem performance confidently and effectively.

Instructor: Joyanne Landers

PROJECT MANAGEMENT: MANAGING THE PROJECT AND LEADING THE PROJECT TEAM (MGMT166) **NEW**

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$275
Dates & locations:	Page 146

This introduction to project management will provide you with what you need to feel confident assuming a leadership role on any project, large or small. You will be guided through the essentials of high performance project management: developing the plan, the structure, work estimates, project schedules and budgets. You will learn the leadership skills and qualities needed to communicate internally with your team and externally on behalf of the project, and the importance of leveraging the talents, perspective and energy of all your team members. For optimal benefit, bring an anticipated project to work on throughout the course. Instructor: Doug Kerr

TEAM BUILDING TACTICS: MAKING THE WHOLE GREATER THAN THE SUM (MGMT132)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255 - \$315
Dates & locations:	Page 146

Teams are an essential part of a productive, efficient, and nurturing workplace. A bad team can be toxic; a good team can create positive experiences for employees and lead to greater accomplishments and levels of productivity than would be possible for individuals on their own. You'll learn how to implement methods to ensure group harmony; develop techniques to differentiate the personal from the professional and encourage group members to energize each other; and explore some of the defined roles of a team, including difficult and uncooperative group members. You'll also learn how individuals can change roles; how to implement strategies to discourage typecasting and stereotyping; and how to delegate in a team setting.

Instructor: Jason Cressey

TO TELL THE TRUTH: DEALING WITH NEGATIVITY IN THE WORKPLACE (MGMT105)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 147

This course addresses one of the most pressing concerns in any work environment: what to do about the chronically negative, difficult, or challenging employee, colleague, or boss. The course explores the symptomatology of negative behaviour and offers concrete tools to enable participants to create a "risk-free" zone within themselves for speaking the truth about the situation. In this course, you will identify the emotional, mental, and physical consequences (for yourself and for others) of not addressing negativity in the workplace; demonstrate strategies for reducing the risks of speaking openly and truthfully; identify the barriers to implementing these strategies; and develop an action plan for success. The course is highly interactive and involves individual work as well as small- and large-group participation.

Instructors: Georganne Oldham; Kathryn Thomson

TURNING DOWN THE HEAT: BEING REASONABLE WITH UNREASONABLE PEOPLE (MGMT159)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 147

Your clients have days when they face stressors that cause them to behave in seemingly unreasonable ways. Frontline staff in government, the private sector, and volunteer agencies more and more have to work with irritable, frustrated, distraught, angry, and demanding clients, which adds to their on-the-job stress. In this interactive workshop, you will examine practical techniques to resolve conflict situations, cool down difficult encounters, and disarm complainers. This workshop is fun, fast-moving, and highly participative, and uses real frontline examples. Learn how to keep angry clients from taking out their frustrations on frontline staff and ultimately transform conflict into cooperation. Instructor: Joyanne Landers

126

management and leadership:
general and elective courses

YES YOU CAN. DEALING WITH OVERWHELM: NEW ANSWERS FOR
TODAY'S WORKPLACE (MGMT143)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255 plus \$35 for StressScan assessment instrument - \$290 total fee

Dates & locations: Page 147

Stress and other mental disorders such as anxiety and depression, are fast becoming the leading workplace disability in Canada, costing billions in lost productivity annually. Research shows that the traditional coping strategies to handle stress are no longer as effective as they once were. This powerful, highly interactive, and personally focused course is designed for any frontline, supervisory or management-level individual who is searching for new ways of dealing with feeling overwhelmed in their lives. You will explore current organizational trends; have the opportunity to identify current coping patterns and beliefs that create stress and hinder positive change; and learn to implement strategies for a personal position of choice and control. During the course, you will use advanced focus techniques, including meditation, to mobilize your internal resources and regain a sense of work/life balance. Instructors: Vals Fauquier; Georganne Oldham

"This was one of the best courses I have ever taken."

JULIE RENTON - Westcoast Family Resources

For more information:

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604.528.5633 or leadership@jibc.ca

Georganne Oldham, Program Coordinator, Management & Leadership Programs
604.528.5623 or leadership@jibc.ca

Nenita Capili, Program Assistant, Management & Leadership Programs
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Linda Davies, Program Assistant, Management & Leadership Programs
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TRANSFORMATIONAL LEADERSHIP: NEW LENSES FOR TODAY'S LEADERS

127

You are being called upon today to be a leader at every level in your organization. Leadership today is a way of being, not just a job.

How can you meet today's challenges and still make a difference in the work that you do?

How can you have the courageous conversations that are required to create meaningful change in your workplace environments?

How do you find deeper sources of passion, creativity and spirit in your work?

By participating in these highly interactive courses you will learn to:

- reenergize yourself and find ways to inspire others
- engage others in meaningful dialogue and dare to “make a difference” in your workplace and community
- encourage others to create a sustainable work environment that embraces health, wellness and productivity.

These courses can be customized and delivered in your workplace and communities. They are great topics for professional development days, retreats and special events.

Georganne Oldham, Program Coordinator, Management & Leadership Programs
Phone: 604.528.5623
Email: leadership@jibc.ca

CREATIVITY AND THE LIGHTER SIDE OF LEADERSHIP (MGMT167) NEW

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$290
Dates & locations:	Page 143

Do your responsibilities as a leader give you a sense of seriousness – a sense of being solely responsible for the workplace's direction and success? When we stop taking ourselves too seriously and bring humour and play into the workplace, many changes happen - creativity skyrockets, morale improves, people become energized, productivity goes up, and the place transforms. A skillful leader creates opportunities for creativity and innovation - both for themselves and their staff.

In this highly experiential course, we will engage in a rich set of activities from the world of creativity, experiential education, performing arts, storytelling, eastern philosophies and practices, and specialized kinesiology to engage the whole person - mind, body, and soul. While doing it, we will explore the benefits of the tools, techniques, and activities and their application to diverse workplace situations - meetings, conversations, challenges, employee engagement, creativity sessions - and have fun in the process. Add these skills to your leadership repertoire and watch employee engagement take off. Instructor: Simon Goland

transformational leadership

LEADERSHIP AND THE WAY OF THE HORSE (MGMT145)

Prerequisites:	None
Length:	1 Day (7 hours)
Credit:	.5
Fee:	\$255 plus \$35 fee for stable and horse facilitators/lunch = \$290 total fee
Dates & locations:	Page 145

This dynamic, interactive, and highly experiential one-day course will renew and re-energize you as a leader. Working with a team of highly skilled co-facilitators – the horses – you will quickly learn the importance of integrity, intention, and authenticity as a leader. Horses are natural teachers and will enable you to see leadership from a transformative perspective. Respect as a leader is earned by the presence that we bring to our relationships and the clarity with which we act. This program will have a profound and lasting impact on your understanding of what makes a true leader. Enrolment is limited. (Horses will not be available for riding.)

Instructor: Linda-Ann Bowling

MAXIMIZING YOUR BRAIN POTENTIAL: THE MODERN LEADERSHIP TOOL (MGMT160) NEW

Prerequisites:	None
Length:	1 Day (7 hours)
Credit:	.5
Fee:	\$180
Dates & locations:	Page 145

Your brain is the ultimate PDA (Personal Digital Assistant, for the less technical folks out there). The human brain has the “RAM” or storage capacity of about 10 million thousand-page books. Its processing speed is incalculable. Most of us fill less than 50 per cent of that capacity and utilize less than 10 per cent of our processing ability to process new or novel material on a given day. This course will introduce you to the most current research findings in the fields of cognitive psychology, neuropsychology, psychopharmacology, and brain anatomy. You will be given practical tools to apply this knowledge for more effective daily functioning, achieving the “edge effect.” You will understand the impact of stress on the brain as well as examine other common barriers to optimal brain functioning. You will understand better how these barriers manifest physically, emotionally, spiritually, and interpersonally. As leaders in your organizations, you will also gain an understanding of and learn practical strategies for how to achieve and maintain optimal brain functioning as it applies to both the individuals and to the teams you lead. Instructor: Kathryn Priest-Peries

SPIRAL DYNAMICS: LEADERSHIP THAT'S ONE STEP AHEAD (MGMT154) [NEW](#)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$290
Dates & locations:	Page 146

How do you lead in a workplace that is always changing? Is your leadership approach appropriate to the values and worldviews of the people you are called upon to lead? How do leaders develop strategies that keep them one step ahead of change? This course will use the values framework of an innovative model called Spiral Dynamics Integral, for leaders to discover the roots of their bio-psycho-cultural-social capacities for leadership. Participants will learn the basic developmental stages of the adaptive, evolutionary, cyclical spiral of leadership. They will gain an understanding of how leadership effectiveness is a function of adapting to both worldviews and life conditions in the workplace. In this course, you will explore how they are responding to the dynamics of change and will learn to recognize appropriate strategic leadership options within eight variations of change. You will have an opportunity to use an online self-assessment. Instructor: Marilyn Hamilton

STRENGTHENING ORGANIZATIONAL CAPACITY: ASKING LIFE'S IMPORTANT QUESTIONS (MGMT168) [NEW](#)

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$290
Dates & locations:	Page 146

The truth is we spend more time at work than with our families, with our friends, or in the natural world; if we are not asking the big questions of what it means to be fully human at work, we may not ask them at all. In the context of constant change, the organization that is building the endurance and capacity to succeed, is the organization that is willing to inquire beneath surface structures into the prime motivators of employee performance. At the deepest level, all employee actions and behaviours are based upon a set of fundamental and universal human needs. Learning to identify and integrate these needs is the single most important action you and your organization can take to build and strengthen organizational capacity. During this two-day course, you will explore several established models of defining and meeting essential human needs (Non-violent Communication, Circle of Courage), and learn how these needs, when addressed, can serve to answer the bigger questions of who we are at work, and engage and motivate employees to unprecedented standards of performance. Instructor: Patricia Galaczy

THE QUANTUM WAY: LEARNING FROM THE FUTURE (MGMT155)

NEW

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$290
Dates & locations:	Page 146

Science has traditionally been used as a metaphor for how we view the world and how we structure our organizations. The prevailing metaphor has been drawn from a Newtonian paradigm and organizations have evolved as if people, events and structures could be managed in a static, predictable manner. But a new metaphor, based on quantum physics is emerging. This course is an exploration of questions like: What does quantum physics have to do with leadership, organizations and our daily life? What does the uncertainty principle tell us about performance planning? What does a probability wave have to do with organizational structures? In this two-day journey we will explore current ‘quantum’ practices that are arising from the new paradigm of quantum physics. These practices include open space technology, sustained dialogue, appreciative inquiry, and world café style conversations. The course will draw on the theory and practice of quantum practitioners such as Margaret Wheatley, Ken Wilber, Peter Senge and Otto Scharmer. Prerequisites for attending this course: profound curiosity, an open mind and heart, and a willingness to learn from the emerging future. Instructor: Patricia Galaczy and Kathryn Thomson

“I took this course on the assumption I would improve overall communication in both work and possibly in my personal life. I find myself now a better listener and communicator not to mention wanting to delve into “quantum questions” and accept whatever answers may come.”

