



JUSTICE INSTITUTE  
of BRITISH COLUMBIA

*Canada's leading public  
safety educator*

# course calendar

SEPTEMBER 08 – AUGUST 09



## Community & Social Justice Division

CENTRE FOR ABORIGINAL  
PROGRAMS & SERVICES

CENTRE FOR COUNSELLING  
& COMMUNITY SAFETY

CENTRE FOR LEADERSHIP

CENTRE FOR CONFLICT RESOLUTION

[www.jibc.ca/csjd](http://www.jibc.ca/csjd)  
online registration

# New Division – More Courses and Programs to Meet Your Learning Needs

Several areas of study are now at home in one division – the **Community and Social Justice Division**. Our courses, special events, certificate and diploma programs are designed to help you build capacity in your organizations and communities, in the areas of Aboriginal leadership and career development, counselling and community safety, workplace leadership, and conflict resolution.



Pam White, Director

For your convenience, all of the division's areas of study are included in this calendar, organized by learning centre. To help you find the course or program that is best for you, the calendar is divided into colour-coded sections as identified in the table of contents.

## Centre for Aboriginal Programs and Services

Created to address the specific needs of Aboriginal peoples, our courses, certificate and diploma programs are designed with the guidance of and extensive input from Aboriginal leaders and the community. The new Justice and Public Safety Career Preparatory Certificate for Aboriginal Learners helps you develop the skills and knowledge required to be more competitive in securing a career in policing, correctional services, ambulance services, fish and wildlife and other justice and public safety careers. Visit online: [www.jibc.ca/aboriginal](http://www.jibc.ca/aboriginal).

## Centre for Counselling and Community Safety

Innovative programs in counseling and capacity building and community safety. Choose from a wide range of courses, certificates and special events designed to provide practitioners with the skills to protect, support and empower children, youth, adults, families and communities. Visit online: [www.jibc.ca/cccs](http://www.jibc.ca/cccs).

## Centre for Leadership

Learn the competencies, tools, and perspectives to enhance your leadership performance by enrolling in a certificate in the Centre for Leadership. Courses are designed for emerging leaders who want to learn new skills, as well as seasoned leaders who want to update their competencies and stay up to date in today's workplaces. Visit online: [www.jibc.ca/leadership](http://www.jibc.ca/leadership).

## Centre for Conflict Resolution

Many of today's employers see conflict resolution skills as essential to today's fast-paced workplaces. By taking one or two courses, or enrolling in one of the many certificates in conflict resolution, you can enhance your ability to have productive relationships at work, with your family and in your community. Visit online: [www.jibc.ca/conres](http://www.jibc.ca/conres).

*Join the thousands of learners throughout British Columbia and Alberta who have benefited from our experience-based education programs. Our small class sizes, applied approach to learning and accessible faculty ensure that you receive individualized attention, and learn skills that you can put into practice right away. We will also customize all of our courses and programs to meet the specific needs and goals of your organization or community. See page 2.*

For more information on the JIBC, our course offerings and locations, visit our website: [www.jibc.ca/csjd](http://www.jibc.ca/csjd).

We look forward to learning with you!

Pam White, Director

# Table of Contents

Director's Message .....	Inside Cover
Customized Training Solutions .....	2
<b>CENTRE FOR ABORIGINAL PROGRAMS &amp; SERVICES.....4</b>	
Certificate and Diploma Programs .....	6
Aboriginal Leadership Certificate Program .....	7
Aboriginal Leadership Diploma Program .....	9
Justice & Public Safety Career Preparatory Program for Aboriginal Learners.....	11
Individual Courses for Aboriginal Learners .....	13
Aboriginal Programs Schedule at a Glance .....	14
<b>CENTRE FOR COUNSELLING &amp; COMMUNITY SAFETY ....16</b>	
COUNSELLING AND CAPACITY BUILDING.....	18
Special Events.....	19
Individual Courses	
Counselling and Capacity Building .....	21
Mental Health and Trauma .....	28
Creative and Expressive Therapies.....	30
Working With Children and Youth .....	32
Online Courses	
Fetal Alcohol Spectrum Disorder .....	35
Understanding Substance Use .....	35
A Continuum of Care: Prevention to Harm Reduction....	35
Certificate Programs	
Child Sexual Abuse Intervention .....	36
Certificate for Practitioners .....	36
Trauma Counselling and Intervention Certificate .....	36
Working With Youth Certificate .....	36
Aboriginal Trauma Certificate .....	37
Substance Use Certificate .....	38
Problem Gambling Certificate.....	42
Customized Contract Certificate Programs & Courses	
Aboriginal Trauma Certificate .....	43
Working With Youth Certificate .....	43
Substance Use Certificate .....	43
Making the Transition: Providing Service to Trans Survivors of Violence and Abuse .....	43
Counselling and Capacity Building Schedule at a Glance ...	44
<b>COMMUNITY SAFETY .....</b>	<b>49</b>
Certificate Programs & Courses	
Critical Incident Stress Management Certificate & Courses .....	49
Bylaw Enforcement and Investigative Skills Certificate & Courses .....	52
Victim Services Practitioner Certificate & Courses .....	53
Community Safety Schedule at a Glance .....	56
Certificate Program Application Form (CCCS).....	157

<b>CENTRE FOR LEADERSHIP.....</b>	<b>58</b>
Customized Training Solutions .....	60
Certificate Programs	
Choosing courses, certificates & How to Enroll.....	61
Associate Certificate in Leadership & Conflict Resolution Overview & Learning path .....	62
Instructor Development Certificate Overview & Learning path .....	63
Foundations of Effective Management & Leadership Certificate Overview & Learning path .....	66
Management and Leadership Development for Community Settings Certificate Overview & Learning path .....	70
Individual Courses & Electives .....	72
Transformational Leadership: New Lenses for Today's Leaders...	76
Courses in date order .....	78
Courses by location .....	81
Courses by course name .....	84
Courses by course number .....	88
<b>CENTRE FOR CONFLICT RESOLUTION .....</b>	<b>90</b>
Customized Training Solutions .....	92
Certificate Programs	
Choosing Certificates .....	93
Benefits of being a Certificate Student.....	93
How to Complete a Certificate .....	93
Information Sessions.....	94
Associate Certificate in Leadership & Conflict Resolution Overview & Learning path .....	95
Associate Certificate in Workplace Conflict Overview & Learning Path.....	96
Associate Certificate in Workplace Conflict – Cohort Model Overview .....	97
Certificate in Conflict Resolution: Specialization in Negotiation Overview & Learning Path.....	98
Certificate in Conflict Resolution: Specialization in Mediation/third-party Intervention Certificate Overview & Learning Path.....	100
Family Mediation Certificate Overview & Learning Path...	102
Course Descriptions.....	104
Courses in date order .....	114
Courses by location .....	122
Courses by course name .....	131
Courses by course number .....	140
Courses by course number (old & new numbers) .....	141
Helpful Resources (Centre for Conflict Resolution) .....	163
<b>COMMUNITY &amp; SOCIAL JUSTICE DIVISION</b>	
General Information	
Faculty.....	142
Registration Information .....	154
Course Registration Form .....	156
Learner Information & Read the Fine Print .....	159
Publications and videos .....	166
Contact Us .....	170





## Customized Training – Any Time, Anywhere

*Today's organizations face complex and constantly shifting challenges. Keeping up with change means continually updating skills in the workplace. You want to be the best, and you need help getting there.*

*At the Community and Social Justice Division (CSJD), we specialize in preparing people to respond to new and emerging issues by identifying and addressing knowledge and skills gaps. In consultation with your organization, CSJD 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.*

*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 • Health Canada • Inter Tribal Health Authority • Kwantlin Dun First Nations • Ministry for Child and Family Development • Northern Family Health Society • North Peace Community Resources Society • Overwaitea Food Group • Prince George & District Elizabeth Fry Society • Radical Entertainment • Regional District of Central Okanagan • Vancouver International Airport Authority • WorkSafeBC



## Centre for Counselling & Community Safety

### Most popular customized offerings:

- Aboriginal Trauma Certificate
- Clinical Supervision: Innovative Practices
- Integrating Treatment for Substance Use, Mental Health Problems, and Trauma in Women
- Motivational Interviewing in Practice
- On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations
- Substance Use Certificate
- Trauma and Addictions: Assessment and Treatment Issues
- Working with Youth Certificate

See page 43 for more counselling and community safety courses.

We can also deliver Counselling and Community Safety courses and programs for your organization see page 43 for a list of Certificates.

### For information on customized solutions contact:

**Centre for Counselling & Community Safety**  
**Begum Verjee, Program Coordinator,**  
**Customized Training Solutions**  
**604.528.5628**  
**counsellingpc@jibc.ca**

## 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
- Foundations of Effective Management & Leadership

See page 60 for more management and leadership courses.

We can also deliver Management and Leadership Certificates for your organization see page 61 for a list of Certificates.

### For information on customized solutions contact:

**Centre for Leadership**  
**Allison Felker, Program Coordinator,**  
**Management & Leadership Programs**  
**604.528.5623**  
**leadership@jibc.ca**

## 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
- Building Your Communication Toolbox

See page 92 for more conflict resolution courses.

We can also deliver conflict resolution certificates for your organization see page 93 for a list of certificates.

### For information on customized solutions contact:

**Centre for Conflict Resolution**  
**Kent Highnam, Program Coordinator,**  
**Customized Training Solutions**  
**604.528.5615**  
**ccrcustomized@jibc.ca**





## Welcome to the Centre for Aboriginal Programs & Services

*The Centre for Aboriginal Programs and Services wishes to express our gratitude to the Qay'qayt First Nation and Coast Salish Peoples for their welcome onto their traditional territories.*

The JIBC has a long and successful history developing training and education programs for Aboriginal peoples, directly delivered to First Nations communities, Metis Nation and urban Aboriginal organizations. Some of the training highlights include:

- victim support training in response to historical residential school abuse,
- training for tribal police,
- First Nations firefighters training, emergency management,
- on-line courses, and
- customized negotiation skills certificate for Aboriginal peoples.

In addition to these programs held at the JIBC, numerous workshops and certificate programs were delivered directly to the First Nations communities around the province on topics including:

- family violence
- child abuse
- substance abuse and youth at risk

In 2004, the Centre for Aboriginal Programs and Services launched the Aboriginal Leadership Diploma, an accredited part-time 60 credit program designed for leaders and managers desiring to enhance their leadership roles. In 2008 we are launching a new full-time 30 credit, Justice and Public Safety Preparatory Program for Aboriginal learners interested in pursuing and succeeding in careers in justice, public safety and human services.

The programs and the support we provide are consistent with the goals of achieving strong governments, social justice and economic self-sufficiency for Aboriginal Nations.

# Centre for Aboriginal Programs & Services

## Contents:

CERTIFICATE AND DIPLOMA PROGRAMS

Aboriginal Leadership Certificate Program .....7

Aboriginal Leadership Diploma Program.....9

Justice and Public Safety Career Preparatory Program  
for Aboriginal Learners.....11

INDIVIDUAL COURSES FOR ABORIGINAL LEARNERS .....13

SCHEDULE AT A GLANCE .....14

*The Justice Institute of British Columbia provides education and training for Aboriginal learners, while welcoming others to learn from Aboriginal worldviews and perspectives.*

*Today, justice in Aboriginal contexts is equated with healing, balance, cleansing and peace. The Aboriginal program logo, created by Haida Gwaii artist James Cowpar, reflects this concept of justice and acknowledges the diversity of Aboriginal peoples.*

- The top coastal design of a human welcomes and reaches out to everyone in four directions.
- The circle represents wholeness, togetherness and unity.
- The sweet grass, like the use of cedar in the west, represents the cleansing ceremony of the east. Its four points signify a complete connection. Each quarter connects to form a complete circle-the white, red, black and yellow representing the four colours of peoples.
- The copper shield symbolizes the social organization.
- The eagle and raven represent family, belonging and responsibilities, according to the practices of the clan systems. Their supernatural powers bring justice by providing meaning, understanding and solutions to problems people face, both past and present.
- The Metis sash is a woven, woolen belt. Its colours reflect the variety of Metis cultures, traditions and languages; representing the blood that was shed; the depth of the Metis spirit; the fertility of a great nation; the dark period of suppression and dispossession; the prospect for prosperity; and the connection to mother earth and the creator.
- The feathers symbolize strength, balance, vision and peace.







# Aboriginal Leadership Certificate and Diploma Programs

*The Aboriginal Leadership Certificate and Diploma Programs are designed for those working in leadership and management positions, as well as those seeking leadership positions.*

The programs are intended for individuals who are, or who aspire to be, executive directors, chief executive officers, Aboriginal police, correctional officers, probation officers, First Nations firefighters, elected Chief and Council members, administrators, managers, community justice coordinators, education coordinators, and health and social services administrators. This new program underscores the importance of understanding the diversity of Aboriginal cultures and contemporary issues, as well as the legal and legislative framework relative to Aboriginal peoples in Canada.

Courses are delivered at the JIBC campus on a part-time basis, with the workplace as an extension of the classroom.

We are pleased to announce that we are offering the Aboriginal Leadership Certificate Program in New Aiyansh in partnership with the Wilp Wilxo'oskwhl Nisga'a Institute (WWNI). We are also in partnership with the First Nations Training Development Centre in Prince Rupert. Courses will be scheduled in the near future, check our website for details.

## Prerequisites:

- Grade 12, or equivalency
- Basic computer skills
- Qualifying entry status: Applicants who do not meet the requirements will be granted entrance into the program with a commitment to complete the requirements before beginning course three of the certificate.

## How to complete the Certificate

The 30-credit year one Certificate offers one course per month.

You are able to complete the following courses and workplace-based practicum within 14 months:

- Aboriginal Justice and Governance Models (ABLD115)
- Aboriginal Leadership Development (ABLD112)
- Change Management: Aboriginal Organizations (ABLD116)
- Dispute Resolution: Level 1 (ABLD114)
- Dispute Resolution: Level 2, Overcoming the Past (ABLD117)
- Individual and Community Wellness in Aboriginal Contexts (ABLD111)
- Introduction to Project Management (ABLD118)
- Philosophy, Values and Ethics of Aboriginal Leadership (ABLD110)
- Writing and Research Skills (ABLD113)
- Workplace Based Practicum (ABLD150)

## New Westminster Campus Tuition

- Certificate fee: \$2,830 (full registration)
- Individual course fee: \$275
- Workplace-based practicum: \$355

## New Aiyansh (WWNI) Tuition

- Certificate fee: \$3,700 (full registration)
- Individual course fee: \$370
- Workplace-based practicum: \$425

In addition to the tuition fees, learners are responsible for purchasing the required textbooks.

## How to complete the Diploma

The 60-credit Diploma program is also designed for part-time learners.

The year one Certificate is a prerequisite to the year two Diploma. Year two builds on the content of year one and requires a final integrative project, seven core courses, and six elective credits for completion.

The courses for year two of the Diploma are:

- Aboriginal Human Resource Management (ABLD205)
- Aboriginal Organizational Development (ABLD200)
- Aboriginal Management and Practice (ABLD201)
- Dispute Resolution, Level 3: Managing Group Conflict (ABLD203)
- Dispute Resolution, Level 4: Team Negotiation (ABLD 204)
- Presentation Skills and Storytelling (ABLD202)
- Principles of Financial Management: An Aboriginal Perspective (ABLD206)
- Final Integrative Project (ABLD250)
- Electives (six credits from any JIBC academy or division)

## Customize your learning

Learners have the opportunity to enroll in year one of the Certificate program or register for individual courses. Upon completion learners may ladder into the Diploma program. A limited number of seats will be available for individual course registration.

*For detailed course listings and more information on the Diploma Program, visit our website at [www.jibc.ca/aboriginal](http://www.jibc.ca/aboriginal).*



## ABORIGINAL LEADERSHIP CERTIFICATE PROGRAM

The following are course descriptions for the Aboriginal Leadership Certificate Program and are listed in alphabetical order. See pg. 14 for a listing of courses in date order.

### Aboriginal Justice and Governance Models (ABLD115)

This course will examine Aboriginal justice and governance, both historically and in contemporary contexts. It will compare the common characteristics and contrast the differences that shape leadership roles for governance in the public, voluntary, and private sectors. Effective governance will be examined in light of intergovernmental relations, governmental structures, and the theories of power and politics. You will determine how the style of Aboriginal governance can function effectively while still preserving Aboriginal cultures, values, and worldviews. The course will provide you with an overview of the elements and requirements for Aboriginal governance in the present-day reality.

Credits: 3  
Instructor: Kory Wilson  
Date(s): Oct 2-4 & 16-18, 2008 – NWC  
Apr 23-25 & May 7-9, 2009 – WWNI

### Aboriginal Leadership Development (ABLD112)

Effective leadership is the key to Aboriginal communities' staying on-course in today's rapidly changing world. Effective leaders are often measured in terms of their ability to influence and effect change in others. Leadership assessments will be used to measure your leadership abilities, provide feedback, and form action plans for future personal growth. You will apply the principles for effective teams, mentoring, and decision making to current challenges in your workplace. You will also be expected to apply appropriate communication skills, creative problem-solving techniques, and group decision-making models. You will have the opportunity to develop effective working relationships with other teams.

Credits: 3  
Instructor: Cheryl Brooks  
Date(s): Nov 6-8 & 20-22, 2008 – NWC  
Jan 15-17 & 29-31, 2009 – WWNI

### LEARNER SERVICES FEE (LSF)

As part of our commitment to improving the quality of services for our students, the JIBC charges a learner services fee (LSF) of \$5 per course credit to a maximum of six credits per course (\$30). The fee is applied to credit courses only and is collected at the time of registration.

Course fees listed in the calendar do not include the LSF. For more information see page 162.

## Change Management: Aboriginal Organizations (ABLD116) BLENDED

Aboriginal organizations are experiencing dramatic change. These changes have led to greater authority and, at the same time, the need for greater accountability. The changes that Aboriginal organizations and communities face today present significant challenges. You will explore theories of change management, the impact of change, and strategies to effect positive change. You will acquire the skills and develop the tools and resources necessary to act as change agents by assisting organizations as they transition through change. You will participate in exercises designed to introduce positive changes in organizations and explore the complementary roles of leadership required for effective organizations.

Credits: 3  
Instructor: Cheryl Brooks  
Date(s): Dec 1-28, 2008 ONLINE &  
Jan 3-4, 2009 – NWC

Feb 2-Mar 1, 2009 ONLINE &  
Mar 7-8, 2009 – WWNI

### Dispute Resolution, Level 1 (ABLD114)

"Dispute resolution" is an umbrella term covering a wide range of approaches to conflict. This course provides an overview of collaborative conflict resolution and cross-cultural conflict resolution. You will examine the dynamics and sources of conflict, attitudes and beliefs, conflict styles, conflict theory, defensiveness, and the role of assumptions and emotions. This course will also focus intensively on communication theory and the skills that are the building blocks for negotiating, mediating, or resolving interpersonal conflict. Specific skills include non-defensive listening, questioning, reframing, and assertive speaking. This highly participatory course emphasizes self-awareness and skill development through structured exercises and simulations.

Credits: 3  
Instructor: Kerry Palmer  
Date(s): Oct 2-4 & 9-10, 2008 – WWNI

## Dispute Resolution, Level 2: Overcoming the Past (ABLD117)

This course is designed to help you understand your reactions to difficult situations. You will also develop skills to effectively overcome the obstacles to reaching successful agreements. You will explore how withheld feelings impede the process of resolving a conflict. You will examine theory, skills, and approaches for managing and responding to anger, unreasonable demands, attacks, and outbursts. Topics such as anger triggers and self-management will be explored. You will focus on getting past unfinished business by clearing judgments, acknowledging hurt, reducing defensiveness, and working towards a trusting relationship.

**Prerequisite(s):** Dispute Resolution, Level 1 (ABLD114)

Credits: 3  
Instructor: Joan Balmer  
Date(s): Sep 4-6 & 18-20, 2008 – NWC  
Oct 30-Nov 1 & 6-8, 2008 – WWNI

## Individual and Community Wellness in Aboriginal Contexts (ABLD111)

This course will focus on the components of individual and community wellness in Aboriginal contexts. It is based on the belief that effective leaders work to maintain a personally balanced lifestyle. Mental, physical, spiritual, and emotional components are integral to effective leadership. In turn, leaders are strong promoters of community wellness. You will explore concepts of lifestyle balance, coping with stress, and setting boundaries. You will conduct an analysis of the impacts of colonization and oppression on individuals, families, and communities. You will also explore models of wellness and its meaning in different cultures.

Credits: 3  
Instructor: Carrie Reid  
Date(s): Sep 11-13 & 25-27, 2008 – WWNI

## Introduction to Project Management (ABLD118) BLENDED

This course is for senior managers who do not have a professional background in project management but who oversee a variety of large and small company projects. It introduces the unique characteristics and fundamentals of project planning and management, and explores how people and teams influence project planning. You will examine the fundamentals of successful project management, including goal setting, the project team, scheduling, budgeting, and communications. You will develop project management skills by practicing different scheduling techniques, creating sound and transparent budgets, and applying the soft skills of project management, including team building and communication.

Credits: 3  
Instructor: Harry Nyce, Jr. (WWNI)  
Date(s): Jan 10-11 – NWC &  
Jan 12-Feb 8, 2009 **ONLINE**

Mar 14-15 – WWNI &  
Mar 16-Apr 13, 2009 **ONLINE**

## Philosophy, Values and Ethics of Aboriginal Leadership (ABLD110) BLENDED

This course provides an introduction to the philosophy, values, and ethics of leadership in Aboriginal contexts. You will explore both traditional and contemporary Aboriginal philosophies of leadership, the moral qualities leaders need to bring to their practice, the ethical challenges that often arise for leaders, what it means to identify oneself as a leader, and the unique moral challenges within a multicultural setting. You will gain awareness of the impact that various aspects of morality can have on leadership, and will analyze ethical concepts and issues while formulating and presenting your own positions. You will discover how moral judgments made as a leader may conflict with those made as a private citizen. How to balance the interests of constituents, individuals, and the larger community will be explored.

Credits: 3  
Instructor: Kirsten Mikkelsen  
Date(s): Dec 1-20, 2008 **ONLINE** &  
Jan 3-4 – WWNI &  
Jan 5-11, 2009 **ONLINE**

## Writing and Research Skills (ABLD113) BLENDED

This course is about learning to write clearly and concisely. You will develop skills that will enable you to express complex issues in simple language. You will learn to present your thoughts and pertinent information in an organized fashion. This course will also examine the principles of problem solving and critical thinking, and explore how these principles can be used in writing. You will examine some of the current thinking regarding the process, or what goes on in our heads when we sit down and try to write something. You will explore report writing for effective business communication, research methods, and examples of good writing. As well, you will write a variety of contextual communications pieces requiring a variety of different styles.

Credits: 3  
Instructor: Richard Van Camp; Dave Griffin (WWNI)  
Date(s): Jul 10-13, 2008 – NWC &  
Jul 15-21, 2008 **ONLINE**

Aug 20-23 – WWNI &  
Aug 25-Sep 2, 2008 **ONLINE**

## Workplace Based Practicum (ABLD 150)

In the practicum, you will have the opportunity to apply the skills and knowledge that you acquired in the first year of the certificate, in real-world situations, while experiencing the process of leading, managing, and becoming a team member. You will be required to document and illustrate your learning.

Credits: 3  
Instructor: Roberta Stewart  
Date(s): TBD by Learner

## CAMPUS LOCATIONS AND CLASS TIMES

### Centre for Aboriginal Programs & Services

**CWK** Chilliwack Campus,  
5470 Dieppe Street

**NWC** New Westminster Campus,  
715 McBride Boulevard

**VIC** Victoria Campus,  
910 Government Street

**WWNI** New Aynash

All classes run 9:00am to 4:30pm unless otherwise noted. Courses are typically scheduled Thursday to Sunday.





## ABORIGINAL LEADERSHIP DIPLOMA

The following are course descriptions for year two of the Aboriginal Leadership Diploma Program and are listed in alphabetical order. See pg. 14 for a listing of courses in date order.

### Aboriginal Human Resource Management (ABLD205)

This course is designed for Aboriginal leaders and managers who directly supervise staff. Special attention will be given to the laws and policies that regulate on-reserve and off-reserve employees and employers. This includes the Canada Labour Code, the Canadian Human Rights Act, and their administrative bodies. An emphasis on case studies of Aboriginal organizations will be used to present key concepts and issues. This course examines the critical elements of successful labour relations and effective human resource management in Aboriginal contexts. You will explore numerous functions of the human resource manager, including recruitment, selection, compensation, performance and competency, training, employee rights, and employment equity. The theory and practice of labour relations with its impact on unionization and collective bargaining will also form key components of this course. You will be exposed to basic elements of human resource management theory and human resource planning and their application to your work environment.

Credits: 3  
Fee: \$585  
Date(s): TBD

### Aboriginal Organizational Development (ABLD200)

Effective management in Aboriginal organizations involves a critical analysis of goals, strategies, structures, technologies, organizational wellness, and the external environment of the organization. The skills to manage organizational conflict, politics, change, information, and organizational cultures are imperative for effective management. This course is an introduction to the study of human behaviour in organizations and the relationship between structure and behaviour. Topics include models of individual behaviour, perceptual processes, satisfaction, equity and quality of working life, group performance, and organizational effectiveness. The application of theories combined with conceptual tools will be used to analyze several case studies. Community-based planning will examine numerous approaches and techniques while exploring how these might be integrated and applied to the learners' organizations.

Credits: 3  
Fee: \$585  
Date(s): TBD

### Aboriginal Management and Practice (ABLD201)

Management is often defined as getting things done through the resources that you have available. These resources include time, money, equipment, people, and strategic alliances/partnerships. In this course, you will explore the criteria for effective leadership in numerous positions of responsibility, including management and supervisory roles. You will also examine management theory and its application in Aboriginal organizations and communities. As well as getting hands-on practice, you will create strategic plans, work with decision-making models, use risk assessment tools, conduct performance evaluations, and implement strategies to motivate others.

Credits: 3  
Fee: \$585  
Date(s): TBD

### Dispute Resolution, Level 3: Managing Group Conflict (ABLD203)

This course looks at balancing group and individual needs. You will explore the dynamics within groups, roles, power imbalances, defensiveness, hidden agendas, disruptive behaviour, and value differences. You will be able to adapt the two-party conflict resolution model, make collaborative decisions, and resolve group conflict. As well, you will explore various theories of dispute resolution. The goal of the course is to integrate your own skills and knowledge so that you may effectively manage and resolve group conflicts within Aboriginal and non-Aboriginal contexts.

**Prerequisite(s):** Dispute Resolution, Level 2: Overcoming the Past (ABLD117)

Credits: 3  
Fee: \$585  
Date(s): TBD

### LEARNER SERVICES FEE (LSF)

As part of our commitment to improving the quality of services for our students, the JIBC charges a learner services fee (LSF) of \$5 per course credit to a maximum of six credits per course (\$30). The fee is applied to credit courses only and is collected at the time of registration.

Course fees listed in the calendar do not include the LSF. For more information see page 162.

## Dispute Resolution, Level 4: Team Negotiation (ABLD204)

This course will explore the theoretical concepts and practice of effective negotiation, either as an individual or as a member of a team. The BC treaty process will provide a framework for exploring the principles and practices of team-based negotiation. Individuals will draw on personal experiences to refine and develop their own negotiation skills. Traditional approaches to negotiation often promote competitive tactics, resulting in unsatisfactory outcomes for one or both parties. In this course you will acquire the skills required for effective negotiation, including assessing the alternatives and building a climate of collaboration in order to get beyond resistance. **Prerequisite(s):** Dispute Resolution, Level 3: Managing Group Conflict (ABLD203)

Credits: 3  
Fee: \$585  
Date(s): TBD

## Presentation Skills and Storytelling (ABLD202)

This course will focus on effective presentations through the use of storytelling and oral traditions. You will apply effective oral presentation techniques to a wide variety of audiences, including the media, internal groups, and external organizations. To improve writing skills, you will conduct the related research to write press releases, reports, agendas, briefing notes, communication plans, and proposals. The course includes an opportunity for creative writing. You will also practice the skills to facilitate and manage productive meetings.

Credits: 3  
Fee: \$585  
Date(s): TBD

## Principles of Financial Management: An Aboriginal Perspective (ABLD206)

This course is designed to introduce current and potential leaders to the principles and practices of financial management. The focus will be to develop an understanding of the financial and accounting concepts that are relevant to the non-financial manager. This includes financial statement analysis, budgeting, and interfacing with financial managers. The goal of the course is to provide you with the fundamentals of finance and accounting from an Aboriginal perspective. Basic finance and accounting principles will be blended with case studies that are based on common experiences in an Aboriginal setting, and the application to Band offices, economic development initiatives, corporations, health centres, and non-profit societies.

Credits: 3  
Fee: \$585  
Date(s): TBD

## Final Integrative Project (ABLD250)

The focus of the final integrative project will be a presentation to demonstrate how you have applied the theories, skills, and knowledge acquired in both the first and second years of the program. This presentation may be a collaborative effort. However, each team member will be required to document specific areas of skill application. Along with the evidence presented, learners will be required to provide a list of references that are willing to validate the learners' overall personal and professional development. The concluding section of the presentation will be entitled "How I Made a Difference," and will provide you with the opportunity to address how you have made a difference in your work environment over the course of the program.

Credits: 3  
Fee: \$585  
Date(s): TBD

*"During my time at the Justice Institute in the Aboriginal Leadership Diploma Program, I found it very helpful to learn with other First Nations from a variety of places throughout the province. Having First Nations Instructors was wonderful for my learning; they are role models for me and inspire me to continue learning.*

*Throughout the program we, as students, were allowed to share and practice our Aboriginal culture within the classroom setting and much of it was related to the class content. This made learning more meaningful. The opportunity to listen to First Nations guest speakers sharing their experiences and the importance of education for First Nations people left a tremendous impact on me.*

*In my opinion, I think all individuals working in the community band offices and tribal organizations would greatly benefit from this program.*



*All my relations,"*

Mike Jimmie  
Aboriginal Leadership Diploma  
Program Participant





## NEW – SEPTEMBER 2008 CHILLIWACK CAMPUS JUSTICE AND PUBLIC SAFETY CAREER PREPARATORY PROGRAM FOR ABORIGINAL LEARNERS

### “IWESTUX TEMXSHXWELI” TEACHERS’ SACRED PLACE

*The Justice and Public Safety Career Preparatory Program is designed for Aboriginal learners interested in entering careers such as policing, firefighting, corrections, emergency management, and other law enforcement, or first responders occupations. The eight-month full-time program will provide learners with the knowledge and skills to be more competitive in the recruitment process. Aboriginal perspectives, customs and traditions will be incorporated into the course content.*

### How to complete the program

The 30-credit certificate program is completed in two terms.

#### Program Tuition

- \$3,500 for the entire program
- Not open to individual course registration

### Term One

*September 8-December 5, 2008*

- Physical Education, Wellness & Self-Care, Level 1 (JPSCPP110)
- History and Impact of Colonization (JPSCPP111)
- Canadian Criminal Justice System (JPSCPP112)
- Effective Presentations, Writing & Listening Skills (JPSCPP113)
- First Responder (JPSCPP114)

### Physical Education, Wellness & Self-Care, Level 1 (JPSCPP110)

This course will examine wellness and self-care. You will apply goal-setting strategies to demonstrate growth in physical, mental, emotional and spiritual objectives. You will have practical opportunities to implement strategies through the physical fitness component, and will help prepare you to pass the physical tests required for admission into the various workgroups (i.e. POPAT, PARE, COPAT, SOPAT).

Credits: 3  
Instructor: TBD

**POPAT – Police Officers’ Physical Abilities Test**

**PARE – Physical Abilities Requirement Evaluation**

**COPAT – Correctional Officers’ Physical Abilities Test**

**SOPAT – Sherrifs Officers’ Physical Abilities Test**

## History and Impact of Colonization (JPSCPP111)

This course will examine the effects of colonization and the relationship between justice and public safety personnel and Aboriginal people. In this course, you will focus on the historical, economical, social and psychological effects intervention has had on Canada’s Aboriginal peoples. You will examine the effects of colonization, the introduction of diseases, the Indian Act, residential schools, the child welfare systems, and other associated topics. You will also explore the characteristics, dynamics and motivations of both victims and offenders of abuse and violence. You will be able to apply your communication skills and knowledge to these situations through role-playing exercises.

Credits: 3  
Instructor: Wenona Victor

## Canadian Criminal Justice System (JPSCPP112)

This introductory course will provide you with an understanding of the Canadian criminal justice system, with emphasis on the Charter of Rights and Freedoms. You will study the structure and jurisdictions of the various levels of government and the duties and responsibilities of the courts, justice and public safety services personnel. You will track offenders, victims and witnesses through the criminal justice system. The course will focus on the unique problems Aboriginal people face when dealing with the legal system. Aboriginal approaches to justice, including alternative resolutions, will also be defined and explored.

Credits: 3  
Instructor: Wenona Victor

## Effective Presentations, Writing & Listening Skills (JPSCPP113)

This course will focus on developing your presentation, writing and listening skills. You will plan, organize and deliver professional presentations throughout this course and the program. You will also learn how to write and clearly present your information in an organized fashion. You will discuss the importance of effective listening and will develop techniques to maximize communication skills within the context of Aboriginal justice and public safety.

Credits: 3  
Instructor: Lee Maracle



## First Responder (JPSCPP114)

This course will cover the materials required for certification of First Responder Provider Level III and CPR for Health Care Providers (level C) and Automated External Defibrillator. You will acquire skills that will help you assist patients from the moment of arrival until the ambulance arrives. As well, you will gain skills in the Priority Action Approach, critical interventions, respiratory and circulatory management, oxygen therapy and minor wound management. This course will expose you to the types of scenarios you must deal with in the fields of justice and public safety. It will assist you in assessing your aptitude for administering first aid as well as provide certification useful for many types of employment.

Credits: 3  
Instructor: TBD

## Term Two

January 5-May15, 2009

- Restorative Justice (JPSCPP115)
- Physical Education, Wellness & Self-Care and Advanced Driving Skills, Level 2 (JPSCPP116)
- Justice and Public Safety Statutes and Structures (JPSCPP117)
- Ethics, Values and Professional Behaviour (JPSCPP118)
- Career Practicum (JPSCPP120)
- Employment Strategies & Career Development (JPSCPP119)

## Restorative Justice (JPSCPP115)

This course will introduce theoretical and practice-based models of dispute resolution and restorative justice practices. You will become familiar with, and learn to analyze and respond to, common situations that you will face in justice or public safety. The curriculum will focus on situations specific to Aboriginal culture and family conflicts and also sensitize learners to the many other diverse cultures they will serve. Dispute resolution techniques, effective listening skills and the impact of personal beliefs will be examined in practical situations and with role-playing exercises.