NANCY JOHNSON

TRANSFORMATIVE CONVERSATIONS IN THE WORKPLACE (MGMT144)

NEW

Prerequisites:	None
Length:	2 Days (14 hours)
Credit:	1
Fee:	\$255
Dates & locations:	Page 147

In this two-day highly experiential course, you will gain a deeper understanding of the role and value of dialogue in the workplace, and knowledge of how to host meaningful conversations that will transform any workplace, create a collective sense of purpose, and help people produce positive results. You will learn the differences among the four different levels of conversation. As well, you will gain experience in applying practices that produce the environment in which dialogue can occur, including Appreciative Inquiry, World Café conversations, open space technology, and the art of asking generative questions. Instructors: Patricia Galaczy; Kathryn Thomson

“The facilitators successfully contributed & created to the environment of safety, stillness, and respect, that allowed for participation and sharing.”

MARNEE PEARCE - WorkSafe BC



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BRITISH
COLUMBIA

PERSONAL SAFETY TRAINING

Threats to those working in the frontline include a range of issues such as dealing with difficult or unpredictable individuals, abusive language and attacks. Develop your skills and knowledge and equip yourself with essential tools in ensuring your personal safety while at work.

Attend a course or arrange for a customized on-site workshop.
Consultation and assessment for organisations arranged on request.

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phone: 604.538.5538.

www.jibc.ca/personalsafety



DATE	COURSE		LOCATION	FEE
2007				
Sep 24-26	Foundations of Effective Management and Leadership Part 1	FMGMT100	New Westminster	\$380
Sep 26-27	Module 1: The Leadership Challenge and You	MDCS110	New Westminster	\$255
Oct 2-3	Instructional Skills, Level 1	ID110	New Westminster	\$340
Oct 4-5	Module 7: Managing Scarce Resources	MDCS270	New Westminster	\$255
Oct 11-12	People Problems: How to Supervise Challenging Employees	MGMT315	New Westminster	\$255
Oct 17-18	Leading with Emotional Intelligence	MGMT122	New Westminster	\$290
Oct 22-24	Foundations of Effective Management and Leadership Part 1	FMGMT100	New Westminster	\$380
Oct 23-24	Appreciative Inquiry	MGMT135	New Westminster	\$255
Oct 25-26	Module 2: Leading Through Effective Communication	MDCS120	New Westminster	\$255
Oct 25	Make Presentations That Make Things Happen	MGMT165	New Westminster	\$180
Oct 25-26	Meeting Circles: For More Effective Meetings	MGMT172	New Westminster	\$255
Oct 29-Nov 2	Foundations of Effective Management and Leadership Parts 1&2	FMGMT250	New Westminster	\$640
Nov 5-6	To Tell the Truth: Dealing with Negativity in the Workplace	MGMT105	New Westminster	\$255
Nov 5-6	Module 8: Managing a Change Environment	MDCS280	New Westminster	\$255
Nov 5-6	Instructional Skills, Level 1	ID110	New Westminster	\$340
Nov 7-8	Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace (Course material fee \$35)	MGMT143	New Westminster	\$255
Nov 9	Flawless Facilitation the First Time	MGMT131	New Westminster	\$180
Nov 15-16	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	New Westminster	\$255
Nov 19-20	Foundations of Effective Management and Leadership Part 2	FMGMT200	New Westminster	\$260
Nov 21-22	Business Communications: It's All About You	MGMT134	New Westminster	\$255

DATE	COURSE		LOCATION	FEE
2007 CONTINUED				
Nov 21-22	Dynamic Visual Aids	ID102	New Westminster	\$320
Nov 22-23	Module 3: Leading Effective Teams	MDCS230	New Westminster	\$255
Nov 23	Make Presentations that Make Things Happen	MGMT 165	Victoria	\$200
Nov 26-27	Clear and Simple Writing	MGMT231	Victoria	\$315
Nov 28-29	Transformative Conversations in the Workplace	MGMT144	New Westminster	\$255
Nov 29-30	Foundations of Effective Management and Leadership Part 3	FMGMT301	New Westminster	\$260
Dec 3-4	Foundations of Effective Management and Leadership Part 2	FMGMT200	New Westminster	\$260
Dec 3-4	Instructional Skills, Level 2	ID120	New Westminster	\$320
Dec 5-7	Foundations of Effective Management and Leadership Part 4	FMGMT401	New Westminster	\$380
Dec 5-6	Module 4: Mastering Effective Employee Relations	MDCS240	New Westminster	\$255
Dec 7	Maximizing Your Brain Potential: The Modern Leadership Tool	MGMT160	New Westminster	\$180
Dec 12-13	Creativity and the Lighter Side of Leadership	MGMT167	New Westminster	\$290
2008				
Jan 8-9	Module 5: Managing Human Resources	MDCS250	New Westminster	\$255
Jan 17-18	Fundamentals of Instructional Planning	ID210	New Westminster	\$370
Jan 22-23	Coaching for Improved Performance	MGMT332	New Westminster	\$255
Jan 30-31	Module 1: The Leadership Challenge and You	MDCS110	New Westminster	\$255
Feb 4-5	Foundations of Effective Management and Leadership Part 3	FMGMT301	New Westminster	\$260
Feb 7-8	Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness	MDCS260	New Westminster	\$255
Feb 7-8	Instructional Skills, Level 1	ID110	New Westminster	\$340
Feb 12-13	Leading with Emotional Intelligence	MGMT122	Victoria	\$350
Feb 14-15	Module 2: Leading Through Effective Communication	MDCS120	New Westminster	\$255

DATE	COURSE		LOCATION	FEE
2008 CONTINUED				
Feb 15, Apr 17-18	Instructional Skills Practicum Assessment	ID260	New Westminster	\$550
Feb 18-20	Foundations of Effective Management and Leadership Part 1	FMGMT100	Victoria	\$435
Feb 20-21	Turning Down the Heat: Being Reasonable with People	MGMT159	New Westminster	\$255
Feb 25-27	Foundations of Effective Management and Leadership Part 4	FMGMT401	New Westminster	\$380
Feb 25-26	Conducting a Needs Assessment	ID203	New Westminster	\$320
Feb 28-29	Spiral Dynamics: Leadership That's One Step Ahead	MGMT154	New Westminster	\$290
Mar 3-7	Foundations of Effective Management and Leadership Parts 3&4	FMGMT350	New Westminster	\$640
Mar 6-7	Module 7: Managing Scarce Resources	MDCS270	New Westminster	\$255
Mar 10-11	Foundations of Effective Management and Leadership Part 2	FMGMT200	Victoria	\$320
Mar 10	Body Language at Work: Advanced Techniques	MGMT170	New Westminster	\$180
Mar 11-12	Mastering the Complexity of Group Dynamics	ID101	New Westminster	\$320
Mar 27-28	Module 3: Leading Effective Teams	MDCS230	New Westminster	\$255
Mar 31-Apr 1	The Quantum Way: Learning from the Future	MGMT155	New Westminster	\$290
Apr 2-3	Module 8: Managing a Change Environment	MDCS280	New Westminster	\$255
Apr 2-3	Appreciative Inquiry	MGMT135	New Westminster	\$255
Apr 4	Flawless Facilitation the First Time	MGMT131	New Westminster	\$180
Apr 7-8	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	Victoria	\$315
Apr 7-8	Instructional Skills, Level 1	ID110	New Westminster	\$340
Apr 7-8	Leading and Managing the Generations in Today's Workplace	MGMT156	New Westminster	\$255
Apr 9-10	Strengthening Organizational Capacity; Asking Life's Important Questions	MGMT168	New Westminster	\$290

DATE	COURSE		LOCATION	FEE
2008 CONTINUED				
Apr 14-18	Foundations of Effective Management and Leadership Parts 1&2	FMGMT250	New Westminster	\$640
Apr 17-18	Module 4: Mastering Effective Employee Relations	MDCS240	New Westminster	\$255
Apr 21-22	Another Day, Another Transition: How to Lead Successful Change	MGMT141	New Westminster	\$255
Apr 21, Jun 24-25	Instructional Skills Practicum Assessment	ID260	New Westminster	\$550
Apr 23-24	Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace (Course material Fee \$35)	MGMT143	New Westminster	\$255
Apr 29-30	Training with Neuro Linguistic Programming (NLP)	ID105	New Westminster	\$320
May 1-2	Instructional Skills, Level 2	ID120	New Westminster	\$320
May 5	Flawless Facilitation the First Time	MGMT131	Victoria	\$200
May 5-6	People Problems: How to Supervise Challenging Employees	MGMT315	New Westminster	\$255
May 12-13	Project Management: Managing the Project and Leading the Project Team	MGMT166	New Westminster	\$275
May 12-14	Foundations of Effective Management and Leadership Part 1	FMGMT100	New Westminster	\$380
May 14-15	Module 5: Managing Human Resources	MDCS250	New Westminster	\$255
May 15-16	Ideas for Active Learning	ID201	New Westminster	\$370
May 20-21	Business Communications: It's All About You	MGMT134	Victoria	\$315
May 26-27	To Tell the Truth: Dealing with Negativity in the Workplace	MGMT105	New Westminster	\$255
May 28-29	Mentoring: Building New Leaders	MGMT157	New Westminster	\$255
May 29-30	Fundamentals of Instructional Planning	ID210	New Westminster	\$370
Jun 2-3	Business Communications: It's All About You	MGMT134	New Westminster	\$255
Jun 4-5	Clear and Simple Writing	MGMT231	New Westminster	\$255