Credits: 3  
Instructor: Wenona Victor

## Physical Education, Wellness & Self-Care, Level 2 and Advanced Driving Skills (JPSCPP116)

Enhanced driving ability is a requirement of law enforcement and public safety personnel. In this course, you will receive driving instruction from an expert, and will focus on aspects of driving such as city, freeway and country roads, parking skills, collision avoidance, defensive and proactive driving skills, braking techniques, breaking bad habits and handling emergency situations. Having successfully completed Physical Education, Wellness and Self-Care, level I, you will continue to apply goal-setting strategies to demonstrate growth in physical, mental, emotional and spiritual objectives. You will continue to prepare to pass the physical tests required for admission into the various workgroups (i.e. POPAT, PARE, COPAT, SOPAT see page11).

Credits: 3  
Instructor: TBD

## Justice and Public Safety Statutes and Structures (JPSCPP117)

This course will provide you will knowledge of municipal and provincial statutes and structures. You will study the structure, jurisdictions and authorities of these three levels of government. As well, you will explore various duties and responsibilities as they relate to justice and public safety. Role-playing exercises and simulations will be used to reinforce learning in areas such as establishing command posts, search and rescue and evacuation planning.

Credits: 3  
Instructor: TBD

## Ethics, Values and Professional Behaviour (JPSCPP118)

A career in justice and public safety holds its members up to a high standard of scrutiny, both by their employer and the community. In this course, ethics, values and professional behaviour will be defined and you will examine your professional standards in these areas. Employer and community expectations will be clarified. You will also examine and resolve case studies, including topics such as conflict of interest, inter-office relations and abuse of authority.

Credits: 3  
Instructor: Lee Maracle

## Career Practicum (JPSCPP120)

This 30 hour, career practicum will provide learners with the opportunity to gain exposure and knowledge not available in the classroom setting. By providing responsibilities and experiences not otherwise available, the career practicum can assist in the maturation process. A placement with a justice or public safety agency will be organized and supervised by the course instructor to ensure learners gain practical experience, make an educated career choice and integrate theory and practice. Learners will use this career practicum to demonstrate skills and knowledge learned in the first two terms. JIBC will encourage participating employment agencies to accommodate this goal by guiding the learner toward the services they provide to Aboriginal clients, communities and agencies.

Credits: 1.5  
Instructor: TBD

## Employment Strategies and Career Development (JPSCPP119)

This course focuses on gaining employment into the justice and public safety services fields. Learners will receive an overview of protocols, networking, organizational structures and application procedures, including mock interviews. Through goal setting learners will research, apply and follow the steps toward obtaining and advancing their career.

Credits: 1.5  
Instructor: TBD

*For further information on the application process and the program, contact:*

**Manager,**  
**Aboriginal Programs & Services**  
**604.528.5621 or [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)**

**Program Planner,**  
**Aboriginal Programs & Services**  
**604.528.5522 or [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)**  
**[www.jibc.ca/aboriginal](http://www.jibc.ca/aboriginal)**

# Individual Courses for Aboriginal Learners

*Courses and certificates that have been designed in consultation with Aboriginal clients or those who work in and with Aboriginal organizations and communities include:*

## Certificates

- Aboriginal Trauma Certificate, see page 37.
- Substance Use Certificate, see page 39.

## Individual Courses

- Aboriginal Family and Youth Advocacy (CY269)
- All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)
- Fetal Alcohol Spectrum Disorder (AD120) **ONLINE**
- Fetal Alcohol Spectrum Disorder: Increasing Our Understanding (AD409)
- Justice Issues in Aboriginal Communities (AJS101) **ONLINE**
- On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)
- Path of Wise Warriors: An Aboriginal Youth Empowerment course (CY175)
- The Gladue Decision: Implications for Community Supervision and Development (AJS102) **ONLINE**
- Vision Quest: Healing and Recovery in Aboriginal Substance Use Treatment (AD130)

The following is a sampling of courses offered in 2008-2009.

There is no application process, and you can register for these courses as you choose.

Some courses may be used as electives in certificate programs.

### Aboriginal Family and Youth Advocacy (CY269)

For a course description, please see page 33.

Credit: .5 credit  
Instructor: Chris Stewart  
Fee: \$150; group rate, \$140  
Date(s): Nov 4, 2008 – NWC

### All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)

For a course description, please see page 22.

Credit: .5 credit  
Instructor: Bill Waboose  
Fee: \$175 – VIC; group rate, \$165  
\$150 – NWC; group rate, \$140  
Date(s): Nov 13, 2008 – VIC  
May 9, 2009 – NWC

### Fetal Alcohol Spectrum Disorder (AD120) **ONLINE**

For a course description, please see page 35.

Credit: 1.5 credits  
Instructor: Nancy Poole, Jan Lutke  
Fees: \$367; group rate, \$347  
Date(s): Oct 14-Dec 5, 2008

### Fetal Alcohol Spectrum Disorder: Increasing Our Understanding (AD409)

For a course description, please see page 40.

Credit: .5 credit  
Instructor: Nancy Poole, Tina Antrobus and Cristine Urquhart  
Fees: \$132; group rate, \$122  
Date(s): Dec 4, 2008 – NWC  
Apr 23, 2009 – NWC **ONLINE**

### On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)

For a course description, please see page 27.

Credit: .5 credit  
Instructor: Carrie Reid, Carol White  
Fee: \$155; group rate, \$145  
Date(s): May 21, 2009 – NWC

### POWW – Path of Wise Warriors: An Aboriginal Youth Empowerment Course (CY175)

For a course description, please see page 32.

Credit: 1 credit  
Instructor: Sherry Simon  
Fee: \$280; group rate, \$260  
Date(s): Oct 24-25, 2008 – NWC

### Vision Quest: Healing and Recovery in Aboriginal Substance Use Treatment (AD130)

For a course description, please see page 23.

Credit: .5 credit  
Instructor: Bill Waboose  
Fee: \$175 – VIC; group rate, \$165  
\$165 – NWC; group rate, \$140  
Date(s): Nov 14, 2008 – VIC  
May 23, 2009 – NWC

*For more information on the above courses contact:*

**Program Coordinator**  
**Centre for Counselling & Community Safety**  
**604.528.5628 or counselling@jibc.ca**

### The Gladue Decision: Implications for Community Supervision and Development (AJS102) **ONLINE**

This 21-hour course will examine the legalities and challenges of the Gladue case, with particular focus on building trusting relationships between Aboriginal communities and the criminal justice system. The training will also analyze the unique circumstances and discrimination of Aboriginal offenders and their communities that led to the legislative change.

Credits: 1.5 credits  
Instructor: Karen Whonnock  
Fee: \$425  
Date(s): Oct 13-Nov 3, 2008 **ONLINE**

### Justice Issues in Aboriginal Communities (AJS101) **ONLINE**

This course presents an overview of Aboriginal justice issues, explores the impact of historical assimilation and oppression, and examines the contemporary issues facing Aboriginal people in the criminal justice system. Your perceptions and experience in these areas will be explored through discussion groups.

Credit: 1.5 credits  
Instructor: Kerry McKenzie, Kika Mauri  
Fee: \$425  
Date(s): TBD **ONLINE**

*For more information contact:*

**Manager,**  
**Centre for Aboriginal Programs & Services**  
**604.528.5621 or aboriginal@jibc.ca**

# Schedule at a Glance

DATE	COURSES	LOCATION	FEE	PAGE
<b>Aboriginal Leadership Certificate Program</b>				
Sep 4-6 & 18-20, 2008	Dispute Resolution II: Overcoming the Past (ABLD117)	NWC	\$275	8
Sep 11-13 & 25-27, 2008	Individual and Community Wellness in Aboriginal Contexts (ABLD111)	WWNI	\$370	8
Oct 2-4 & 16-18, 2008	Aboriginal Justice & Governance (ABLD115)	NWC	\$275	7
Oct 9-11 & 23-25, 2008	Introduction to Dispute Resolution: Level 1 (ABLD114)	WWNI	\$370	7
Nov 6-8 & 20-22, 2008	Aboriginal Leadership Development (ABLD112)	NWC	\$275	7
Nov 15-17 & 27-29	Dispute Resolution, Level 2: Overcoming the Past (ABLD117)	WWNI	\$370	8
Dec 1-20, 2008 <b>ONLINE</b> & Jan 3-4, 2009 & Jan 5-11, 2009 <b>ONLINE</b>	Philosophy, Values and Ethics of Aboriginal Leadership (ABLD110)	Blended – WWNI	\$370	8
Dec 1-28, 2008 & Jan 3-4, 2009	Change Management in Aboriginal Organizations (ABLD116)	Blended – NWC	\$275	7
Jan 10-11, 2009 & Jan 12-Feb 8, 2009 <b>ONLINE</b>	Introduction to Project Management (ABLD118)	Blended – NWC	\$275	8
Jan 15-17 & 29-31, 2009	Aboriginal Leadership Development (ABLD112)	WWNI	\$370	7
Feb–Apr, 2009	Workplace Based Practicum (ABLD150)	Workplace	\$355	8
Feb 2-Mar 1, 2009 & Mar 7-8, 2009	Change Management: Aboriginal Organizations (ABLD116)	Blended – WWNI	\$370	7
Mar 14-15 & Mar 16-Apr 13, 2009	Introduction to Project Management (ABLD118)	Blended – WWNI	\$370	8
Apr 23-25 & May 7-9, 2009	Aboriginal Justice and Governance Models (ABLD115)	WWNI	\$370	7
<b>Aboriginal Leadership Diploma Program</b>				
Visit <a href="http://www.jibc.ca/aboriginal">www.jibc.ca/aboriginal</a> for course dates	Aboriginal Organizational Development (ABLD200)	NWC	\$585	9
	Aboriginal Management and Practice (ABLD201)	NWC	\$585	9
	Presentation Skills & Storytelling (ABLD202)	NWC	\$585	10
	Dispute Resolution, Level 3: Managing Group Conflict (ABLD203)	NWC	\$585	9
	Dispute Resolution, Level 4: Team Negotiation (ABLD204)	NWC	\$585	10
	Aboriginal Human Resource Management (ABLD205)	NWC	\$585	9
	Principles of Financial Management: An Aboriginal Perspective (ABLD206)	NWC	\$585	10
	Final Integrative Project (ABLD250)	NWC	\$585	10

## CAMPUS LOCATIONS AND CLASS TIMES

### Centre for Aboriginal Programs & Services

<b>CWK</b>	<b>Chilliwack Campus,</b> 5470 Dieppe Street	<b>VIC</b>	<b>Victoria Campus,</b> 910 Government Street
<b>NWC</b>	<b>New Westminster Campus,</b> 715 McBride Boulevard	<b>WWNI</b>	<b>New Aynash</b>

All classes run 9:00am to 4:30pm unless otherwise noted.  
Courses are typically scheduled Thursday to Sunday.



DATE	COURSES	LOCATION	FEE	PAGE
	<b>Justice &amp; Public Safety Career Preparatory Program for Aboriginal Learners</b>			
Sep 4-5, 2008	Student Orientation	CWK	<b>\$3,500 for entire program see page 11</b>	
<b>Term 1 – Sep 8-Dec 5, 2008</b>	Physical Education, Wellness and Self Care, Level 1 (JPSCPP110)	CWK		11
	History & Impact of Colonization (JPSCPP111)	CWK		11
	Canadian Criminal Justice System (JPSCPP112)	CWK		11
	Effective Presentations, Writing & Listening Skills (JPSCPP113)	CWK		11
	First Responder (JPSCPP114)	CWK		12
<b>Term 2 – Jan 5-May 15, 2009</b>	Restorative Justice (JPSCPP115)	CWK		12
	Physical Education, Wellness and Self Care and Advanced Driving Skills – Level 2 (JPSCPP116)	CWK		12
	Justice and Public Safety Statutes and Structures (JPSCPP117)	CWK		12
	Ethics, Values and Professional Behaviour (JPSCPP118)	CWK		12
	Employment Strategies and Career Development (JPSCPP119)	CWK		12
	Career Practicum (JPSCPP120)	CWK		12
	<b>Individual Courses for Aboriginal Learners</b>			
<b>Visit <a href="http://www.jibc.ca/aboriginal">www.jibc.ca/aboriginal</a> for course dates</b>	Justice in Aboriginal Communities (AJS101)	<b>ONLINE</b>	\$425	13
Oct 13-Nov3, 2008	The Gladue Decision: Implications for Community Supervision and Development	<b>ONLINE</b>	\$425	13
Oct 14-Dec 5, 2008	Fetal Alcohol Spectrum Disorder (AD120)	<b>ONLINE</b>	\$367; group rate, \$347	35
Oct 24-25, 2008	POWW – Path of Wise Warriors: An Aboriginal Youth Empowerment Course (CY175)	NWC	\$280; group rate, \$260	32
Nov 4, 2008	Aboriginal Family and Youth Advocacy (CY269)	NWC	\$150; group rate, \$140	33
Nov 13, 2008 May 9, 2009	All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)	VIC NWC	\$175; group rate, \$165 \$150; group rate, \$140	22
Nov 14, 2008 May 23, 2009	Vision Quest: Healing and Recovery in Aboriginal Substance Use Treatment (AD130)	VIC NWC	\$175; group rate, \$165 \$150; group rate, \$140	23
Dec 4, 2008 Apr 23, 2009	Fetal Alcohol Spectrum Disorder: Increasing Our Understanding (AD409)	NWC NWC	\$132; group rate, \$122 \$132; group rate, \$122	40
May 21, 2009	On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUN138)	NWC	\$155; group rate, \$145	27

*Win a free course!  
Sign up for our  
eletter distribution list*

Sign up for our eletter distribution list and have the latest information on Community and Social Justice Division courses, events, and customized solutions delivered to your inbox. Plus, we will enter your name in our quarterly draw for a free course. To sign up, visit our website at [www.jibc.ca/csjd](http://www.jibc.ca/csjd) and follow the links.



## Welcome to the Centre for Counselling & Community Safety (CCCS)

*The Centre for Counselling & Community Safety offers a wide range of courses and programs in counselling and community safety. We provide practical and relevant training that is designed for executive directors, managers, practitioners and frontline supervisors:*

### **Counselling and Capacity Building**

We provide practitioners with essential skills to protect, support and empower children, youth, adults, families and communities.

### **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.

### **Customized Training**

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

# Centre for Counselling & Community Safety

## Contents:

<b>COUNSELLING AND CAPACITY BUILDING</b>	18
<b>SPECIAL EVENTS</b>	19
<b>INDIVIDUAL COURSES</b>	
Counselling and Capacity Building	21
Mental Health and Trauma	28
Creative and Expressive Therapies	30
Working With Children and Youth	32
<b>ONLINE COURSES</b>	
A Continuum of Care: Prevention to Harm Reduction	35
Fetal Alcohol Spectrum Disorder	35
Understanding Substance Use	35
<b>CERTIFICATE PROGRAMS</b>	
Child Sexual Abuse Intervention Certificate for Practitioners	36
Trauma Counselling and Clinical Intervention Certificate	36
Working With Youth Certificate	36
Aboriginal Trauma Certificate	37
Substance Use Certificate	38
Problem Gambling Certificate	42
<b>CUSTOMIZED CONTRACT CERTIFICATE PROGRAMS AND COURSES</b>	
Aboriginal Trauma Certificate	43
Working With Youth Certificate	43
Substance Use Certificate	43
Making the Transition: Providing Service to Trans Survivors of Violence and Abuse	43
<b>COUNSELLING AND CAPACITY BUILDING SCHEDULE AT A GLANCE</b>	44
<b>COMMUNITY SAFETY</b>	49
<b>CRITICAL INCIDENT STRESS MANAGEMENT</b>	
Critical Incident Stress Management Certificate & Courses	49
<b>BYLAW ENFORCEMENT AND INVESTIGATIVE SKILLS</b>	
Bylaw Enforcement and Investigative Skills Certificate & Courses	52
<b>VICTIM SERVICES</b>	
Victim Services Practitioner Certificate & Courses	53
<b>COMMUNITY SAFETY SCHEDULE AT A GLANCE</b>	56
<b>CERTIFICATE APPLICATION FORM (CCCS)</b>	157





## Counselling and Capacity Building

*If you work with children, youth, adults, or families, you will find a course or certificate here that will enhance your skills and knowledge. Our programs range from substance use and harm reduction to supporting women who have experienced violence, and from alternative healing techniques to supporting and working with children and youth. Courses and certificates can also be customized for your agency or group. For training options, contact the Program Coordinator at 604.528.5628 or [counsellingpc@jibc.ca](mailto:counsellingpc@jibc.ca)*

### Be sure to look for our innovative new courses:

- A Continuum of Care: Prevention to Harm Reduction (AD401) **ONLINE**
- Advanced Somatic Integration: Trauma Resolution and Regulation (TS201)
- Art and Soul of It: Arts-Based, Anti-Oppression Training for People Working with Youth and Communities (CY272)
- Cyber Counselling – Is It For You? (COUNS159)
- From the Ground Up: Expressive Play Therapy Methods to Help Dissociative Children (COUNS154)
- Stronger Together: Groups For Women (COUNS155)
- The Creative Therapist and the Creative Therapeutic Voice (COUNS152)
- The Many Faces of Grief: A Culturally Sensitive Approach to a Universal Experience (COUNS153)

- Understanding Substance Use (AD400) **ONLINE**
- Unspoken Truths About Suicide: Detection and Intervention Strategies Within First Nations and Inuit Communities (COUNS151)
- People with FASD: Providing Support on Substance Use Issues (AD131)
- Psychotherapy From a Family Perspective – 1 (COUNS156)
- Psychotherapy From a Family Perspective – 2 (COUNS157) **[ADVANCED]**
- Body, Mind, Spirit Connection for Life: Attachment with 6-12 Year Olds (COUNS158)
- Taming the Hungry Ghost: Combining Science, Mindfulness and Compassion in the Treatment of Addictions (SPE149) **SPECIAL EVENT**
- The Importance of Social and Emotional Intelligence in Everyday: The Clinical Application of Interpersonal Neurobiology (SPE150) **SPECIAL EVENT**

### CONTINUING EDUCATION UNITS (CEUs):

A number of our courses have been pre-approved or are eligible as CEU courses with various professional organizations. For more information, visit [www.jibc.ca/cccs](http://www.jibc.ca/cccs)

### COMING IN 2008 - 2009 ABORIGINAL TRAUMA CERTIFICATE & WORKING WITH YOUTH CERTIFICATE

The Centre for Counselling & Community Safety is offering two new certificate programs at the New Westminster Campus 2008 - 2009. See page 36 for details.

### DOWNTOWN VICTORIA CAMPUS

Eight of our courses are now being offered at the JIBC's Victoria campus, located at 910 Government Street. All Counselling and Capacity Building courses are available on a contract basis. For more information or to request other offerings for Victoria, contact the Program Coordinator at 604.528.5628 or [counsellingpc@jibc.ca](mailto:counsellingpc@jibc.ca).

The following courses are offered at the Victoria campus:

- All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)
- Motivational Interviewing in Practice – Level 1 (AD204)
- Motivational Interviewing in Practice – Level 2 (COUNS205) **[ADVANCED]**
- On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)
- Tools for Success: Enhancing the Emotional Intelligence of Youth (CY264)
- Vision Quest: Healing and Recovery in Aboriginal Substance Use Treatment (AD130)
- Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation (TS120)
- Advanced Somatic Integration: Trauma Resolution and Regulation (TS201) **[ADVANCED]**

## Special Events

To register for these special events, follow our usual registration procedure, as described on page 154.

### Taming the Hungry Ghost: Combining Science, Mindfulness and Compassion in the Treatment of Addictions (SPE149)

An addiction is a repetitive compulsion associated with craving, despite the negative consequences arising from that compulsion. Its hidden purpose is to fill an inner void or soothe a psychic pain through various behaviours or substances.

Contrary to received wisdom, addictions to substances do not represent genetically based medical disorders but are at the extreme end of a continuum of addictive behaviours widespread in our society. There is only one addiction process. Whatever its manifestations – drug taking, sexual roving, compulsive shopping, workaholism or internet addiction – it expresses the activity of the same malfunctioning brain circuits and the same psychological dynamics.

The source of addictions is to be found in the early childhood environment where the neurobiology of the brain's reward pathways and incentive-motivation circuits develops. Stress in utero, in childhood and later in life, creates the predisposition for addictions, whether to drugs, alcohol, nicotine, or to behavioural addictions such as gambling or the compulsive need for status and power.

Helping the addicted individual requires that we appreciate the function of the addiction in his or her life. More than a disease, the addiction is a response to a distressing life history and life situation and,

at the same time, a limitation of the addict's best possibilities. People attempting to help addicted individuals need to be fearless in examining their own compulsions, to be fully and self-compassionately aware of their judgments of others, and to bring mindful awareness into their work.

On completing this course, you will have learned to identify the elements of the addiction process and to understand the addiction-prone personality; you will have reviewed and grasped the essentials of the neurobiology of addiction and the understood the individual, social and spiritual roots of addiction; and you will have learned how to practice self-knowledge and self-compassion while avoiding the deadening judgments of addicted clients, friends or relatives. You will be able to support their healing, as well as your own.

This course, based on Dr. Gabor Maté's bestselling book, *In The Realm of Hungry Ghosts: Close Encounters with Addiction*, is for psychologists, social workers, counsellors, medical professionals, social service workers, mediators, and others who work in the helping professions with an interest in the treatment and healing of addictions. It will benefit anyone concerned with helping addicted people.

Date(s): Nov 20-21, 2008 – NWC  
Fee: \$295; group rate \$275  
**Early Bird Rate: \$275; group rate \$255 before Sep 30, 2008**  
Instructor: Gabor Maté



**Gabor Maté, M.D.** is a physician, author, former medical columnist for the *Globe and Mail*, and public speaker. His three previous books, all Canadian bestsellers, have been published internationally. When *The Body Says No: The Cost of Hidden Stress*, on the mind/body unity in health and illness, has appeared in 10 languages on five continents. For 20 years Gabor had a family practice, and for seven years was Medical Coordinator of the Palliative Care Unit at Vancouver Hospital. Dr. Maté currently works at a clinic in Vancouver's Downtown Eastside where his patients are challenged by hard core drug addiction, mental illness and HIV. He is also Family Medicine Consultant, Department of Psychiatry, St. Paul's Hospital. His current book, *In the Realm of Hungry Ghosts: Close Encounters with Addiction*, published in February, 2008 is already a bestseller. In 2008, in addition to his many other speaking engagements, Dr. Maté will be a guest lecturer at Washington State University and a visiting professor at McGill University, in the Faculty of Medicine.

*"To be a dynamic speaker and leave your audience with powerful, helpful information that can have a positive impact is truly a gift. Gabor has that gift."*

– Virginia Renning, Senior School Counsellor  
St Michaels University School, Victoria BC

## The Importance of Social and Emotional Intelligence in Everyday: The Clinical Application of Interpersonal Neurobiology (SPE150)

Attend this exciting new special event featuring Dr. Daniel Siegel, who is back by popular demand! Be sure to register early – last year's event sold out quickly.

Compassion is the fundamental way we feel the inner experience of others and bring kindness in our interactions. Outward directed compassion builds upon the foundation of feeling another's feelings and honoring the inner world beyond just reacting to outward manifestations of behaviors. This inner world includes the domain of the mind: When we see the mind, when we have "mindsight," we come to sense and respect the subjective world of others, and of ourselves.

In this two-day immersion, we will explore the ways in which science illuminates the nature of compassion and shows us the ways in which we can develop kindness toward others and ourselves. By envisioning a triangle of human experience that includes the mind, relationships, and the brain, we can build a comprehensive view of development within the individual, families, schools, and communities. Promoting mindsight in our personal and professional lives can foster the emergence of compassion and empathy that promote well-being in these important aspects of our lives.

This intensive seminar is designed for all professionals who work to promote the healthy development of children, adolescents, and adults. Clinicians from various mental and medical health professions, educators from pre-school to university level, policy-makers involved in creating programs for promoting well-being, attorneys and judges involved in family and child issues, and other professions will find this work both accessible and helpful.

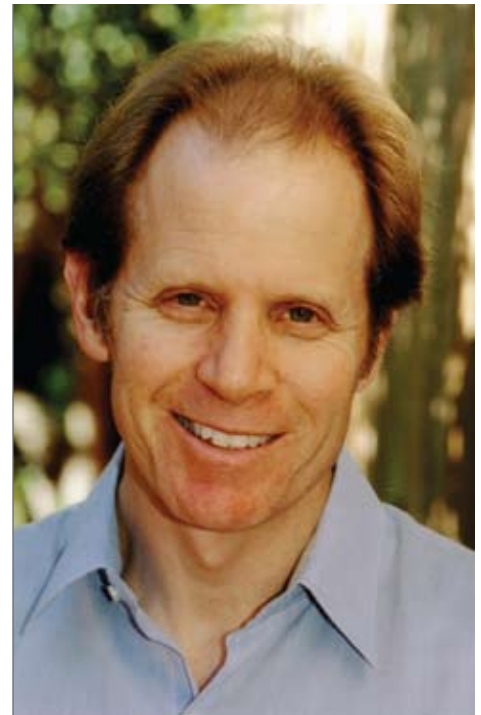
You will learn how social experiences shape the regulatory circuits of the brain and what this means for shaping health-promoting relationships throughout the lifespan. You will also find the framework of "interpersonal neurobiology" presented here to be of use in exploring the nature of human development and the cultivation of well-being. In addition, the concept of mindsight will serve as a grounding principle that can help with professional, and personal, efforts to create a more compassionate and kinder world of relationships in which you live.

This course is offered in partnership with the BC Association of Clinical Counsellors and City University.



CITY UNIVERSITY

Date(s): May 7-8, 2009 – NWC  
 Fee: \$345; group rate \$325  
**Early Bird Rate: \$325; group rate \$305 before Oct 31, 2008**  
 Instructor: Dr. Daniel Siegel



**Daniel Siegel, M.D.** is a graduate of Harvard Medical School and the Director of the Mindsight Institute in Los Angeles. At UCLA he also serves as the co-director of the Mindful Awareness Research Center and a co-investigator at the Center for Culture, Brain, and Development. Dr. Siegel is the author of various texts, including *The Mindful Brain*, *Parenting from the Inside Out* (with Mary Hartzell), and the acclaimed internationally bestselling text, *The Developing Mind*. As the Founding Editor of Norton Series on Interpersonal Neurobiology, Dr. Siegel has been a pioneer in this new synthesis of science to provide an integrated view of the mind, the brain, and relationships in the promotion of well-being.

*"A rich smorgasbord of information. Dr. Siegel's presentation was especially lucid given the complexity of the content he shared."*

– Jane Ouan, MD, FRPC  
 Psychiatry





## Individual Courses

### COUNSELLING AND CAPACITY BUILDING

*These courses are designed for counsellors and other professionals who are currently working with clients and are interested in building and refining their counselling skills. There is no application process, and you may register for these courses as you choose. Some courses may be used as electives in certificate programs.*

#### Understanding Substance Use (AD400)

For a course description, please see page 39.

Date(s): Sep 19-20, 2008 – NWC  
Jan 23-24, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Heidi Furrer

#### Understanding Substance Use (AD400) NEW ONLINE VERSION

For a course description, please see page 35.

Date(s): Sep 22-Oct 31, 2008 **ONLINE**  
Feb 9-Mar 20, 2009 **ONLINE**  
Fee: \$260; group rate, \$240  
Instructor: Heidi Furrer

#### GROUP RATE

A group rate is available for Counselling and Capacity Building courses. This rate applies where three or more persons from the same organization register at the same time.

#### A Continuum of Care: Prevention to Harm Reduction (AD401)

For a course description, please see pages 35 and 39.

Date(s): Sep 26-27, 2008 – NWC  
Nov 3-Dec 12, 2008 **ONLINE**  
Feb 6-7, 2009 – NWC  
Mar 23-May 1, 2009 **ONLINE**  
Fee: \$260; group rate, \$240  
Instructor: Barbara Plumstead

#### Clinical Supervision: Innovative Practices (EP278)

Becoming a clinical supervisor can be a natural and gratifying evolution of one's career as a therapist. As there is little in the way of formal training generally available for clinical supervision, however, there is a tendency to merely replicate what we've learned from our supervisors or to apply therapeutic practice to the supervisory context, thereby risking role diffusion. This course will deepen your understanding of some of the main theories of clinical supervision and their applications, forms of service delivery (such as group supervision), ethical and legal issues (such as vicarious liability and confidentiality), evaluation of supervisor/supervisee efficacy, and supervisory professional development (such as self- and layered supervision).

Date(s): Oct 2-3, 2008 – NWC  
Fee: \$250; group rate, \$230  
Instructor: Monica Franz

#### Fostering and Encouraging Client Responsibility (EP524)

Do you want to gain a deeper understanding of how to effectively encourage your clients to develop more self-reliance? From there it becomes easier to help them identify more effective ways to think about problems, solutions, and the consequences of their choices. You will learn how to avoid the not-uncommon experience of finding yourself unintentionally and indirectly colluding with individuals who then remain "stuck," and become dependent on you and/or others to solve their problems.

Date(s): Oct 14-15, 2008 – NWC  
Fee: \$250; group rate, \$230  
Instructor: Elaine Stoll

#### Fetal Alcohol Spectrum Disorder (AD120) **ONLINE**

For a course description, please see page 35.

Date(s): Oct 14-Dec 5, 2008 **ONLINE**  
Fees: \$367; group rate, \$347  
Instructor: Jan Lutke, Nancy Poole

#### Understanding Pharmacology from a Counsellor's Perspective (EP308)

For a course description, please see page 39.

Date(s): Oct 17-18, 2008 – NWC  
Feb 20-21, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Yvonne Savard, Munir Velji

#### ABORIGINAL TRAUMA CERTIFICATE (ATC) – STARTS OCTOBER 20, 2008

This 20-day program is open to Aboriginal and non-Aboriginal professionals, and is delivered in four one-week modules that are to be taken sequentially. You will gain increased knowledge, skills, and awareness on ways to effectively support Aboriginal survivors of inter-generational as well as personal trauma. The format is highly interactive and experiential, will include lectures, demonstrations, role-playing, and small group discussions; provide regular opportunities for self-reflection, personal sharing, and storytelling; and occasionally utilize talking circle and support group formats. For a full description of this certificate program, please see page 37.

## Psychotherapy From a Family Perspective – 1 (COUNS156) NEW

Relationships can be the source of the greatest joy in life, and can also be the context of pain and struggle. You will learn by experience the relational approaches to psychotherapy that emphasize the growth and development of emotional systems and the people in them. Techniques of family therapy will be interwoven with ideas about systems, family life cycle development, family structures, and the role of emotions in family stability and family change. Exercises, examples and simulations will allow you to participate with the lived experience of family therapy processes.

Date(s): Oct 23-25, 2008 – NWC  
 Fee: \$395; group rate \$375  
 Instructor: Cheryl Bell-Gadsby, Glen Grigg

## Assessment Practices (AD403)

For a course description, please see page 39.

Date(s): Oct 24-25, 2008 – NWC  
 Feb 27-28, 2009 – NWC  
 Fee: \$260; group rate, \$240  
 Instructor: Rob Axsen

## Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation (TS120)

For a course description, please see page 28.

Date(s): Oct 30-31, 2008 – VIC  
 Fee: \$318; group rate, \$298  
 Instructor: Yvonne Haist, Lisa Mortimore

### LEARNER SERVICES FEE (LSF)

As part of our commitment to improving the quality of services for our students, the JIBC charges a learner services fee (LSF) of \$5 per course credit to a maximum of six credits per course (\$30). The fee is applied to credit courses only and is collected at the time of registration.

Course fees listed in the calendar do not include the LSF. For more information see page 162.

## Unspoken Truths About Suicide: Detection and Intervention Strategies Within First Nations and Inuit Communities (COUNS151) NEW

In this course, you will explore ways in which to identify at-risk children, youth and adults. You will examine ways in which to respond to suicide in your communities by looking at prevention and intervention strategies such as educational awareness, community-based services and response teams, including ways in which to provide support to individuals and families bereaved by suicide. You will also examine differences in approaches to working with suicidality in First Nations and Inuit communities and mainstream society. In addition, you will examine ways in which to implement sustainable community-based systems and practices in providing support, education and intervention for individuals and families impacted by suicide.

Date(s): Oct 30-31, 2008 – NWC  
 Fee: \$275; group rate, \$255  
 Instructor: Tony Martens

## The Art of Private Practice (COUNS141)

Ready to establish or enhance your private practice? Not sure how to begin? Developing a well-articulated business plan ensures the essentials necessary for a thriving practice and enhances clarity of purpose and confidence. This course is an opportunity to assess your business skills and knowledge as well as identify what resources are needed specific to your circumstances. You will review a range of pragmatics specific to self-employment, legal issues, marketing strategies, financial management, and business ethics specific to professional practice. You will gain a better understanding of what skills, knowledge, and resources you already have as well as of what is needed in order to take the next step toward a thriving practice.

Date(s): Nov 5, 2008 – NWC  
 Fee: \$150; group rate, \$140  
 Instructor: Monica Franz

## Attachment: The Mind/Body/Spirit Connection for Life (COUNS125)

For a course description, please see page 33.

Date(s): Nov 6-7, 2008 – NWC  
 Fee: \$260; group rate, \$240  
 Instructor: Myrna Martin

## Motivational Interviewing in Practice – Level 1 (AD204)

For a course description, please see page 40.

Date(s): Nov 7-8, 2008 – NWC  
 Mar 13-14, 2009 – NWC  
 Apr 30-May 1, 2009 – VIC  
 Fee: \$260 – NWC; group rate, \$240  
 \$318 – VIC; group rate, \$298  
 Instructor: Rob Axsen

## All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)

This course will provide you with a basic understanding of issues that arise when working with Aboriginal clients in a treatment and counselling setting. You will learn about the impact of colonization, including the effects of residential schools, the change in family systems, substance-related birth defects, and the effects of trauma and high rates of suicide within the communities. **Prerequisite(s):** Understanding Substance Use (AD400), or equivalent experience.

Date(s): Nov 13, 2008 – VIC  
 May 9, 2009 – NWC  
 Fee: \$175 – VIC; group rate, \$165  
 \$150 – NWC; group rate, \$140  
 Instructor: Bill Waboose

### CAMPUS LOCATIONS AND CLASS TIMES

#### Centre for Counselling & Community Safety

NWC New Westminster Campus,  
 715 McBride Boulevard

VIC Victoria Campus,  
 910 Government Street

GNW Great Northern Way Campus,  
 555 Great Northern Way,  
 Vancouver

All classes run 9:00am to 4:30pm  
 unless otherwise noted.

Courses are typically scheduled  
 Monday to Friday.

## Becoming a More Effective Counsellor (EP508)

Have you been thinking about broadening your counselling and helping skills? You will have the opportunity to explore, at a deeper or more advanced level, the many complexities within the counselling dynamic. You will develop a useful process for exploring feelings and thoughts and using silence effectively. Increase and strengthen your skill level so that you can protect both yourself and those you help from boundary violations. Additional topics include: 18 characteristics of effective counsellors; modelling congruency of thoughts, feelings, and actions; as well as differentiating between support, counselling, and therapy.

Date(s): Nov 13-14, 2008  
 Fee: \$240; group rate, \$220 – NWC  
 Instructor: Elaine Stoll

## Vision Quest: Healing and Recovery in Aboriginal Substance Use Treatment (AD130)

This course explores approaches to recovery and healing when working with Aboriginal people in a treatment and counselling setting. Together, we will learn cultural approaches to healing, from the Medicine Wheel to the Sweat Lodge. You will discuss how cultural reclamation and expression provide a foundation for healing and recovery for Native people. **Prerequisite(s):** Understanding Substance Use (AD400) or equivalent experience, and All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129).

Date(s): Nov 14, 2008 – VIC  
 May 23, 2009 – NWC  
 Fee: \$175 – VIC; group rate, \$165  
 \$150 – NWC; group rate, \$140  
 Instructor: Bill Waboose

## ONLINE REGISTRATION

You can also register for courses online by going to <http://learning.jibc.ca> and entering your ID and password. If you have forgotten these or if they haven't been assigned yet, contact the JIBC Registration Office.

604.528.5590 (Greater Vancouver area)  
 1.877.528.5591 (North America only)

## Suicide Bereavement \* (COUNS122)

A suicide occurs every 2.3 hours in Canada. For every suicide, a minimum of five family members, 25 close friends and colleagues, more than 100 acquaintances, as well as the broader community are impacted. This interactive course will increase your knowledge and understanding about the complexity of suicidal behaviour and its impact on the family; learn theoretical bereavement frameworks; explore the multi-layered and unique grief response of family members; develop assessment and practical strategies in providing support; and develop intervention strategies that take into account such issues as cultural, religious, and socio-environmental factors and long-term impact of a suicide in a family environment. \* (Formerly Providing Support to Individual and/or Family Bereaved by Suicide)

Date(s): Nov 17, 2008 – NWC  
 Fee: \$150; group rate, \$140  
 Instructor: John Dubé

## Taming the Hungry Ghost: Combining Science, Mindfulness and Compassion in the Treatment of Addictions (SPE149)

### SPECIAL EVENT

For a course description, please see page 19.

Date(s): Nov 20-21, 2008 – NWC  
 Fee: \$295; group rate \$275  
**Early Bird Rate: \$275; group rate \$255 before Sep 30, 2008**  
 Instructor: Gabor Maté

## The Many Faces of Grief: A Culturally Sensitive Approach to a Universal Experience (COUNS153) NEW

This course will look at grief from a variety of perspectives, focusing on the adult experience. Various models of the grief process will be introduced. In addition, rituals and cultural beliefs pertinent to the South Asian, Chinese and Italian communities will be presented. Whether you are a veteran or new to the experience of caring for those in grief, this course will provide you with newly refined skills and abilities.

Date(s): Nov 21, 2008 – NWC  
 Fee: \$160; group rate, \$150  
 Instructor: Jas Cheema, Susan Hogman

## Concurrent Disorders Planning – Level 1 (AD410)

For a course description, please see page 40.

Date(s): Nov 21-22, 2008 – NWC  
 Apr 3-4, 2009 – NWC  
 Fee: \$260; group rate, \$240  
 Instructor: Debbie Suian

## Psychotherapy From a Family Perspective – 2 (COUNS157) NEW [ADVANCED]

This course builds on "Family Perspective – 1" (see page 22) by emphasizing how families engage with therapeutic change, as well as relationship-based approaches to psychological dysfunction. You will experience how multiple levels of communication, the shared process of making-meaning, and the exploration of repeating patterns can be a platform for therapeutic practices. You will learn skills built on the information science of cybernetics, as well as the emerging science of interpersonal neurobiology. By integrating models of practice with client problems, practice settings, and your individuality as a therapist you will complete the course with your unique therapeutic profile.

Date(s): Nov 27-29, 2008 – NWC  
 Fee: \$395; group rate \$375  
 Instructor: Cheryl Bell-Gadsby, Glen Grigg

## Cyber Counselling – Is It For You? (COUNS159) NEW

This course provides an introduction into the world of cyber counselling – what it is, its benefits and challenges, and the ethical and legal issues surrounding it. Many counsellors are inadvertently involved in email counselling simply through the exchange of emails with clients. Come learn what is required to meet ethical standards using this technology. Learn practical skills for this new method of communication with clients.

Date(s): Dec 1, 2008 – NWC  
 Fee: \$160; group rate, \$150  
 Instructor: Maureen McEvoy, Dan Mitchell



## Fetal Alcohol Spectrum Disorder: Increasing our Understanding (AD409)

For a course description, please see page 40.

Date(s): Dec 4, 2008 – NWC  
Apr 23, 2009 – NWC  
Fee: \$132; group rate, \$122  
Instructor: Nancy Poole, Tina Antrobus,  
Cristine Urquhart

## Community Voices/Contemporary Issues (AD407)

For a course description, please see page 40.

Date(s): Dec 5, 2008 – NWC  
Apr 24, 2009 – NWC  
Fee: \$132; group rate, \$122  
Instructor: Tom Hetherington

## Compassion and Policy: The Heart and Mind of Drug Policy Reform (AD408)

For a course description, please see page 41.

Date(s): Dec 12, 2008 – NWC  
Apr 30, 2009 – NWC  
Fee: \$132; group rate, \$122  
Instructor: Mark Haden, Ken Tupper

## Behaviour Change Counselling in Community Settings (COUNS126)

Behaviour Change Counselling is an adaptation of Motivational Interviewing, with an emphasis on addressing lifestyle and healthy behaviour changes when the practitioner has only short periods of contact (10-30 minutes). You will learn the process of implementing a specific skill set to engage in collaborative and constructive conversations with clients related to the importance of behavior change. Designed for practitioners involved in a wide variety of community settings, with at least a minimal supportive counselling role (youth, school and employment counsellors; home care nurses; health care and residential workers; occupational therapists; life skills coaches; etc.)

Date(s): Jan 20, 2009 – NWC  
Fee: \$148; group rate, \$138  
Instructor: Rob Axsen

## Facilitating Effective Group Process\* (COUNS110)

The success of psycho-educational programs and therapy groups depends on the ability of the facilitator to work with group process. To be an effective facilitator, you must have skills of engagement that can both keep participants in the room and engage them in a collective process of learning and change. A group setting can challenge even the most skilled professionals. In this course, you will develop skills to facilitate group process. Topics include building a therapeutic alliance; creating an effective learning environment; understanding group development; understanding and working with cycles of inclusion, affection and control; working with mandated and reluctant participants; managing difficult challenges; and working with a co-facilitator. \* (Formerly Facilitating Psycho-educational Groups)

Date(s): Feb 4-5, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Jane Katz

## Advanced Somatic Integration: Trauma Resolution and Regulation (TS201) NEW [ADVANCED]

For a course description, please see page 29.

Date(s): Feb 5-6, 2009 – VIC  
Fee: \$325; group rate, \$305  
Instructor: Yvonne Haist, Lisa Mortimore

## Advanced Innovative Practices in Clinical Supervision (EP288) [ADVANCED]

This course provides an opportunity to take the concepts presented in Clinical Supervision: Innovative Practices (EP278) to a deeper level through role-playing, in-depth discussion, and self-reflection. Participants are invited to bring audio/ videotapes of past work for group review and feedback. **Prerequisite(s):** EP278 or equivalent experience.

Date(s): Feb 12-13, 2009 – NWC  
Fee: \$245; group rate, \$225  
Instructor: Monica Franz

## Working More Effectively with Parents and Other Caregivers (CY267)

For a course description, please see page 33.

Date(s): Feb 17, 2009 – NWC  
Fee: \$150; group rate, \$140  
Instructor: Elaine Stoll

## Reaching the Heart of Violence: Compassionate Approaches to Ending the Use of Violence (COUNS124)

If you are a psychologist, therapist, social worker, or alcohol and drug counsellor, you know that helping those who perpetrate violence has often seen confusion between therapy and punishment. Course instructors will present a compassionate model of engagement and change that is supported by theory and research. You will learn skillful questions that invite responsibility and compassion; ways to manage and understand your experience of anger, frustration, and powerlessness; how to assess and respond to risk; and ways to deal with the recurrent use of violence that can enhance learning and change rather than shame, blame, or defeat.

Date(s): Feb 19-20, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Harry Stefanakis, Dale Trimble

## The Creative Therapist and the Creative Therapeutic Voice (COUNS152) NEW

For a course description, please see page 31.

Date(s): Feb 23, 2009 – NWC  
Fee: \$160; group rate, \$150  
Instructor: Darylynn Starr Rank



## Improving Addictions Treatment by Addressing Tobacco (AD123)

In the addiction population, smoking rates continue to sit between 80 to 90 per cent, and statistics show that people are more likely to die prematurely from smoking-related illnesses than from the substances for which they are receiving treatment. There is also a growing body of evidence that shows long term recovery from other substances is improved when tobacco use is addressed at the same time. This course will explore the importance of addressing tobacco addiction in the context of treatment for other addictions. You will learn how several North American addictions treatment programs have successfully integrated tobacco treatment as well as some practical strategies for integrating and treating tobacco addiction.

Date(s): Mar 4, 2009 – NWC  
Fee: \$150; group rate, \$140  
Instructor: Alana Kuzyk

## Psychosynthetic Practices\* (COUNS143)

Has your clinical practice become repetitive or stagnant? Integrating the ephemera of everyday life into the therapeutic process can be an invaluable catalyst for your clients' transformative insights. Predicated on the concept of psychosynthesis, this course will be an opportunity to learn innovative ways of working that may complement your current praxis. You will experience a range of materials and techniques – altered books and photographs, CD cases, matchboxes, found objects, photocopies, words, decals, and other ephemera – in ways that can support the client's self-understanding and motivation. You will be encouraged to explore potential applications specific to the client populations with whom you work. No art-making experience or skill is required. *\*(Formerly Creativity as a Transformative Tool)*

Date(s): Mar 6, 2009 – NWC  
Fee: \$150; group rate, \$140  
Instructor: Monica Franz

## Working with Complicated Grief (COUNS102)

Some clients seem to be in more distress following a loss than we can easily explain, even if we are well familiar with responding to the needs of a griever. This course explores these extraordinarily challenging clinical situations. You will learn why, in some situations, the "normal" course of grief does not apply. Factors such as violent crime and symbolic loss, etc. will be explored. You will examine a model for assessing and addressing complicated grief as well as for how to distinguish the difference between complicated grief and post-traumatic stress disorder (PTSD).

Date(s): Mar 26, 2009 – NWC  
Fee: \$132; group rate, \$122  
Instructor: Kathryn Priest-Peries

## WORKING WITH YOUTH CERTIFICATE (CY168) – STARTS MARCH 30, 2009

If you are a professional who works with children over the age of 10, youth or families, the Working with Youth Certificate program might be for you. The program will help you practice skills and increase confidence in relationship building, ethical decision making, strength-based approach and conflict resolution, and create lifelong networks to share the latest information and resources available in their field. Participants earn 4.5 units of unassigned credit towards child and youth care diplomas and degrees in other BC colleges and universities. For a full description of this four-week certificate program, please see page 36.

## Becoming Client-Directed Outcome-Informed in Practice (COUNS144)

Current research indicates that counselling effectiveness can be significantly increased by using "real-time" client feedback of the client's experience regarding the relationship with the counsellor (fit or alliance); and the client's experience of change (outcome or effect). You will learn how to use this Client-Directed Outcome-Informed (CDOI) approach to recognize and involve the client as the true agent of change. Topics include an overview of research base for the CDOI paradigm; skills to becoming outcome-informed; skills to becoming client-directed; some methods to demonstrate effectiveness.

Date(s): Mar 31, 2009 – NWC  
Fee: \$150; group rate, \$140  
Instructor: Rob Aksen

*For more information, contact:*

*Program Coordinator*  
604.528.5628 or [counsellingpc@jibc.ca](mailto:counsellingpc@jibc.ca)

*Program Assistant*  
604.528.5875 or [counselling@jibc.ca](mailto:counselling@jibc.ca)

*"A lovely balance of "hard" content (models theory etc...) and metaphorical representations."*

*– Stephanie Capyk  
Victoria Women's Sexual Assault Centre*

### Engaging the Path of Spirit \* (AD125)

As support workers and counsellors, how do we actually engage in the spiritual aspect of the bio-psycho-social spiritual model when working with substance-using clients? This course will give you an opportunity to explore the intersection of addiction and spirituality, as well as your own definitions of spirituality, your beliefs and biases, and how these impact your work. Through experiential practices, you will learn practical tools for doing spiritual assessment and accessing spiritual resources for clinical intervention. Through these practices, you will also have the opportunity to renew and restore your own sense of spirit. Please bring an object to share that symbolizes your current understanding of spirituality.

*\* (formerly The Discovery of Spirit in Recovery)*

Date(s): Apr 8, 2009 – NWC  
Fee: \$150; group rate, \$140  
Instructor: Bridgid McGowan

### Body, Mind, Spirit Connection for Life: Attachment with 6-12 Year Olds (COUNS158) NEW

For a course description, please see page 34.

Date(s): Apr 20-21 2009 – NWC  
Fee: \$275; group rate, \$255  
Instructor: Myrna Martin

### Teaching Problem-Solving Skills to Clients (EP286)

Are you teaching effective problem-solving skills to your clients? Spending time teaching clients useful problem-solving skills is something tangible you can offer. Discover the role that 10 decision-making styles play in problem-solving approaches. You will learn how to listen for what's behind how a person presents and describes problems. This new skill can help your clients strengthen their desire to more constructively solve their own problems. You will also learn to add one important question that is missing from many problem-solving models.

Date(s): Apr 28, 2009 – NWC  
Fee: \$132; group rate, \$122  
Instructor: Elaine Stoll

### An Introduction to Problem Gambling (COUNS146)

This course is for those working in the helping professions who have an interest in learning more about responsible and problem gambling in BC. You will learn the tools and background needed to accurately screen and refer clients who may have a problem with gambling. You will have an opportunity to clarify your own attitudes and beliefs about gambling, and learn how to accurately assess, screen, and refer clients to appropriate services. As more attention is focused on gambling in our society, it is important to have the necessary information and tools to deal with situations that may arise in the course of your work.

Date(s): May 1, 2009 – NWC  
Fee: \$150; group rate, \$140  
Instructor: Rosemary Nygard

### The Importance of Social and Emotional Intelligence in Everyday: The Clinical Application of Interpersonal Neurobiology (SPE150) SPECIAL EVENT

For a course description, please see page 20.

Date(s): May 7-8, 2009 – NWC  
Fee: \$345; group rate \$325  
**Early Bird Rate: \$325; group rate \$305 before Oct 31, 2008**  
Instructor: Daniel Siegel

### People with FASD: Providing Support on Substance Use Issues \* (AD128)

People affected by Fetal Alcohol Spectrum Disorder are at increased risk of developing substance use and mental health problems, due to the nature of the disabilities, and the lack of service and policy responses tailored to their needs. This is an opportunity to plan tailored responses in your work. We will examine principles and strategies for working with people affected by FASD, and learn how to apply these principles in the context of gender-specific addiction treatment, as well as in prevention and harm reduction contexts. **Prerequisite(s):** Fetal Alcohol Spectrum Disorder: Increasing our Understanding (AD409) *\*(formerly Working with People Affected by Fetal Alcohol Spectrum Disorder to Prevent and Treat Substance Use Problems)*

Date(s): May 12, 2009 – NWC  
Fee: \$150; group rate, \$140  
Instructor: Nancy Poole, Cristine Urquhart





## On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)

This course is for community-based helpers who spend much of their time working with trauma survivors. You will receive an overview of the western theory about vicarious trauma, compassion fatigue and counter-transference. It is also an overview of the Aboriginal experience, where many helpers are trauma survivors themselves. The course aims to translate the academic research into real-life examples. You will be provided with information, skills, and tools for dealing with and preventing overwhelm. You will discuss topics such as boundaries, physiological impacts, spirituality, supervision models, and treatments experienced in a variety of cultures.

Date(s): May 21, 2009 – VIC  
Fee: \$155; group rate, \$145  
Instructor: Carrie Reid, Carol White

## Motivational Interviewing in Practice – Level 2 (COUNS205) [ADVANCED]

You will develop a deeper level of understanding of the spirit and principles of motivational interviewing practices, and their relation to other change models. You will review key concept areas from Level 1, and then explore each one at a deeper level to assist in developing more comprehensive practice guidelines. **Prerequisite(s):** Motivational Interviewing in Practice - Level 1 (AD204) or equivalent previous training. As this course is for experienced practitioners who expect to regularly participate in sessions with clients ranging from 30 to 60 minutes, you will need to have completed at least a basic level of counselling training.

Date(s): May 28-29, 2009 – NWC  
Jun 11-12, 2009 – VIC  
Fee: \$260 – NWC; group rate, \$240  
\$318 – VIC; group rate, \$298  
Instructor: Rob Axsen

## Concurrent Disorders Planning – Level 2 (COUNS211) [ADVANCED]

This course covers key issues in concurrent disorder treatment. You will learn how to maintain a recovery-oriented focus, select and use specific therapeutic techniques, manage counter-transference, perform ongoing evaluation of treatment, and understand the need for self-care. The course focuses on experiential learning, with an emphasis on the impact of the therapeutic relationship on treatment process and outcome. **Prerequisite(s):** Concurrent Disorders Planning – Level 1 (AD410) or equivalent previous training.

Date(s): Jun 1-2, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Debbie Suian

## Counselling Skills: The Art of Asking Effective Questions (EP587)

Are you interested in learning how to ask questions more artfully and more effectively? Learning more about this important aspect of the counselling or helping role, makes your job more interesting, and it makes time spent with you more interesting to your clients. We will explore six essentials of asking good questions, how to ask well-timed questions, and themes related to asking questions. You will discover what your questioning style is and how to broaden it, thereby making better use of the time you have. You will leave knowing why having good listening skills is just not enough.

Date(s): Jun 4-5, 2009 – NWC  
Fee: \$250; group rate, \$230  
Instructor: Elaine Stoll

## Stronger Together: Groups For Women (COUNS155) NEW

Supporting women in a group setting can connect women and break the isolation of an abusive relationship. Women's groups are a powerful means to assist women who have experienced abuse to gain new insights and strength from one another. True transformation often occurs once women have the opportunity to share their stories. Whether you are currently running support groups or considering it for your community, this course will inspire you with helpful insights and fresh thinking. Based on the highly-effective methodology outlined in the best-selling book, *When Love Hurts: A Woman's Guide to Understanding Abuse in Relationships*, this course will help you will gain skills, tools and knowledge to infuse your work with new meaning.

Date(s): Jun 8-9, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Jill Cory, Karen McAndless-Davis

### CAMPUS LOCATIONS AND CLASS TIMES

#### Centre for Counselling & Community Safety

NWC	New Westminster Campus, 715 McBride Boulevard
VIC	Victoria Campus, 910 Government Street
GNW	Great Northern Way Campus, 555 Great Northern Way, Vancouver

All classes run 9:00am to 4:30pm unless otherwise noted.

Courses are typically scheduled Monday to Friday.



## MENTAL HEALTH AND TRAUMA

*These courses provide mental health practitioners and counsellors with the opportunity to analyze and synthesize current issues and practices in the field of mental health and trauma counselling, including intervention skills, differential diagnosis, and treatment planning.*

### Responding to Trauma and Post-Traumatic Stress Reactions (EP251)

This course brings together a broad range of trauma responders, including counsellors, therapists, front-line workers, personnel from emergency service professions, and other service providers working with trauma survivors in a variety of contexts. You will learn the range of individual differences in response to traumatic experiences, and will consider the implications for early interventions by community responders.

Date(s): Oct 27-28, 2008 – NWC  
 Fee: \$260; group rate, \$240  
 Instructor: Joe Solanto

#### LEARNER SERVICES FEE (LSF)

As part of our commitment to improving the quality of services for our students, the JIBC charges a learner services fee (LSF) of \$5 per course credit to a maximum of six credits per course (\$30). The fee is applied to credit courses only and is collected at the time of registration.

Course fees listed in the calendar do not include the LSF. For more information see page 162.

### Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation (TS120)

When bodies speak through symptoms, they are often telling the story or stories of trauma and accumulated stress patterns of life. Addressing autonomic nervous system (ANS) dysregulation from a somatic perspective is key to resolving trauma, post-traumatic stress disorder (PTSD), and developmental trauma on a physiological level. This course will conceptually link together the body, the brain, and the ANS and how it intersects with trauma. You will learn somatic interventions for working with ANS resolution and regulation in therapeutic and front-line work.

Date(s): Oct 30-31, 2008 – VIC  
 Fee: \$318; group rate, \$298  
 Instructor: Yvonne Haist, Lisa Mortimore

## Everything You Ever Wanted to Know About the DSM-IV-TR – Level 1 (TS123)

This introductory course is for professionals interested in increasing their understanding of psychiatric concepts and processes in order to better serve their clients who are receiving medical/clinical services within the mental health system. You will examine the Diagnostic and Statistical Manual of Mental Disorders: DSM-IV-TR (4th edition), review basic psychiatric diagnostic terminology, and explore the Multi-Axial Evaluation according to DSM-IV-TR criteria. Common diagnostic categories such as mood disorders, anxiety disorders, and personality disorders will be discussed, highlighting the role of non-medical mental health professionals in the diagnostic process.

Date(s): Nov 18-19, 2008 – NWC  
 Apr 21-22, 2009 – NWC  
 Fee: \$260; group rate, \$240  
 Instructor: Evan Lopes

### Using the DSM-IV-TR with Children and Youth – Introductory Level (MH008)

This introductory course is for any professional working in a mental health or school setting who wants to develop a basic understanding of, and facility with, mental health diagnoses for children and youth. It provides an introduction to the organization and content of the DSM-IV-TR and to the relevant diagnostic theories and applications in mental health practice with children and youth. It provides a balanced presentation of the benefits and pitfalls of mental health diagnoses for children and youth, as well as the ways in which the Diagnostic and Statistical Manual of Mental Disorders can be used responsibly with this population.

Date(s): Feb 2-3, 2009 – NWC  
 Fee: \$260; group rate, \$240  
 Instructor: Evan Lopes

### Advanced Somatic Integration: Trauma Resolution and Regulation (TS201) **NEW [ADVANCED]**

This course will deepen your conceptual understanding of how the body, the brain, the autonomic nervous system and trauma intersect and create multiple and complex trauma presentations. You will build upon the foundation of the somatic skills and interventions presented in the foundation course and heighten your awareness of tracking the somatic experience of self and clients in your practice. You will gain skills to work somatically with re-establishing boundaries and working with immobilized responses and patterns of undigested traumatic material.

Date(s): Feb 5-6, 2009 – VIC  
Fee: \$325; group rate, \$205  
Instructor: Yvonne Haist, Lisa Mortimore

### Trauma and Addictions: Assessment and Treatment Issues (TS225)

In this course, you will examine current theoretical understandings regarding the impact of human responses to traumatic experiences, with particular emphasis on the consequent development of substance use and addictions in some individuals. You will review the psychobiological and psychosocial processes of both trauma and addictions, and consider the complications for assessment and treatment of the concurrent disorders (PTSD-SUD). You will also review gender-specific differences as well as multigenerational issues as they impact patterns of trauma exposure, trauma responses, and substance use. Available guidelines for best practice approaches in integrative treatment models will be discussed.

Date(s): Apr 6-7, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Joe Solanto

### On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)

For a course description, please see page 27.

Date(s): May 21, 2009 – VIC  
Fee: \$155; group rate, \$145  
Instructor: Carrie Reid, Carol White

### “Dealing Versus Healing”: Supporting the Healthy Resistance of Children and Youth Who Have Experienced Trauma \* (CY240)

This course provides an understanding of the impact of trauma across the developmental lifespan of children and adolescents, and considers the impact of the intersections of factors such as gender, culture, sexuality, and community, and the resulting coping mechanisms. You will learn about the support needs of children and adolescents who have experienced trauma, and examine specific skills for meeting these needs within a strengths-based and relational-cultural model. Best practices and emerging innovations in assessment and treatment will be considered, including brain research, mind-body connections, cultural safety and healthy resistance strategies. \* *(Formerly Understanding Children and Youth Who Have Experienced Trauma)*

Date(s): May 25-26, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Cheryl Bell-Gadsby, Natalie Clark

### Everything You Ever Wanted to Know About the DSM-IV-TR – Level 2 (TS124) **[ADVANCED]**

This course is a presentation of psychopathology from a therapeutic and applied model perspective based upon observable patterns of behaviour. You will develop skills in understanding the diagnostics and how different cases present themselves. The course also discusses the treatment and prognosis when applicable. Each disorder is discussed from a case scenario and clinical/experiential perspective. Group discussion and participation are encouraged as an integral part of the course. **Prerequisite(s):** Everything You Ever Wanted to Know About the DSM-IV-TR – Level 1 (TS123).

Date(s): May 26-27, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Evan Lopes

### Integrating our Response to Substance Use and Trauma in Women \* (AD216)

You will learn about promising practices for integrating our service response to women with experience of violence and trauma, mental health problems, and substance use problems. Research, program evaluation findings and program resources will be introduced that will support you in applying relevant strategies in your practice. You will have the opportunity to explore and discuss the difference between “trauma-informed” and “trauma-specific” services, and how we can bring this understanding into our practice and policy. \* *(Formerly Integrating Treatment for Substance Use, Mental Health Problems, and Trauma in Women)*

Date(s): Jun 11, 2009 – NWC  
Fee: \$146; group rate, \$136  
Instructor: Nancy Poole, Cristine Urquhart

### Win a free course! Sign up for our eletter distribution list

Sign up for our eletter distribution list and have the latest information on Community and Social Justice Division courses, events, and customized solutions delivered to your inbox. Plus, we will enter your name in our quarterly draw for a free course. To sign up, visit our website at [www.jibc.ca/csjsd](http://www.jibc.ca/csjsd) and follow the links.

### ONLINE REGISTRATION

You can also register for courses online by going to <http://learning.jibc.ca> and entering your ID and password. If you have forgotten these or if they haven't been assigned yet, contact the JIBC Registration Office.

604.528.5590 (Greater Vancouver area)  
1.877.528.5591 (North America only)



## CREATIVE AND EXPRESSIVE THERAPIES

*Complementary healing practices and art and play therapy can provide valuable tools for addressing client needs. The following courses were designed to provide counsellors with a basic understanding of art therapy, play therapy, and other expressive therapies.*

*For courses taught by Marie-José Dhaese, students with a master's degree in a related field may apply for Continuing Education Units (provider #95-010) towards registration with the Association for Play Therapy International. Please contact the Centre for Expressive Therapy at 250.335.1829 or for more details visit: [www.centreforexpressivetherapy.com](http://www.centreforexpressivetherapy.com)*

### Expressive Play Therapy Methods – Level 1 (CY104)

This introductory course is for counsellors, social workers, child care workers, and mental health professionals working with children 3-12 years old. The course focuses on expressive play therapy methods and examines the function of art and play through the developmental stages. You will have the opportunity to learn about and become familiar with the toys and art therapy exercises used in working with children in this age group. Levels 1 and 2 are designed to be taken together. Combined, they provide an introduction to the why and how of play therapy – more specifically, expressive play therapy as a holistic and integrative practice that addresses in concrete terms the physical, emotional, cognitive, and spiritual needs of children in therapy. This course also incorporates the relationship, the milieu, a wide variety of expressive therapies, and, whenever possible, family therapy.

Date(s): Oct 21-22, 2008 – NWC  
Jul 7-8, 2009 – NWC  
Fee: \$265; group rate, \$245  
Instructor: Marie-José Dhaese

### Expressive Play Therapy Methods – Level 2 (CY104A)

This course is for practitioners who use play and various expressive therapies in their work with children. You will learn about the guiding principles of child-centred play therapy, the intake process, setting up a playroom, how to structure the session, when to lead and when to follow, permissiveness, and limits. You will have the opportunity to view and discuss video excerpts of sessions illustrating the lecture material. The afternoons will be spent practicing the material learned in the morning through role-playing.

**Prerequisite(s):** Expressive Play Therapy Methods Level 1 (CY104) and one year of experience in play therapy at work or school.

Date(s): Oct 23-24, 2008 – NWC  
Jul 9-10, 2009 – NWC  
Fee: \$265; group rate, \$245  
Instructor: Marie-José Dhaese

## Introduction to Art Therapy for Counsellors and Therapists (CY250)

Creativity can be an invaluable resource for people working through difficult life transitions and issues. This course is designed for those who integrate some form of art-making into their clinical work, but who are not formally trained as art therapists. You will learn some of the prevailing theories of art therapy and their applications, enabling you to use this therapeutic medium with skill and ethical integrity. You will explore the benefits and contraindications of art therapy, ethical and liability issues, and the essential elements of an art therapeutic environment as these relate specifically to your current practice. You will be encouraged to experience a range of art therapeutic techniques. No art-making experience or skill is required.

Date(s): Oct 30-31, 2008 – NWC  
Fee: \$265; group rate, \$245  
Instructor: Monica Franz

## From the Ground Up: Expressive Play Therapy Methods to Help Dissociative Children (COUNS154) NEW

This course will address the impact of trauma on the child's psyche and in particular the dissociative process from a holistic perspective. You will learn how interventions that combine the multi-sensory gifts of nature, body-centered exercises, imagery and a variety of expressive therapies can be skillfully used to help dissociative, hypervigilant children regain the natural healing power of creative play to process their traumatic experiences.

Date(s): Nov 27-28, 2008 – NWC  
Fee: \$275; group rate, \$255  
Instructor: Marie-José Dhaese



## The Creative Therapist and the Creative Therapeutic Voice (COUNS152) NEW

Counsellors and therapists are often highly creative people, and the therapeutic process one of the most creative processes. When working with clients, creativity and therapy often overlap – what is creative is frequently therapeutic and vice versa. Yet counsellors and therapists are seldom encouraged to think of themselves as creative, or the therapy process as using a variety of imaginative techniques. We will explore ways of dealing with a variety of social, cultural, educational, professional and personal factors related to creativity. This course helps counsellors and therapists find that place that looks at the world with new eyes and that ultimately helps them work with their clients in different and profoundly healing ways.

Date(s): Feb 23, 2009 – NWC  
 Fee: \$160; group rate, \$150  
 Instructor: Daryl Lynn Starr Rank

## Sand Play Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 1 (CY265)

Based on a holistic approach to the self-healing process (Holistic Expressive Therapy), this course will focus on using the healing power of imagery through the medium of Sand Play Therapy to safely facilitate symbolic expression and transformation of painful experiences, and also provide ways of creating healing images in order to help children, youth, and adults face the challenges of their daily lives. You will learn about the therapeutic properties unique to Sand Play Therapy, setting up a Sand Play area, and the many ways Sand Play Therapy (dry sand, wet sand, and water play) can be used to help children, youth, and adults heal themselves (illustrated by slides). Each afternoon, you will have an opportunity to make and witness sand play images related to the information discussed in the morning. For this purpose, please bring a small tray filled with sand, corn flour, or birdseed and a minimum of 15 to 20 of your favourite figurines/small objects. **Prerequisite(s):** Expressive Play Therapy Methods - Level 1 (CY104) and Level 2 (CY104A).

Date(s): Mar 24-25, 2009 – NWC  
 Fee: \$265; group rate, \$245  
 Instructor: Marie-José Dhaese

## Sand Play Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 2 (CY266)

Level 2 will explore further the sand play therapy process introduced in Level 1 and will go into more depth into the use of this approach to sand play with adults, children, and their families. We will discuss and explore further witnessing and facilitating the making of a spontaneous sand play image and what to take note of during this process, and consider the use of structured interventions when needed. Children's process and imagery will be addressed by viewing and discussing slides of case examples and a videotaped session; adult process and imagery will be addressed by viewing slides of case examples and exploration, and by debriefing of participants' imagery in the afternoons. There will be time for questions in order to address your individual needs. As the afternoons will be a time for making and witnessing sand play images related to the information discussed in the mornings, please bring a small tray filled with sand, corn flour, or birdseed and a minimum of 15 to 20 of your favourite figurines/small objects. **Prerequisite(s):** Sand Play Therapy: Expressive Play Therapy Methods – Level 1 (CY265).

Date(s): Mar 26-27, 2009 – NWC  
 Fee: \$265; group rate, \$245  
 Instructor: Marie-José Dhaese



## Expressive Play Therapies to Help the Grieving Child\* (COUNS132)

The content of this course will focus on the use of expressive therapies to help children who have suffered the loss of a primary caregiver or family member, whether a temporary loss such as separation, divorce, hospitalization, or incarceration, or a permanent loss due to death, adoption, foster care, and/or immigration. You will learn about the crucial role of the mother-child relationship; the effects of the loss of a primary attachment on the child's emotional well-being; the impact of unresolved grief on the child's ability to form satisfying relationships; the grieving process and its stages; the needs of grieving children at each stage of their healing process; and the use of expressive therapies to help children deal with the various stages of the grieving process. You will have the opportunity to experience the image-making process (using metaphors, visualizations, art, assemblage, sewing, and storytelling) as related to the topic of loss. **Strongly recommended prerequisites:** Expressive Play Therapy Methods - Level 1 (CY104) and Level 2 (CY104A). \* (Formerly *Expressive Therapies to Help the Grieving Child*)

Date(s): Apr 23-24, 2009 – NWC  
 Fee: \$265; group rate, \$245  
 Instructor: Marie-José Dhaese

## Art Therapy in Early Stages of Addiction Recovery (AD210)

Art therapy is recognized as a clinically valuable intervention as it can be adapted to meet the specific emotional needs of the client in early recovery from addictions. Predicated on the theories of narrative therapy and other strength-based paradigms, this course will introduce you to art therapeutic principles of practice for working with people in early stages of recovery, art therapeutic clinical dynamics, legal and ethical issues, potential benefits and contraindications of art therapy for this client population, and specific media and techniques. You will have the opportunity to experience the materials and processes directly. No art-making experience or skill is required.

Date(s): May 7-8, 2009 – NWC  
 Fee: \$265; group rate, \$245  
 Instructor: Monica Franz



## WORKING WITH CHILDREN AND YOUTH

*These courses address the special issues related to providing innovative support and counselling to children and youth, including the impact of and relationship between gender, violence, substance misuse, and trauma on the experiences of child and adolescent development. A variety of professionals such as youth and child care workers, alcohol and drug counsellors, teachers, social workers, and other practitioners who work with children and youth in a range of community settings will benefit from these courses.*

### WORKING WITH YOUTH CERTIFICATE (CY168) – STARTS MARCH 30, 2009

If you are a professional who works with children over the age of 10, youth or families, the Working with Youth Certificate Program might be for you. The program will help you practice skills and increase confidence in relationship building, ethical decision making, strength-based approach and conflict resolution, and create lifelong networks to share the latest information and resources available in their field. Participants earn 4.5 units of unassigned credit towards child and youth care diplomas and degrees in other BC colleges and universities.

For a full description of this four-week certificate program, please see page 36.

### Art and Soul of It: Arts-Based, Anti-Oppression Training for People Working with Youth and Communities (CY272) NEW

This course is an essential training for teachers, young people, social workers, urban artists, counsellors and organizers working with youth and communities. You will gain experiential activities and tools immediately applicable for group facilitation rooted in arts-based (including theatre of the oppressed, writing, movement and visual arts practices), anti-oppression approaches. Through this training, you will explore the fundamentals of arts empowerment, group dynamics, and facilitation. You will develop tools for incorporating arts empowerment into your existing programs, while exploring the connection between arts empowerment and anti-oppression. Activities that strengthen self-knowledge, explore personal styles of leadership, communication, and learning edges will be used to foster the ongoing personal development as an arts empowerment facilitator. Strategies for balancing challenge, safety, and developing alliances across difference within groups will be explored. This training is particularly applicable to working with (immigrant, refugee, Indigenous and at-risk communities).