DATE	COURSE		LOCATION	FEE
2008 CONTINUED				
Jun 5-6	Development and Delivery of Online Learning	ID202	New Westminster	\$370
Jun 6	Leadership and the Way of the Horse	MGMT145	Richmond	\$290
Jun 9-10	Foundations of Effective Management and Leadership Part 2	FMGMT200	New Westminster	\$260
Jun 9-10	Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness	MDCS260	New Westminster	\$255
Jun 9-10	Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace	MGMT 143	Victoria	\$350
Jun 11-12	Leading with Emotional Intelligence	MGMT122	New Westminster	\$290
Jun 16-20	Foundations of Effective Management and Leadership Parts 3&4	FMGMT350	New Westminster	\$640
Jun 16-17	Evaluating Training Programs	ID220	New Westminster	\$320
Jun 23-24	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	New Westminster	\$255
Jun 25	Maximizing Your Brain Potential: The Modern Leadership Tool	MGMT160	New Westminster	\$180
June 25-26	Meeting Circles: Fore More Effective Meetings	MGMT172	New Westminster	\$255



DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - NEW WESTMINSTER				
Sep 24-26	Foundations of Effective Management and Leadership Part 1	FMGMT100	Rick Thomas	\$380
Sep 26-27	Module 1: The Leadership Challenge and You	MDCS110	Liz Robinson	\$255
Oct 2-3	Instructional Skills, Level 1	ID110	Colleen Vaughan	\$340
Oct 4-5	Module 7: Managing Scarce Resources	MDCS270	Bruce Hardy	\$255
Oct 11-12	People Problems: How to Supervise Challenging Employees	MGMT315	Joyanne Landers	\$255
Oct 17-18	Leading with Emotional Intelligence	MGMT122	Raj Gill, Maureen Hannah	\$290
Oct 22-24	Foundations of Effective Management and Leadership Part 1	FMGMT100	Gina Buchanan	\$380
Oct 23-24	Appreciative Inquiry	MGMT135	Doug Kerr	\$255
Oct 25-26	Module 2: Leading Through Effective Communication	MDCS120	Christine Norman, Joyce Nolin	\$255
Oct 25	Make Presentations That Make Things Happen	MGMT165	Doug Kerr	\$180
Oct 25-26	Meeting Circles: For More Effective Meetings	MGMT172	New Westminster	\$255
Oct 29-Nov 2	Foundations of Effective Management and Leadership Parts 1&2	FMGMT250	Georganne Oldham, Gina Buchanan	\$630
Nov 5-6	Instructional Skills, Level 1	ID110	Doug Kerr	\$340
Nov 5-6	Module 8: Managing a Change Environment	MDCS280	Jan Wood	\$255
Nov 5-6	To Tell the Truth: Dealing with Negativity in the Workplace	MGMT105	Georganne Oldham, Kathryn Thomson	\$255
Nov 7-8	Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace (Course material fee \$35)	MGMT143	Vals Fauquier, Georganne Oldham	\$255
Nov 9	Flawless Facilitation the First Time	MGMT131	Leila Rahemtulla	\$180

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - NEW WESTMINSTER CONTINUED				
Nov 15-16	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	Jason Cressey	\$255
Nov 19-20	Foundations of Effective Management and Leadership Part 2	FMGMT200	Georganne Oldham	\$260
Nov 21-22	Dynamic Visual Aids	ID102	Rob Goodall	\$320
Nov 21-22	Business Communications: It's All About You	MGMT134	Vals Fauquier	\$255
Nov 22-23	Module 3: Leading Effective Teams	MDCS230	Martha Joy	\$255
Nov 28-29	Transformative Conversations in the Workplace	MGMT144	Kathryn Thomson, Patricia Galaczy	\$255
Nov 29-30	Foundations of Effective Management and Leadership Part 3	FMGMT301	Gail Sexsmith	\$260
Dec 3-4	Foundations of Effective Management and Leadership Part 2	FMGMT200	Gina Buchanan	\$260
Dec 3-4	Instructional Skills, Level 2	ID120	Leila Rahemtulla	\$320
Dec 5-7	Foundations of Effective Management and Leadership Part 4	FMGMT401	Patricia Galaczy	\$380
Dec 5-6	Module 4: Mastering Effective Employee Relations	MDCS240	Gail Sexsmith	\$255
Dec 7	Maximizing Your Brain Potential: The Modern Leadership Tool	MGMT160	Kathryn Priest- Peries	\$180
Dec 12-13	Creativity and the Lighter Side of Leadership	MGMT167	Simon Goland	\$290
2008				
Jan 8-9	Module 5: Managing Human Resources	MDCS250	Patricia Galaczy	\$255
Jan 17-18	Fundamentals of Instructional Planning	ID210	Leila Rahemtulla	\$370
Jan 22-23	Coaching for Improved Performance	MGMT332	Maureen Hannah	\$255
Jan 30-31	Module 1: The Leadership Challenge and You	MDCS110	Liz Robinson	\$255
Feb 4-5	Foundations of Effective Management and Leadership Part 3	FMGMT301	Gail Sexsmith	\$260

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - NEW WESTMINSTER CONTINUED				
Feb 7-8	Instructional Skills, Level 1	ID110	Colleen Vaughan	\$340
Feb 7-8	Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness	MDCS260	Rob Goodall	\$255
Feb 14-15	Module 2: Leading Through Effective Communication	MDCS120	Christine Norman, Joyce Nolin	\$255
Feb 15, Apr 17-18	Instructional Skills Practicum Assessment	ID260	Ruth Faber	\$550
Feb 20-21	Turning Down the Heat: Being Reasonable with People	MGMT159	Joyanne Landers	\$255
Feb 25-27	Foundations of Effective Management and Leadership Part 4	FMGMT401	Patricia Galaczy	\$380
Feb 25-26	Conducting a Needs Assessment	ID203	Ruth Faber	\$320
Feb 28-29	Spiral Dynamics: Leadership That's One Step Ahead	MGMT154	Marilyn Hamilton	\$290
Mar 3-7	Foundations of Effective Management and Leadership Parts 3&4	FMGMT350	Gail Sexsmith, Patricia Galaczy	\$640
Mar 6-7	Module 7: Managing Scarce Resources	MDCS270	Bruce Hardy	\$255
Mar 10	Body Language at Work: Advanced Techniques	MGMT170	Jason Cressey	\$180
Mar 11-12	Mastering the Complexity of Group Dynamics	ID101	Rhonda Margolis	\$320
Mar 27-28	Module 3: Leading Effective Teams	MDCS230	Martha Joy	\$255
Mar 31-Apr 1	The Quantum Way: Learning from the Future	MGMT155	Kathryn Thomson, Patricia Galaczy	\$290
Apr 2-3	Module 8: Managing a Change Environment	MDCS280	Jan Wood	\$255
Apr 2-3	Appreciative Inquiry	MGMT135	Kathryn Thomson	\$255
Apr 4	Flawless Facilitation the First Time	MGMT131	Leila Rahemtulla	\$180
Apr 7-8	Instructional Skills, Level 1	ID110	Doug Kerr	\$340

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - NEW WESTMINSTER CONTINUED				
Apr 7-8	Leading and Managing the Generations in Today's Workplace	MGMT156	Kathi Irvine	\$255
Apr 9-10	Strengthening Organizational Capacity; Asking Life's Important Questions	MGMT168	Patricia Galaczy	\$290
Apr 14-18	Foundations of Effective Management and Leadership Parts 1&2	FMGMT250	Georganne Oldham, Gina Buchanan	\$640
Apr 17-18	Module 4: Mastering Effective Employee Relations	MDCS240	Gail Sexsmith	\$255
Apr 21, Jun 24-25	Instructional Skills Practicum Assessment	ID260	Ruth Faber	\$550
Apr 21-22	Another Day, Another Transition: How to Lead Successful Change	MGMT141	Linda-Ann Bowling	\$255
Apr 23-24	Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace (Course material Fee \$35)	MGMT143	Vals Fauquier, Georganne Oldham	\$255
Apr 29-30	Training with Neuro Linguistic Programming (NLP)	ID105	Tracie Moser	\$320
May 1-2	Instructional Skills, Level 2	ID120	Leila Rahemtulla	\$320
May 5-6	People Problems: How to Supervise Challenging Employees	MGMT315	Joyanne Landers	\$255
May 12-14	Foundations of Effective Management and Leadership Part 1	FMGMT100	Georganne Oldham	\$380
May 12-13	Project Management: Managing the Project and Leading the Project Team	MGMT166	Doug Kerr	\$275
May 14-15	Module 5: Managing Human Resources	MDCS250	Patricia Galaczy	\$255
May 15-16	Ideas for Active Learning	ID201	Leila Rahemtulla	\$370
May 26-27	To Tell the Truth: Dealing with Negativity in the Workplace	MGMT105	Georganne Oldham, Kathryn Thomson	\$255

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - NEW WESTMINSTER CONTINUED				
May 28-29	Mentoring: Building New Leaders	MGMT157	Maureen Hannah, Ann Naymie	\$255
May 29-30	Fundamentals of Instructional Planning	ID210	Leila Rahemtulla	\$370
Jun 2-3	Business Communications: It's All About You	MGMT134	Vals Fauquier	\$255
Jun 4-5	Clear and Simple Writing	MGMT231	Susan Kauffmann	\$255
Jun 5-6	Development and Delivery of Online Learning	ID202	Leila Rahemtulla	\$370
Jun 9-10	Foundations of Effective Management and Leadership Part 2	FMGMT200	Gina Buchanan	\$260
Jun 9-10	Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness	MDCS260	Rob Goodall	\$255
Jun 11-12	Leading with Emotional Intelligence	MGMT122	Raj Gill, Maureen Hannah	\$290
Jun 16-20	Foundations of Effective Management and Leadership Parts 3&4	FMGMT350	Gail Sexsmith, Patricia Galaczy	\$640
Jun 16-17	Evaluating Training Programs	ID220	Marg Penney	\$320
Jun 23-24	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	Jason Cressey	\$255
Jun 25	Maximizing Your Brain Potential: The Modern Leadership Tool	MGMT160	Kathryn Priest-Peries	\$180
Jun 25-26	Meeting Circles: For More Effective Meetings	MGMT172	TBA	\$255
JUSTICE INSTITUTE OF BC - VICTORIA				
Nov 23	Make Presentations that Make Things Happen	MGMT165	Doug Kerr	\$200
Nov 26-27	Clear and Simple Writing	MGMT231	Susan Kauffmann	\$315
Feb 12-13	Leading with Emotional Intelligence	MGMT122	Raj Gill, Maureen Hannah	\$350