Date(s): Oct 16-17, 2008 – NWC  
Fee: \$275; group rate, \$255  
Instructor: Mia Amir, Nadia Chaney

### POWW – Path of Wise Warriors: An Aboriginal Youth Empowerment Course (CY175)

This is a two-day train-the-trainer course for youth workers, mental health professionals, law enforcement, educators, and anyone who is looking for ways to connect with the Aboriginal youth they live and/or work with. Based on the internationally acclaimed SafeTeen violence prevention program, the POWW Program demonstrates skills for youth to stand up and speak up for what they believe in, without violence. Developed by a First Nations woman, POWW incorporates First Nations culture and spiritual practice into the teachings, making it relevant specifically to First Nations youth and their communities. The focus will be on empowerment, safety, and overcoming barriers to success for First Nations youth. A SafeTeen certificate will be awarded upon completion.

Date(s): Oct 24-25, 2008 – NWC  
Fee: \$280; group rate, \$260  
Instructor: Sherry Simon

### Tools for Success: Enhancing the Emotional Intelligence of Youth (CY264)

This course provides both practicing and new professionals across multiple settings (counselling, social work, education, corrections) with powerful and innovative ways to support youth to develop their emotional capacity and resiliency (emotional intelligence). You will learn to recognize core strengths and how to use these as a catalyst for change; identify core beliefs that are self-limiting and/or violence based; how to reframe cognitions into an emotionally healthy framework and how to support youth to practice effective emotion management in daily life. This course will focus on skills required to support youth to redefine their sense of value, purpose and personal power; their connection to others; and to build motivation for change.

Date(s): Oct 24-25, 2008 – VIC  
Fee: \$318; group rate, \$298  
Instructor: Stephanie Rabbers, Maggie Reidy

## Aboriginal Family and Youth Advocacy (CY269)

Aboriginal children are the fastest-growing population in Canada. British Columbia has the second largest Aboriginal population in Canada, of which 73 per cent live off reserve and 48 per cent are under the age of 25. Aboriginal people move to urban centres for many reasons, such as education and work. Aboriginal children and families are participants in public education, health care, legal system, social assistance and post-secondary institutions, to name a few. Aboriginal youth and families experience racism and discrimination on a daily basis. This course will provide a brief overview of the various policies and barriers that Aboriginal families, particularly youth, are subjected to. You will learn about issues of race, power, and privilege, and the overt and covert ways in which Aboriginal families and youth are impacted. This course is about Aboriginal family and youth advocacy, as well as your important role in the lives of Aboriginal families and youth, especially when the structures within organizations are not helping them.

Date(s): Nov 4, 2008 – NWC  
 Fee: \$150; group rate, \$140  
 Instructor: Chris Stewart

## Attachment: The Mind/Body/Spirit Connection for Life\* (COUNS125)

Attachment forms the basis for our emotional and physical health, stress coping, our capacity for learning and developing healthy relationships throughout our entire life. You will learn about the attachment process during the prenatal, infant and preschool years, including the neurobiology of attachment and how it affects the developing brain and nervous system. You will explore practical ways – applicable to a variety of settings – to support the development of secure attachment in the families you work with. The focus will be on families with young children, but the material is directly applicable to older children and youth. The principles will be illustrated through video clips with children and their families. This course is appropriate for all professionals who work with infants/children/youth and families.

*\*(Formerly Strengthening Attachment)*

Date(s): Nov 6-7, 2008 – NWC  
 Fee: \$260; group rate, \$240  
 Instructor: Myrna Martin

## Working with South Asian Youth and Young Adults (CY176)

This course is especially designed for therapists, counsellors, social workers, criminal justice personnel, and other helping professionals interested in expanding their competency in working with South Asian youth and young adults. You will acquire a theoretical overview of the pertinent issues experienced by this population, such as intergenerational conflict, family relations, culture clash, out-group stress, and gender differences. Successful completion of this course will equip you with a greater awareness of South Asian cultural beliefs and values, and help you develop practical skills for relationship building, assessment, goal setting, and selecting of interventions. The course format will consist of lecture, discussion, demonstration, and applied activities.

Date(s): Nov 18, 2008 – NWC  
 Fee: \$150; group rate, \$140  
 Instructor: Jaswinder S. Sandhu

## From the Ground Up: Expressive Play Therapy Methods to Help Dissociative Children (COUNS154) NEW

For a course description, please see page 30.

Date(s): Nov 27-28, 2008 – NWC  
 Fee: \$275; group rate, \$255  
 Instructor: Marie-José Dhaese

## Using the DSM-IV-TR with Children and Youth – Introductory Level (MH008)

For a course description, please see page 28.

Date(s): Feb 2-3, 2009 – NWC  
 Fee: \$260; group rate, \$240  
 Instructor: Evan Lopes

## LEARNER SERVICES FEE (LSF)

As part of our commitment to improving the quality of services for our students, the JIBC charges a learner services fee (LSF) of \$5 per course credit to a maximum of six credits per course (\$30). The fee is applied to credit courses only and is collected at the time of registration.

Course fees listed in the calendar do not include the LSF. For more information see page 162.

## Working More Effectively with Parents and Other Caregivers (CY267)

Are you one of the many who find working with parents stressful and not as easy as it might sound? It isn't easy due to the multiple agendas, points of view, and serious problems that parents may want to avoid. You will learn how to creatively focus the parent's attention as well as what specifically to emphasize and de-emphasize. Learn how to work effectively in the face of the intense dynamic that accompanies helping parents. Whether you see parents in their homes, your office, in groups, or on a one-to-one basis, this course will give you new skills.

Date(s): Feb 17, 2009 – NWC  
 Fee: \$150; group rate, \$140  
 Instructor: Elaine Stoll

## Understanding Youth with Concurrent Disorders\* (CY199)

This course is for those who work with, or are interested in working with, youth with concurrent disorders. Through discussion and case scenarios, you will identify when a youth's behavior is being influenced by adolescence, substance use, mental health, or the interaction between them. You will learn various strategies for effectively responding to and working with concurrent disordered youth. You will gain an understanding of the unique issues facing this target population and will learn an integrated treatment approach that considers the type and severity of the mental health problem and addiction.

*\*(Formerly Understanding Youth with Concurrent Disorders: Strategies for Intervention and Integrated Care Planning)*

Date(s): Mar 2, 2009 – NWC  
 Fee: \$150; group rate, \$140  
 Instructor: Marilyn Benning

## Sand Play Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 1 (CY265)

For a course description, please see page 31.

Date(s): Mar 24-25, 2009 – NWC  
 Fee: \$265; group rate, \$245  
 Instructor: Marie-José Dhaese



## Sand Play Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 2 (CY266)

For a course description, please see page 31.

Date(s): Mar 26-27, 2009 – NWC  
 Fee: \$265; group rate, \$245  
 Instructor: Marie-José Dhaese

## Body, Mind, Spirit Connection for Life: Attachment with 6-12 Year Olds (COUNS158) NEW

Attachment forms the basis for healthy relationships with self and others, learning capacity and physical health. In this course, you will learn the neurobiology of attachment and trauma as it applies to this age range. Practical family-focused intervention strategies for healing attachment disruptions will be outlined through video of sessions and interactive discussion. Family sand tray, interactive family games and connection ideas are demonstrated.

Date(s): Apr 20-21, 2009 – NWC  
 Fee: \$275; group rate, \$255  
 Instructor: Myrna Martin

## Expressive Play Therapies to Help the Grieving Child (COUNS132)

For a course description, please see page 31.

Date(s): Apr 23-24, 2009 – NWC  
 Fee: \$265; group rate, \$245  
 Instructor: Marie-José Dhaese

### CAMPUS LOCATIONS AND CLASS TIMES

#### Centre for Counselling & Community Safety

**NWC** New Westminster Campus,  
715 McBride Boulevard

**VIC** Victoria Campus,  
910 Government Street

**GNW** Great Northern Way Campus,  
555 Great Northern Way,  
Vancouver

All classes run 9:00am to 4:30pm  
unless otherwise noted.

Courses are typically scheduled  
Monday to Friday.

## My Body Is Not Your Playground: Sexual Boundaries Course (CY270)

This training for mental health professionals, youth and family workers, law enforcement, and educators has been developed in response to the escalation of casual sex among teens. Schools all over North America are requesting help with this disturbing trend. An increasing number of teens are participating in a casual, non-emotional approach to sexual activity.

This course will provide an arena for looking unflinchingly at the issue of youth and sex. You will learn skills for helping female and male youth to establish boundaries. We will work with the hows and whys of girls giving up their power, and how they can find their power relative to sexual consent. You will participate in an exploration of the male code of conduct – where and how it is learned and how it operates to control the choices young men make. The influences of media, magazines, Internet harassment, and Internet porn will be examined. The focus will be on strategies for teaching girls and boys to identify, nurture, and protect core-self strength. You will work in both gender-separate and co-ed format. Everyone is welcome. A SafeTeen certificate will be awarded upon completion.

Date(s): May 1-2, 2009 – NWC  
 Fee: \$280; group rate, \$260  
 Instructor: Anita Roberts, Bill Pozzobon

## Putting a Youth Twist into Substance Use Information and Youth Services (AD207)

This course is for those who work with, or are interested in working with, substance-misusing youth. Basic substance use information will be reviewed, with an emphasis on the unique needs of youth and how they differ from those of adults. You will learn about models of substance use, harm reduction, stages of use, and the model of change through a “youth lens;” learn how to implement tools that will help youths assess their own substance use; and learn how to create effective youth services.

Date(s): May 4-5, 2009 – NWC  
 Fee: \$260; group rate, \$240  
 Instructor: Mary Anne Crabtree, Kathy Snowden

## Working with Heart-Broken Children \* (CY261)

Children generally do not experience grief in ways that are easily understood. It can be extremely difficult to know how to meet their clinical needs following loss. This course will present a model of grief that provides both a guideline for assessment and a map for treatment. You will understand with new clarity how grief and loss impact the developmental processes of children and visa versa. You will also come away with a series of options for effective intervention when working with children, ages 3-12, who have experienced loss or attachment disruption. \* (Formerly *Grief, Loss and Attachment Issues with Children*)

Date(s): May 11, 2009 – NWC  
 Fee: \$132; group rate, \$122  
 Instructor: Kathryn Priest-Peries

## “Dealing Versus Healing”: Supporting the Healthy Resistance of Children and Youth Who Have Experienced Trauma (CY240)

For a course description, please see page 29.

Date(s): May 25-26, 2009 – NWC  
 Fee: \$260; group rate, \$240  
 Instructor: Natalie Clark, Cheryl Bell-Gadsby



## Online Courses

### Understanding Substance Use (AD400) NEW

This online course introduces you to the key concepts in substance use. You will learn about treatment approaches, the development of addiction, drugs and the body, the recovery process and substance affected issues. The course provides a practical framework to treatment in a variety of settings as well as a sound ethical foundation for practice.

Specific topics include drug categories and pharmacological concepts; risk factors; patterns of use and demographics of substance use; treatment models with a special focus on the bio-psycho-social-spiritual and the harm reduction models; systems of care; best practices; the process of change; the effects of drugs on the brain; the impact of substance use on the individual and on the family; and ethical issues.

Online activities are interactive and include teleconferences, presentations, readings, website explorations, discussions and completion of a learning journal. You require no experience in online learning to successfully participate in this course.

The course is 14 hours long spanning six weeks, and is a prerequisite for further courses in the Substance Use Certificate.

Date(s): Sep 22-Oct 31, 2008 **ONLINE**  
Feb 9-Mar 20, 2009 **ONLINE**  
Fee: \$260; group rate, \$240  
Instructor: Heidi Furrer

### Fetal Alcohol Spectrum Disorder (AD120)

This online course is for front-line workers, program managers, and others working with high-risk women and/or children, youth, and adults living with Fetal Alcohol Spectrum Disorder (FASD), along with their families and support networks. The course is 21 hours long, to be completed part-time over eight weeks.

The disabilities related to FASD are often not well understood by those working in health, educational, social service, and justice settings. As a result, the response to children, youth, and adults with FASD may not take into account their disabilities related to communication, memory, and reasoning. Also, opportunities are missed for preventing FASD by effectively intervening with women in their childbearing years who use alcohol. This course will provide an overview of FASD and its prevention. You will discuss how a diagnosis is made and how to work effectively with clients affected by FASD.

Date(s): Oct 14-Dec 5, 2008 **ONLINE**  
Fees: \$367; group rate, \$347  
Instructor: Jan Lutke, Nancy Poole

#### By the end of the course, you will:

- Understand terms associated with the effects of alcohol and drug use during pregnancy (FASD, pFAS, ARND, ARBD and NAS).
- Explain how persons affected by FASD may present in various settings.
- Describe key individual and contextual factors that contribute to alcohol use by women during pregnancy.
- Describe key principles and values to promote best practices in work with women to prevent FASD and with individuals affected by FASD.

- Describe the criteria for a diagnosis and the components of an assessment for FASD.
- Know where and how to make referrals for assessment, support, and/or treatment for women with substance use problems.
- Identify specific strategies that individual communities are employing to address FASD-related issues.
- Be familiar with community, provincial, and national resources concerning FASD.

To receive a certificate, you must complete all the course readings, regularly post your comments, and submit a final assignment. You will receive a certificate of completion upon successful completion of the training. This course will count towards the elective requirements of the Substance Use Certificate (see page 38).

### A Continuum of Care: Prevention to Harm Reduction (AD401) NEW ONLINE VERSION

This online course introduces you to the system of care for substance use in BC. You will learn about historical and current developments of the system of care. You will explore the major components of the system of care, including its resources and strategies, and will learn how to access current resource listings.

Specific topics include community prevention, risk assessment, stages of change, treatment matching, relapse prevention, and harm reduction. Online activities are interactive and include presentations, readings, website explorations, discussions and completion of a learning journal. You require no experience in online learning to successfully participate in this course.

The course is 14 hours long, spanning six weeks. **Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Nov 3-Dec 12, 2008 **ONLINE**  
Mar 23-May 1, 2009 **ONLINE**  
Fee: \$260; group rate, \$240  
Instructor: Barbara Plumstead

*For more information, please contact the Program Coordinator at 604.528.5628 or [counsellingpc@jibc.ca](mailto:counsellingpc@jibc.ca).*



## Certificate Programs

### CHILD SEXUAL ABUSE INTERVENTION CERTIFICATE FOR PRACTITIONERS

### TRAUMA COUNSELLING AND CLINICAL INTERVENTION CERTIFICATE

*As part of our commitment to quality programming, we are revising and updating the Child Sexual Abuse Intervention Certificate for Practitioners as well as the Trauma Counselling and Clinical Intervention Certificate. The new certificates will be launched in 2008/2009. For more information (or to be put on our mail or email list for future information), contact the Program Coordinator at 604.528.5628 or [counsellingpc@jibc.ca](mailto:counsellingpc@jibc.ca).*

### WORKING WITH YOUTH CERTIFICATE (CY168)

*The Working with Youth Certificate program was developed with the help of managers and front-line staff working with children, youth, and their families. The certificate program is based on several theoretical frameworks with a focus on the practical application of these theories to the workplace.*

#### Who should attend

Professionals who are currently working with children over the age of 10, youth, and families in a variety of community settings, such as outreach, education, foster care, residential, street work, recreation, and treatment.

#### What you will learn

Participants practice skills and increase confidence in relationship building, ethical decision making, strength-based approach and conflict resolution, and create lifelong networks to share the latest information and resources available in their field. There will be many opportunities to apply new knowledge, skills, and techniques to strengthen your practice.

When you take the Working with Youth Certificate, you earn 4.5 units of unassigned credit towards child and youth care diplomas and degrees in other BC colleges and universities.

#### How to apply

- 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.
  - Once an applicant is accepted, we recommend registering at least 10 days before the classes begin.

Applicants must have six months of experience in working with children, youth, and families, and must be working 20-25 hours per week with youth between the ages of 10 and 19.

- Complete the application form on page 157.
- Include your resume with your application form.
- Once your application has been approved, please register directly with the Registration Office at 604.528.5590.
- There is a \$30 non-refundable application fee.

Candidates for this program may be eligible for JIBC bursaries. For details, please visit our website at: [www.jibc.ca/studentServices/main/SpecialServices/bursaries/bursaries.htm](http://www.jibc.ca/studentServices/main/SpecialServices/bursaries/bursaries.htm).

#### How to complete the certificate

Complete all four parts of the program in order with the same group of participants (see following descriptions). Successful completion of all graded assignments and full attendance is required to receive a certificate.

##### WEEK 1

This course introduces theoretical approaches such as resiliency, and ecological systems. One of the fundamental principles in this program is the importance of your ability to examine your values, attitudes, and belief systems and how these affect your work. You will clarify the influence of culture, gender, and risk factors in your practice; examine family systems and the impact of the historical influence of culture; develop critical thinking skills and focus on the importance of personal wellness.

##### WEEK 2

You will develop an understanding of the importance of relationships, communication skills, lifespan development and the applications to your practice. With a focus on linking the theories of resilience and the practice of a strength-based approach, you will experience different approaches to challenging behaviours.



### WEEK 3

You will focus on current events that influence your work and your role in supporting children, youth, and families. As well, you will examine the importance of your role as a resource person and advocate; view your work within the broader system's context, review ethical and professional standards for workers with a focus on ethical decision making and examine the role of case planning and report writing.

### WEEK 4

You will examine personal conflict styles and practice specific approaches to resolving conflict within the context of your work with children, youth, and families. Specific youth-related topics will be covered with a focus on substance misuse, FASD, suicide and how to work with the influence of the peer group.

Date(s): **Week 1**, Mar 30-Apr 3, 2009 – NWC  
**Week 2**, Apr 27-May 1, 2009 – NWC  
**Week 3**, May 25-29, 2009 – NWC  
**Week 4**, Jun 15-19, 2009 – NWC

Fee: \$1,770; group rate, \$1,670  
Instructor: Debbie Verkerk, other faculty TBA

## ABORIGINAL TRAUMA CERTIFICATE (ATC)

*This 20-day program is open to Aboriginal and non-Aboriginal professionals, and is delivered in four one-week modules that are to be taken sequentially. You will gain increased knowledge, skills, and awareness on ways to effectively support Aboriginal survivors of inter-generational as well as personal trauma. The format is highly interactive and experiential, will include lectures, demonstrations, role-playing, and small group discussions; provide regular opportunities for self-reflection, personal sharing, and storytelling; and occasionally utilize talking circle and support group formats.*

### Who should attend

**This program will be of interest to those who:**

- are front-line social service providers, or management/leadership personnel working primarily with rural or urban First Nations clients;
- are currently supporting clients/communities to cope with the effects of intergenerational and personal trauma;
- open to exploring the possible effects of personal history, culture, attitudes, and biases that could influence your work in this area; or
- have a support system in place while taking the training.

### How to apply

- 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.
  - Once an applicant is accepted, we recommend registering at least 10 days before the classes begin.
- Complete the application form on page 157.
- Include your resume and a letter of reference with your application form.
- Once your application has been approved, please register directly with the Registration Office at 604.528.5590.
- There is a \$30 non-refundable application fee.

Candidates for this program may be eligible for JIBC bursaries. For details, please visit our website at: [www.jibc.ca/studentServices/main/SpecialServices/bursaries/bursaries.htm](http://www.jibc.ca/studentServices/main/SpecialServices/bursaries/bursaries.htm).

### How the certificate and courses are offered

Courses are open to certificate students only. However, all or part of the certificate can be offered on a contract basis and customized for your organization, agency, or group. For further information, please contact the program coordinator at 604.528.5628 or [counsellingpc@jibc.ca](mailto:counsellingpc@jibc.ca)

### How to complete the certificate

Participants must complete the certificate as scheduled below. Successful completion of assigned readings, group projects, a learning journal, a personal wellness plan and full attendance are required to receive a certificate.

### WEEK 1

You will go beyond PTSD and learn about the bio/psycho/social/spiritual nature of trauma and its effects. You will consider the impact of intergenerational trauma for Aboriginal people since colonization; and you will gain an understanding of the impact of personal trauma on Aboriginal individuals, families, organizations and communities.

### WEEK 2

You will learn the role that trauma plays in self-harming as well as victimizing behaviours among Aboriginal people; gain knowledge of Aboriginal healing practices as well as Western approaches to counselling and recovery; and gain insight on resiliency and resource-building for Aboriginal people.

### WEEK 3

You will learn about the use of creative and expressive arts in supporting recovery from trauma; examine the use of adventure-based (rediscovery-like) activities in working with groups, and develop an understanding of sensitivity and awareness building around personal variables of the helper.

### WEEK 4

You will focus on the impact of vicarious trauma on support workers and organizations; discover individual, organizational, and community strategies for self-care and wellness; and take part in a presentation of small-group learning projects. Week four ends with a Closing Ceremony.

Date(s): **Week 1**, Oct 20-24, 2008 – NWC  
**Week 2**, Nov 24-28, 2008 – NWC  
**Week 3**, Jan 26-30, 2009 – NWC  
**Week 4**, Feb 23-27, 2009 – NWC

Fee: \$2,950; group rate, \$2,850  
Instructor: Joe Solanto, Louisa Smith, Lisa Solanto, Carrie Reid



## SUBSTANCE USE CERTIFICATE

*Courses in this area are grounded in a harm-reduction approach. Sessions are led by experienced professionals with a focus on understanding substance use within a bio-psycho-social-spiritual framework; the application of current research and knowledge about interventions; and the exploration of social justice issues such as race, class, gender, poverty, and violence.*

### Who should attend

Management and staff of health, criminal justice, and social service agencies whose clients include people who are using substances.

### What you will learn

You will gain an understanding of the key concepts, policy, and intervention models that guide the prevention, assessment, and treatment of substance use. Specific assessment and treatment approaches, including motivational interviewing, are covered in depth. Through class discussion, you will develop approaches to substance use issues that can be applied to a range of settings. You will come away with a clearer understanding of your own values and practice framework.

### How to apply

- 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.
  - Once an applicant is accepted, we recommend registering at least 10 days before the classes begin.
- Complete the application form on page 157.
- Include your resume and a letter of reference with your application form.
- Once your application has been approved, please register directly with the Registration Office at 604.528.5590.
- There is a \$30 non-refundable application fee.

### How the certificate and courses are offered

Courses may be taken individually or as part of the certificate. All courses can also be customized for your organization, agency, or group.

## How to complete the certificate

Participants must complete the courses within a two-year period. Full attendance is required.

- (1) Complete the prerequisite, Understanding Substance Use (AD400) (see course description on page 39).
- (2) Complete the required courses in any order. The following sequence is recommended (see course descriptions beginning on page 39).
  - Understanding Substance Use (AD400)
  - A Continuum of Care: Prevention to Harm Reduction (AD401)
  - Understanding Pharmacology from a Counsellor's Perspective (EP308)
  - Assessment Practices (AD403)
  - Motivational Interviewing in Practice – Level 1 (AD204)
  - Interconnected Risk (AD405)
  - Concurrent Disorders Planning – Level 1 (AD410)
  - Fetal Alcohol Spectrum Disorder: Increasing Our Understanding (AD409) or Fetal Alcohol Spectrum Disorder (AD120)
  - Community Voices/Contemporary Issues (AD407)
  - Compassion and Policy: The Heart and Mind of Drug Policy Reform (AD408)
- (3) Complete two days of electives selected from an area of study relevant to your substance use practice. Suggested electives can be found on page 41.
- (4) Complete the final assignment within six weeks of completing the final core course.

**For more information:**  
**Program Coordinator**  
 604.528.5628 or [counsellingpc@jibc.ca](mailto:counsellingpc@jibc.ca)

**Program Assistant**  
 604.528.5875 or [counselling@jibc.ca](mailto:counselling@jibc.ca)

## CORE COURSES

*These courses can be taken individually or as part of the Substance Use Certificate. To take individual courses, please contact the Program Coordinator at 604.528.5628 or [counsellingpc@jibc.ca](mailto:counsellingpc@jibc.ca).*

### Understanding Substance Use (AD400)

This course will provide you with an overview of current key concepts and models in the field of substance use. You will gain an understanding of the bio-psycho-social-spiritual model as well as the harm-reduction approach to practice. You will learn about the impact of substance use on the individual, family, and community. You will be able to identify existing barriers to accessing help and have the opportunity to explore ethical issues and challenges working with clients. This course is a prerequisite for all courses in the Substance Use Certificate, and can also be taken online (see next course description).

Date(s): Sep 19-20, 2008 – NWC  
Jan 23-24, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Heidi Furrer

### LEARNER SERVICES FEE (LSF)

As part of our commitment to improving the quality of services for our students, the JIBC charges a learner services fee (LSF) of \$5 per course credit to a maximum of six credits per course (\$30). The fee is applied to credit courses only and is collected at the time of registration.

Course fees listed in the calendar do not include the LSF. For more information see page 162.

### Understanding Substance Use (AD400) NEW ONLINE VERSION

This online course introduces you to the key concepts in substance use. You will learn about treatment approaches, the development of addiction, drugs and the body, the recovery process and substance affected issues. The course provides a practical framework to treatment in a variety of settings as well as a sound ethical foundation for practice.

Specific topics include drug categories and pharmacological concepts; risk factors; patterns of use and demographics of substance use; treatment models with a special focus on the bio-psycho-social-spiritual and the harm reduction models; systems of care; best practices; the process of change; the effects of drugs on the brain; the impact of substance use on the individual and on the family; and ethical issues.

Online activities are interactive and include teleconferences, presentations, readings, website explorations, discussions and completion of a learning journal. You require no experience in online learning to successfully participate in this course. This course can also be taken face-to-face (see previous description).

The course is 14 hours long spanning six weeks, and is a prerequisite for further courses in the Substance Use Certificate.

Date(s): Sep 22-Oct 31, 2008 **ONLINE**  
Feb 9-Mar 20, 2009 **ONLINE**  
Fee: \$260; group rate, \$240  
Instructor: Heidi Furrer

### A Continuum of Care: Prevention to Harm Reduction (AD401)

This course provides an introduction to the system of care for substance use in BC. You will learn about historical developments of the system of care, including current developments at the federal and provincial level. Introduction to resources and strategies across the system of care will include exploration of the major components of the system of care and how to access current resource listings. You will learn about community prevention, risk assessment, stages of change, treatment matching, relapse prevention, and harm reduction. This course can also be taken online (see pg 35). **Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Sep 26-27, 2008 – NWC  
Feb 6-7, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Barbara Plumstead

### Understanding Pharmacology from a Counsellor's Perspective (EP308)

This course is for any helping professional interested in expanding their knowledge of pharmacology and how it pertains to clinical counselling situations. You will learn about the central nervous system, anti-depressant medications, anti-anxiety medications, and drugs used to treat schizophrenia and bipolar disorder. Special emphasis is placed on substance abuse and the consequences of mixing psychotropic medications with street drugs. Through discussion and case scenarios, you will gain knowledge of psychotropic medications, including their effects, side effects, lethality, and interactions with street medications. **Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Oct 17-18, 2008 – NWC  
Feb 20-21, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Yvonne Savard, Munir Velji

### Assessment Practices (AD403)

You will develop an in-depth understanding of current assessment models and tools, with emphasis on a collaborative model of eliciting relevant information from clients. Topics include: the identification process, assessment methods and tools, readiness to change, introduction to motivational interviewing, and treatment planning basics. **Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Oct 24-25, 2008 – NWC  
Feb 27-28, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Rob Axsen

*Win a free course!  
Sign up for our  
eletter distribution list*

Sign up for our eletter distribution list and have the latest information on Community and Social Justice Division courses, events, and customized solutions delivered to your inbox. Plus, we will enter your name in our quarterly draw for a free course. To sign up, visit our website at [www.jibc.ca/csjd](http://www.jibc.ca/csjd) and follow the links.



## A Continuum of Care: Prevention to Harm Reduction (AD401)

### NEW ONLINE VERSION

This online course introduces you to the system of care for substance use in BC. You will learn about historical and current developments of the system of care. You will explore the major components of the system of care, including its resources and strategies, and will learn how to access current resource listings.

Specific topics include community prevention, risk assessment, stages of change, treatment matching, relapse prevention, and harm reduction. Online activities are interactive and include presentations, readings, website explorations, discussions and completion of a learning journal. You require no experience in online learning to successfully participate in this course.

The course is 14 hours long, spanning six weeks. It can also be taken in face-to-face format (see page 39). **Prerequisite(s):** Understanding Substance Use (AD400)

Date(s): Nov 3-Dec 12, 2008 **ONLINE**  
Mar 23- May 1, 2009 **ONLINE**  
Fee: \$260; group rate, \$240  
Instructor: Barbara Plumstead

## Motivational Interviewing in Practice – Level 1 (AD204)

You will develop an overview of the spirit, foundations, and principles of motivational interviewing (MI), with an emphasis on how MI can be used to assist clients in building motivation towards change and in strengthening commitment. Topics include understanding and facilitating change; overview of strategies for working with clients at each level of readiness for change; use of empathic counselling skills; working with resistance, ambivalence, and decisional balance; and developing change plans. Note: You will benefit from first having completed the Assessment Practices course (AD403), as this course builds on material covered there, and having at least a basic level of counselling training. **Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Nov 7-8, 2008 – NWC  
Mar 13-14, 2009 – NWC  
Apr 30-May 1, 2009 – VIC  
Fee: \$260 – NWC; group rate, \$240  
\$318 – VIC; group rate, \$298  
Instructor: Rob Axsen

## Interconnected Risk (AD405)

This course will provide you with an understanding of the interconnected risks of substance use and violence, trauma, sexuality, mental health, marginalization, and poverty. Topics include: building your own model/approach for doing multi-diagnosis, integrated care planning, and implementation of safety strategies.

**Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Nov 14-15, 2008 – NWC  
Mar 27-28, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Heidi Furrer

## Concurrent Disorders Planning – Level 1 (AD410)

This course covers key issues in treatment planning. You will learn definitions, terms, and classification systems; the interaction between mental health and addiction; and basic principles of screening, assessment, and treatment planning. Course format includes a focus on experiential learning, with an emphasis on the role of service providers as agents of change. (This course replaces Mental Health Issues and Substance Use [AD402]. Individuals who have completed Substance Use [AD402] as part of the Substance Use Certificate are not required to take this course.) **Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Nov 21-22, 2008 – NWC  
Apr 3-4, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Debbie Suian

## CAMPUS LOCATIONS AND CLASS TIMES

### Centre for Counselling & Community Safety

NWC	New Westminster Campus, 715 McBride Boulevard
VIC	Victoria Campus, 910 Government Street
GNW	Great Northern Way Campus, 555 Great Northern Way, Vancouver

All classes run 9:00am to 4:30pm unless otherwise noted.

Courses are typically scheduled Monday to Friday.

## Fetal Alcohol Spectrum Disorder: Increasing our Understanding \* (AD409)

You will gain up-to-date information on Fetal Alcohol Spectrum Disorder (FASD) and best practices when working with people living with FASD and women at risk of having a child affected by FASD. You will increase your understanding of FASD across the lifespan, learn basic principles for working with people with FASD, be introduced to BC resources for diagnosis and support, and have the opportunity to engage with a range of prevention models that support women of child-bearing years. Applying relevant strategies in diverse treatment and community settings will be a focus. **Prerequisite(s):** Understanding Substance Use (AD400). \* (formerly *Overview of Prevention and Intervention of Fetal Alcohol Spectrum Disorder*)

Date(s): Dec 4, 2008 – NWC  
Apr 23, 2009 – NWC  
Fee: \$132; group rate, \$122  
Instructor: Nancy Poole, Tina Antrobus,  
Cristine Urquhart

## Community Voices/ Contemporary Issues (AD407)

In this course you will explore your values and deepen your understanding of selected contemporary issues facing clients and practitioners. You will learn about consumer and sector advocacy; supervised injection sites; substitution therapies; harm reduction approaches; and survival sex trade worker co-operatives. **Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Dec 5, 2008 – NWC  
Apr 24, 2009 – NWC  
Fee: \$132; group rate, \$122  
Instructor: Tom Hetherington

## ONLINE REGISTRATION

You can also register for courses online by going to <http://learning.jibc.ca> and entering your ID and password. If you have forgotten these or if they haven't been assigned yet, contact the JIBC Registration Office.

604.528.5590 (Greater Vancouver area)  
1.877.528.5591 (North America only)

## Compassion and Policy: The Heart and Mind of Drug Policy Reform (AD408)

This lively and controversial course is for anyone interested in the question "what is the best way to control drugs?" We will explore the drug policy reform movements and look at the consequences of the global war on drugs. You will learn about evidence-based drug policies, research on supervised injection sites, maintenance treatment and the concept of a regulated drug market. The lessons learned from alcohol and tobacco will be discussed. The course concludes that we need to replace the current ineffective enforcement dominated approach with a new public health/human rights model of drug control in order to reduce health and social problems associated with drug use. **Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Dec 12, 2008 – NWC  
Apr 30, 2009 – NWC  
Fee: \$132; group rate, \$122  
Instructor: Mark Haden, Ken Tupper

## SUGGESTED ELECTIVES

### Problem Gambling – Clinical Assessment, Treatment, and Prevention (COUNS140)

For a course description, please see page 42.

Date(s): Oct 2, 2008 (evening) – NWC  
Oct 3-4, 2008 (day) – NWC  
Nov 6, 2008 (evening) – NWC  
Nov 7-8, 2008 (day) – NWC  
Time(s): Day (9:00 a.m. - 4:30 p.m.)  
Evening (5:30 p.m. - 9:00 p.m.)  
(You must attend all sessions)  
Fee: \$500; group rate, \$480  
Instructor: Rosemary Nygard, Brenda Daily, Jennifer Gregg

### Fetal Alcohol Spectrum Disorder (AD120) ONLINE

For a course description, please see page 35.

Date(s): Oct 14-Dec 5, 2008  
Fees: \$367; group rate, \$347 **ONLINE**  
Instructor: Nancy Poole, Jan Lutke

### All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)

For a course description, please see page 22.

Date(s): Nov 13, 2008 – VIC  
May 9, 2009 – NWC  
Fee: \$175 – VIC; group rate, \$165  
\$150 – NWC; group rate, \$140  
Instructor: Bill Waboose

### Vision Quest: Healing and Recovery in Aboriginal Substance Use Treatment (AD130)

For a course description, please see page 23.

Date(s): Nov 14, 2008 – VIC  
May 23, 2009 – NWC  
Fee: \$175 – VIC; group rate, \$165  
\$150 – NWC; group rate, \$140  
Instructor: Bill Waboose

### Understanding Youth with Concurrent Disorders (CY199)

For a course description, please see page 33.

Date(s): Mar 2, 2009 – NWC  
Fee: \$150; group rate, \$140  
Instructor: Marilyn Benning

### Improving Addictions Treatment by Addressing Tobacco (AD123)

For a course description, please see page 25.

Date(s): Mar 4, 2009 – NWC  
Fee: \$150; group rate, \$140  
Instructor: Alana Kuzyk

### Trauma and Addictions: Assessment and Treatment Issues (TS225)

For a course description, please see page 29.

Date(s): Apr 6-7, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Joe Solanto

### Engaging the Path of Spirit (AD125)

For a course description, please see page 26.

Date(s): Apr 8, 2009 – NWC  
Fee: \$150; group rate, \$140  
Instructor: Bridgid McGowan

### An Introduction to Problem Gambling (COUNS146)

For a course description, please see page 26.

Date(s): May 1, 2009 – NWC  
Fee: \$150; group rate, \$140  
Instructor: Rosemary Nygard

### Putting a Youth Twist into Substance Use Information and Youth Services (AD207)

For a course description, please see page 34.

Date(s): May 4-5, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Kathy Snowden, Mary Anne Crabtree

### Art Therapy in Early Stages of Addiction Recovery (AD210)

For a course description, please see page 31.

Date(s): May 7-8, 2009 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Monica Franz

### People with FASD: Providing Support on Substance Use Issues (AD128)

For a course description, please see page 26.

Date(s): May 12, 2009 – NWC  
Fee: \$150; group rate, \$140  
Instructor: Nancy Poole

### On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)

For a course description, please see page 27.

Date(s): May 21, 2009 – VIC  
Fee: \$155; group rate, \$145  
Instructor: Carrie Reid, Carol White

### Motivational Interviewing in Practice – Level 2 (COUNS205) [ADVANCED]

For a course description, please see page 27.

Date(s): May 28-29, 2009 – NWC  
Jun 11-12, 2009 – VIC  
Fee: \$318 – VIC; group rate, \$298  
\$260 – NWC; group rate, \$240  
Instructor: Rob Axsen

### Concurrent Disorders Planning – Level 2 (COUNS 211) [ADVANCED]

For a course description, please see page 27.

Date(s): Jun 1-2, 2009 NWC  
Fee: \$260; group rate, \$240  
Instructor: Debbie Suian

### Integrating our Response on Substance Use and Trauma in Women (AD216)

For a course description, please see page 29.

Date(s): Jun 11, 2009 – NWC  
Fee: \$146; group rate, \$136  
Instructor: Nancy Poole, Cristine Urquhart



## PROBLEM GAMBLING CERTIFICATE

*This certificate, offered in partnership with BC's Problem Gambling Program, is a prerequisite for anyone wanting to become a problem gambling counsellor or prevention worker in BC. It is also useful for allied professionals such as addiction counsellors, supervisors, mental health workers, educators, or others interested in integrating issues of problem gambling in their work.*

### Problem Gambling – Clinical Assessment, Treatment, and Prevention (COUNS140)

This 42-hour course is designed to increase knowledge and skills-based competencies in all aspects of problem gambling, including personal and societal attitudes, historical background, and current policy on gambling; professional ethics and standards in the field; screening, assessment, and referral; treatment planning and case management; cultural issues and specific populations; and prevention and presentation skills. A number of theoretical frameworks and treatment models are addressed within the context of problem gambling, including the gambling continuum, stages of change, bio-psycho-social-spiritual model, motivational interviewing, harm reduction, and various counselling approaches. The course is delivered through lecture format, participatory learning, group exercise, and role-playing exercises. To receive a certificate of completion, you must complete a series of classroom activities and a final assignment.

Date(s): Oct 2, 2008 (evening) – NWC  
Oct 3-4, 2008 (day) – NWC  
Nov 6, 2008 (evening) – NWC  
Nov 7-8, 2008 (day) – NWC  
Time(s): Day (9:00 a.m. - 4:30 p.m.)  
Evening (5:30 p.m. - 9:00 p.m.)  
(You must attend all sessions)  
Fee: \$500; group rate, \$480  
Instructor: Rosemary Nygard, Brenda Daily,  
Jennifer Gregg

## ONLINE REGISTRATION

You can also register for courses online by going to <http://learning.jibc.ca> and entering your ID and password. If you have forgotten these or if they haven't been assigned yet, contact the JIBC Registration Office.

604.528.5590 (Greater Vancouver area)  
1.877.528.5591 (North America only)

## LEARNER SERVICES FEE (LSF)

As part of our commitment to improving the quality of services for our students, the JIBC charges a learner services fee (LSF) of \$5 per course credit to a maximum of six credits per course (\$30). The fee is applied to credit courses only and is collected at the time of registration.

Course fees listed in the calendar do not include the LSF. For more information see page 162.

*"Awesome! The Problem Gambling Certificate should be promoted to other agencies Canada-wide. It is top notch from what I have seen."*

*– Pam Bragg*



## Customized Contract Certificate Programs and Courses

*The Centre for Counselling & Community Safety (CCCS) is a leader in providing trauma, abuse, and counselling and capacity building training for workers throughout BC and across Canada. We also offer specialized courses on such topics as working with Aboriginal clients, addressing sexual exploitation, and other emerging issues.*

*Cost-effective, convenient and organization-specific, CCCS will work with you to design, develop and deliver sessions or courses that are tailored to your unique needs. The following certificate programs and courses are available on a contract basis and can be customized for your organization and staff.*

### ABORIGINAL TRAUMA CERTIFICATE

This 20-day program is open to Aboriginal and non-Aboriginal professionals, and is delivered in four one-week modules that are to be taken sequentially. You will gain increased knowledge, skills, and awareness on ways to effectively support Aboriginal survivors of inter-generational as well as personal trauma. The format is highly interactive and experiential, and includes lectures, demonstrations, role-playing, and small group discussions.

#### **This program will be of interest to those who:**

- are front-line social service providers, or management/leadership personnel working primarily with rural or urban First Nations clients;
- are currently supporting clients/communities to cope with the effects of intergenerational and personal trauma;
- open to exploring the possible effects of personal history, culture, attitudes, and biases that could influence your work in this area; or
- have a support system in place while taking the training.

### WORKING WITH YOUTH CERTIFICATE

This certificate program was developed with the help of managers and front-line staff working with children, youth, and their families. It is based on several theoretical frameworks with a focus on the practical application of these theories to the workplace. The certificate is designed for professionals who are currently working with children over the age of 10, youth, and families in a variety of community settings, such as outreach, education, foster care, residential, street work, recreation, and treatment.

Participants practice skills and increase confidence in relationship building, ethical decision making, strength-based approach and conflict resolution, and create lifelong networks to share the latest information and resources available in their field. There will be many opportunities to apply new knowledge, skills, and techniques to strengthen your practice.

When you take the Working with Youth Certificate, you earn 4.5 units of unassigned credit towards child and youth care diplomas and degrees in other BC colleges and universities.

### SUBSTANCE USE CERTIFICATE

Courses in this area are grounded in a harm-reduction approach. Sessions are led by experienced professionals with a focus on understanding substance use within a bio-psycho-social-spiritual framework; the application of current research and knowledge about interventions; and the exploration of social justice issues such as race, class, gender, poverty, and violence. The certificate program is designed for management and staff of health, criminal justice, and social service agencies whose clients include people who are using substances.

You will gain an understanding of the key concepts, policy, and intervention models that guide the prevention, assessment, and treatment of substance use. Specific assessment and treatment approaches, including motivational interviewing, are covered in depth. Through class discussion, you will develop approaches to substance use issues that can be applied to a range of settings. You will come away with a clearer understanding of your own values and practice framework.

### MAKING THE TRANSITION: PROVIDING SERVICE TO TRANS SURVIVORS OF VIOLENCE AND ABUSE

This introductory course was developed by the Women/Trans Dialogue Planning Committee and the Justice Institute of BC for service providers interested in developing the knowledge and skills necessary to support and assist trans survivors of violence. While there are some issues of overlap among lesbian/gay/bisexual and trans communities relating to violence that can be addressed in a LGBT framework, trans people of all sexual orientations have specific service needs and experience unique barriers in attempting to access services. This training goes beyond a LGBT approach to address issues specific to work with trans survivors. The course will build on and increase your awareness of the social context of violence against trans people, forms of violence and abuse typically experienced by trans people, power and control as examined through a trans lens, barriers to reporting violence and accessing services, and agency policies and practices required to create trans-positive environments and to support trans survivors who have experienced violence.

*CCCS can help you to achieve your training goals; contact the program coordinator at 604.528.5628 or [counsellingpc@jibc.ca](mailto:counsellingpc@jibc.ca).*

# Schedule at a Glance

## Counselling and Capacity Building

DATE	COURSES	LOCATION	FEE	PAGE
<b>Special Events</b>				
Nov 20-21, 2008	Taming the Hungry Ghost: Combining Science, Mindfulness and Compassion in the Treatment of Addictions (SPE149)	NWC	\$295; group rate \$275 <b>Early Bird Rate: \$275; group rate, \$255 before Sep 30, 2008</b>	19
May 7-8, 2009	The Importance of Social and Emotional Intelligence in Everyday: The Clinical Application of Interpersonal Neurobiology (SPE150)	NWC	\$345; group rate \$325 <b>Early Bird Rate: \$325; group rate, \$305 before Oct 31, 2008</b>	20
<b>Counselling and Capacity Building</b>				
Sep 19-20, 2008 Jan 23-24, 2009	Understanding Substance Use (AD400)	NWC NWC	\$260; group rate, \$240 \$260; group rate, \$240	39
Sep 22-Oct 31, 2008 Feb 9-Mar 20, 2009	Understanding Substance Use (AD400) <b>NEW ONLINE VERSION</b>	<b>ONLINE</b> <b>ONLINE</b>	\$260; group rate, \$240 \$260; group rate, \$240	39
Sep 26-27, 2008 Feb 6-7, 2009	A Continuum of Care: Prevention to Harm Reduction (AD401)	NWC NWC	\$260; group rate, \$240 \$260; group rate, \$240	39
Oct 2-3, 2008	Clinical Supervision: Innovative Practices (EP278)	NWC	\$250; group rate, \$230	21
Oct 14-15, 2008	Fostering and Encouraging Client Responsibility (EP524)	NWC	\$250; group rate, \$230	21
Oct 14- Dec 5, 2008	Fetal Alcohol Spectrum Disorder (AD120)	<b>ONLINE</b>	\$367; group rate, \$347	35
Oct 17-18, 2008 Feb 20-21, 2009	Understanding Pharmacology from a Counsellor's Perspective (EP308)	NWC NWC	\$260; group rate, \$240 \$260; group rate, \$240	39
Oct 23-25, 2008	Psychotherapy From a Family Perspective – 1 (COUNS156) <b>NEW</b>	NWC	\$395; group rate \$375	22
Oct 24-25, 2008 Feb 27-28, 2009	Assessment Practices (AD403)	NWC NWC	\$260; group rate, \$240 \$260; group rate, \$240	39
Oct 30-31, 2008	Unspoken Truths About Suicide: Detection and Intervention Strategies Within First Nations and Inuit Communities (COUNS151) <b>NEW</b>	NWC	\$275; group rate, \$255	22
Oct 30-31, 2008	Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation (TS120)	VIC	\$318; group rate, \$298	28
Nov 3-Dec 12, 2008 Mar 23- May 1, 2009	A Continuum of Care: Prevention to Harm Reduction (AD401) <b>NEW ONLINE VERSION</b>	<b>ONLINE</b> <b>ONLINE</b>	\$260; group rate, \$240 \$260; group rate, \$240	35
Nov 5, 2008	The Art of Private Practice (COUNS141)	NWC	\$150; group rate, \$140	22
Nov 6-7, 2008	Attachment: The Mind/Body/Spirit Connection for Life (COUNS125)	NWC	\$260; group rate, \$240	33
Nov 7-8, 2008 Mar 13-14, 2009 Apr 30-May 1, 2009	Motivational Interviewing in Practice – Level 1 (AD204)	NWC NWC VIC	\$260; group rate, \$240 \$260; group rate, \$240 \$318; group rate, \$298	40
Nov 13, 2008 May 9, 2009	All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)	VIC NWC	\$175; group rate, \$165 \$150; group rate, \$140	22
Nov 13-14, 2008	Becoming a More Effective Counsellor (EP508)	NWC	\$240; group rate, \$220	23
Nov 14, 2008 May 23, 2009	Vision Quest: Healing and Recovery in Aboriginal Substance Use Treatment (AD130)	VIC NWC	\$175; group rate, \$165 \$150; group rate, \$140	23
Nov 17, 2008	Suicide Bereavement (COUNS122)	NWC	\$150; group rate, \$140	23
Nov 20-21, 2008	Taming the Hungry Ghost: Combining Science, Mindfulness and Compassion in the Treatment of Addictions (SPE149) <b>SPECIAL EVENT</b>	NWC	\$295; group rate, \$275 <b>Early Bird Rate: \$275; group rate \$255 before Sep 30, 2008</b>	19
Nov 21, 2008	The Many Faces of Grief: A Culturally Sensitive Approach to a Universal Experience (COUNS153) <b>NEW</b>	NWC	\$160; group rate, \$150	23

DATE	COURSES	LOCATION	FEE	PAGE
Nov 21-22, 2008 Apr 3-4, 2009	Concurrent Disorders Planning – Level 1 (AD410)	NWC NWC	\$260; group rate, \$240 \$260; group rate, \$240	40
Nov 27-29, 2008	Psychotherapy From a Family Perspective – 2 (COUNS157) <b>NEW [ADVANCED]</b>	NWC	\$395; group rate \$375	23
Dec 1, 2008	Cyber Counselling – Is It For You? (COUNS159) <b>NEW</b>	NWC	\$160; group rate, \$150	23
Dec 4, 2008 Apr 23, 2009	Fetal Alcohol Spectrum Disorder: Increasing our Understanding (AD409)	NWC NWC	\$132; group rate, \$122 \$132; group rate, \$122	40
Dec 5, 2008 Apr 24, 2009	Community Voices/Contemporary Issues (AD407)	NWC NWC	\$132; group rate, \$122 \$132; group rate, \$122	40
Dec 12, 2008 Apr 30, 2009	Compassion and Policy: The Heart and Mind of Drug Policy Reform (AD408)	NWC NWC	\$132; group rate, \$122 \$132; group rate, \$122	41
Jan 20, 2009	Behavior Change Counseling in Community Settings (COUNS126)	NWC	\$148; group rate, \$138	24
Feb 4-5, 2009	Facilitating Effective Group Process (COUNS110)	NWC	\$260; group rate, \$240	24
Feb 5-6, 2009	Advanced Somatic Integration: Trauma Resolution and Regulation (TS201) <b>NEW [ADVANCED]</b>	VIC	\$325; group rate, \$305	29
Feb 12-13, 2009	Advanced Innovative Practices in Clinical Supervision (EP288) <b>[ADVANCED]</b>	NWC	\$245; group rate, \$225	24
Feb 17, 2009	Working More Effectively with Parents and Other Caregivers (CY267)	NWC	\$150; group rate, \$140	33
Feb 19-20, 2009	Reaching the Heart of Violence: Compassionate Approaches to Ending the Use of Violence (COUNS124)	NWC	\$260; group rate, \$240	24
Feb 23, 2009	The Creative Therapist and the Creative Therapeutic Voice (COUNS152) <b>NEW</b>	NWC	\$160; group rate, \$150	31
Mar 4, 2009	Improving Addictions Treatment by Addressing Tobacco (AD123)	NWC	\$150; group rate, \$140	25
Mar 6, 2009	Psychosynthetic Practices (COUNS143)	NWC	\$150; group rate, \$140	25
Mar 26, 2009	Working with Complicated Grief (COUNS102)	NWC	\$132; group rate, \$122	25
Mar 31, 2009	Becoming Client-Directed Outcome-Informed in Practice (COUNS144)	NWC	\$150; group rate, \$140	25
Apr 8, 2009	Engaging the Path of Spirit (AD125)	NWC	\$150; group rate, \$140	26
Apr 20-21, 2009	Body, Mind, Spirit Connection for Life: Attachment with 6-12 Year Olds (COUNS158) <b>NEW</b>	NWC	\$275; group rate, \$255	34
Apr 28, 2009	Teaching Problem-Solving Skills to Clients (EP286)	NWC	\$132; group rate, \$122	26
May 1, 2009	An Introduction to Problem Gambling (COUNS146)	NWC	\$150; group rate, \$140	26
May 7-8, 2009	The Importance of Social and Emotional Intelligence in Everyday: The Clinical Application of Interpersonal Neurobiology (SPE150) <b>SPECIAL EVENT</b>	NWC	\$345; group rate, \$325 <b>Early Bird Rate: \$325; group rate, \$305 before Oct 31, 2008</b>	20
May 12, 2009	People with FASD: Providing Support on Substance Use Issues (AD128)	NWC	\$150; group rate, \$140	26
May 21, 2009	On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)	VIC	\$155; group rate, \$145	27
May 28-29, 2009 Jun 11-12, 2009	Motivational Interviewing in Practice – Level 2 (COUNS205) <b>[ADVANCED]</b>	NWC VIC	\$260; group rate, \$240 \$318; group rate, \$298	27
Jun 1-2, 2009	Concurrent Disorders Planning – Level 2 (COUNS211) <b>[ADVANCED]</b>	NWC	\$260; group rate, \$240	27
Jun 4-5, 2009	Counselling Skills: The Art of Asking Effective Questions (EP587)	NWC	\$250; group rate, \$230	27
Jun 8-9, 2009	Stronger Together: Groups For Women (COUNS155) <b>NEW</b>	NWC	\$260; group rate, \$240	27



DATE	COURSES	LOCATION	FEE	PAGE
<b>Mental Health and Trauma</b>				
Oct 27-28, 2008	Responding to Trauma and Post-Traumatic Stress Reactions (EP251)	NWC	\$260; group rate, \$240	28
Oct 30-31, 2008	Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation (TS120)	VIC	\$318; group rate, \$298	28
Nov 18-19, 2008 Apr 21-22, 2009	Everything You Ever Wanted to Know About the DSM-IV-TR – Level 1 (TS123)	NWC NWC	\$260; group rate, \$240 \$260; group rate, \$240	28
Feb 2-3, 2009	Using the DSM-IV-TR with Children and Youth – Introductory Level (MH008)	NWC	\$260; group rate, \$240	28
Feb 5-6, 2009	Advanced Somatic Integration: Trauma Resolution and Regulation (TS201) <b>NEW [ADVANCED]</b>	VIC	\$325; group rate, \$305	29
Apr 6-7, 2009	Trauma and Addictions: Assessment and Treatment Issues (TS225)	NWC	\$260; group rate, \$240	29
May 21, 2009	On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)	VIC	\$155; group rate, \$145	27
May 25-26, 2009	“Dealing Versus Healing”: Supporting the Healthy Resistance of Children and Youth Who Have Experienced Trauma (CY240)	NWC	\$260; group rate, \$240	29
May 26-27, 2009	Everything You Ever Wanted to Know About the DSM-IV-TR – Level 2 (TS124) <b>[ADVANCED]</b>	NWC	\$260; group rate, \$240	29
Jun 11, 2009	Integrating our Response on Substance Use and Trauma in Women (AD216)	NWC	\$146; group rate, \$136	29
<b>Creative and Expressive Therapies</b>				
Oct 21-22, 2008 Jul 7-8, 2009	Expressive Play Therapy Methods – Level 1 (CY104)	NWC NWC	\$265; group rate, \$245 \$265; group rate, \$245	30
Oct 23-24, 2008 Jul 9-10, 2009	Expressive Play Therapy Methods – Level 2 (CY104A)	NWC NWC	\$265; group rate, \$245 \$265; group rate, \$245	30
Oct 30-31, 2008	Introduction to Art Therapy for Counsellors and Therapists (CY250)	NWC	\$265; group rate, \$245	30
Nov 27-28, 2008	From the Ground Up: Expressive Play Therapy Methods to Help Dissociative Children (COUNS154) <b>NEW</b>	NWC	\$275; group rate, \$255	30
Feb 23, 2009	The Creative Therapist and the Creative Therapeutic Voice (COUNS152) <b>NEW</b>	NWC	\$160; group rate, \$150	31
Mar 24-25, 2009	Sand Play Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 1 (CY265)	NWC	\$265; group rate, \$245	31
Mar 26-27, 2009	Sand Play Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 2 (CY266)	NWC	\$265; group rate, \$245	31
Apr 23-24, 2009	Expressive Play Therapies to Help the Grieving Child (COUNS132)	NWC	\$265; group rate, \$245	31
May 7-8, 2009	Art Therapy in Early Stages of Addiction Recovery (AD210)	NWC	\$265; group rate, \$245	31
<b>Working with Children and Youth</b>				
Oct 16-17, 2008	Art and Soul of It: Arts-Based, Anti-Oppression Training for People Working with Youth and Communities (CY272) <b>NEW</b>	NWC	\$275; group rate, \$255	32
Oct 24-25, 2008	POWW – Path of Wise Warriors: An Aboriginal Youth Empowerment Course (CY175)	NWC	\$280; group rate, \$260	32
Oct 24-25, 2008	Tools for Success: Enhancing the Emotional Intelligence of Youth (CY264)	VIC	\$318; group rate, \$298	32
Nov 4, 2008	Aboriginal Family and Youth Advocacy (CY269)	NWC	\$150; group rate, \$140	33
Nov 6-7, 2008	Attachment: The Mind/Body/Spirit Connection for Life (COUNS125)	NWC	\$260; group rate, \$240	33
Nov 18, 2008	Working with South Asian Youth and Young Adults (CY176)	NWC	\$150; group rate, \$140	33
Nov 27-28, 2008	From the Ground Up: Expressive Play Therapy Methods to Help Dissociative Children (COUNS154) <b>NEW</b>	NWC	\$275; group rate, \$255	30

DATE	COURSES	LOCATION	FEE	PAGE
<b>Working with Children and Youth Continued</b>				
Feb 2-3, 2009	Using the DSM-IV-TR with Children and Youth – Introductory Level (MH008)	NWC	\$260; group rate, \$240	28
Feb 17, 2009	Working More Effectively with Parents and Other Caregivers (CY267)	NWC	\$150; group rate, \$140	33
Mar 2, 2009	Understanding Youth With Concurrent Disorders (CY199)	NWC	\$150; group rate, \$140	33
Mar 24-25, 2009	Sand Play Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 1 (CY265)	NWC	\$265; group rate, \$245	31
Mar 26-27, 2009	Sand Play Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 2 (CY266)	NWC	\$265; group rate, \$245	31
WK 1: Mar 30-Apr 3, 2009 WK 2: Apr 27-May 1, 2009 WK 3: May 25-29, 2009 WK 4: Jun 15-19, 2009	Working with Youth Certificate (CY168)	NWC	\$1,770; group rate, \$1,670	36
Apr 20-21, 2009	Body, Mind, Spirit Connection for Life: Attachment with 6-12 Year Olds (COUNS158) <b>NEW</b>	NWC	\$275; group rate, \$255	34
Apr 23-24, 2008	Expressive Play Therapies to Help the Grieving Child (COUNS132)	NWC	\$265; group rate, \$245	31
May 1-2, 2009	My Body Is Not Your Playground: Sexual Boundaries Course (CY270)	NWC	\$280; group rate, \$260	34
May 4-5, 2009	Putting a Youth Twist into Substance Use Information and Youth Services (AD207)	NWC	\$260; group rate, \$240	34
May 11, 2009	Working with Heart-Broken Children (CY261)	NWC	\$132; group rate, \$122	34
May 25-26, 2009	"Dealing Versus Healing": Supporting the Healthy Resistance of Children and Youth Who Have Experienced Trauma (CY240)	NWC	\$260; group rate, \$240	29
<b>Online Courses</b>				
Sep 22-Oct 31, 2008 Feb 9-Mar 20, 2009	Understanding Substance Use (AD400) <b>NEW ONLINE VERSION</b>	<b>ONLINE ONLINE</b>	\$260; group rate, \$240 \$260; group rate, \$240	35
Oct 14-Dec 5, 2008	Fetal Alcohol Spectrum Disorder (AD120)	<b>ONLINE</b>	\$367; group rate, \$347	35
Nov 3-Dec 12, 2008 Mar 23-May 1, 2009	A Continuum of Care: Prevention to Harm Reduction (AD401) <b>NEW ONLINE VERSION</b>	<b>ONLINE ONLINE</b>	\$260; group rate, \$240 \$260; group rate, \$240	35
<b>CERTIFICATES</b>				
<b>Working With Youth Certificate</b>				
WK 1: Mar 30-Apr 3, 2009 WK 2: Apr 27-May 1, 2009 WK 3: May 25-29, 2009 WK 4: Jun 15-19, 2009	Working With Youth Certificate (CY168)	NWC	\$1,770; group rate, \$1,670	36
<b>Aboriginal Trauma Certificate</b>				
WK 1: Oct 20-24, 2008 WK 2: Nov 24-28, 2008 WK 3: Jan 26-30, 2009 WK 4: Feb 23-27, 2009	Aboriginal Trauma Certificate (ATC)	NWC	\$2,950; group rate, \$2,850	37
<b>Substance Use Certificate – Core Courses</b>				
Sep 19-20, 2008 Jan 23-24, 2009	Understanding Substance Use (AD400)	NWC NWC	\$260; group rate, \$240 \$260; group rate, \$240	39
Sep 22-Oct 31, 2008 Feb 9-Mar 20, 2009	Understanding Substance Use (AD400) <b>NEW ONLINE VERSION</b>	<b>ONLINE ONLINE</b>	\$260; group rate, \$240 \$260; group rate, \$240	39
Sep 26-27, 2008 Feb 6-7, 2009	A Continuum of Care: Prevention to Harm Reduction (AD401)	NWC NWC	\$260; group rate, \$240 \$260; group rate, \$240	39

DATE	COURSES	LOCATION	FEE	PAGE
<b>Substance Use Certificate – Core Courses Continued</b>				
Oct 17-18, 2008 Feb 20-21, 2009	Understanding Pharmacology from a Counsellor's Perspective (EP308)	NWC NWC	\$260; group rate, \$240 \$260; group rate, \$240	39
Oct 24-25, 2008 Feb 27-28, 2009	Assessment Practices (AD403)	NWC NWC	\$260; group rate, \$240 \$260; group rate, \$240	39
Nov 3-Dec 12, 2008 Mar 23- May 1, 2009	A Continuum of Care: Prevention to Harm Reduction (AD401) <b>NEW ONLINE VERSION</b>	<b>ONLINE</b> <b>ONLINE</b>	\$260; group rate, \$240 \$260; group rate, \$240	40
Nov 7-8, 2008 Mar 13-14, 2009 Apr 30-May 1, 2009	Motivational Interviewing in Practice – Level 1 (AD204)	NWC NWC VIC	\$260; group rate, \$240 \$260; group rate, \$240 \$318; group rate, \$298	40
Nov 14-15, 2008 Mar 27-28, 2009	Interconnected Risk (AD405)	NWC NWC	\$260; group rate, \$240 \$260; group rate, \$240	40
Nov 21-22, 2008 Apr 3-4, 2009	Concurrent Disorders Planning – Level 1 (AD410)	NWC NWC	\$260; group rate, \$240 \$260; group rate, \$240	40
Dec 4, 2008 Apr 23, 2009	Fetal Alcohol Spectrum Disorder: Increasing our Understanding (AD409)	NWC NWC	\$132; group rate, \$122 \$132; group rate, \$122	40
Dec 5, 2008 Apr 24, 2009	Community Voices/Contemporary Issues (AD407)	NWC NWC	\$132; group rate, \$122 \$132; group rate, \$122	40
Dec 12, 2008 Apr 30, 2009	Compassion and Policy: The Heart and Mind of Drug Policy Reform (AD408)	NWC NWC	\$132; group rate, \$122 \$132; group rate, \$122	41
<b>Substance Use Certificate – Electives</b>				
Oct 2, 2008 (evening) Oct 3-4, 2008 (day) Nov 6, 2008 (evening) Nov 7-8, 2008 (day)	Problem Gambling – Clinical Assessment, Treatment, and Prevention (COUNS140)	NWC	\$500; group rate, \$480	42
Oct 14-Dec 5, 2008	Fetal Alcohol Spectrum Disorder (AD120)	<b>ONLINE</b>	\$367; group rate, \$347	35
Nov 13, 2008 May 9, 2009	All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)	VIC NWC	\$175; group rate, \$165 \$150; group rate, \$140	22
Nov 14, 2008 May 23, 2009	Vision Quest: Healing and Recovery in Aboriginal Substance Use Treatment (AD130)	VIC NWC	\$175; group rate, \$165 \$150; group rate, \$140	23
Mar 2, 2009	Understanding Youth With Concurrent Disorders (CY199)	NWC	\$150; group rate, \$140	33
Mar 4, 2009	Improving Addictions Treatment by Addressing Tobacco (AD123)	NWC	\$150; group rate, \$140	25
Apr 6-7, 2009	Trauma and Addictions: Assessment and Treatment Issues (TS225)	NWC	\$260; group rate, \$240	29
Apr 8, 2009	Engaging the Path of Spirit (AD125)	NWC	\$150; group rate, \$140	26
May 1, 2009	An Introduction to Problem Gambling (COUNS146)	NWC	\$150; group rate, \$140	26
May 4-5, 2009	Putting a Youth Twist into Substance Use Information and Youth Services (AD207)	NWC	\$260; group rate, \$240	34
May 7-8, 2009	Art Therapy in Early Stages of Addiction Recovery (AD210)	NWC	\$260; group rate, \$240	31
May 12, 2009	People with FASD: Providing Assistance on Substance Use Issues (AD128)	NWC	\$150; group rate, \$140	26
May 21, 2009	On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)	VIC	\$155; group rate, \$145	27
May 28-29, 2009 Jun 11-12, 2009	Motivational Interviewing in Practice – Level 2 (COUNS205) <b>[ADVANCED]</b>	NWC VIC	\$260; group rate, \$240 \$318; group rate, \$298	27
Jun 1-2, 2009	Concurrent Disorders Planning – Level 2 (Couns211) <b>[ADVANCED]</b>	NWC	\$260; group rate, \$240	27
Jun 11, 2009	Integrating our Response on Substance Use and Trauma in Women (AD216)	NWC	\$146; group rate, \$136	29
<b>Problem Gambling Certificate</b>				
Oct 2, 2008 (evening) Oct 3-4, 2008 (day) Nov 6, 2008 (evening) Nov 7-8, 2008 (day)	Problem Gambling – Clinical Assessment, Treatment, and Prevention (COUNS140)	NWC	\$500; group rate, \$480	42





# Community Safety Critical Incident Stress Management

## CRITICAL INCIDENT STRESS MANAGEMENT CERTIFICATE

*The Critical Incident Stress Management Certificate is designed for front-line and management staff who support and assist individuals in coping with the immediate consequences of crime and trauma. The Centre for Counselling & Community Safety is an accredited training organization in the area of critical incident stress management. Certificate students who successfully complete both the classroom and simulation components of the training, including the final exam, can apply for certification with the Association of Traumatic Stress Specialists (ATSS). For more information about the organization and certification, check the ATSS website at [www.atss.info](http://www.atss.info).*

### Who should attend

This program is open to individuals from a broad range of occupations and professions who may be required to provide or manage debriefing services at their own or other work sites following a critical incident. The program will be of specific interest to first-line responders such as crisis intervention workers, victim services workers, firefighters, and paramedics.

### What you will learn

The Critical Incident Stress Management Certificate is designed to train you to effectively manage critical incidents and protect the emotional health and safety of those involved in the traumatic event.

### How to apply

- 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.
  - Once an applicant is accepted, we recommend registering at least 10 days before the classes begin.

- Complete the application form on page 157.
- Once your application has been approved, please register directly with the Registration Office at 604.528.5590.
- There is a \$30 non-refundable application fee.

### How the certificate and courses are offered

Individual courses can be offered on a contract basis and customized for your organization, agency, or group. For further information, please contact the Program Coordinator at 604.528.5641 or [criticalincident@jibc.ca](mailto:criticalincident@jibc.ca).

#### BLOCK 1

You must complete an application form before you can register for the certificate program. The application form can be found on page 157 or you can download a copy from our website at [www.jibc.ca/cccs](http://www.jibc.ca/cccs).

#### BLOCK 2

All courses, with the exception of Role-Play Simulation (CISM206), are open to individual registration with the completion of Introduction to Critical Incident Stress Management (CISM100).

### How to complete the certificate

- (1) Courses must be completed within three years. Full attendance is required. You will receive a letter of completion at the end of Block 1 and a certificate of achievement after successful completion of Block 1, Block 2, and the written exam. You can apply for certification with the Association of Traumatic Stress Specialists after completion of the full program.
- (2) Courses in Block 1 must be completed in the following order: (see course descriptions beginning on page 50)
  - Introduction to Critical Incident Stress Management (CISM100)
  - Diversity and Critical Incident Stress Management (CISM101)
  - Demobilization and Defusing (CISM102)
  - Critical Incident Stress Debriefing (CISM103)
- (3) Block 2 courses may be taken in any order: (see course descriptions beginning on page 50)
  - Post-Critical Incident Stress Reactions (CISM200)
  - Psychological First Aid (CISM201) **NEW**
  - Managing Responses to Community Disasters (CISM202)
  - Effective Team Participation (CISM203)
  - Trauma, Children, and Youth (CISM204)
  - Vicarious Traumatization (CISM205)
  - Role-Play Simulation (CISM206)
- (4) Final written exam (the exam is provided to students upon successful completion of courses in Blocks 1 and 2).

To successfully complete the certificate, you must attend the training in full, achieve 70 per cent or higher in the written exam and pass Role-Play Simulation (CISM206).

#### For more information:

**Program Coordinator**  
604.528.5641

**Program Assistant**  
604.528.5684  
[Email: criticalincident@jibc.ca](mailto:criticalincident@jibc.ca)

## CORE COURSES

### BLOCK 1

#### Introduction to Critical Incident Stress Management (CISM100)

You will be introduced to the history, philosophy, perspectives, concepts, and terms that are integral to critical incident stress management. Through short lectures and interactive discussion, you will acquire a basic understanding of stress and critical incident stress as well as the factors and vulnerabilities that contribute to a heightened response to critical incidents.

Date(s): Oct 30, 2008 – NWC  
 Fee: \$178; group rate \$168  
 Instructor: Laurie Pearce

#### Diversity and Critical Incident Stress Management (CISM101)

You will explore issues of difference and diversity as they relate to critical incident stress management. The course is not intended to provide you with exhaustive knowledge about the specifics of culture, religion, age, ability, and so on, but rather to sensitize you to how these factors might impact the critical incident stress management process. **Prerequisite(s):** Introduction to Critical Incident Stress Management (CISM100).

Date(s): Oct 31, 2008 – NWC  
 Fee: \$178; group rate \$168  
 Instructor: Robin Cox

*Win a free course!  
 Sign up for our  
 eletter distribution list*

Sign up for our eletter distribution list and have the latest information on Community and Social Justice Division courses, events, and customized solutions delivered to your inbox. Plus, we will enter your name in our quarterly draw for a free course. To sign up, visit our website at [www.jibc.ca/csjsd](http://www.jibc.ca/csjsd) and follow the links.