DATE	COURSE		INSTRUCTOR	FEE
JUSTICE INSTITUTE OF BC - VICTORIA CONTINUED				
Feb 18-20	Foundations of Effective Management and Leadership Part 1	FMGMT100	Gail Sexsmith	\$435
Mar 10-11	Foundations of Effective Management and Leadership Part 2	FMGMT200	Gail Sexsmith	\$320
Apr 7-8	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	Jason Cressey	\$315
May 5	Flawless Facilitation the First Time	MGMT131	Leila Rahemtulla	\$200
May 20-21	Business Communications: It's All About You	MGMT134	Vals Fauquier	\$315
June 9-10	Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace	MGMT143	Vals Fauquier/ Georganne Oldham	\$350



COURSE	PAGE	DATE	INSTRUCTOR	LOCATION	FEE
Another Day, Another Transition: How to Lead Successful Change MGMT141					
120	Apr 21-22	Linda-Ann Bowling	New Westminster	\$255	
Appreciative Inquiry MGMT135					
102	Oct 23-24	Doug Kerr	New Westminster	\$255	
	Apr 2-3	Kathryn Thomson	New Westminster	\$255	
Body Language at Work: Advanced Techniques MGMT170					
121	Mar 10	Jason Cressey	New Westminster	\$180	
Business Communications: It's All About You MGMT134					
121	Nov 21-22	Vals Fauquier	New Westminster	\$255	
	May 20-21	Vals Fauquier	Victoria	\$315	
	Jun 2-3	Vals Fauquier	New Westminster	\$255	
Clear and Simple Writing MGMT231					
121	Nov 26-27	Susan Kauffmann	Victoria	\$315	
	Jun 4-5	Susan Kauffmann	New Westminster	\$255	
Coaching for Improved Performance MGMT332					
122	Jan 22-23	Maureen Hannah	New Westminster	\$255	
Conducting a Needs Assessment ID203					
104	Feb 25-26	Ruth Faber	New Westminster	\$320	
Creativity and the Lighter Side of Leadership MGMT167					
127	Dec 12-13	Simon Goland	New Westminster	\$290	
Development and Delivery of Online Learning ID202					
104	Jun 5-6	Leila Rahemtulla	New Westminster	\$370	
Dynamic Visual Aids ID102					
102	Nov 21-22	Rob Goodall	New Westminster	\$320	
Evaluating Training Programs ID220					
104	Jun 16-17	Marg Penney	New Westminster	\$320	
Flawless Facilitation the First Time MGMT131					
103	Nov 9	Leila Rahemtulla	New Westminster	\$180	
	Apr 4	Leila Rahemtulla	New Westminster	\$180	
	May 5	Leila Rahemtulla	Victoria	\$200	
Foundations of Effective Management and Leadership Part 1 FMGMT100 Leading the Way					
109	Sep 24-26	Rick Thomas	New Westminster	\$380	
	Oct 22-24	Gina Buchanan	New Westminster	\$380	
	Feb 18-20	Gail Sexsmith	Victoria	\$435	
	May 12-14	Georganne Oldham	New Westminster	\$380	
Foundations of Effective Management and Leadership Part 2 FMGMT200 Leading Through Effective Conflict and Change					
109	Nov 19-20	Georganne Oldham	New Westminster	\$260	
	Dec 3-4	Gina Buchanan	New Westminster	\$260	

COURSE	PAGE	DATE	INSTRUCTOR	LOCATION	FEE
Foundations of Effective Management and Leadership Part 2 FMGMT200 Leading Through Effective Conflict and Change Continued					
109	Mar 10-11	Gail Sexsmith	Victoria	\$320	
	Jun 9-10	Gina Buchanan	New Westminster	\$260	
Foundations of Effective Management and Leadership Part 3 FMGMT301 The Leader's Role in Effective Employee Relations					
110	Nov 29-30	Gail Sexsmith	New Westminster	\$260	
	Feb 4-5	Gail Sexsmith	New Westminster	\$260	
Foundations of Effective Management and Leadership Part 4 FMGMT401 The Leader's Role in Human Resource Management					
110	Dec 5-7	Patricia Galaczy	New Westminster	\$380	
	Feb 25-27	Patricia Galaczy	New Westminster	\$380	
Foundations of Effective Management and Leadership Parts 1&2 FMGMT250					
109	Oct 29- Nov 2	Georganne Oldham, Gina Buchanan	New Westminster	\$640	
	Apr 14-18	Georganne Oldham, Gina Buchanan	New Westminster	\$640	
Foundations of Effective Management and Leadership Parts 3&4 FMGMT350					
110	Mar 3-7	Gail Sexsmith, Patricia Galaczy	New Westminster	\$640	
	Jun 16-20	Gail Sexsmith, Patricia Galaczy	New Westminster	\$640	
Fundamentals of Instructional Planning ID210					
100	Jan 17-18	Leila Rahemtulla	New Westminster	\$370	
	May 29-30	Leila Rahemtulla	New Westminster	\$370	
Ideas for Active Learning ID201					
105	May 15-16	Leila Rahemtulla	New Westminster	\$370	
Instructional Skills Practicum Assessment ID260					
101	Feb 15, Apr 17-18	Ruth Faber	New Westminster	\$550	
	Apr 21, Jun 24-25	Ruth Faber	New Westminster	\$550	
Instructional Skills, Level 1 ID110					
100	Oct 2-3	Colleen Vaughan	New Westminster	\$340	
	Nov 5-6	Doug Kerr	New Westminster	\$340	
	Feb 7-8	Colleen Vaughan	New Westminster	\$340	
	Apr 7-8	Doug Kerr	New Westminster	\$340	

COURSE	PAGE	DATE	INSTRUCTOR	LOCATION	FEE
Instructional Skills, Level 2 ID120					
100	Dec 3-4	Leila Rahemtulla	New Westminster	\$320	
	May 1-2	Leila Rahemtulla	New Westminster	\$320	
Leadership and the Way of the Horse MGMT145					
128	Jun 6	Linda-Ann Bowling	Richmond	\$290	
Leading and Managing the Generations in Today's Workplace MGMT156					
122	Apr 7-8	Kathi Irvine	New Westminster	\$255	
Leading with Emotional Intelligence MGMT122					
123	Oct 17-18	Raj Gill, Maureen Hannah	New Westminster	\$290	
	Feb 12-13	Raj Gill, Maureen Hannah	Victoria	\$350	
	Jun 11-12	Raj Gill, Maureen Hannah	New Westminster	\$290	
Make Presentations That Make Things Happen MGMT165					
103	Oct 25	Doug Kerr	New Westminster	\$180	
	Nov 23	Doug Kerr	Victoria	\$200	
Mastering the Complexity of Group Dynamics ID101					
105	Mar 11-12	Rhonda Margolis	New Westminster	\$320	
Maximizing Your Brain Potential: The Modern Leadership Tool MGMT160					
128	Dec 7	Kathryn Priest-Peries	New Westminster	\$180	
	Jun 25	Kathryn Priest-Peries	New Westminster	\$180	
Meeting Circles: For More Effective Meetings MGMT172					
123	Oct 25-26	Maureen Fitzgerald	New Westminster	\$255	
	June 25-26	Maureen Fitzgerald	New Westminster	\$255	
Mentoring: Building New Leaders MGMT157					
124	May 28-29	Maureen Hannah, Ann Naymie	New Westminster	\$255	
Module 1: The Leadership Challenge and You MDCS110					
116	Sep 26-27	Liz Robinson	New Westminster	\$255	
	Jan 30-31	Liz Robinson	New Westminster	\$255	
Module 2: Leading Through Effective Communication MDCS120					
116	Oct 25-26	Christine Norman, Joyce Nolin	New Westminster	\$255	
	Feb 14-15	Christine Norman, Joyce Nolin	New Westminster	\$255	

COURSE	PAGE	DATE	INSTRUCTOR	LOCATION	FEE
Module 3: Leading Effective Teams MDCS230					
116	Nov 22-23	Marth Joy	New Westminster	\$255	
	Mar 27-28	Marth Joy	New Westminster	\$255	
Module 4: Mastering Effective Employee Relations MDCS240					
117	Dec 5-6	Gail Sexsmith	New Westminster	\$255	
	Apr 17-18	Gail Sexsmith	New Westminster	\$255	
Module 5: Managing Human Resources MDCS250					
117	Jan 8-9	Patricia Galaczy	New Westminster	\$255	
	May 14-15	Patricia Galaczy	New Westminster	\$255	
Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness MDCS260					
118	Feb 7-8	Rob Goodall	New Westminster	\$255	
	Jun 9-10	Rob Goodall	New Westminster	\$255	
Module 7: Managing Scarce Resources MDCS270					
118	Oct 4-5	Bruce Hardy	New Westminster	\$255	
	Mar 6-7	Bruce Hardy	New Westminster	\$255	
Module 8: Managing a Changing Environment MDCS280					
118	Nov 5-6	Jan Wood	New Westminster	\$255	
	Apr 2-3	Jan Wood	New Westminster	\$255	
People Problems: How to Supervise Challenging Employees MGMT315					
124	Oct 11-12	Joyanne Landers	New Westminster	\$255	
	May 5-6	Joyanne Landers	New Westminster	\$255	
Project Management: Managing the Project and Leading the Project Team MGMT166					
124	May 12-13	Doug Kerr	New Westminster	\$275	
The Quantum Way: Learning from the Future MGMT155					
130	Mar 31-Apr 1	Kathryn Thomson, Patricia Galaczy	New Westminster	\$290	
Spiral Dynamics: Leadership That's One Step Ahead MGMT154					
129	Feb 28-29	Marilyn Hamilton	New Westminster	\$290	
Strengthening Organizational Capacity; Asking Life's Important Questions MGMT168					
129	Apr 9-10	Patricia Galaczy	New Westminster	\$290	
Team Building Tactics: Making the Whole Greater than the Sum MGMT132					
125	Nov 15-16	Jason Cressey	New Westminster	\$255	
	Apr 7-8	Jason Cressey	Victoria	\$315	
	Jun 23-24	Jason Cressey	New Westminster	\$255	

COURSE	PAGE	DATE	INSTRUCTOR	LOCATION	FEE
To Tell the Truth: Dealing with Negativity in the Workplace MGMT105					
125	Nov 5-6	Georganne Oldham, Kathryn Thomson	New Westminster	\$255	
	May 26-27	Georganne Oldham, Kathryn Thomson	New Westminster	\$255	
Training with Neuro Linguistic Programming (NLP) ID105					
103	Apr 29-30	Tracie Moser	New Westminster	\$320	
Transformative Conversations in the Workplace MGMT144					
130	Nov 28-29	Kathryn Thomson, Patricia Galaczy	New Westminster	\$255	
Turning Down the Heat: Being Reasonable with People MGMT159					
125	Feb 20-21	Joyanne Landers	New Westminster	\$255	
Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace MGMT143					
126	Nov 7-8	Vals Fauquier, Georganne Oldham	New Westminster	\$255	
	Apr 23-24	Vals Fauquier, Georganne Oldham	New Westminster	\$255	
	June 9-10	Vals Fauquier, Georganne Oldham	Victoria	\$350	



COURSE #	COURSE	PAGE
FMGMT100	Foundations of Effective Management and Leadership Part 1 Leading the Way	109
FMGMT200	Foundations of Effective Management and Leadership Part 2 Leading through Effective Conflict and Change	109
FMGMT250	Foundations of Effective Management and Leadership Parts 1&2	109
FMGMT301	Foundations of Effective Management and Leadership Part 3 The Leader's Role in Effective Employee Relations	110
FMGMT350	Foundations of Effective Management and Leadership Parts 3&4	110
FMGMT401	Foundations of Effective Management and Leadership Part 4 The Leader's Role in Human Resource Management	110
FMGMT500	Foundations of Effective Management and Leadership Certificate Report Project	111
ID101	Mastering the Complexity of Group Dynamics	105
ID102	Dynamic Visual Aids	102
ID105	Training with Neuro Linguistic Programming (NLP)	103
ID110	Instructional Skills, Level 1	100
ID120	Instructional Skills, Level 2	100
ID201	Ideas for Active Learning	105
ID202	Development and Delivery of Online Learning	104
ID203	Conducting a Needs Assessment	104
ID210	Fundamentals of Instructional Planning	100
ID220	Evaluating Training Programs	104
ID250	Instructor Development Certificate: Final Assignment	101
ID260	Instructional Skills Practicum Assessment	101
MDCS110	Module 1: The Leadership Challenge and You	116
MDCS120	Module 2: Leading Through Effective Communication	116
MDCS230	Module 3: Leading Effective Teams	116
MDCS240	Module 4: Mastering Effective Employee Relations	117
MDCS245	Management and Leadership Development for Community Settings Assignment Project 1	119
MDCS250	Module 5: Managing Human Resources	117
MDCS260	Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness	118
MDCS270	Module 7: Managing Scarce Resources	118
MDCS280	Module 8: Managing a Change Environment	118
MDCS285	Management and Leadership Development for Community Settings Assignment Project 2	119
MGMT105	To Tell the Truth: Dealing with Negativity in the Workplace	125

COURSE #	COURSE	PAGE
MGMT122	Leading with Emotional Intelligence	123
MGMT131	Flawless Facilitation the First Time	122
MGMT132	Team Building Tactics: Making the Whole Greater than the Sum	125
MGMT134	Business Communications: It's All About You	121
MGMT135	Appreciative Inquiry	102
MGMT141	Another Day, Another Transition: How to Lead Successful Change	120
MGMT143	Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace	126
MGMT144	Transformative Conversations in the Workplace	130
MGMT145	Leadership and the Way of the Horse	128
MGMT154	Spiral Dynamics: Leadership That's One Step Ahead	129
MGMT155	The Quantum Way: Learning from the Future	130
MGMT156	Leading and Managing the Generations in Today's Workplace	122
MGMT157	Mentoring: Building New Leaders	124
MGMT159	Turning Down the Heat: Being Reasonable with People	125
MGMT160	Maximizing Your Brain Potential: The Modern Leadership Tool	128
MGMT165	Make Presentations That Make Things Happen	123
MGMT166	Project Management: Managing the Project and Leading the Project Team	124
MGMT167	Creativity and the Lighter Side of Leadership	127
MGMT168	Strengthening Organizational Capacity; Asking Life's Important Questions	129
MGMT170	Body Language at Work: Advanced Techniques	121
MGMT172	Meeting Circles: For More Effective Meetings	123
MGMT231	Clear and Simple Writing	121
MGMT315	People Problems: How to Supervise Challenging Employees	124
MGMT332	Coaching for Improved Performance	122

TEACHING CONFLICT RESOLUTION TO YOUTH



JUSTICE
INSTITUTE
of
BRITISH
COLUMBIA

Classroom-Ready Resources

Provide your Grade 8-12 students with conflict resolution skills they can use right away to improve their lives at school, home, and in the community!

Based on the internationally recognized JIBC Conflict Resolution Certificate - this series was developed together with New Westminster School District teachers.

Modules (each includes student manual and teacher's guide):

- Fundamentals of Conflict Resolution
- Anger Management

Contact:

Sandy Beauchesne

Phone: 604.528.5612

E-mail: ccrcl@jibc.ca



CLASS AND REGISTRATION INFORMATION

HOURS AND CLASSROOMS

CENTRE FOR CONFLICT RESOLUTION courses at the JIBC's New Westminster, YWCA and Victoria campuses are normally held Monday to Friday between 8:30 am and 4:30 pm.

Centre for Conflict Resolution Courses offered at Langara College are offered evenings and weekends. Other partner institutions set their own class times. Please verify class times and room locations when you register.

CENTRE FOR LEADERSHIP courses at the JIBC's New Westminster, YWCA and Victoria campuses are normally held between 9:00 am and 4:30 pm.

ATTENDANCE REQUIREMENTS

CENTRE FOR CONFLICT RESOLUTION COURSES:

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 Role-play Practice 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 Role-play Practice Clinic (CR930).

CENTRE FOR LEADERSHIP COURSES:

You must attend the full course to receive credit. For further information contact the program coordinator, 604.528.5608 or 1.888.799.0801.

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. Please inform the Registration Office ahead of time.

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: ccrcl@jibc.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:

Roberta Stewart
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 our 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 charges a learner services fee of \$5.00 per course credit. The fee is applied to credit courses only and collected at the time of enrolment. The fee is tax deductible and refundable when a student withdraws before the class withdrawal deadline. The learner services fee is used to enhance library and technology services for the benefit of students at all JIBC locations.

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 or www.jibc.ca
Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

YWCA

4th Floor, 535 Hornby Street near Dunsmuir, Downtown Vancouver
Registration: 604.528.5590 or 1.877.528.5591 or www.jibc.ca
Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl



Chilliwack Campus

1092 Caen Road, Chilliwack
Registration: 604.528.5590 or 1.877.528.5591 or www.jibc.ca
Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

Maple Ridge Campus

13500 256th Street, Maple Ridge
Registration: 604.528.5590 or 1.877.528.5591 or www.jibc.ca
Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

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 or www.jibc.ca
Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

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 72 for a complete list of courses.

NEW ONLINE REGISTRATION

Now you can search for course details, register and pay online with your credit card, all with the click of a mouse!

It's simple.

Visit www.jibc.ca; use the course search to select the course, date and location for which you would like to register; login with your student ID and password; and then follow the prompts to complete your registration.



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, Program Coordinator, Regional Development and Delivery
Phone: 604.528.5735
E-mail: ccrplar@jibc.ca

FRASER VALLEY

University College of the Fraser Valley
34194 Marshall Road, Abbotsford
Registration and information: 604.854.4501
www.ucfv.ca/cs
Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl



VANCOUVER ISLAND

Malaspina University-College - Nanaimo
900 Fifth Street, Nanaimo
Registration and information: www.mala.ca/ccs or 1.866.734.6252
www.mala.ca/ccs
Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl



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.ca/ccrcl



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.ca/ccrcl



OKANAGAN VALLEY CONTINUED

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.ca/ccrcl

Okanagan College – Salmon Arm

2552 Trans-Canada Highway NE, Box 189, 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.ca/ccrcl

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/lakesdistrictCourse information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

College of New Caledonia – Mackenzie

540 Mackenzie Boulevard, Box 2110, Mackenzie

Registration and information: 250.997.7200

Fax: 250.997.3779

www.cnc.bc.ca/mackenzieCourse information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

College of New Caledonia – Nechako

3231 Hospital Road, Vanderhoof

Registration and information: 250.567.3200

Fax: 250.567.3217

www.cnc.bc.ca/nechakoCourse information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

College of New Caledonia – Prince George

3330 – 22nd Avenue, Prince George

Registration and information: 250.561.5801

www.cnc.bc.ca/ceCourse information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

College of New Caledonia – Quesnel

100 Campus Way, Quesnel

Registration and information: 250.991.7500

Fax: 250.991.7502

www.cnc.bc.ca/quesnelCourse information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

NORTH COAST

Northwest Community College – Kitimat
606 Mountainview Square, Kitimat
Registration and information: 250.632.4766
www.nwcc.bc.ca/ce



Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

Northwest Community College – Prince Rupert
353 - 5th Street, Prince Rupert
Registration and information: 250.624.6054
www.nwcc.bc.ca/ce
Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

Northwest Community College – Smithers
3966-2nd Avenue, Smithers
Registration and information: 250.847.4461
www.nwcc.bc.ca/ce
Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

Northwest Community College – Terrace
5331 McConnell Avenue, Terrace
Registration and Information: 250.635.6511
www.nwcc.bc.ca/ce
Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