#### Demobilization and Defusing (CISM102)

Demobilization and defusing are the first steps in the critical incident stress management (CISM) intervention process. To successfully participate in a Critical Incident Stress team, you must master these skills. You will examine the role of groups and dyads in critical incident stress management, communication skills for defusing, strategies to develop an effective support relationship, blocks to an effective support relationship, post-incident defusing, and post-incident dos and don'ts. By the end of the session, you will have successfully completed a demobilization and defusing. **Prerequisite(s):** Diversity and Critical Incident Stress Management (CISM101).

Date(s): Nov 1-2, 2008 – NWC  
 Fee: \$270; group rate \$250  
 Instructor: David Freeman

#### Critical Incident Stress Debriefing (CISM103)

You will learn the skills and processes that underlie the group debriefing process. Course content includes the debriefing process, dynamics that may emerge during the debriefing process, and leadership roles and behaviours that support both the individual and the group in normalizing what has occurred. You will have the opportunity to discuss a range of approaches, experiment with your own debriefing style, experience situations that might interfere with the normalization process, and explore the importance of self-care in maintaining your role as a debriefer. There will be a strong emphasis on skill practice through the use of case scenarios, and instructors will provide evaluative feedback. **Prerequisite(s):** Demobilization and Defusing (CISM102).

Date(s): Nov 14-16, 2008 – NWC  
 Fee: \$392; group rate \$372  
 Instructor: Bruce Ramsay

### BLOCK 2

*The following courses (with the exception of Role-Play Simulation (CISM206) can be taken individually or as part of the Critical Incident Stress Management Certificate Program. Completion of Introduction to Critical Incident Stress Management (CISM100) is a prerequisite for any of these courses. To take individual courses, please contact the program coordinator at 604.528.5641 or [criticalincident@jibc.ca](mailto:criticalincident@jibc.ca)*

#### Post-Critical Incident Stress Reactions (CISM200)

You will build on the first block of training by addressing the symptoms and emotional reactions that may arise following a traumatic event, and the possible treatment options available. The course will help first responders identify when an individual is showing signs of post-traumatic stress and where to provide the appropriate referrals for treatment. Content includes differentiating between critical incident stress and post-traumatic stress, the environmental and personal factors that may increase post-traumatic reactions, the epidemiology and etiology of post-traumatic stress, required social supports, and treatment options. If you have already taken Trauma and Post-Traumatic Stress Reactions (EP251), you are not required to enroll in this course. **Prerequisite(s):** Introduction to Critical Incident Stress Management (CISM100).

Date(s): Feb 6, 2009 – NWC  
 Fee: \$178; group rate \$168  
 Instructor: David Freeman

#### ONLINE REGISTRATION

You can also register for courses online by going to <http://learning.jibc.ca> and entering your ID and password. If you have forgotten these or if they haven't been assigned yet, contact the JIBC Registration Office.

604.528.5590 (Greater Vancouver area)  
 1.877.528.5591 (North America only)

## Psychological First Aid (CISM201) NEW

Psychological first aid is a modular approach to providing psychosocial and emotional help to victims of traumatic events. This course is ideal for mental health workers; disaster response personnel; fire, police and ambulance specialists; school crisis response teams; military members; emergency health care workers; victim service workers; community or industrial based critical incident stress responders; and members of faith-based organizations. In it, you will learn how to assist individuals and families in the immediate aftermath of a tragedy and community catastrophe. It ensures individuals who work with survivors of a calamity can help victims manage initial distress; identify coping actions that assist the person to recover; and mobilize resources for interpersonal support.

**Prerequisite(s):** Introduction to Critical Incident Stress Management (CISM100)

Date(s): Feb 7, 2009 – NWC  
 Fee: \$178; group rate \$168  
 Instructor: David Freeman

## Managing Responses to Community Disasters (CISM202)

You will receive an overview of the phases and impact of a disaster and the role of government and community agencies in responding. Course content addresses models for community intervention and their application to community disasters, psychosocial needs of community members involved in a disaster, identifying at-risk populations, special considerations, and responder interventions. **Prerequisite(s):** Introduction to Critical Incident Stress Management (CISM100).

Date(s): Feb 8, 2009 – NWC  
 Fee: \$178; group rate \$168  
 Instructor: Laurie Pearce

## Effective Team Participation (CISM203)

Participation on a Critical Incident Stress team involves understanding not only the intervention process but also how and when a team should be used and what has to happen in order for the team to operate effectively. Course content includes the knowledge and skills required for effective CIS team participation and the key skills that can be used to help the team fulfill its purpose within an organization to provide quality service. **Prerequisite(s):** Introduction to Critical Incident Stress Management (CISM100).

Date(s): Feb 20, 2009 – NWC  
 Fee: \$178; group rate \$168  
 Instructor: David Freeman

## Trauma, Children, and Youth (CISM204)

You will examine trauma intervention in relation to children and youth. Course content covers traumatic reactions specific to the stages of childhood development, the role of individuals responding to children affected by various types of critical incidents, the range of interventions, and immediate post-impact and recovery issues. You will also have an opportunity to examine issues related to children with special needs, as well as issues related to working with families. **Prerequisite(s):** Introduction to Critical Incident Stress Management (CISM100).

Date(s): Feb 21, 2009 – NWC  
 Fee: \$178; group rate \$168  
 Instructor: Laurie Pearce

## Vicarious Traumatization (CISM205)

You will explore the unique issues faced by trauma responders who are exposed to critical incidents that, if not managed properly, can contribute to burnout, substance use, relationship stress, or emotional instability. Course content covers traumatic stress reactions; critical incident stress management in organizations; speaking about trauma to family members; key strategies for implementing policies, procedures, and programs in organizations; and on-scene interventions. **Prerequisite(s):** Introduction to Critical Incident Stress Management (CISM100).

Date(s): Feb 22, 2009 – NWC  
 Fee: \$178; group rate \$168  
 Instructor: Bruce Ramsay, Robin Cox

## Role-Play Simulation (CISM206)

Successful completion of the course completes your requirements for the Critical Incident Stress Management Certificate and also allows you to seek certification with the Association of Traumatic Stress Specialists (ATSS). In addition to the hours of classroom instruction, the ATSS also requires 30 hours of field placement before certifying individuals. Because of the challenges of securing practicum placements and the fact that it could take several months to complete 30 hours of active fieldwork, we have negotiated with the ATSS the option for candidates to complete a role-play simulation as equivalent to the 30 hour practicum. The ATSS will accept as equivalent to a 30-hour practicum your successful completion of this one-day simulation class. The role-play simulation is designed to provide you with the opportunity to show how you have incorporated your new knowledge from the CISM program into your practice. You will be asked to participate in simulations with actors and will be evaluated by the instructors of the CISM program. In addition, you must submit to the ATSS a written observation/analysis report of the simulation as part of the equivalency process. Instructors are available to help you complete the ATSS application process. Class size is limited to 10 participants, so please register early. **Prerequisite(s):** CISM Blocks 1 and 2.

Date(s): Feb 23, 2009 – NWC  
 May 9, 2009 – NWC  
 Fee: \$296 (includes actors and script design); group rate \$276  
 Instructor: Robin Cox, David Freeman, Laurie Pearce, Bruce Ramsay



# Bylaw Enforcement and Investigative Skills

## BYLAW ENFORCEMENT AND INVESTIGATIVE SKILLS CERTIFICATE

*This certificate program has been developed in consultation with experts in the bylaw enforcement field and is co-sponsored by the Justice Institute of BC and the Union of BC Municipalities. Both Level 1 and 2 of the certificate have been endorsed by the Bylaw Enforcement Officers' and Licence Inspectors' Association of BC, and the Municipal Officers' and Inspectors' Association of BC.*

### Who should attend

Current bylaw enforcement officers; license, building, plumbing, electrical, and gas inspectors; and other local government employees responsible for the administration and enforcement of municipal bylaws. Courses can also be taken by those who aspire to become bylaw enforcement officers and need to qualify for a competitive position.

#### You should have:

- Grade 12 or equivalent education
- Fluency of the English language (written and oral)

### What you will learn

**Level 1** is designed to provide local government regulatory personnel with the knowledge and skills to enforce the relevant bylaws and to investigate, prepare, process, and prosecute cases pursuant to the applicable legislation. After class reading will be expected throughout the course. You are required to meet the competencies outlined for the mock trial, achieve 70 per cent or higher on the written exam and attend training in full to receive a certificate.

**Level 2** is an advanced course designed to prepare you to better investigate and prosecute cases pursuant to the applicable legislation. Level 1 must be completed a

minimum of 1 year prior to attending this level. Content includes drafting bylaws, developing policies and procedures, implementing risk management strategies, and defusing potentially volatile situations. After class reading will be expected throughout the course. You are required to meet the competencies outlined for the mock trial, achieve 70 per cent or higher on written quizzes and exams and attend training in full. Participants should be actively employed in the Bylaw field prior to applying for this course.

### How to apply

There is no application process. Call the Registration Office at 604.528.5590 to register for the certificate. To attend Level 2, you must have successfully completed Level 1, and will ideally have spent some time working in the bylaw enforcement field. Students seeking to attend Level 2 without completing Level 1 should contact the Program Coordinator regarding the prior learning assessment and recognition (PLAR) process. For more information on PLAR, go to [www.jibc.ca/registration/pla.htm](http://www.jibc.ca/registration/pla.htm).

Be sure to register early, as classes fill up quickly.

**For more information, contact the JIBC Call Centre at 604.528.6002**  
**Email: [bylawenforcement@jibc.ca](mailto:bylawenforcement@jibc.ca)**

## Bylaw Enforcement and Investigative Skills Certificate, Level 1 (EP209)

Level 1 is offered in a five-day format. Course instructors and guest presenters who are familiar with the roles and responsibilities of bylaw officers and who have experience with the BC court system deliver the course and assess the skills of participants. Assistance is provided to the primary instructor by other instructors with experience in specific fields related to the topics presented. After class reading will be expected throughout the course. To successfully complete the course and receive a certificate of achievement, you must attend the training in full, achieve 70 per cent or higher on the written exam, and meet competencies outlined for the mock trial.

Date(s):	Oct 27-31, 2008 – GNWC Jan 26-30, 2009 – GNWC Feb 9-13, 2009 – GNWC Apr 20-24, 2009 – GNWC May 11-15, 2009 – GNWC
Time:	8:30 a.m.-4:30 p.m.
Fee:	\$912
Instructor:	Ellen Gerber, Jeff Sim

## Advanced Bylaw Enforcement and Investigative Skills Certificate, Level 2 (EP210)

Level 2 is for experienced bylaw enforcement officers; license, building, plumbing, electrical, and gas inspectors; and other local government employees who have responsibility for bylaw code and regulatory enforcement. Instructors and guest presenters who are familiar with the roles and responsibilities of bylaw officers and who have experience with the BC court system deliver the training and assess the skills of participants. Assistance is provided to the primary instructor by other instructors with experience in specific fields related to the topics presented. After class reading will be expected throughout the course. To successfully complete the course and receive a certificate of achievement, you must attend the training in full, achieve 70 per cent or higher on the written quizzes and exam, and meet competencies outlined for the mock trial. **Prerequisite:** Bylaw Enforcement and Investigative Skills Certificate, Level 1 (EP209). Level 1 must be completed a minimum of one year prior to attending Level 2.

Date(s):	Nov 17-21, 2008 – GNWC Mar 2-6, 2009 – GNWC
Time:	8:30 a.m. - 4:30 p.m.
Fee:	\$912
Instructor:	Ellen Gerber

## Victim Services

*The following courses are designed for front-line and management staff who support and assist individuals in coping with the immediate consequences of crime and trauma. Courses are available at no cost to employees working in victim services programs funded by the Ministry of Public Safety and Solicitor General.*

*Individuals working in funded programs who wish to register for this training should contact Laurie Hearty at 604.660.5103 or [Laurie.Hearty@gov.bc.ca](mailto:Laurie.Hearty@gov.bc.ca) or Annamaria Fischer at 604.660.0334 or [annamaria.fischer@gov.bc.ca](mailto:annamaria.fischer@gov.bc.ca).*

*Module I courses are also open to individuals working in victim-related programs. Priority will be given to employees working in funded agencies.*

### VICTIM SERVICES PRACTITIONER CERTIFICATE

The primary goal of the Victim Services Practitioner Certificate Program is to provide victim services practitioners with the necessary knowledge and skills for working with victims within the criminal justice system context. This program combines 140 hours (20 days) of core training and an additional 70 hours (10 days) of electives. To successfully complete the certificate, you will also be required to complete a final workplace-based assignment, which will be equivalent to 14 hours of classroom time.

The Victim Services Practitioner Certificate Program was developed in consultation with the Ministry of Public Safety and Solicitor General, victim services practitioners, and field specialists to provide the most current and relevant information to our learners. This certificate is the only victim services certificate offered in Canada, and is the most rigorous program of its kind offered in North America.

### Who should attend

This program is open to individuals working for victim services programs funded by the Ministry of Public Safety and Solicitor General. Some courses are also open to individuals working in victim-related programs. Please contact the Program Coordinator for details:

**Program Coordinator**  
**604.528.5641**  
[victimservices@jibc.ca](mailto:victimservices@jibc.ca)

### What you will learn

You will engage in an interdisciplinary and interagency examination of victim service delivery as it relates to theoretical concepts, legal and policy issues, victims' needs and rights, specialized skills and strategies to support primary and secondary victims, community development, and team building.

The core program is divided into five key areas:

- Understanding victimization
- Power-based crimes
- Service delivery
- Legal and social policy issues
- Personal, community, and program development.

### How to apply

1. Call 604.528.5684 or email [victimservices@jibc.ca](mailto:victimservices@jibc.ca) to request a Certificate Program application form or download a copy online at [www.victimservicespractitionercommunity.ca](http://www.victimservicespractitionercommunity.ca). Fax the completed form to 604.528.5640 or mail to Victim Services Programs, Justice Institute of BC, 715 McBride Boulevard, New Westminster, BC V3L 5T4.
2. Once your program application has been approved, please register for courses by contacting Laurie Hearty at 604.660.5103 or [Laurie.Hearty@gov.bc.ca](mailto:Laurie.Hearty@gov.bc.ca) or Annamaria Fischer at 604.660.0334 or [annamaria.fischer@gov.bc.ca](mailto:annamaria.fischer@gov.bc.ca).

### How the certificate and courses are offered

Courses may be taken individually or as part of the certificate.

*For more information:*

**Program Coordinator**  
**604.528.5641**

**Program Assistant**  
**604.528.5684**

**Email:** [victimservices@jibc.ca](mailto:victimservices@jibc.ca)

### CAMPUS LOCATIONS AND CLASS TIMES

**Centre for Counselling and  
Community Safety**

**NWC** New Westminster Campus,  
715 McBride Boulevard

**VIC** Victoria Campus,  
910 Government Street

**GNW** Great Northern Way Campus,  
555 Great Northern Way,  
Vancouver

**All classes run 9:00am to 4:30pm  
unless otherwise noted.**

**Courses are typically scheduled  
Monday to Friday.**

## How to complete the certificate

You are encouraged to complete the courses within two years of enrolment. Full attendance is required.

- (1) Complete the online prerequisite, Module I – Orientation to Victim Services (VSP110) [35 hours].
- (2) Complete the remaining hours of core training, consisting of:
  - Module II – Direct Service Delivery (VSP120) [35 hours]
  - Module III – Program Management Skills (VSP130) [35 hours]
  - Module IV – Leading in the 21st Century (VSP140) [21 hours]

### AND a minimum of 14 hours training in the following courses:

- Integrating Diversity in Victim Services Work (VSP150) [14 hours]
- Death Related Issues in Victim Services (VSP160) [14 hours]
- Working with Adult Survivors of Sexual Assault (VSP180) [17.5 hours]
- Working with Child and Youth Survivors or Sexual Assault (VSP181) [10 hours]

- (3) Complete 70 hours of elective training, to be selected from a variety of sources, including:
  - Justice Institute of British Columbia
  - Victim Services and Crime Prevention Division (VSCPD)
  - BC/Yukon Society of Transition Houses (BCYSTH)
  - RCMP
  - NOVA (National Organization for Victim Assistance)
  - Police Victim Services (PVS)
  - BC Association of Specialized Victim Assistance and Counselling Programs (BCASVACP)

- (4) Complete the final assignment.

## ONLINE COURSE

### Module I – Orientation to Victim Services (VSP110)

This self-study program consists of approximately 35 hours of reading and activities to be completed over a 12-week period. Content covers the history of victim services, dynamics of victimization and power-based crimes, overview of the criminal justice system, and relevant legislation and policy. The program is designed for new employees. You are supported in the training with up to 10 hours of tutorial support. You can apply at any time to begin the program.

Date(s):	Intakes are scheduled every month from September to June.
Fee:	\$383 (includes cost of materials and 10 hours of tutorial support) Group rate, \$350 (applies to three or more registrants from the same employer)

## CLASSROOM – BASED COURSES

The courses listed below are open only to persons employed in funded victim services programs. For training dates for these courses, visit the Victim Services Community website available to all Victim Services personnel.

### Module II – Direct Service Delivery (VSP120)

You will be provided with the direct service skills required to support and assist victims of crime and trauma. Content covers skills for supporting child and adult victims; working with children and families who have experienced trauma as a result of violence, sexual assault, and child sexual abuse; self-care and vicarious traumatization; court preparation and support; and advanced crisis intervention skills. **Prerequisite(s):** Module I – Orientation to Victim Services (VSP110)

### Module III – Program Management Skills (VSP130)

You will have the opportunity to learn management and leadership skills; volunteer and staff recruitment, selection, and performance management skills; administration and financial responsibilities; stress management; and conflict resolution. **Prerequisite(s):** Module II – Direct Service Delivery (VSP120).

### Module IV – Leading in the 21st Century (VSP140)

You are required to have at least two years of experience in police based or specialized programs and are interested in exploring new concepts, initiatives, and theories in leadership. You will have an opportunity to explore and apply organizational development processes such as appreciative inquiry, mind mapping, and open space technology, as well as specific workplace-related issues such as supporting staff who develop vicarious trauma and implementing performance management systems. **Prerequisite(s):** Module III – Program Management Skills (VSP130).

### Integrating Diversity in Victim Services Work (VSP150)

You will examine the role of victim services practitioners in increasing the understanding of and access to the criminal justice system for victims from diverse cultures and communities. The content examines the issues faced by victims from a number of different communities and presents strategies and approaches that can be used in service delivery and program development to facilitate inclusion. Included in the course is a presentation on hate crimes and the role of victim services in responding.

### Death Related Issues in Victim Services (VSP160)

You will gain a deeper understanding of the knowledge and practical skills related to death issues in victim service delivery. Content covers diverse cultural and religious responses to death, how people from different genders and age groups respond to grief, and how to effectively notify next of kin. You will also examine self-care and team-care strategies when working with fatalities. The course includes a presentation on the role of the coroner.



## Working with Adult Survivors of Sexual Assault (VSP180)

You will gain an understanding of how effective, supportive and empathetic supports received early on after a sexual assault can reduce long-term impact. Participants will observe and apply key support approaches for adult survivors in the initial and middle stages of crisis related to sexual assault. You will be given an overview of the critical components of the justice system specific to sexual assault cases. Central ethical and recovery issues that arise out of supporting women in the initial aftermath of disclosure will also be addressed. The specific needs of women who are marginalized will be reflected throughout the training.

## Working with Child and Youth Survivors of Sexual Assault (VSP181)

This child-centred, rights-based approach to victim services work will help you gain the skills needed for working with young survivors of sexual assault. Topics to be examined include the effects of sexual assault, developmental implications of trauma, the criminal laws relating to sexual offences against children, and supporting sexually abused children and youth and their supporters through the criminal justice system. Practical strategies will be emphasized.

## SUGGESTED ELECTIVES

*Below is a sampling of suggested electives available through the Centre for Counselling and Community Safety. For more information, visit our website at [www.jibc.ca/cccs](http://www.jibc.ca/cccs).*

### Critical Incident Stress Management

- Introduction to Critical Incident Stress Management (CISM100)
- Demobilization and Defusing (CISM101)
- Critical Incident Stress Debriefing (CISM102)
- Diversity and Critical Incident Stress Management (CISM103)
- Post-Critical Incident Stress Reactions (CISM200)
- Psychological First Aid (CISM201)
- Managing Responses to Community Disasters (CISM202)
- Effective Team Participation (CISM203)
- Trauma, Children, and Youth (CISM204)
- Vicarious Traumatization (CISM205)

### LEARNER SERVICES FEE (LSF)

As part of our commitment to improving the quality of services for our students, the JIBC charges a learner services fee (LSF) of \$5 per course credit to a maximum of six credits per course (\$30). The fee is applied to credit courses only and is collected at the time of registration.

Course fees listed in the calendar do not include the LSF. For more information see page 162.

## Counselling and Capacity Building

- Working with Heart-Broken Children (CY261)
- On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)
- Suicide Bereavement (COUNS122)
- Reaching the Heart of Violence: Compassionate Approaches to Ending the Use of Violence (COUNS124)
- Responding to Trauma and Post-Traumatic Stress Reactions (EP251)
- Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation (TS120)
- Working More Effectively with Parents and Other Caregivers (CY267)
- Working with Complicated Grief (COUNS102)
- People with FASD: Providing Support on Substance Use Issues (AD128)
- Working with South Asian Youth and Young Adults (CY176)
- Unspoken Truths About Suicide: Detection and Intervention Strategies within First Nations and Inuit Communities (COUNS151) **NEW**
- The Many Faces of Grief: A Culturally Sensitive Approach to a Universal Experience (COUNS153) **NEW**
- Taming the Hungry Ghost: Combining Science, Mindfulness and Compassion in the Treatment of Addictions (SPE149)

### SPECIAL EVENT



# Schedule at a Glance

## Community Safety

DATE	COURSES	LOCATION	FEE	PAGE
<b>Critical Incident Stress Management Certificate</b>				
<b>Block 1</b>				
Oct 30, 2008	Introduction to Critical Incident Stress Management (CISM100)	NWC	\$178; group rate \$168	50
Oct 31, 2008	Diversity and Critical Incident Stress Management (CISM101)	NWC	\$178; group rate \$168	50
Nov 1-2, 2008	Demobilization and Defusing (CISM102)	NWC	\$270; group rate \$168	50
Nov 14-16, 2008	Critical Incident Stress Debriefing (CISM103)	NWC	\$392; group rate \$372	50
<b>Block 2</b>				
Feb 6, 2009	Post-Critical Incident Stress Reactions (CISM200)	NWC	\$178; group rate \$168	50
Feb 7, 2009	Psychological First Aid (CISM201) <b>NEW</b>	NWC	\$178; group rate \$168	51
Feb 8, 2009	Managing Responses to Community Disasters (CISM202)	NWC	\$178; group rate \$168	51
Feb 20, 2009	Effective Team Participation (CISM203)	NWC	\$178; group rate \$168	51
Feb 21, 2009	Trauma, Children, and Youth (CISM204)	NWC	\$178; group rate \$168	51
Feb 22, 2009	Vicarious Traumatization (CISM205)	NWC	\$178; group rate \$168	51
Feb 23, 2009 May 9, 2009	Role-Play Simulation (CISM206)	NWC NWC	\$296; group rate \$276 \$296; group rate \$276	51
<b>Bylaw Enforcement and Investigative Skills Certificate</b>				
Oct 27-31, 2008 Jan 26-30, 2009 Feb 9-13, 2009 Apr 20-24, 2009 May 11-15, 2009	Bylaw Enforcement and Investigative Skills Certificate, Level 1 (EP209)	GNWC GNWC GNWC GNWC GNWC	\$912 \$912 \$912 \$912 \$912	52
Nov 17-21, 2008 Mar 2-6, 2009	Advanced Bylaw Enforcement and Investigative Skills Certificate, Level 2 (EP210)	GNWC GNWC	\$912 \$912	52
<b>Victim Services Practitioner Certificate</b>				
Monthly intake	Module I – Orientation to Victim Services (VSP110)	<b>ONLINE</b>	\$383	54
<b>For training dates for these courses, refer to the Victim Services Practitioner community websites available to all Victim Services Personnel.</b>	Module II – Direct Service Delivery (VSP120)	NWC	<b>Only open to persons employed in funded victim service programs</b>	54
	Module III – Program Management Skills (VSP130)	NWC		54
	Module IV – Leading in the 21st Century (VSP140)	NWC		54
	Integrating Diversity in Victim Services Work (VSP150)	NWC		54
	Death Related Issues in Victim Services (VSP160)	NWC		54
	Working with Adult Survivors of Sexual Assault (VSP180)	NWC		55
	Working with Child and Youth Survivors of Sexual Assault (VSP181)	NWC		55

# 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 organizations arranged on request.*

***For an application package:***

***Email [personalsafety@jibc.ca](mailto:personalsafety@jibc.ca)***

***or Phone: 604.528.5538***

***[www.jibc.ca/personalsafety](http://www.jibc.ca/personalsafety)***



**JUSTICE INSTITUTE**  
of BRITISH COLUMBIA

*Canada's leading public  
safety educator*







## Welcome to the Centre for Leadership

*Leadership skills are needed at every level in organizations and communities, and great leaders develop through a never ending process of education, training, and experience. Our courses and certificates are designed by expert faculty for emerging leaders who are seeking to cultivate the skills needed to be a great leader, and for experienced leaders looking for new perspectives and insights.*

Our courses and certificates cover all areas of expertise, knowledge, and understanding that are needed to successfully lead in today's complex and fast-changing world, including facilitation, coaching, managing complexity, instructing, performance management and teamwork.

Take individual courses that target specific competencies, or enroll in one of our four certificate programs.

The Centre for Leadership also offers courses and programs developed for your specific needs. This option brings our outstanding faculty and resources directly to your workplace or community and results in a top quality learning experience tailored to meet your goals.

Contact us today – for education and training that is practical and immediately applicable to successfully leading and managing in your workplace and community.

# Centre for Leadership

## Contents:

<b>CUSTOMIZED TRAINING SOLUTIONS</b>	60
<b>COURSES &amp; CERTIFICATES</b>	
Choosing courses and certificates offered by the Centre for Leadership	61
How to enroll in a certificate program offered by the Centre for Leadership	61
<b>ASSOCIATE CERTIFICATE IN LEADERSHIP AND CONFLICT RESOLUTION</b>	
Certificate overview	62
Learning path	62
<b>INSTRUCTOR DEVELOPMENT CERTIFICATE</b>	
Certificate overview	63
Learning path	63
Courses	64
<b>FOUNDATIONS OF EFFECTIVE MANAGEMENT AND LEADERSHIP CERTIFICATE</b>	
Certificate overview	66
Learning path	67
Courses	68
<b>MANAGEMENT AND LEADERSHIP DEVELOPMENT FOR COMMUNITY SETTINGS</b>	
Certificate overview	69
Learning path	70
Courses	70
<b>INDIVIDUAL COURSES &amp; ELECTIVES</b>	72
<b>TRANSFORMATIONAL LEADERSHIP: NEW LENSES FOR TODAY'S LEADERS</b>	76
<b>COURSE LISTINGS</b>	
Courses in date order	78
Courses by location	81
Courses by course name	84
Courses by course number	88



## Centre for Leadership

### CUSTOMIZED TRAINING SOLUTIONS – ANY TIME, ANYWHERE

*Become a Learning Organization*

*Targeted and well-facilitated training is an essential component in leadership development. Interpersonal skills, such as performance management, teamwork, coaching, conflict resolution, project management and presentation skills are best learned in a classroom environment.*

*Develop your organization's leadership capacity with a unique program for your organization that focuses on and combines leadership topics across a broad spectrum, resulting in managers and staff that have it all.*

*By training your staff to recognize, understand and demonstrate leadership qualities more effectively, solve problems collaboratively, and communicate with respect and clarity, you will build a high performance culture of trust, mutual support and commitment to continuous improvement.*

*You'll be in good company.*

*"I really took a lot from this workshop. I loved being with my colleagues and it's so incredibly useful to have all supervisors hear the same things at the same time!"*

*– Carol Wiebe, Supervisor  
Fraser Valley Regional Library*

#### Our most popular courses:

- Appreciative Inquiry
- Business Communications: It's All About You
- Coaching for Improved/Enhanced Performance
- Flawless Facilitation the First Time
- Foundations of Effective Management and Leadership Part 1: Leading the Way
- Instructor Development
- Leading with Emotional Intelligence
- Make Presentations that Make Things Happen
- People Problems: How to Supervise Challenging Employees
- Team Building Tactics
- To Tell the Truth: Dealing with Negativity in the Workplace

See page 72 for more Management and Leadership courses.

We can also deliver Management and Leadership Certificates for your organization see page 61 for a list of Certificates.

#### A few of our clients:

- BC Safety Authority
- Department of Indian Affairs and Northern Development
- Infant Development Program of B.C.
- WorkSafe BC
- Fraser Valley Regional Library
- Hospital Employees' Union
- Powell River Association for Community Living
- City of Burnaby
- B.C. BioMedical Laboratories
- Northern Shuswap Tribal Council
- Industrial Alliance Pacific
- Ministry of Agriculture and Lands

*For information on customized solutions contact:*

**Centre for Leadership**  
Allison Felker, Program Coordinator  
604.528.5633  
leadership@jibc.ca





## Courses & Certificates

### *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 (page 62)
- Instructor Development Certificate (page 63)
- Foundations of Effective Management and Leadership Certificate (page 66)
- Management and Leadership Development for Community Settings Certificate (page 69)

#### **Electives and general enrolment courses:**

- Instructor Development (page 64)
- Management and Leadership (page 72)
- Transformational Leadership: New Lenses for Today's Leaders (page 77)

### *How to enroll in a certificate program offered by the Centre for Leadership*

- You may enroll in a Certificate Program in the Centre for Leadership when you decide to complete the certificate (e.g., either before the first course, or at some time during your progression through the courses).
- You must complete the certificate application before registering for the final assignment or practicum for your chosen program.
- Complete the enrolment form located on our website: [www.jibc.ca/leadership](http://www.jibc.ca/leadership)
- Once your certificate application has been processed, you will be officially enrolled in your certificate program and can register for your final assignment or practicum course after completing your other required courses. Contact the Registration Office at 604.528.5590 or 1.877.528.5591.
- There is a \$30 non-refundable certificate enrolment fee (\$50 for the Associate Certificate in Leadership and Conflict Resolution).

### *Which Management and Leadership Certificate is right for you?*

*The Centre for Leadership offers two Leadership and Management Certificates. The Foundations of Effective Management and Leadership Certificate provides emerging or experienced managers and leaders in business, government and not-for-profit organizations with the skills and knowledge to manage and lead in any organizational setting.*

*The Management and Leadership Development in Community Settings Certificate is suitable for front-line and mid-level managers in community-based not-for-profit organizations. Along with current thinking and practices in management and leadership you'll learn about accreditation, quality improvement, resource development and management, and other practices specific to many social service and community-based not-for-profit organizations.*

***Still don't know which Management and Leadership Certificate is right for you? Contact the Program Coordinator at 604.528.5633 or [leadership@jibc.ca](mailto:leadership@jibc.ca)***

***Win a free course! Sign up for our eletter distribution list***

**Sign up for our eletter distribution list and have the latest information on Community and Social Justice Division courses, events, and customized solutions delivered to your inbox. Plus, we will enter your name in our quarterly draw for a free course. To sign up, visit our website at [www.jibc.ca/csjd](http://www.jibc.ca/csjd) and follow the links.**



## Associate Certificate in Leadership and Conflict Resolution

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

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

- Foundations of Effective Management and Leadership, Part 1: Leading the Way, FMGMT100 (3 days) (page 68)
- Foundations of Effective Management and Leadership, Part 2: Leading Through Effective Conflict and Change, FMGMT200 (2 days) (page 68)
- Foundations of Collaborative Conflict Resolution, CCR100 (3 days) (page 108) (Formerly Dealing with Interpersonal Conflict, CR110A)
- Mediation Skills Level I, CCR180 (3 days) (page 110)
- Assessment: Associate Certificate in Leadership and Conflict Resolution, ALCR299 (written, mail-in) (page 105)

Certificate Enrolment Fee: \$50

All course credits (77 hours) will be recognized in the Centre for Leadership's Foundations of Effective Management and Leadership Certificate and 56 hours will be recognized by the Management and Leadership Development for Community Settings Certificate. As well, 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), Box 1, or the Centre for Conflict Resolution courses, Box 2, but you must complete FMGMT100 before FMGMT200 and CCR100 before CCR180.

### Your suggested learning path

1

#### START HERE:

Take the following Centre for Leadership courses:

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:

Foundations of Collaborative Conflict Resolution CCR100

Mediation Skills Level I CCR180



3

Register for your Assessment:

Associate Certificate in Leadership and Conflict Resolution ALCR299.



4

#### Graduation Ceremony

Stay connected! Participate in our online Community of Learners (see page 93) and come back for professional development.





# Instructor Development Certificate

*Whether you are a full-time education and training professional, or simply provide education, training, and instruction as part of your job responsibilities within an organization, you will benefit from the Instructor Development Certificate.*

*The certificate program is 15 days long, with nine 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.*

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

## Transfer credit agreements

The Justice Institute of BC has a transfer credit agreement in place with Vancouver Community College's Provincial Instructor Diploma Program. 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 more information about the Instructor Development Certificate, see our website at [www.jibc.ca/leadership](http://www.jibc.ca/leadership) or contact the Program Coordinator, Centre for Leadership, at 604.528.5633, or Program Assistant, 604. 528.5630, or [leadership@jibc.ca](mailto: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:

- 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)



2

Complete six days of electives from the following courses (see course descriptions beginning on page 64). 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.



3

### Complete your practicum:

- Instructional Skills Practicum ID260 (3 days) (1.5 credits)



4

### Graduation Ceremony

Stay connected! Come back for professional development.



## 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)

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. Instructor: Doug Kerr; Colleen Vaughan

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$345 (includes textbook)
Dates & locations:	Page 85

### Instructional Skills, Level 2 (ID120)

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

Prerequisites:	ID110
Length:	2 days (14 hours)
Credit:	1
Fee:	\$325
Dates & locations:	Page 85

## Fundamentals of Instructional Planning (ID210)

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

Prerequisites:	ID110, ID120
Length:	2 days (14 hours)
Credit:	1
Fee:	\$375 (includes textbook)
Dates & locations:	Page 85

### Instructional Skills Practicum (ID260)

In this course, you will have the opportunity to implement and integrate the learning you acquired through other core courses in the Instructor Development Certificate. You will plan and deliver an educational program of your choice, with support throughout the process. This course starts with one day of review and reflection on best practices, including planning, implementation and evaluation. You will then develop a 30-minute training session to be delivered to your peers when you return to class two months later for two days of in-class practicum. This class will make extensive use of peer support, and the instructor will be available for one-on-one coaching (one hour per student) between the first day of class and practicum days.

Prerequisites:	ID110, ID120, ID210
Length:	3 days (21 hours plus 1 hour individual coaching)
Credit:	1.5
Fee:	\$550
Dates & Locations:	Page 85

## 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)

Examine the theory behind Appreciative Inquiry (AI), engage in the 5D model (Definition, Discovery, Dream, Design, and Delivery), and explore ways to apply it in your own organizations/groups. AI is an organizational change and group development approach that works well with workplace and classroom groups. Unlike the traditional problem-based approaches that 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. This course may also be used as an elective in the Leadership and Management Certificate programs. Instructor: Doug Kerr, Kathryn Thomson

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 84

*"The course: Ideas for Active Learning – was excellent! The instructor was terrific and a lot of relevant content was covered. The Justice Institute is a great venue for learning."*

– Jenny Puterman, Educator  
GF Strong Rehab Centre

## Flawless Facilitation the First Time (MGMT177)

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. This course may also be used as an elective in the Leadership and Management Certificate programs.