PEACE REGION

Northern Lights College – Dawson Creek
11401-8th Street, Dawson Creek
Registration and information: 250.785.6981 or 1.866.463.6652
E-mail: appinfo@nlc.bc.ca
www.nlc.bc.ca
Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl



Northern Lights College – Fort St. John
Totem Mall Location #1240 - 9600 93rd Avenue, Box 1000, Fort St. John
Registration and information: 250.782.5251 or 1.866.463.6652
E-mail: appinfo@nlc.bc.ca
www.nlc.bc.ca
Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl

CALGARY, ALBERTA

University of Calgary – Continuing Education
Education Tower 106, 2500 University Drive NW, Calgary
Calgary and area: 403.220.2988
Outside the Calgary area: toll-free 1.866.220.4992
E-mail: business.conted@ucalgary.ca
Fax: 403.284.5702
<http://conted.ucalgary.ca/business/professionaldesignations>
Course information: 604.528.5608 or 1.888.799.0801 or www.jibc.ca/ccrcl



(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 ()
*DATE OF BIRTH: (MM/DD/YY)		PREVIOUS NAME USED FOR REGISTRATION, IF ANY: <input type="checkbox"/> N/A	
*IMMIGRATION STATUS: <input type="checkbox"/> CANADIAN CITIZEN <input type="checkbox"/> PERMANENT RESIDENT <input type="checkbox"/> STUDENT VISA <input type="checkbox"/> OTHER VISA <input type="checkbox"/> NON-CANADIAN STUDYING OUTSIDE CANADA <input type="checkbox"/> OTHER (SPECIFY): <input type="checkbox"/> UNKNOWN			
*GENDER: <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE ARE YOU OF ABORIGINAL HERITAGE? <input type="checkbox"/> YES <input type="checkbox"/> NO DISABILITIES OR SPECIAL REQUIREMENTS (PLEASE DESCRIBE):			

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

COURSE NAME	COURSE NO.	START DATE	COURSE FEE

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

TOTAL FEE

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

☐ Please check this box if you do not want to receive future mailings about JIBC programs.
Send your registration form and payment or the same information by e-mail to: Justice Institute of BC, 715 McBride Boulevard,
New Westminster, BC, V3L 5T4. Phone: 604.528.5590 • Fax: 604.528.5653 GST # 107554735
Please use one registration form per student. Photocopy this form for use by each additional student.

centre for leadership 159

certificate application form

Use this application form for Centre for Leadership certificate programs. Return to: Justice Institute of BC, 715 McBride Boulevard, New Westminster, BC V3L 5T4 For registration only: phone 604.528.5590; fax 604.528.5653, email leadership@jibc.ca

NOTE: This form is for Centre for Leadership Certificate Programs ONLY. The Centre for Conflict Resolution has a Certificate enrollment process. Phone: 604.528.5608, 1.888.799.0801, Email ccrc@jibc.ca

Deadlines for Application and Registration

We recommend that you apply at least two months before the certificate begins, because:

- It can take up to five working days to process an application.
- Acceptance into the program does not guarantee seat availability in class.
- Early course registration is strongly recommended.
- Once an applicant is accepted, we recommend registering for classes at least 10 days before the course begins.

I have taken courses at the JIBC before.

Student #: _____ Personal Education # (PEN): _____

If you do not know your student or PEN number, please provide: Your date of birth: _____

Your gender (check as many as apply): Male Female Trans

For our statistics, please provide this information: I am of Aboriginal heritage
I have a disability(ies) or special needs

To help us better meet your needs, please describe your disability(ies)/special needs: _____

Immigration Status:

Canadian Citizen Permanent Resident Student VISA Other VISA

Non-Canadian Student Studying Outside of Canada Other (specify): _____

LAST NAME

FIRST NAME

OCCUPATION OR TITLE

ORGANIZATION

STREET

CITY

PROVINCE

POSTAL CODE

E-MAIL ADDRESS

PHONE NUMBERS: WORK ()

EVENING/HOME ()

FAX ()

Level of education: Grade 12 Diploma Degree _____ Other _____

CHECK THE BOX FOR THE CERTIFICATE YOU'RE APPLYING FOR. If a resume and supporting documentation are required, be sure to include them. Your resume must include employment and education history for at least the past three years.

Certificate Program

Required Documentation

Foundations of Effective Management and Leadership

Instructor Development

Management and Leadership Development for Community Settings

Please complete page 2 of the application form

Please describe the type of organization you work or volunteer in, your key responsibilities and client group served:

How long have you worked or volunteered in this position?

Date Started? _____ Position _____

Title: _____

Previous work experience:

What other education, courses, workshops and training have you participated in during the last five years:

Please tell us why you are interested in this certificate:

ENCLOSED IS MY NON-REFUNDABLE APPLICATION FEE OF \$25. THIS IS REQUIRED FOR ALL APPLICATIONS.

Cheque or money order. Cheque issued by: _____ (make payable to JIBC)

MASTERCARD Exp.

VISA Exp.

Name on card: _____ Authorization Number: _____

FOR OFFICE USE ONLY: Approved Date: _____
Acceptance Letter Sent Added to TP2003 Application for Certificate Sent
Registration Notified Library Notified

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. Many people taking Centre for Conflict Resolution courses do not plan to work in the alternative dispute resolution (ADR) field. They are often employed and acquiring new skills in order to enhance their effectiveness in their current career, seeking a promotion or looking for another position.

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

BECOMING A MEDIATOR

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.ca/ccrcl

HELPFUL RESOURCES

Mediator Accreditation

Two practitioner organizations offer an accreditation process for mediators:

1. 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.

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

Accreditation requires a certain number of hours of training and practical experience and the successful completion of a skills-based assessment.

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

MEDIATION PRACTICUM PROGRAMS IN BRITISH COLUMBIA

Court Mediation Program

The Court Mediation Program (CMP) provides an opportunity for trained but inexperienced mediators to practice mediation skills in a high quality practicum environment.

For further information, please contact:

Phone: 604.684.1300;
Fax: 604.684.1306; or
E-mail: info@courtmediation.com

Outside the Lower Mainland, call toll-free: 1.877.656.1300

Mailing address:

Court Mediation Program
Suite 177-800 Hornby Street
Vancouver, B.C. V6Z 2C5
<http://www.courtmediation.com/contact.php>

The Family Mediation Practicum Project

The Family Mediation Practicum Project has been operating in New Westminster since January 2004 and provides free mediation services for family disputes about custody, access, guardianship, child support, and simple property matters.

In the project, one mediator is guided by a senior, highly trained mediator (or mentor), who assists the mediator to prepare for and conduct each session. One of the objectives of the project is to expand the number of qualified family mediators in the province.

For further information, please contact:

Phone: 604.516.0788;
Fax: 604.516.0708; or
E-mail: fmpp@telus.net

Mailing address:

Family Mediation Practicum Project
2nd Floor, 519 Seventh Street
New Westminster, B.C. V3M 6A7
<http://www.courtmediation.com/contact.php>

Child Protection Mediation Practicum Project

The Child Protection Mediation Practicum (CPMP) Project provides an opportunity for individuals, with or without prior mediation experience, in Aboriginal and geographically remote communities throughout BC to develop mediation skills in a hands-on practicum environment. The practicum is designed to support the growth of child protection mediation throughout the province.

For more information:

Phone: 604.684.1300 ext. 25;
Fax: 604.684.1306; or
E-mail: info@drpracticum.com

Outside the Lower Mainland, call toll-free: 1.877.656.1300 ext. 25

Mailing address:

Child Protection Mediation Practicum Project
Suite 177-800 Hornby Street
Vancouver, B.C. V6Z 2C5
<http://www.courtmediation.com/contact.php>

PRIOR LEARNING, EQUIVALENCY CREDITS AND TRANSFER 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.ca/ccr/main/PLAR/par.htm> or contact:

Cynthia Smith, Program Assistant
Phone: 604.528.5609
E-mail: ccrplar@jibc.ca

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

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

To discuss the Centre for Leadership's Prior Learning and Equivalency credits processes, contact:

Georganne Oldham, Program Coordinator
Phone: 604.528.5623
Email: leadership@jibc.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 courses offered by the Centre for Conflict Resolution as CE credit.

British Columbia Ambulance Service (BCAS)

See our website www.jibc.ca/ccr/main/PLAR/plar.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)	36
CR102	Building your Communication Toolbox (no prerequisite)	35
CR110A	Dealing with Interpersonal Conflict (no prerequisite)	38
CR110B	Resolving Conflict in the Workplace (no prerequisite)	50
CR200	Dealing with Anger (prerequisite: CR110A or CR110B)	57
CR108	Managing the Hostile Individual (no prerequisite)	44
CR128	Conflict on the Front Line: Leaders as Conflict Resolvers	36

Certified Human Resources Professional (CHRP) designation re-certification: The BC Human Resources Management Association (BCHRNA) 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, Program Coordinator

Phone: 604.528.5735

E-mail: ccrplar@jibc.ca

For further information contact:

Georganne Oldham, Program Coordinator

Phone: 604.528.5623

E-mail: leadership@jibc.ca

CENTRE FOR CONFLICT RESOLUTION FACULTY

BRITISH COLUMBIA

Joan BALMER, Cert. ConRes, B.A. Certificate in Adult Education, M.A., is an educator, group facilitator, and consultant. She has over 25 years experience working with all levels of government, crown corporations, and the private sector. She has also been with the Centre for Conflict Resolution since the beginning and has designed and delivered both required and elective courses. She also coaches individuals in managing their anger.

Janice BATEMAN, Cert. ConRes., brings 17 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.

Sherri CALDER, Cert. ConRes. BGS, is a Conflict Resolution Consultant who uses a blend of mediation, facilitation, training and coaching to find creative and practical solution for many organizational challenges. Sherri is currently working towards her Masters in Counseling Psychology.

Sally CAMPBELL, Cert. ConRes. B.A., J.D., is a mediator/lawyer 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 First Nations in British Columbia in resolving disputes with governments, and has consulted 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, and is a Director of Education for Peace Canada. 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.