Instructor: Leila Rahemtulla

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 85

## Make Presentations that Make Things Happen! (MGMT165)

Develop the confidence and the competence to make a presentation that is interesting, engaging, and persuasive – one that makes things happen. You will prepare 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, you will learn to speak clearly and persuasively by using effective vocal, verbal and physical techniques in a style that matches the message. Manage potentially disruptive audience members and get audience buy-in. Change the normal anxiety that is part of the experience of making a presentation into the energy that ensures a powerful presentation. This course may also be used as an elective in the Leadership and Management Certificate programs.

Instructor: Doug Kerr

Prerequisites:	None
Length:	1 day (7 hours)
Credit:	.5
Fee:	\$182
Dates & locations:	Page 85

### For more information:

**Program Coordinator**, 604.528.5633 or [leadership@jibc.ca](mailto:leadership@jibc.ca)

**Program Assistant**, 604.528.5630 or [leadership@jibc.ca](mailto:leadership@jibc.ca)

## Courses Requiring Prerequisites

### Conducting a Training Needs Assessment (ID203)

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

Prerequisites:	ID110, ID120
Length:	2 days (14 hours)
Credit:	1
Fee:	\$325
Dates & locations:	Page 84

### Development and Delivery of Online Learning (ID202)

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 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

Prerequisites:	ID110, ID120, ID210
Length:	2 days (14 hours)
Credit:	1
Fee:	\$375
Dates & locations:	Page 85

### Evaluating Training Programs (ID220)

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: Ruth Faber

Prerequisites:	ID110, ID120, ID210
Length:	2 days (14 hours)
Credit:	1
Fee:	\$325
Dates & locations:	Page 85

## Ideas for Active Learning (ID201)

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 by choosing appropriate hands-on activities. Enrolment is limited to 16. Instructor: Leila Rahemtulla

Prerequisites:	ID110, ID120
Length:	2 days (14 hours)
Credit:	1
Fee:	\$375 (includes textbook)
Dates & locations:	Page 85

### Mastering the Complexity of Group Dynamics (ID101)\*

This practical advanced course is for instructors who teach 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: Lee-Anne Ragan

*\*(Formerly Working with Groups in Instructional Settings)*

Prerequisites:	ID110, ID120
Length:	2 days (14 hours)
Credit:	1
Fee:	\$325
Dates & locations:	Page 85

### LEARNER SERVICES FEE (LSF)

As part of our commitment to improving the quality of services for our students, the JIBC charges a learner services fee (LSF) of \$5 per course credit to a maximum of six credits per course (\$30). The fee is applied to credit courses only and is collected at the time of registration.

Course fees listed in the calendar do not include the LSF. For more information see page 162.



## 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 management and leadership 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 (BCIT). Call 604.528.5633 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 courses can be delivered anywhere in the province.

- The certificate program is 14 days long, with 10 days of required courses and four 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.

**Note: Parts 1 and 2 combined (FMGMT 250) and Parts 3 and 4 (FMGMT 350) combined are also offered. See page 68.**

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)

### 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)
- Body Language at Work: Advanced Techniques MGMT 170 (1 day) (.5 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/Enhanced Performance, MGMT332 (2 days) (1 credit)
- Ethical Fitness®, MGMT178 **NEW** (2 days) (1 credit)
- Flawless Facilitation the First Time, MGMT177 (2 days) (1 credit)
- Leading and Managing the Generations in Today's Workplace, MGMT156 (2 Days) (1 credit)
- Leading from the Middle, MGMT151 **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)
- Meeting Circles: For More Effective Meetings (MGMT172) (2 days) (1 credit)
- Mentoring: Building New Leaders, MGMT157 (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 (2 days) (1 credit)
- Strategic Thinking & Planning: Getting Strategy Off the Shelf and into Service MGMT179 **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)



- Working Effectively with Boards of Directors MGMT180 **NEW** (1 day) (.5 credits)
- Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace MGMT 143 (2 days) (1 credit)

You can also choose electives from the Transformational Leadership courses on page 77

*Note: You can also take Foundations of Collaborative Conflict Resolution (CCR100) and Mediation Skills Level I (CCR180) as elective credits.*

### Final Assignment

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

## Which Management and Leadership Certificate is right for you?

*The Centre for Leadership offers two Leadership and Management Certificates. The Foundations of Effective Management and Leadership Certificate provides emerging or experienced managers and leaders in business, government and not-for-profit organizations with the skills and knowledge to manage and lead in any organizational setting.*

*The Management and Leadership Development in Community Settings Certificate is suitable for front-line and mid-level managers in community-based not-for-profit organizations. Along with current thinking and practices in management and leadership you'll learn about accreditation, quality improvement, resource development and management, and other practices specific to many social service and community-based not-for-profit organizations.*

**Still don't know which Management and Leadership Certificate is right for you? Contact the Program Coordinator at 604.528.5633 or 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 72).

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.

## Transformational Leadership:

*New Lenses for Today's Leaders*

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

Check out the Transformational Leadership courses on page 77



JUSTICE INSTITUTE  
of BRITISH COLUMBIA  
Canada's leading public  
safety educator

## Foundations of Effective Management

### REQUIRED COURSES

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

Success depends on leadership skills at all levels of our organizations. As a new, seasoned or future leader you will examine your 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.

Instructor(s): Gina Buchanan, Georganne Oldham, Rick Thomas, Gail Sexsmith

Prerequisites:	None
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$385-\$440
Dates & locations:	Page 86

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

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. Instructor(s): Gina Buchanan, Georganne Oldham

Prerequisites:	FMGMT100
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265-\$325
Dates & locations:	Page 87

#### Parts 1 and 2 Combined: Foundations of Effective Management and Leadership: (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.

Instructor(s): Gina Buchanan; Georganne Oldham, Rick Thomas, Gail Sexsmith

Prerequisites:	None
Length:	5 days (35 hours)
Credit:	2.5
Fee:	\$650
Dates & locations:	Page 87

#### Part 3: Foundations of Effective Management and Leadership: The Leader's Role in Effective Employee Relations (FMGMT301)

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 both unionized and non-unionized workplaces. 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(s): Gail Sexsmith, Bill Mathieson, Fazal Bhimji

Prerequisites:	FMGMT100, FMGMT200 or FMGMT250
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 87

#### LEARNER SERVICES FEE (LSF)

**As part of our commitment to improving the quality of services for our students, the JIBC charges a learner services fee (LSF) of \$5 per course credit to a maximum of six credits per course (\$30). The fee is applied to credit courses only and is collected at the time of registration.**

**Course fees listed in the calendar do not include the LSF. For more information see page 162.**

#### Part 4: Foundations of Effective Management and Leadership: The Leader's Role in Human Resource Management (FMGMT401)

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

Prerequisites:	FMGMT100, FMGMT200 or FMGMT250, FMGMT301
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$385
Dates & locations:	Page 87

#### Parts 3 and 4 Combined: Foundations of Effective Management and Leadership: (FMGMT350)

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. Instructor(s): Bill Mathieson, Gail Sexsmith, Patricia Galaczy, Fazal Bhimji

Prerequisites:	FMGMT100, FMGMT200 or FMGMT250, FMGMT301
Length:	5 days (35 hours)
Credit:	2.5
Fee:	\$650
Dates & locations:	Page 87

#### Certificate Report: Final Assignment (FMGMT500)

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.

Fee:	\$150
------	-------

## Management and Leadership Development for Community Settings

*This certificate is for you if you are a front-line to mid-level manager and leader who supports clients and staff in a variety of social service or community settings in the not-for-profit sector.*

You will learn current leadership practices, accreditation models and quality standards used in many community sectors. Whether you are an emerging or experienced leader, this certificate program will help you move toward being a conscious leader in community based not-for-profit settings.

Don't know if this certificate is for you? See page 67 or call 604.528.5633.

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.

### Management and Leadership Development for Community Settings – 10 Credits

See the learning path on page 70 for suggested course sequencing.

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

### Required courses:

See course descriptions beginning on page:70

- 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)

### 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)
- Body Language at Work: Advanced Techniques, MGMT170 (1 day) (.5 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/Enhanced Performance, MGMT332 (2 days) (1 credit)
- Ethical Fitness® MGMT178 **NEW** (2 days) (1 credit)
- Flawless Facilitation the First Time, MGMT177 (2 days) (1 credit)
- Leading and Managing the Generations in Today's Workplace, MGMT156 (2 Days) (1 credit)
- Leading from the Middle, MGMT151 **NEW** (2 days) (1 credit)
- Leading with Emotional Intelligence, MGMT122 (2 days) (1 credit)
- Meeting Circles: For More Effective Meetings MGMT172 (2 days) (1 credit)
- Make Presentations that Make Things Happen! MGMT165 (1 day) (.5 credit)
- Mentoring: Building New Leaders, MGMT157 (2 days) (1 credit)
- People Problems: How to Supervise Challenging Employees, MGMT315 (2 days) (1 credit)

Continued on page 70



**Continued from page 69**

- Project Management: Managing the Project and Leading the Project Team, MGMT166 (2 days) (1 credit)
- Strategic Thinking & Planning: Getting Strategy Off the Shelf and into Service, MGMT179 **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)
- Working Effectively with Boards of Directors, MGMT180 **NEW** (1 day) (.5 credits)
- Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace, MGMT 143 (2 days) (1 credit)

*You can also chose from Transformational Leadership courses on page 77*

*For more information on electives, see page 72*

Note: You can also take Foundations of Collaborative Conflict Resolution (CCR100) and Mediation Skills Level I (CCR180) as an elective credit.

## Final Assignments

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

*For more information:*

*Program Coordinator, 604.528.5633 or leadership@jibc.ca*

*Program Assistant, 604.528.5630 or leadership@jibc.ca*

## Management and Leadership Development for Community Settings Certificate

### Your Suggested Learning Path

#### START HERE:

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 72).

Course can be taken simultaneously with required courses.

#### Complete your Final Assignments

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

#### Graduation Ceremony

Stay connected! Come back for professional development.

## Management And Leadership Development for Community Settings REQUIRED COURSES

### Module 1: The Leadership Challenge and You (MDCS110)

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

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 86

### Module 2: Leading through Effective Communication (MDCS120)

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.

Instructor: Parm Poonia

Prerequisites:	MDCS110
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 86

### Module 3: Leading Effective Teams (MDCS230)

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

Prerequisites:	MDCS110, MDCS120
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 86

### Module 4: Mastering Effective Employee Relations (MDCS240)

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 both unionized and non-unionized 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 WorkSafeBC regulations. Instructor(s): Bill Mathieson, Gail Sexsmith, Fazal Bhimji

Prerequisites:	MDCS110, MDCS120, MDCS230
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 86

### Module 5: Managing Human Resources (MDCS250)

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; behavioural-based interviewing; and competency-based performance management. Instructor: Patricia Galaczy

Prerequisites:	MDCS110, MDCS120, MDCS230, MDCS240
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 86

### Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness (MDCS260)

Maintaining and improving quality in not-for-profits 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: David Livingstone

Prerequisites:	MDCS110, MDCS120, MDCS230, MDCS240, MDCS250
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 86

### Management and Leadership Development for Community Settings Assignment Project 1 (MDCS245)

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.

Fee:	\$150
------	-------

### Module 7: Managing Scarce Resources (MDCS270)

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 grant writing. Instructor: Bruce Hardy

Prerequisites:	MDCS110, MDCS120, MDCS230, MDCS240, MDCS250, MDCS260
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 86

### Module 8: Managing a Changing Environment (MDCS280)

To survive in the modern world, the not-for-profit 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 in 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

Prerequisites:	MDCS110, MDCS120, MDCS230, MDCS240, MDCS250, MDCS260, MDCS270
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 86

### Management and Leadership Development for Community Settings Assignment Project 2 (MDCS285)

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.

Fee:	\$150
------	-------

## Leadership Electives

### Another Day, Another Transition: How to Lead Successful Change (MGMT141)

Equip yourself with a practical and pragmatic toolkit for leading, supporting, and facilitating change processes in your organization in this interactive and highly experiential course. Through facilitator-led small-group activities and case studies, you will 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

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 84

### Appreciative Inquiry (MGMT135)

Examine the theory behind Appreciative Inquiry (AI), engage in the 5D model (Definition, Discovery, Dream, Design, and Delivery), and explore ways to apply it in your own organizations/groups. AI is an organizational change and group development approach that works well with workplace and classroom groups. Unlike the traditional problem-based approaches that 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. This course may also be used as an elective in the Instructor Development Certificate. Instructor: Doug Kerr, Kathryn Thomson

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 84

### Body Language at Work: Advanced Techniques (MGMT170)

Many of us are unaware of the true impact we have on others through our non-verbal communication. We send strong signals through our body language with every subtle gesture. 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

Prerequisites:	None
Length:	1 day (7 hours)
Credit:	.5
Fee:	\$182
Dates & locations:	Page 84

### Business Communications: It's All About You (MGMT134)

Miscommunication is a key factor affecting business productivity and personal growth. Understanding the impact of positive and negative energy in a workplace is vital to succeeding as an employee on the front line, in mid-management, or in a senior position. Learn to divert time spent on personal issues to time spent on business productivity and career enjoyment. 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 email and phone work. Instructor: Vals Fauquier

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 84

### Clear and Simple Writing (MGMT231)

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 to be used on Day 2. Instructor: Susan Kauffmann

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 84

### Coaching for Improved/Enhanced Performance (MGMT332)

Develop your coaching skills to better guide others in problem solving and improving performance. As a leader, you must have employee commitment in order to achieve the results needed in today's workplace. Learn strategies and skills to coach your employees and achieve long-term results. You will be able to identify which type of coaching is required, avoid the pitfalls involved with coaching, use specific communication skills to facilitate the coaching process, and coach to help develop commitment. Instructor: Maureen Hannah

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 84

### ONLINE REGISTRATION

You can also register for courses online by going to <http://learning.jibc.ca> and entering your ID and password. If you have forgotten these or if they haven't been assigned yet, contact the JIBC Registration Office.

604.528.5590 (Greater Vancouver area)  
1.877.528.5591 (North America only)



### Ethical Fitness® NEW (MGMT178)

In this two-day course, you will explore ethics in today's society, and engage with other learners to develop a set of values on which to base decisions. You will learn the ethical tests applicable to all situations. During day two, you will consider the more challenging ethical dilemmas of 'right versus right'; when both sides are right but their values compete and conflict. Through the use of case studies, and examining some of your own dilemmas, you will learn to analyze a dilemma, resolve it and explain the resolution to those involved, such as co-workers, supervisors, the media, the board of directors, or the community. Learn the key skills with respect to ethical decision-making that are critical for effective, principled, and authentic leadership. Instructor(s): Ann Naymie, Rick Thomas

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$350
Dates and locations:	Page 85

The Justice Institute has partnered with the Vancouver-based Institute for Global Ethics (Canada) to introduce you to a framework for ethical decision-making that you can use in both your professional and personal lives. The Ethical Fitness® process was designed and developed by Dr. Rushworth Kidder, founder and president of the Institute for Global Ethics, based in Maine.



### Flawless Facilitation the First Time (MGMT177)

Develop practical facilitation skills to achieve a positive experience for group participants. Flawless facilitation is the key to successful outcomes in meetings and presentations. Learn how to prepare for a meeting or presentation and to contribute to effective group functioning and communications. Specific facilitation challenges and solutions will be discussed and explained. Enrolment is limited to 16. This course may also be used as an elective in the Instructor Development Certificate. Instructor: Leila Rahemtulla

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 85

### Leading and Managing the Generations in Today's Workplace (MGMT156)

Today's leaders face a unique challenge – how to successfully manage and lead individuals from four different generational groups. Discover the learning and communication style characteristics of these four groups and learn how to create a successful working relationship with each group. Learn to acknowledge and appreciate their distinctive contributions to the workplace. Develop tools and techniques to communicate effectively, increase motivation, and support the performance of each of the four generational groups. Instructor: Kathi Irvine

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260-\$315
Dates & locations:	Page 85

### Leading From the Middle (MGMT151) NEW

As a middle manager, you are the link between senior management and front-line staff, between strategy and implementation, between providing measurable results and developing people. You are sometimes required to mediate the competing expectations of those above, below and around you. In this course, you'll learn the current and emerging roles of the middle manager. You'll also learn how to build positive, productive relationships with senior managers, fellow middle managers, and team members. You'll develop the knowledge, skills and self-awareness needed to contribute effectively to the success of your organization, its talent pool, and its stakeholders, and continually build capacity for the future. Instructor: Doug Kerr

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260-\$320
Dates & locations:	Page 85

### Leading with Emotional Intelligence (MGMT122)

Strengthen your leadership ability by increasing your emotional intelligence. Gain an understanding of what emotional intelligence is and how effective leaders use it in the workplace. 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. This course includes completing the BarOn Emotional Quotient-Inventory (EQ-I), and an online assessment by one of the Instructors, who is a certified EQ-I administrator. Instructor(s): Raj Gill, Maureen Hannah

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$295 (\$260 plus \$35 for EQI instrument)
Dates & locations:	Page 85

### Make Presentations that Make Things Happen! (MGMT165)

Develop the confidence and the competence to make a presentation that is interesting, engaging, and persuasive – one that makes things happen. You will prepare 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, you will learn to speak clearly and persuasively by using effective vocal, verbal and physical techniques in a style that matches the message. Manage potentially disruptive audience members and get audience buy-in. Change the normal anxiety that is part of the experience of making a presentation into the energy that ensures a powerful presentation. This course may also be used as an elective in the Instructor Development Certificate. Instructor: Doug Kerr

Prerequisites:	None
Length:	1 day (7 hours)
Credit:	.5
Fee:	\$182
Dates & locations:	Page 85

### Meeting Circles: For More Effective Meetings (MGMT172)

Most of us don't communicate what we really think and feel in meetings if we do not feel safe enough to be candid. Even if you do the "right" thing by having a meeting purpose, an agenda and established time limits, many "conventional" meetings are still unproductive. Learn the foundational principles of a meeting circle; the practices and step-by-step process to run a meeting circle, the role and skills of the circle facilitator and how to introduce circles with little effort and cost to your workplace. By using a meeting circle with its core principles and straightforward process, you can improve any meeting – from boardrooms to offices – with an authentic conversation. Instructor: Maureen Fitzgerald

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 86

### Mentoring: Building New Leaders (MGMT157)

Gain valuable mentorship skills for orienting, guiding, coaching, and developing a committed individual in a professional context. Learn key strategies and address questions of effective mentoring that can be applied immediately in your workplace. 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. In this interactive course you will learn how to encourage and support beneficial change, build trust, engage in real communication, and use constructive feedback techniques. Envision and design a dynamic partnership for your own situation, because when a mentor and protégé mutually commit, it's transformative for both. Instructor(s): Maureen Hannah, Ann Naymie

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 86

### People Problems: How to Supervise Challenging Employees (MGMT315)

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 can suffer. Develop the skills to deal with poor performance and make your job as a supervisor or manager easier and more satisfying. You will focus on specific guidelines and techniques to help meet the challenge of problem performance confidently and effectively.

Instructor: Joyanne Landers

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 87

### Project Management: Managing the Project and Leading the Project Team (MGMT166)

This introduction to project management will help you gain confidence assuming a leadership role on any project, large or small, and leverage the talents, perspective and energy of all your team members. Learn the leadership skills and qualities you need to communicate internally with your team and externally on behalf of the project. Understand the essentials of high-performance project management: developing the plan, the structure, work estimates, project schedules and budgets. For optimal benefit, bring an anticipated project to work on throughout the course. Instructor: Doug Kerr

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$280
Dates & locations:	Page 87

### Strategic Thinking & Planning: Getting Strategy Off the Shelf and into Service (MGMT179) NEW

Individuals, teams and organizations plan every day. However, "getting the work done," putting out "fires," and something called change, upset our capacity to think and plan strategically for success. In this course, you'll explore the principles and concepts of strategic planning within a general organizational context. Learn a typical strategic planning cycle and explore its inherent process components. Explore the concepts of strategic thinking, management and planning, and discuss how these form a part of a new model for strategy within the workplace. Using applied concepts and activities, you will be able to understand strategy, move toward thinking strategically, and develop a draft strategic planning process and model for your department or organization – one that builds in flexibility, is adaptable to change and becomes a part of the way you think about strategy.

Instructor: Rick Thomas

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & Locations:	Page 87

*"I really enjoyed the course "Business Communications: It's all about you". The course was well paced, covered a lot of ground in two days! Everyone had an opportunity to participate with their own questions and experience. I have learned new skills and will surely practice at work!"*

– Lise Ferland, Garth Homer Society

### Team Building Tactics: Making the Whole Greater than the Sum (MGMT132)

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. Learn methods to ensure group harmony; develop techniques to differentiate the personal from the professional; and encourage group members to energize each other. Explore some of the defined roles of a team, including difficult and uncooperative group members, and learn how individuals can change roles. Discover strategies to discourage typecasting and stereotyping, and find out how to delegate in a team setting. Instructor: Jason Cressey

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260-\$320
Dates & locations:	Page 87

### To Tell the Truth: Dealing with Negativity in the Workplace (MGMT105)

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. Explore the symptomatology of negative behaviour and learn concrete tools to create a "risk-free zone" within yourself for speaking the truth about a challenging situation. 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 barriers to implementing these strategies; and develop an action plan to overcome them. Instructor(s): Georganne Oldham, Kathryn Thomson

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 88

For more information:

Program Coordinator, 604.528.5633 or [leadership@jibc.ca](mailto:leadership@jibc.ca)

Program Assistant, 604.528.5631 or [leadership@jibc.ca](mailto:leadership@jibc.ca)

### Turning Down the Heat: Being Reasonable with Unreasonable People (MGMT159)

Front-line staff in government, the private sector, and volunteer agencies face increasing numbers of irritable, frustrated, distraught, angry, and demanding clients, which adds to on-the-job stress. Learn how to keep angry clients from taking out their frustrations on front-line staff. Discover practical techniques to resolve conflict situations, cool down difficult encounters, disarm complainers, and ultimately transform conflict into cooperation. This fun, fast-moving, and highly participative workshop uses real front-line examples. Instructor: Joyanne Landers

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260-\$320
Dates & locations:	Page 88

### Working Effectively with Boards of Directors (MGMT 180) NEW

Learn and share practical strategies to build a healthy relationship with your board – so you can work with them as an effective, collaborative team. As a leader or senior manager of a not-for-profit, working with a board of directors can be a challenge. On one hand, they hold legal responsibility for the organization; on the other hand, you are responsible for delivering the mission. Board members are often unclear of their role. Power struggles can ensue, which can hinder your ability to do your job and move the organization forward. This interactive course will give you a better understanding of the roles and responsibilities of the board of directors. This course is valuable for senior administrators and board directors. Instructor: Jeff Rotin

Prerequisites:	None
Length:	1 day (7 hours)
Credit:	.5
Fee:	\$185
Dates and Locations:	Page 88

### Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace (MGMT143)

This powerful, highly interactive, and personally focused course is designed for any individual in search of new ways to deal with feeling overwhelmed. Stress and other mental disorders such as anxiety and depression are fast becoming the leading workplace disability in Canada, costing billions of dollars annually in lost productivity. Research shows that the traditional coping strategies to handle stress are no longer as effective as they once were. Explore current organizational trends; 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. Practice advanced focus techniques, including meditation, to mobilize your internal resources and regain a sense of work/life balance. Instructor(s): Vals Fauquier, Georganne Oldham

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$295 (\$260 plus \$35 for StressScan assessment instrument)
Dates & locations:	Page 88





## Transformational Leadership: New Lenses For Today's Leaders

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

*How can you meet today's challenges and 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?*

Participate in these highly interactive courses and 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, and
- encourage others to create a sustainable work environment that embraces health, wellness and productivity.

These courses can be used for elective credits in the Foundations of Management and Leadership Certificate, and the Management and Leadership Development in Community Settings Certificate.

Bring Transformational Leadership to your workplace or community for professional development days, retreats and special events.

*For more information:*

*Program Coordinator,  
Management & Leadership Programs  
604.528.5633  
leadership@jibc.ca*

*"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,  
Manager, City of Burnaby

## The Art of Creative Leadership (MGMT167)

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? A skillful leader creates opportunities for creativity and innovation, both for themselves and their staff. Experience a rich set of activities from the world of creativity, experiential education, performing arts, storytelling, eastern philosophies and practices, and specialized kinesiology to engage your whole person – mind, body, and soul. 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. When we stop taking ourselves too seriously and bring creativity and play into the workplace, many changes happen. Creativity skyrockets, morale improves, people become energized, productivity goes up, and the workplace transforms. Add these skills to your leadership repertoire and watch employee engagement take off. Instructor: Simon Goland

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$295
Dates & locations:	Page 87

## Maximizing Your Brain Potential: The Modern Leadership Tool (MGMT160)

Your brain is the ultimate Personal Digital Assistant and 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. In this course, you'll discover the most current research findings in the fields of cognitive psychology, neuropsychology, psychopharmacology, and brain anatomy and gain practical tools to apply this knowledge for more effective daily functioning, achieving the "edge effect." Understand the impact of stress on the brain and examine other common barriers to optimal brain functioning. Recognize how these barriers manifest physically, emotionally, spiritually, and interpersonally. As a leader in your organization, you will also develop and apply practical strategies to achieve and maintain optimal brain functioning as it applies to the individuals and the teams you lead.

Instructor: Kathryn Priest-Peries

Prerequisites:	None
Length:	1 day (7 hours)
Credit:	.5
Fee:	\$182
Dates & locations:	Page 86

## Strengthening Organizational Capacity: Asking Life's Important Questions (MGMT168)

Most of us spend more time at work than with our families, with our friends, or in the natural world; we must ask, "What does it mean to be fully human at work?" Learning to identify and integrate the fundamental and universal human needs of your employees is the single most important way that you and your organization can build and strengthen organizational capacity. 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

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$295
Dates & locations:	Page 87

## The Quantum Way: Learning from the Future (MGMT155)

Science has traditionally been used as a metaphor for how we view the world and how we structure our organizations. But a new metaphor, based on quantum physics, is emerging. Discover current 'quantum' practices that arise from the new paradigm of quantum physics by exploring 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 including open space technology, sustained dialogue, appreciative inquiry, and world café style conversations, pulling 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(s): Patricia Galaczy, Kathryn Thomson

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$295
Dates & locations:	Page 88

## Transformative Conversations in the Workplace (MGMT144)

In this highly experiential course, you'll gain a deeper understanding of the role and value of dialogue in the workplace, and develop skills to host meaningful conversations that will transform any workplace, create a collective sense of purpose, and help people produce positive results. Learn the differences among the four different levels of conversation and 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. Instructor(s): Patricia Galaczy, Kathryn Thomson

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$260
Dates & locations:	Page 88

# Centre for Leadership

## Course Listings by Date

DATE	COURSE		LOCATION	FEE
Sep 22-24	Part 1: Foundations of Effective Management and Leadership: Leading the Way	FMGMT100	New Westminster	\$385
Sep 24-25	Module 1: The Leadership Challenge and You	MDCS110	New Westminster	\$260
Sep 30-Oct 1	Instructional Skills, Level 1	ID110	New Westminster	\$345
Oct 2-3	Module 7: Managing Scarce Resources	MDCS270	New Westminster	\$260
Oct 6-10	Parts 1 and 2 Combined	FMGMT 250	New Westminster	\$650
Oct 6-7	Appreciative Inquiry	MGMT135	New Westminster	\$260
Oct 9-10	Leading with Emotional Intelligence	MGMT122	New Westminster	\$295
Oct 16-17	People Problems: How to Supervise Challenging Employees	MGMT 315	New Westminster	\$260
Oct 20-21	Ethical Fitness®	MGMT178	New Westminster	\$350
Oct 23-24	Part 2: Foundations of Effective Management and Leadership: Leading Through Effective Conflict and Change	FMGMT 200	New Westminster	\$265
Oct 27-28	Module 2: Leading Through Effective Communication	MDCS120	New Westminster	\$260
Oct 27-28	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	New Westminster	\$260
Oct 29	Body Language at Work: Advanced Techniques	MGMT170	New Westminster	\$182
Oct 30-31	Business Communications: It's All About You	MGMT134	New Westminster	\$260
Nov 3-4	Module 8: Managing a Change Environment	MDCS280	New Westminster	\$260
Nov 4-5	Project Management: Managing the Project and Leading the Project Team	MGMT166	New Westminster	\$280
Nov 5-7	Part 1: Foundations of Effective Management and Leadership: Leading the Way	FMGMT100	New Westminster	\$385
Nov 6	Make Presentations That Make Things Happen	MGMT165	New Westminster	\$182
Nov 12-13	Strategic Thinking & Planning: Getting Strategy Off the Shelf and into Service	MGMT179	New Westminster	\$260
Nov 13-14	Module 3: Leading Effective Teams	MDCS230	New Westminster	\$260
Nov 13-14	Flawless Facilitation the First Time	MGMT177	New Westminster	\$260
Nov 13-14	To Tell the Truth: Dealing with Negativity in the Workplace	MGMT105	Great Northern Way	\$255
Nov 18-19	Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace	MGMT143	New Westminster	\$295
Nov 20-21	Part 3: Foundations of Effective Management and Leadership: The Leader's Role in Effective Employee Relations	FMGMT 301	New Westminster	\$265
Nov 20-21	Coaching for Improved/Enhanced Performance	MGMT 332	Great Northern Way	\$260
Nov 24-25	Turning Down the Heat: Being Reasonable with Unreasonable People	MGMT159	Victoria	\$320
Nov 25-26	Leading from the Middle	MGMT151	New Westminster	\$260
Nov 27-28	Instructional Skills, Level 1	ID110	New Westminster	\$345
Nov 27-28	Meeting Circles: For More Effective Meetings	MGMT172	New Westminster	\$260
Dec 1-2	Instructional Skills, Level 2	ID120	New Westminster	\$325
Dec 1-2	Part 2: Foundations of Effective Management and Leadership: Leading Through Effective Conflict and Change	FMGMT 200	New Westminster	\$265
Dec 3-5	Part 4: Foundations of Effective Management and Leadership: The Leader's Role in Human Resource Management	FMGMT 401	New Westminster	\$385
Dec 4-5	Module 4: Mastering Effective Employee Relations	MDCS240	New Westminster	\$260
Dec 8-9	Conducting a Training Needs Assessment	ID203	New Westminster	\$325
Dec 9-10	The Art of Creative Leadership	MGMT167	New Westminster	\$295



# Centre for Leadership

## Course Listings by Date

DATE	COURSE		LOCATION	FEE
<b>2009</b>				
Jan 6-7	Strengthening Organizational Capacity: Asking Life's Important Questions	MGMT168	New Westminster	\$295
Jan 8-9	Module 5: Managing Human Resources	MDCS250	New Westminster	\$260
Jan 12-14	Part 1: Foundations of Effective Management and Leadership: Leading the Way	FMGMT100	Great Northern Way	\$385
Jan 13-14	Mentoring: Building New Leaders	MGMT157	Great Northern Way	\$260
Jan 15-16	Fundamentals of Instructional Planning	ID210	New Westminster	\$375
Jan 19	Working Effectively with Boards of Directors <b>NEW</b>	MGMT180	New Westminster	\$185
Jan 21-22	Clear and Simple Writing	MGMT 231	Great Northern Way	\$260
Jan 23	Maximizing Your Brain Potential	MGMT160	New Westminster	\$182
Jan 26 & Mar 23-24	Instructional Skills Practicum Assessment	ID260	New Westminster	\$550
Jan 27-28	Module 1: The Leadership Challenge and You	MDCS110	New Westminster	\$260
Feb 2-3	Part 2: Foundations of Effective Management and Leadership: Leading Through Effective Conflict and Change	FMGMT 200	Great Northern Way	\$265
Feb 3-4	Instructional Skills, Level 1	ID110	New Westminster	\$345
Feb 5-6	Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness	MDCS260	New Westminster	\$260
Feb 9-10	Part 3: Foundations of Effective Management and Leadership: The Leader's Role in Effective Employee Relations	FMGMT 301	New Westminster	\$265
Feb 9-10	Leading and Managing the Generations in Today's Workplace	MGMT156	Victoria	\$315
Feb 12-13	Module 2: Leading Through Effective Communication	MDCS120	New Westminster	\$260
Feb 16-17	Mastering the Complexity of Group Dynamics	ID101	New Westminster	\$325
Feb 18-20	Part 1: Foundations of Effective Management and Leadership: Leading the Way	FMGMT100	Victoria	\$440
Feb 19-20	Coaching for Improved/Enhanced Performance	MGMT 332	New Westminster	\$260
Feb 23-24	The Quantum Way: Learning from the Future	MGMT155	New Westminster	\$295
Feb 25-27	Part 4: Foundations of Effective Management and Leadership: The Leader's Role in Human Resource Management	FMGMT 401	New Westminster	\$385
Mar 2-4	Part 1: Foundations of Effective Management and Leadership: Leading the Way	FMGMT100	New Westminster	\$385
Mar 5-6	Module 7: Managing Scarce Resources	MDCS270	New Westminster	\$260
Mar 5-6	Leading from the Middle	MGMT151	Victoria	\$320
Mar 9-13	Parts 3 and 4 Combined	FMGMT 350	New Westminster	\$650
Mar 23-24	Module 3: Leading Effective Teams	MDCS230	New Westminster	\$260
Mar 24-25	Turning Down the Heat: Being Reasonable with Unreasonable People	MGMT159	New Westminster	\$260
Mar 26-27	Part 2: Foundations of Effective Management and Leadership: Leading Through Effective Conflict and Change	FMGMT 200	Victoria	\$325
Mar 30-31	Ethical Fitness®	MGMT178	Great Northern Way	\$350
Mar 31-Apr 1	Appreciative Inquiry	MGMT135	New Westminster	\$260
Apr 2-3	Instructional Skills, Level 1	ID110	New Westminster	\$345
Apr 2-3	Instructional Skills, Level 2	ID120	New Westminster	\$325
Apr 6-7	Module 8: Managing a Change Environment	MDCS280	New Westminster	\$260
Apr 7-8	Another Day, Another Transition: How to Lead Successful Change	MGMT141	New Westminster	\$260