Raj DHASI, M.A. Organizational Conflict Analysis and Management (specialized focus on power dynamics), B.A. Adult Education, Cert. ConRes., is a conflict resolution practitioner focusing on training, mediation, and communication coaching. She has extensive experience with families, workplace organizations and educational institutions in shifting conflict situations into growth opportunities. She has a special passion for Restorative Practices and has implemented Restorative Justice programs in school and community environments.

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.

JORY C. FAIBISH, Cert. ConRes. Certified Mediator (MDABC), mediates and facilitates cases in several major lower mainland BC hospitals, in health care, higher education, child care, municipal, and mental health settings, and cases involving organizational, departmental, work group, community, development, construction, business, partnership, landlord/tenant, wedding and condominium issues.

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., is a dynamic, energetic and entertaining speaker and trainer. Much of his work with organizations focuses on conflict resolution, leadership, team development, and change management. He is well regarded in his work as an interventionist for organizations experiencing high internal conflict, and has particular strengths as a mediator of multi-party disputes.

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.

Maureen HANNAH, Cert. ConRes., MBA (Managerial and Organizational Leadership), B.Sc. (Management), is a training/organization development consultant, facilitator and certified coach specializing in conflict resolution and leadership development. She has extensive experience in leadership, facilitation and consulting in the private and public sectors in North America and the United Kingdom.

Terry HARRIS, Cert. ConRes. B.A., LL.B., M.A. (Human Security and Peacebuilding), is a mediator in the child protection, insurance, and family fields. He has a varied background as a lawyer, counselor and administrator with rich experience in multi-party and cross-cultural mediation.

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*.

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., M.A., 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. He has maintained a mediation practice since 1987. His work encompasses organizations, government agencies, families, child protection and intercultural and multi-party/group facilitation. He is a mentor in the Child Protection Mediation Program.

Kerry PALMER, Cert. ConRes., Cert. Restorative Practices, Cert. Family Med., is a Mediator with FMC (relations). His practice comprises working in both the private and public sectors, including supporting families in transition, working in the restorative justice field and working as a child protection mediator. This diversity provides a unique skill set and knowledge base to the benefit of those he supports.

Pam PENNER, Cert. ConRes. holds a Master's degree in Conflict Analysis and Management, and is also certified as a mediator with the Community Dispute Resolution Program. In private practice since 1998, Pam has extensive experience in facilitating strategic plans, mediating disputes, team building, and training others in communication, conflict resolution, and facilitation skills.

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.

Jane ROBERTS, Cert. ConRes. A senior trainer and coach with significant experience in design and facilitation of workshops for public employees, unions, non-profit agencies and private corporations. Several years experience as a public school teacher, adult educator, mediator, professional coach, private contractor and principal of a successful small business.

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, M.Sc., Cert. ConRes., Dip. Leadership, has worked extensively as a workplace educator and conflict intervener for over 15 years. Her practice includes educational programs, keynote speaking engagements, workplace mediation, organizational facilitation, performance coaching, harassment investigation, and critical incident stress intervention.

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.

ALBERTA

Kerry BROWN, B. Comm., Certificate in Conflict Management, 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 counselor, 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, skills coach, and ADR process design specialist with a background in law and business. She has been a management consultant and mediator in the energy industry for over 10 years, and currently works with entrepreneurs and family businesses as a facilitator for succession and estate planning, governance, and wealth management issues. 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 counselor 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., Chartered Mediator, is a mediator, facilitator, trainer, and consultant. He mediates in workplace situations, for estate and company planning as well as with families, and also facilitates multi-party meetings for companies and public forums. He has taught conflict resolution courses in the private sector since 1994, and with the Justice Institute of BC since 2004.

Josie STILES, Cert. ConRes., M.A. (Conflict Analysis and Management), is a mediator, facilitator, coach and trainer specializing in organizational effectiveness. She develops conflict management strategies to enhance leadership competency and team effectiveness through facilitation, mediation, coaching and training. She 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.

CENTRE FOR LEADERSHIP FACULTY

Gina BUCHANAN, B.A., CHRM, M.AOM (cand.), is an educator and trainer with a particular interest in human resource management in the non-profit sector and an emerging passion in the study of work/life balance. She has over 12 years of experience in community-based social service agencies as a manager of a variety of programs working with children, youth, women, and families.

Linda-Ann BOWLING is a Certified Coach and organizational development and change management consultant with 20 years of leadership experience. She specializes in the Power of Language® and is highly passionate about helping leaders create conversations that inspire, motivate, and move their teams to successful action.

Jason CRESSEY, PhD (Psychology) (Oxford University), specializes in interpersonal and communication skills. As a consultant, he assists corporations with customer relations, team building, emotional intelligence, and other psychological factors in the workplace.

Ruth FABER, M.Ed., F.L.E., is an adult educator and experienced facilitator. For 15 years she taught in the Department of Applied Human Sciences at Concordia University in Montreal, specializing in communication skills, group dynamics, small group leadership and facilitation. She has worked with First Nations communities as an instructor and administrator in a certificate program in community service. As family life educator, she has designed and facilitated a variety of group programs in community settings.

Vals FAUQUIER draws on 25 years of executive experience to deliver unique workshops and seminars geared to today's critical sales, marketing, and communication topics. With a background in private and public sector promotion, she has worked with Canada's largest multimedia communication company and an international magazine network, and was vice president of marketing for the Toronto Convention and Visitors Association.

Maureen F. FITZGERALD, PhD is a lawyer, mediator and recognized conflict expert. She has practiced law for 20 years, and has a masters degree in law (LLM) (from London School of Economics) majoring in ADR and a business degree (BComm). Maureen is the author of six books and the President of CentrePoint Inc. Her books are in the area of conflict, mediation and law including her work on circle meetings. Maureen is dedicated to transforming conflict and building resilient teams through her inspiring work as a facilitator and educator.

Patricia GALACZY, B.A. (Hons.) (Psychology in Organizations), is a consultant and educator interested in the human relationship at work, in organizations, in community and in society. She has experience working and consulting in private, public and not-for-profit industries and instructing with the BCIT School of Business. Her academic background includes graduate work in Industrial Relations (Queen's MIR). Patricia is committed to engaging individuals and groups in meaningful and transformative conversations about the possibilities of working together.

Raj GILL, B.Sc., is a Certified Professional Co-Active Coach and facilitator. She has 30 years of experience in health care in the areas of supervision, quality assurance, education, and training. Raj also has 15 years of experience in designing and delivering education programs for quality enhancement and utilization management, and specializes in inclusive leadership and participatory education workshops.

Simon GOLAND, M.A. (Leadership and Training), is an educator and a facilitator in personal and organizational learning. His passion and expertise concentrate on leadership development, theoretical and experiential adult learning methodologies, and human performance in the areas of innovation, creativity, and collaboration.

Rob GOODALL, M.A. (Political Science, UBC), Professional Teaching Certificate (SFU), is a management consultant with over 20 years of experience developing and delivering educational programs. Special interests include leadership development, team building, creative problem solving, governance training, systems thinking, and organizational change management.

Marilyn HAMILTON, B.A., CGA, PhD, is founder of www.integralcity.com and TDG Global Learning Connections. She leads the Spiral Dynamics Integral Constellation in Canada, and is a founding member of the Integral Institute and Integral-Ecology. She is also a Certified Cultural Transformation Tools Consultant, a Ginger Group Collaborative affiliate, and faculty member at Royal Roads University, SFU, California Institute of Integral Studies, and Adizes Graduate School.

Maureen HANNAH, MBA (Managerial and Organizational Leadership), B.Sc. (Management), Certified Professional Coach, is an organizational, training, and development consultant, facilitator, and coach specializing in leadership development. She has 26 years of organizational development experience in national and international corporations, governments, education, and community organizations.

Bruce HARDY, PhD, M.A., M.Ed., has worked in social services and in education for over 30 years. He is currently on the boards of the Legal Services Society of BC and COA Canada. He is a Commissioner and Team Leader for COA, an international standards body.

Kathi IRVINE is the principle of KLI Associates and a core consultant with Sundance Consulting Inc. She is an accomplished business advisor with a strong focus both on team interventions and individual development. She has 15 years of corporate leadership experience with an extensive background in facilitating leadership and communication programs, leading change, and improving employee effectiveness.

Martha JOY, B.S.W., M.Ce. (Leadership and Workplace Learning), is an independent facilitator and educator with extensive experience working in community agencies as a frontline worker, program director, educator, and policy analyst.

Susan KAUFFMANN, M.A., has been a writing instructor for over 15 years. She designs and delivers courses for such institutions as the UBC and the Vancouver School Board, while maintaining a busy schedule as an internationally published journalist. Susan has also written for the film industry, and has a background in Advertising and PR.

Doug KERR, B.A., M.Ed., has provided training programs for public, private, and non-profit organizations for over 30 years. His specialties include instructional skills; supervisory, management, and executive development; commercial negotiation skills; appreciative inquiry; program design; and executive coaching. Doug also enjoys teaching master's-level leadership courses online.

Joyanne LANDERS, B.A., Hons., M.Ed., Teacher's Certificate, has gained a solid reputation over the past 25 years as a facilitator, consultant, trainer, and executive coach. She builds on her wide-ranging experience to guide people in the public and private sectors to create shifts in the way they relate to their work, their colleagues, and their clients.

Rhonda MARGOLIS, Ed.D., is an educational consultant with extensive experience developing and facilitating educational programs in the private, public, and not-for-profit sectors. Her areas of focus include leadership, workplace diversity, cross-cultural communication, team building, and training for trainers. She holds a master's degree in Counselling Psychology and a doctorate in Educational Leadership and Policy.

Tracie MOSER, Certified NLP Trainer and Master Practitioner, has over 10 years of corporate human resource training and development experience. She was a teacher of adult education at George Brown College in Ontario. She was most recently the Training and Development Specialist at Ballard Power in Vancouver and is the founder of www.workshopsforwomen.ca.

Ann NAYMIE, M.A., has delivered workshops on leadership, teambuilding, mentoring, vision mission, and creativity throughout BC. She works in Leadership Development with the BC School Superintendents Association and is a facilitator for the Institute for Global Ethics Canada. She is also an instructor at the Vancouver Film School and Emily Carr Institute.

Christine NORMAN, B.A. (Hons.), Diploma Gerontology (SFU), has more than 25 years of experience in front line and leadership roles in non-profit and government organizations serving elders. She is Administrator of St. Jude's Anglican Home and has a special focus on human resources, particularly employee wellness and safety. She has taught ergonomics, quality improvement and ethics to healthcare workers. Her other interests include change management, organizational ethics and advocacy.

Georganne OLDHAM, B.A., M.Sc.O.D., specializes in training and consulting in leadership and organizational development, learning, team building, and communication. She has extensive experience in addressing organizational change. A skilled group facilitator, consultant, trainer, and counselor, she is particularly gifted in helping groups grapple with complex, entrenched issues as they face needed changes.

Marg PENNEY, M.A. (Educational Psychology), has over 20 years of experience working with adult learners in both BC and the Alberta. She has her own educational consulting firm, specializing in the areas of educational evaluation and research, training needs analysis, and instructional systems development, as well as equity/diversity, gender issues, and inclusive curriculum.

Kathy PRIEST-PERIES, PhD, MSW, RCC, is a therapist in private practice as well as an organizational consultant. She specializes in working with post-traumatic stress disorder, complicated grief, residential school recovery, and self-care for helping professionals. She has 19 years of experience working in the child welfare system as a social worker, foster caregiver, manager of social worker training, organizational consultant, and instructor.

Elizabeth ROBINSON, M.SW., R.SW., is a social worker in private practice. She has extensive experience as a manager and trainer in child welfare and medical settings. She is also a sessional lecturer at the School of Social Work at UBC.

Leila RAHEMTULLA, B.Com., has been a consultant and instructor for over 10 years. She has experience with both public and private sector organizations and has designed and delivered courses in classroom, correspondence, and technology-based formats. She has extensive experience teaching organizational behaviour and management skills.

Gail SEXSMITH is an executive with extensive experience in strategic leadership, organizational effectiveness, and human resources. Gail delivers facilitation, consulting, coaching, and adult education services that help organizations, teams, and individuals achieve superior results.

Rick THOMAS, EdD, is a human resources development/learning strategist, facilitator, and organizational development consultant. He has led various educational and leadership programs, including the creation of the City of Richmond's Corporate University, the first municipal corporate university in Canada. Rick's passion and expertise revolves around enhancing corporate atmosphere through leader development and team and culture transformation. He is the owner of ambient consulting.

Kathryn THOMSON, B.Ed., M.A., works with organizations undergoing change, restructuring, or transition. Kathryn teaches leadership and communication skills, diversity, business writing, and team building.

Colleen VAUGHAN, M.Ed., has been an instructor at the Justice Institute of BC for over 14 years. She has developed and delivered workshops for both the Emergency Management Division and the Corrections and Community Justice Division.

Jan WOOD, Chief Program Officer, with over 20 years experience working in social services to develop and provide support to individuals living with a disability. She monitors over 50 programs that provide support to 600 individuals and their families. Jan's background includes Nursing, Community Mental Health and training/consultative supports to a variety of individuals throughout the sector.

Joyce NOLIN, Cert. Canadian Nursing Management program, has worked as a manager in the specialty field of Geriatrics for over 20 years. She is currently the Resident Services Manager at St. Judes Anglican Home in Vancouver. She is a Registered Nurse and has graduated from Mount Royal College with a certificate in Gerontology. She has a special interest in developing staff to meet their potentials as leaders in their chosen field of work.



child, family and community safety division

The Child Family and Community Safety Division (CFCS) 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

CFCS offers a wide range of enhanced learning opportunities, many of our certificates will earn you credits that can be applied to other educational institutions.

- **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, adults, families, and communities.
- **Law Enforcement and Regulatory Training.** We providing training and professional development for individuals in investigation, enforcement, security, and regulatory compliance in the public and private sectors.

child, family and community safety division



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 CFCS, 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, CFCS 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:

- Aboriginal Trauma Certificate
- Bylaw Enforcement and Investigative Skills Certificate - Level I
- Clinical Supervision: Innovative Practices
- Concurrent Disorders Planning - Level I
- Everything You Wanted to Know About the DSM-IV-TR - Level I
- Fetal Alcohol Spectrum Disorder
- Fostering and Encouraging Client Responsibility
- Integrating Treatment for Substance Use, Mental Health Problems, and Trauma in Women
- Introduction to Critical Incident Stress Management
- Investigation and Enforcement Skills Certificate and Program
- Motivational Interviewing in Practice - Level 1
- Substance Use Courses and Certificate
- Working with Complicated Grief

For more information on our programs and services, contact:

Counselling and Capacity Building:

Caroline White, Program Coordinator
Tel: 604.528.5620 or carolinew@jibc.bc.ca

Law Enforcement and Regulatory Training:

Peter Ditchfield, Program Coordinator
604.528.5569 or pditchfield@jibc.ca

Community Safety

Laura Glover, Program Coordinator
604.528.5641 or lglover@jibc.ca

or visit our website at www.jibc.ca/cfcs

CENTRE FOR CONFLICT RESOLUTION CONTACT INFORMATION

Register for Courses	604.528.5590	1.877.528.5591
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Pam White	Director, Centre for Conflict Resolution 604.528.5613	ccrcl@jibc.ca
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Planning Your Course Schedule

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Assessment Information

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Special Events

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CENTRE FOR LEADERSHIP CONTACT INFORMATION

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Linda Davies	Program Assistant, Management & Leadership Programs & Instructor Development Programs 604.528.5630	leadership@jibc.ca	
Corinne Gushue	Receptionist	ccrcl@jibc.ca	

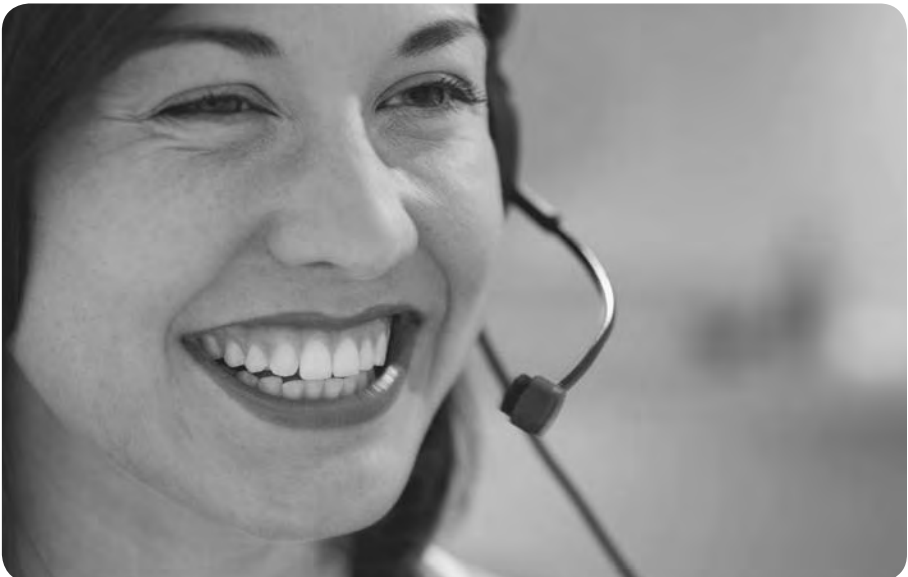
Planning Your Course Schedule
Customized Training Solutions
Prior Learning Assessment Recognition

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Sandra Rice	Program Coordinator, Management & Leadership Programs & Instructor Development Programs 604.528.5633	leadership@jibc.ca	
Pam White	Director, Centre for Leadership 604.528.5613	ccrcl@jibc.ca	

Special Events

Sandy Beauchesne	Marketing and Special Events Advisor 604.528.5612	ccrcl@jibc.ca	
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Looking for conflict resolution courses at the University of Calgary?

JIBC Centre for Conflict Resolution courses are offered through the Business and Professional Programs at the University of Calgary's Continuing Education department including:

- Associate Certificate in Workplace Conflict
- Certificate in Conflict Resolution - Negotiation
- Certificate in Conflict Resolution - Mediation/Third Party Intervention
- Family Mediation Certificate

For a course schedule visit www.jibc.ca/ccrcl

Contact: Business and Professional Programs

Phone: 403-220-2988

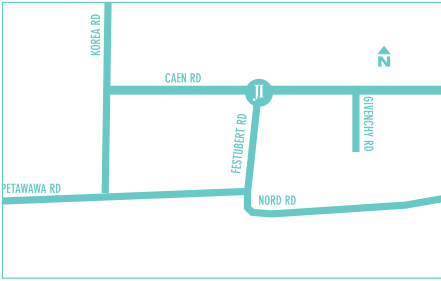
Toll-free: 1-866-220-4992 (outside of Calgary)

E-mail: business.conted@ucalgary.ca

www.ucalgary.ca/business/professionaldesignations



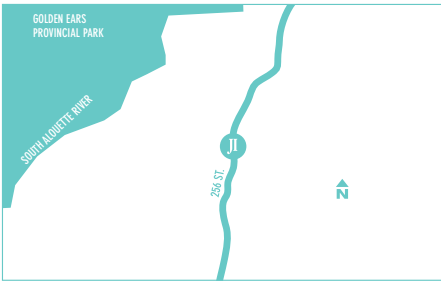
jibc campus locations



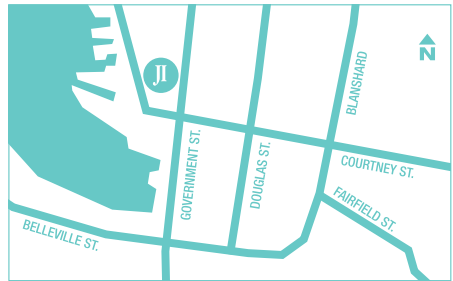
Chilliwack JIBC Campus
1092 Caen Road, Chilliwack



New Westminster JIBC Campus
715 McBride Boulevard, New Westminster



Maple Ridge JIBC Campus
13500 256th Street, Maple Ridge

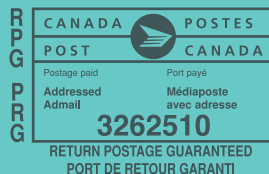


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Outside Greater Vancouver only

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By Fax
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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.ca/ccrcl