# Centre for Leadership

## Course Listings by Date

DATE	COURSE		LOCATION	FEE
Apr 15-16	Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace	MGMT143	New Westminster	\$295
Apr 16-17	Flawless Facilitation the First Time	MGMT177	Great Northern Way	\$260
Apr 16-17	Part 2: Foundations of Effective Management and Leadership: Leading the Way Through Effective Conflict and Change	FMGMT 200	New Westminster	\$265
Apr 20-21	Module 4: Mastering Effective Employee Relations	MDCS240	New Westminster	\$260
Apr 20-21	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	Victoria	\$320
Apr 21-22	Strategic Thinking & Planning: Getting Strategy Off the Shelf and into Service	MGMT179	New Westminster	\$260
Apr 23-24	Fundamentals of Instructional Planning	ID210	New Westminster	\$375
Apr 29-30	Business Communications: It's All About You	MGMT134	New Westminster	\$260
May 1 & Jun 25-26	Instructional Skills Practicum Assessment	ID260	New Westminster	\$550
May 4-5	Leading and Managing the Generations in Today's Workplace	MGMT156	New Westminster	\$260
May 4-8	Parts 1 and 2 Combined	FMGMT 250	New Westminster	\$650
May 6-7	Ideas for Active Learning	ID201	New Westminster	\$375
May 11	Make Presentations That Make Things Happen	MGMT165	New Westminster	\$182
May 12-13	Project Management: Managing the Project and Leading the Project Team	MGMT166	New Westminster	\$280
May 12-13	Transformative Conversations in the Workplace	MGMT144	New Westminster	\$260
May 14-15	Module 5: Managing Human Resources	MDCS250	New Westminster	\$260
May 20-21	People Problems: How to Supervise Challenging Employees	MGMT 315	New Westminster	\$260
May 20-22	Part 1: Foundations of Effective Management and Leadership: Leading the Way	FMGMT100	New Westminster	\$385
May 25-26	Evaluating Training Programs	ID220	New Westminster	\$325
May 25-26	To Tell the Truth: Dealing with Negativity in the Workplace	MGMT105	New Westminster	\$260
May 28-29	Leading with Emotional Intelligence	MGMT122	Great Northern Way	\$295
May 28-29	Strengthening Organizational Capacity: Asking Life's Important Questions	MGMT168	New Westminster	\$295
Jun 1	Body Language at Work: Advanced Techniques	MGMT170	New Westminster	\$182
Jun 2-3	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	New Westminster	\$260
Jun 24	Working Effectively with Boards of Directors <b>NEW</b>	MGMT180	New Westminster	\$185
Jun 4-5	Instructional Skills, Level 1	ID110	New Westminster	\$345
Jun 8-9	Development and Delivery of Online Learning	ID202	New Westminster	\$375
Jun 8-9	Part 2: Foundations of Effective Management and Leadership: Leading the Way Through Effective Conflict and Change	FMGMT 200	New Westminster	\$265
Jun 10-11	Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness	MDCS260	New Westminster	\$260
Jun 11-12	Mentoring: Building New Leaders	MGMT157	New Westminster	\$260
Jun 15-16	Instructional Skills, Level 2	ID120	New Westminster	\$325
Jun 15-16	The Quantum Way: Learning from the Future	MGMT155	New Westminster	\$295
Jun 15-19	Parts 3 and 4 Combined	FMGMT 350	New Westminster	\$650
Jun 17-18	Meeting Circles: For More Effective Meetings	MGMT172	New Westminster	\$260
Jun 22-23	The Art of Creative Leadership	MGMT167	Great Northern Way	\$295
Jun 23	Maximizing Your Brain Potential	MGMT160	Great Northern Way	\$182
Jun 24	Working Effectively with Boards of Directors <b>NEW</b>	MGMT180	New Westminster	\$185

# Centre for Leadership

## Course Listings by Location

DATE	COURSE		INSTRUCTOR	FEE
<b>JIBC - GREAT NORTHERN WAY CAMPUS - VANCOUVER</b>				
Nov 13-14	To Tell the Truth: Dealing with Negativity in the Workplace	MGMT105	Georganne Oldham/ Kathryn Thomson	\$260
Nov 20-21	Coaching for Improved/Enhanced Performance	MGMT332	Maureen Hannah	\$260
Jan 12-14	Part 1: Foundations of Effective Management and Leadership: Leading the Way	FMGMT100	Georganne Oldham	\$385
Jan 13-14	Mentoring: Building New Leaders	MGMT157	Maureen Hannah/ Ann Naymie	\$260
Jan 21-22	Clear and Simple Writing	MGMT231	Susan Kauffmann	\$260
Feb 2-3	Part 2: Foundations of Effective Management and Leadership: Leading the Way Through Effective Conflict and Change	FMGMT200	Georganne Oldham	\$265
Mar 30-31	Ethical Fitness®	MGMT178	Rick Thomas	\$350
Apr 16-17	Flawless Facilitation the First Time	MGMT177	Leila Rahemtulla	\$260
May 28-29	Leading with Emotional Intelligence	MGMT122	Raj Gill/Maureen Hannah	\$295
Jun 22-23	The Art of Creative Leadership	MGMT167	Simon Goland	\$295
Jun 23	Maximizing Your Brain Potential: The Modern Leadership Tool	MGMT160	Kathryn Priest-Peries	\$182
<b>JIBC - NEW WESTMINSTER CAMPUS</b>				
Sep 22-24	Part 1: Foundations of Effective Management and Leadership: Leading the Way	FMGMT100	Gina Buchanan	\$385
Sep 24-25	Module 1: The Leadership Challenge and You	MDCS110	Liz Robinson	\$260
Sep 30-Oct 1	Instructional Skills, Level 1	ID110	Colleen Vaughan	\$345
Oct 2-3	Module 7: Managing Scarce Resources	MDCS270	Bruce Hardy	\$260
Oct 6-10	Parts 1 and 2 Combined: Foundation of Effective Management & Leadership	FMGMT250	Gail Sexsmith Part 1/ Georganne Oldham Part 2	\$650
Oct 6-7	Appreciative Inquiry	MGMT135	Kathryn Thomson	\$260
Oct 9-10	Leading with Emotional Intelligence	MGMT122	Raj Gill/ Maureen Hannah	\$295
Oct 16-17	People Problems: How to Supervise Challenging Employees	MGMT315	Joyanne Landers	\$260
Oct 20-21	Ethical Fitness®	MGMT178	Ann Naymie	\$350
Oct 23-24	Part 2: Foundations of Effective Management and Leadership: Leading the Way Through Effective Conflict and Change	FMGMT200	Gina Buchanan	\$265
Oct 27-28	Module 2: Leading Through Effective Communication	MDCS120	Parm Poonia	\$260
Oct 27-28	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	Jason Cressey	\$260
Oct 29	Body Language at Work: Advanced Techniques	MGMT170	Jason Cressey	\$182
Oct 30-31	Business Communications: It's All About You	MGMT134	Vals Fauquier	\$260
Nov 3-4	Module 8: Managing a Change Environment	MDCS280	Jan Wood	\$260
Nov 4-5	Project Management: Managing the Project and Leading the Project Team	MGMT166	Doug Kerr	\$280
Nov 5-7	Part 1: Foundations of Effective Management and Leadership: Leading the Way	FMGMT100	Georganne Oldham	\$385
Nov 6	Make Presentations That Make Things Happen	MGMT165	Doug Kerr	\$182
Nov 12-13	Strategic Thinking & Planning: Getting Strategy Off the Shelf and into Service	MGMT179	Rick Thomas	\$260
Nov 13-14	Module 3: Leading Effective Teams	MDCS230	Martha Joy	\$260



# Centre for Leadership

## Course Listings by Location

DATE	COURSE		INSTRUCTOR	FEE
Nov 13-14	Flawless Facilitation the First Time	MGMT177	Leila Rahemtulla	\$260
Nov 18-19	Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace	MGMT143	Vals Fauquier	\$295
Nov 20-21	Part 3: Foundations of Effective Management and Leadership: The Leader's Role in Effective Employee Relations	FMGMT301	Gail Sexsmith	\$265
Nov 25-26	Leading from the Middle	MGMT151	Doug Kerr	\$260
Nov 27-28	Instructional Skills, Level 1	ID110	Doug Kerr	\$345
Nov 27-28	Meeting Circles: For More Effective Meetings	MGMT172	Maureen Fitzgerald	\$260
Dec 1-2	Instructional Skills, Level 2	ID120	Leila Rahemtulla	\$325
Dec 1-2	Part 2: Foundations of Effective Management and Leadership: Leading Through Effective Conflict and Change	FMGMT200	Georganne Oldham	\$265
Dec 3-5	Part 4: Foundations of Effective Management and Leadership: The Leader's Role in Human Resource Management	FMGMT 401	Patricia Galaczy	\$385
Dec 4-5	Module 4: Mastering Effective Employee Relations	MDCS240	Bill Mathieson	\$260
Dec 8-9	Conducting a Training Needs Assessment	ID203	Ruth Faber	\$325
Dec 9-10	The Art of Creative Leadership	MGMT167	Simon Goland	\$295
Jan 6-7	Strengthening Organizational Capacity: Asking Life's Important Questions	MGMT168	Patricia Galaczy	\$295
Jan 8-9	Module 5: Managing Human Resources	MDCS250	Patricia Galaczy	\$260
Jan 15-16	Fundamentals of Instructional Planning	ID210	Leila Rahemtulla	\$375
Jan 19	Working Effectively with Boards of Directors <b>NEW</b>	MGMT180	Jeff Rotin	\$185
Jan 23	Maximizing Your Brain Potential: The Modern Leadership Tool	MGMT160	Kathryn Priest-Peries	\$182
Jan 26 & Mar 23-24	Instructional Skills Practicum Assessment	ID260	Ruth Faber	\$550
Jan 27-28	Module 1: The Leadership Challenge and You	MDCS110	Liz Robinson	\$260
Feb 3-4	Instructional Skills, Level 1	ID110	Colleen Vaughan	\$345
Feb 5-6	Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness	MDCS260	David Livingstone	\$260
Feb 9-10	Part 3: Foundations of Effective Management and Leadership: The Leader's Role in Effective Employee Relations	FMGMT301	Bill Mathieson	\$265
Feb 12-13	Module 2: Leading Through Effective Communication	MDCS120	Parm Poonia	\$260
Feb 16-17	Mastering the Complexity of Group Dynamics	ID101	Lee-Anne Ragan	\$325
Feb 19-20	Coaching for Improved/Enhanced Performance	MGMT332	Maureen Hannah	\$260
Feb 23-24	The Quantum Way: Learning from the Future	MGMT155	Patricia Galaczy/ Kathryn Thomson	\$295
Feb 25-27	Part 4: Foundations of Effective Management and Leadership: The Leader's Role in Human Resource Management	FMGMT 401	Patricia Galaczy	\$385
Mar 2-4	Part 1: Foundations of Effective Management and Leadership: Leading the Way	FMGMT100	Gina Buchanan	\$385
Mar 5-6	Module 7: Managing Scarce Resources	MDCS270	Bruce Hardy	\$260
Mar 9-13	Parts 3 and 4 Combined: Foundations of Effective Management & Leadership	FMGMT350	Gail Sexsmith/ Patricia Galaczy	\$650

# Centre for Leadership

## Course Listings by Location

DATE	COURSE		INSTRUCTOR	FEE
Mar 23-24	Module 3: Leading Effective Teams	MDCS230	Martha Joy	\$260
Mar 24-25	Turning Down the Heat: Being Reasonable with Unreasonable People	MGMT159	Joyanne Landers	\$260
Mar 31 & Apr 1	Appreciative Inquiry	MGMT135	Doug Kerr	\$260
Apr 2-3	Instructional Skills, Level 1	ID110	Doug Kerr	\$345
Apr 2-3	Instructional Skills, Level 2	ID120	Leila Rahemtulla	\$325
Apr 6-7	Module 8: Managing a Change Environment	MDCS280	Jan Wood	\$260
Apr 7-8	Another Day, Another Transition: How to Lead Successful Change	MGMT141	Linda-Ann Bowling	\$260
Apr 15-16	Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace	MGMT143	Georganne Oldham	\$295
Apr 16-17	Part 2: Foundations of Effective Management and Leadership: Leading the Way Through Effective Conflict and Change	FMGMT200	Gina Buchanan	\$265
Apr 20-21	Module 4: Mastering Effective Employee Relations	MDCS240	Fazal Bhimji	\$260
Apr 21-22	Strategic Thinking & Planning: Getting Strategy Off the Shelf and into Service	MGMT179	Rick Thomas	\$260
Apr 23-24	Fundamentals of Instructional Planning	ID210	Leila Rahemtulla	\$375
Apr 29-30	Business Communications: It's All About You	MGMT134	Vals Fauquier	\$260
May 1 & Jun 25-26	Instructional Skills Practicum Assessment	ID260	Ruth Faber	\$550
May 4-5	Leading and Managing the Generations in Today's Workplace	MGMT156	Kathi Irvine	\$260
May 4-8	Parts 1 and 2 Combined: Foundations of Effective Management & Leadership	FMGMT250	Gina Buchanan Part 1/ Georganne Oldham Part 2	\$650
May 6-7	Ideas for Active Learning	ID201	Leila Rahemtulla	\$375
May 11	Make Presentations That Make Things Happen	MGMT165	Doug Kerr	\$182
May 12-13	Project Management: Managing the Project and Leading the Project Team	MGMT166	Doug Kerr	\$280
May 12-13	Transformative Conversations in the Workplace	MGMT144	Georganne Oldham/ Kathryn Thomson	\$260
May 14-15	Module 5: Managing Human Resources	MDCS250	Patricia Galaczy	\$260
May 20-21	People Problems: How to Supervise Challenging Employees	MGMT315	Joyanne Landers	\$260
May 20-22	Part 1: Foundations of Effective Management and Leadership: Leading the Way	FMGMT100	Georganne Oldham	\$385
May 25-26	Evaluating Training Programs	ID220	Ruth Faber	\$325
May 25-26	To Tell the Truth: Dealing with Negativity in the Workplace	MGMT105	Georganne Oldham/ Kathryn Thomson	\$260
May 28-29	Strengthening Organizational Capacity: Asking Life's Important Questions	MGMT168	Patricia Galaczy	\$295
Jun 1	Body Language at Work: Advanced Techniques	MGMT170	Jason Cressey	\$182
Jun 2-3	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	Jason Cressey	\$260
Jun 4-5	Instructional Skills, Level 1	ID110	Doug Kerr	\$345
Jun 8-9	Development and Delivery of Online Learning	ID202	Leila Rahemtulla	\$375
Jun 8-9	Part 2: Foundations of Effective Management and Leadership: Leading the Way Through Effective Conflict and Change	FMGMT200	Gina Buchanan	\$265
Jun 10-11	Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness	MDCS260	David Livingstone	\$260

# Centre for Leadership

## Course Listings by Location

DATE	COURSE		INSTRUCTOR	FEE
Jun 11-12	Mentoring: Building New Leaders	MGMT157	Maureen Hannah/Ann Naymie	\$260
Jun 15-16	Instructional Skills, Level 2	ID120	Leila Rahemtulla	\$325
Jun 15-16	The Quantum Way: Learning from the Future	MGMT155	Patricia Galaczy/ Kathryn Thomson	\$295
Jun 15-19	Parts 3 and 4 Combined: Foundations of Effective Management & Leadership	FMGMT350	Fazal Bhimji/Patricia Galaczy	\$650
Jun 17-18	Meeting Circles: For More Effective Meetings	MGMT172	Maureen Fitzgerald	\$260
Jun 24	Working Effectively with Boards of Directors <b>NEW</b>	MGMT180	Jeff Rotin	\$185
<b>JIBC - VICTORIA CAMPUS</b>				
Nov 24-25	Turning Down the Heat: Being Reasonable with Unreasonable People	MGMT159	Joyanne Landers	\$320
Feb 9-10	Leading and Managing the Generations in Today's Workplace	MGMT156	Kathi Irvine	\$315
Feb 18-20	Part 1: Foundations of Effective Management and Leadership: Leading the Way	FMGMT100	Rick Thomas	\$440
Mar 5-6	Leading from the Middle	MGMT151	Doug Kerr	\$320
Mar 26-27	Part 2: Foundations of Effective Management and Leadership: Leading the Way Through Effective Conflict and Change	FMGMT200	Gina Buchanan	\$325
Apr 20-21	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	Jason Cressey	\$320

# Centre for Leadership

## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Another Day, Another Transition: How to Lead Successful Change MGMT141					
	72	Apr 7-8	New Westminster	Linda-Ann Bowling	\$260
Appreciative Inquiry MGMT135					
	64	Oct 6-7	New Westminster	Kathryn Thomson	\$260
		Mar 31-Apr 1	New Westminster	Doug Kerr	\$260
Body Language at Work: Advanced Techniques MGMT170					
	72	Oct 29	New Westminster	Jason Cressey	\$182
		Jun 1	New Westminster	Jason Cressey	\$182
Business Communications: It's All About You MGMT134					
	72	Oct 30-31	New Westminster	Vals Fauquier	\$260
		Apr 29-30	New Westminster	Vals Fauquier	\$260
Clear and Simple Writing MGMT231					
	72	Jan 21-22	Great Northern Way	Susan Kauffmann	\$260
Coaching for Improved/Enhanced Performance MGMT332					
	73	Nov 20-21	Great Northern Way	Maureen Hannah	\$260
		Feb 19-20	New Westminster	Maureen Hannah	\$260
Conducting a Training Needs Assessment ID203					
	65	Dec 8-9	New Westminster	Ruth Faber	\$325



# Centre for Leadership

## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Development and Delivery of Online Learning ID202					
65		Jun 8-9	New Westminster	Leila Rahemtulla	\$375
Ethical Fitness® MGMT178					
73		Oct 20-21	New Westminster	Ann Naymie	\$350
		Mar 30-31	Great Northern Way	Rick Thomas	\$350
Evaluating Training Programs ID220					
65		May 25-26	New Westminster	Ruth Faber	\$325
Flawless Facilitation the First Time MGMT177					
65		Nov 13-14	New Westminster	Leila Rahemtulla	\$260
		Apr 16-17	Great Northern Way	Leila Rahemtulla	\$260
Fundamentals of Instructional Planning ID210					
64		Jan 15-16	New Westminster	Leila Rahemtulla	\$375
		Apr 23-24	New Westminster	Leila Rahemtulla	\$375
Ideas for Active Learning ID201					
65		May 6-7	New Westminster	Leila Rahemtulla	\$375
Instructional Skills Practicum Assessment ID260					
64		Jan 26, Mar 23-24	New Westminster	Ruth Faber	\$550
		May 1, Jun 25-26	New Westminster	Ruth Faber	\$550
Instructional Skills, Level 1 ID110					
64		Sep 30-Oct 1	New Westminster	Colleen Vaughan	\$345
		Nov 27-28	New Westminster	Doug Kerr	\$345
		Feb 3-4	New Westminster	Colleen Vaughan	\$345
		Apr 2-3	New Westminster	Doug Kerr	\$345
		Jun 4-5	New Westminster	Doug Kerr	\$345
Instructional Skills, Level 2 ID120					
64		Dec 1-2	New Westminster	Leila Rahemtulla	\$325
		Apr 2-3	New Westminster	Leila Rahemtulla	\$325
		Jun 15-16	New Westminster	Leila Rahemtulla	\$325
Leading and Managing the Generations in Today's Workplace MGMT156					
73		Feb 9-10	Victoria	Kathi Irvine	\$315
		May 4-5	New Westminster	Kathi Irvine	\$260
Leading from the Middle MGMT151					
73		Nov 25-26	New Westminster	Doug Kerr	\$260
		Mar 5-6	Victoria	Doug Kerr	\$320
Leading with Emotional Intelligence MGMT122					
73		Oct 9-10	New Westminster	Raj Gill/Maureen Hannah	\$295
		May 28-29	Great Northern Way	Raj Gill/Maureen Hannah	\$295
Make Presentations That Make Things Happen MGMT165					
65		Nov 6	New Westminster	Doug Kerr	\$182
		May 11	New Westminster	Doug Kerr	\$182
Mastering the Complexity of Group Dynamics ID101					
65		Feb 16-17	New Westminster	Lee-Anne Ragan	\$325

# Centre for Leadership

## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Maximizing Your Brain Potential: The Modern Leadership Tool MGMT160					
77	Jan 23	New Westminster	Kathryn Priest-Peries	\$182	
	Jun 23	Great Northern Way	Kathryn Priest-Peries	\$182	
Meeting Circles: For More Effective Meetings MGMT172					
74	Nov 27-28	New Westminster	Maureen Fitzgerald	\$260	
	Jun 17-18	New Westminster	Maureen Fitzgerald	\$260	
Mentoring: Building New Leaders MGMT157					
74	Jan 13-14	Great Northern Way	Maureen Hannah/Ann Naymie	\$260	
	Jun 11-12	New Westminster	Maureen Hannah/Ann Naymie	\$260	
Module 1: The Leadership Challenge and You MDCS110					
70	Sep 24-25	New Westminster	Liz Robinson	\$260	
	Jan 27-28	New Westminster	Liz Robinson	\$260	
Module 2: Leading Through Effective Communication MDCS120					
70	Oct 27-28	New Westminster	Parm Poonia	\$260	
	Feb 12-13	New Westminster	Parm Poonia	\$260	
Module 3: Leading Effective Teams MDCS230					
71	Nov 13-14	New Westminster	Martha Joy	\$260	
	Mar 23-24	New Westminster	Martha Joy	\$260	
Module 4: Mastering Effective Employee Relations MDCS240					
71	Dec 4-5	New Westminster	Bill Mathieson	\$260	
	Apr 20-21	New Westminster	Fazal Bhimji	\$260	
Module 5: Managing Human Resources MDCS250					
71	Jan 8-9	New Westminster	Patricia Galaczy	\$260	
	May 14-15	New Westminster	Patricia Galaczy	\$260	
Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness MDCS260					
71	Feb 5-6	New Westminster	David Livingstone	\$260	
	Jun 10-11	New Westminster	David Livingstone	\$260	
Module 7: Managing Scarce Resources MDCS270					
71	Oct 2-3	New Westminster	Bruce Hardy	\$260	
	Mar 5-6 2009	New Westminster	Bruce Hardy	\$260	
Module 8: Managing a Change Environment MDCS280					
71	Nov 3-4	New Westminster	Jan Wood	\$260	
	Apr 6-7	New Westminster	Jan Wood	\$260	
Part 1: Foundations of Effective Management and Leadership: Leading the Way FMGMT100					
68	Sep 22-24	New Westminster	Gina Buchanan	\$385	
	Nov 5-7	New Westminster	Georganne Oldham	\$385	
	Jan 12-14	Great Northern Way	Georganne Oldham	\$385	
	Feb 18-20	Victoria	Rick Thomas	\$440	
	Mar 2-4	New Westminster	Gina Buchanan	\$385	
	May 20-22	New Westminster	Georganne Oldham	\$385	

# Centre for Leadership

## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Part 2: Foundations of Effective Management and Leadership Leading the Way Through Effective Conflict and Change FMGMT200					
68	Oct 23-24	New Westminster	Gina Buchanan	\$265	
	Dec 1-2	New Westminster	Georganne Oldham	\$265	
	Feb 2-3	Great Northern Way	Georganne Oldham	\$265	
	Mar 26-27	Victoria	Gina Buchanan	\$325	
	Apr 16-17	New Westminster	Gina Buchanan	\$265	
	Jun 8-9	New Westminster	Gina Buchanan	\$265	
Part 3: Foundations of Effective Management and Leadership the Leader's Role in Effective Employee Relations FMGMT301					
68	Nov 20-21	New Westminster	Gail Sexsmith	\$265	
	Feb 9-10	New Westminster	Bill Mathieson	\$265	
Part 4: Foundations of Effective Management and Leadership The Leader's Role in Human Resource Management FMGMT401					
68	Dec 3-5	New Westminster	Patricia Galaczy	\$385	
	Feb 25-27	New Westminster	Patricia Galaczy	\$385	
Parts 1 and 2 Combined: Foundations of Effective Management & Leadership FMGMT250					
68	Oct 6-10	New Westminster	Gail Sexsmith/ Georganne Oldham	\$650	
	May 4-8	New Westminster	Gina Buchanan/ Georganne Oldham	\$650	
Parts 3 and 4 Combined: Foundations of Effective Management & Leadership FMGMT350					
68	Mar 9-13	New Westminster	Gail Sexsmith/Patricia Galaczy	\$650	
	Jun 15-19	New Westminster	Fazal Bhimji/Patricia Galaczy	\$650	
People Problems: How to Supervise Challenging Employees MGMT315					
74	Oct 16-17	New Westminster	Joyanne Landers	\$260	
	May 20-21	New Westminster	Joyanne Landers	\$260	
Project Management: Managing the Project and Leading the Project Team MGMT166					
74	Nov 4-5	New Westminster	Doug Kerr	\$280	
	May 12-13	New Westminster	Doug Kerr	\$280	
Strategic Thinking & Planning: Getting Strategy Off the Shelf and into Service MGMT179					
74	Nov 12-13	New Westminster	Rick Thomas	\$260	
	Apr 21-22	New Westminster	Rick Thomas	\$260	
Strengthening Organizational Capacity: Asking Life's Important Questions MGMT168					
77	Jan 6-7	New Westminster	Patricia Galaczy	\$295	
	May 28-29	New Westminster	Patricia Galaczy	\$295	
Team Building Tactics: Making the Whole Greater than the Sum MGMT132					
75	Oct 27-28	New Westminster	Jason Cressey	\$260	
	Apr 20-21	Victoria	Jason Cressey	\$320	
	Jun 2-3	New Westminster	Jason Cressey	\$260	
The Art of Creative Leadership MGMT167					
77	Dec 9-10	New Westminster	Simon Goland	\$295	
	Jun 22-23	Great Northern Way	Simon Goland	\$295	

# Centre for Leadership

## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
The Quantum Way: Learning from the Future MGMT155					
77	Feb 23-24	New Westminster	Patricia Galaczy/ Kathryn Thomson	\$295	
	Jun 15-16	New Westminster	Patricia Galaczy/ Kathryn Thomson	\$295	
To Tell the Truth: Dealing with Negativity in the Workplace MGMT105					
75	Nov 13-14	Great Northern Way	Georganne Oldham/ Kathryn Thomson	\$260	
	May 25-26	New Westminster	Georganne Oldham/ Kathryn Thomson	\$260	
Transformative Conversations in the Workplace MGMT144					
77	May 12-13	New Westminster	Georganne Oldham/ Kathryn Thomson	\$260	
Turning Down the Heat: Being Reasonable with Unreasonable People MGMT159					
75	Nov 24-25	Victoria	Joyanne Landers	\$320	
	Mar 24-25	New Westminster	Joyanne Landers	\$260	
Working Effectively with Boards of Directors MGMT180					
75	Jan 19	New Westminster	Jeff Rotin	\$185	
	Jun 24	New Westminster	Jeff Rotin	\$185	
Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace MGMT143					
75	Nov 18-19	New Westminster	Vals Fauquier	\$295	
	Apr 15-16	New Westminster	Georganne Oldham	\$295	

# Centre for Leadership

## Course Listings by Course Number

COURSE #	COURSE	PAGE
FMGMT100	Part 1: Foundations of Effective Management and Leadership: Leading the Way	68
FMGMT200	Part 2: Foundations of Effective Management and Leadership: Leading the Way Through Effective Conflict and Change	68
FMGMT250	Parts 1 and 2 Combined: Foundations of Effective Management & Leadership	68
FMGMT301	Part 3: Foundations of Effective Management and Leadership: The Leader's Role in Effective Employee Relations	68
FMGMT350	Parts 3 and 4 Combined: Foundations of Effective Management & Leadership	68
FMGMT401	Part 4: Foundations of Effective Management and Leadership: The Leader's Role in Human Resource Management	68
ID101	Mastering the Complexity of Group Dynamics	65
ID110	Instructional Skills, Level 1	64
ID120	Instructional Skills, Level 2	64
ID201	Ideas for Active Learning	65
ID202	Development and Delivery of Online Learning	65
ID203	Conducting a Training Needs Assessment	65



# Centre for Leadership

## Course Listings by Course Number

COURSE #	COURSE	PAGE
ID210	Fundamentals of Instructional Planning	64
ID220	Evaluating Training Programs	65
ID260	Instructional Skills Practicum Assessment	64
MDCS110	Module 1: The Leadership Challenge and You	70
MDCS120	Module 2: Leading Through Effective Communication	70
MDCS230	Module 3: Leading Effective Teams	71
MDCS240	Module 4: Mastering Effective Employee Relations	71
MDCS250	Module 5: Managing Human Resources	71
MDCS260	Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness	71
MDCS270	Module 7: Managing Scarce Resources	71
MDCS280	Module 8: Managing a Change Environment	71
MGMT 231	Clear and Simple Writing	72
MGMT 315	People Problems: How to Supervise Challenging Employees	74
MGMT 332	Coaching for Improved/Enhanced Performance	72
MGMT105	To Tell the Truth: Dealing with Negativity in the Workplace	75
MGMT122	Leading with Emotional Intelligence	73
MGMT132	Team Building Tactics: Making the Whole Greater than the Sum	75
MGMT134	Business Communications: It's All About You	72
MGMT135	Appreciative Inquiry	64
MGMT141	Another Day, Another Transition: How to Lead Successful Change	72
MGMT143	Yes You Can. Dealing with Overwhelm: New Answers for Today's Workplace	75
MGMT144	Transformative Conversations in the Workplace	77
MGMT151	Leading from the Middle	73
MGMT155	The Quantum Way: Learning from the Future	77
MGMT156	Leading and Managing the Generations in Today's Workplace	73
MGMT157	Mentoring: Building New Leaders	74
MGMT159	Turning Down the Heat: Being Reasonable with Unreasonable People	75
MGMT160	Maximizing Your Brain Potential: The Modern Leadership Tool	77
MGMT165	Make Presentations That Make Things Happen	65
MGMT166	Project Management: Managing the Project and Leading the Project Team	74
MGMT167	The Art of Creative Leadership	77
MGMT168	Strengthening Organizational Capacity: Asking Life's Important Questions	77
MGMT170	Body Language at Work: Advanced Techniques	72
MGMT172	Meeting Circles: For More Effective Meetings	74
MGMT177	Flawless Facilitation the First Time	65
MGMT178	Ethical Fitness	73
MGMT179	Strategic Thinking & Planning: Getting Strategy Off the Shelf and into Service	74
MGMT180	Working Effectively with Boards of Directors	75



## Welcome to the Centre for Conflict Resolution

*Our conflict resolution courses and programs are the most comprehensive in Canada and are delivered in 23 locations across the British Columbia, in Alberta and online.*

If you would like to improve your ability to respond to conflict and contribute to building stronger organizations and communities, you will find a course or a certificate here to meet your needs.

Our programs are design to assist you to communicate more creatively and provide you with new skills and knowledge to enhance your relationships within your workplace, family, and community. Most courses can be taken as part of a certificate or on an individual basis.

We also specialize in designing and delivering customized courses and programs tailored to your workplace and community needs. These highly interactive and results oriented programs are delivered in your workplace or community on a schedule that works for you.

# Centre for Conflict Resolution

## Contents:

<b>CUSTOMIZED TRAINING SOLUTIONS</b>	92
<b>CERTIFICATES</b>	
Choosing Certificates Offered by the Centre for Conflict Resolution	93
Benefits of being a Certificate Student with the Centre for Conflict Resolution	93
How to Complete a Certificate in Conflict Resolution	93
Course and Certificate Information Sessions	94
<b>ASSOCIATE CERTIFICATE IN LEADERSHIP AND CONFLICT RESOLUTION</b>	
Certificate Overview	95
Learning Path	95
<b>ASSOCIATE CERTIFICATE IN WORKPLACE CONFLICT</b>	
Certificate Overview	96
Learning Path	96
<b>ASSOCIATE CERTIFICATE IN WORKPLACE CONFLICT – COHORT MODEL</b>	
Certificate Overview	97
<b>CERTIFICATE IN CONFLICT RESOLUTION: SPECIALIZATION IN NEGOTIATION</b>	
Certificate Overview	98
Learning Path	99
<b>CERTIFICATE IN CONFLICT RESOLUTION: SPECIALIZATION IN MEDIATION/THIRD-PARTY INTERVENTION</b>	
Certificate Overview	100
Learning Path	101
<b>FAMILY MEDIATION CERTIFICATE</b>	
Certificate Overview	102
Learning Path	103
<b>COURSE DESCRIPTIONS</b>	
Courses in date order	114
Courses by location	122
Courses by course name	131
Courses by course number	140

*If you are a returning student, you'll find that our course codes have changed.*

*To make the calendar easy for you to navigate, we have included a chart with old and new numbers, see page 141.*



## Centre for Conflict Resolution

### CUSTOMIZED TRAINING SOLUTIONS – ANY TIME, ANYWHERE

*Become a Learning Organization*

*Targeted and well-facilitated training is an essential component in leadership development. Interpersonal skills, such as conflict resolution, giving and receiving feedback, negotiation, coaching, facilitation and communications skills are best learned in a group learning environment.*

*Develop your organization's leadership capacity and performance with a unique program for your organization that blends conflict resolution and leadership training, resulting in managers and staff that have it all.*

*By training your staff to recognize, understand and resolve conflict more effectively, solve problems collaboratively, and communicate with respect and clarity, you will build a high performance culture of trust, mutual support and commitment to continuous improvement.*

*You'll be in good company.*

*"As always the learner comments were extremely positive and complimentary of the teaching as well as the course content. Overwhelmingly the students rated the course very high and described it as being one of the best courses compared to similar topics. They all found it to be informative and very helpful in application to their future careers."*

*– Andrew Goring, Lead Instructor  
Education & Development, WorkSafeBC*

#### A few of our clients:

- HSBC Bank Canada
- Canadian Food Inspection Agency
- Carcross/Tagish First Nation
- Metro Vancouver
- Ministry for Child and Family Development
- Overwaitea Food Group
- Radical Entertainment
- Rio Tinto Alcan
- Vancouver International Airport Authority
- WorkSafeBC
- Ivanhoe Cambridge

#### 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
- Building Your Communication Toolbox

**See page 104 for more conflict resolution courses.**

We can also deliver conflict resolution certificates for your organization see page 93 for a list of certificates.

**For information on customized solutions contact:**

**CENTRE FOR CONFLICT RESOLUTION**

**Kent Highnam, Program Coordinator,  
Customized Training Solutions,  
604.528.5615 [ccrcustomized@jibc.ca](mailto:ccrcustomized@jibc.ca)**



# Certificates

## Choosing certificates offered by the Centre for Conflict Resolution

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

- Associate Certificate in Leadership and Conflict Resolution (page 95)
- Associate Certificate in Workplace Conflict (page 96)
- Associate Certificate in Workplace Conflict – Cohort Model (page 97)
- Negotiation (page 98)
- Mediation/third-party Intervention (page 100)
- Family Mediation (page 102)

*For assistance in planning your learning path, contact:*

**Program Planner**  
604.528.5618  
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/conres](http://www.jibc.ca/conres) for more information.*

*“I have attended courses at 6 different universities and by far JIBC has been the most cooperative and helpful of any of them. I have had contact with three different JIBC staff and you all have demonstrated the same attitude. Likewise the two instructors I have encountered have been 5 star.”*

*– Drew Meikle, Officer  
Department of National Defence*

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

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;
- Gain 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 journals 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 enrolment package contact:*

604.528.5608  
conres@jibc.ca

## How to complete a Certificate in Conflict Resolution

- Download a certificate enrolment package from our website at [www.jibc.ca/conres](http://www.jibc.ca/conres) 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 95-102.
- 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 your 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 are a returning student, you'll find that our course codes have changed.*

*To make the calendar easy for you to navigate, we have included a chart with old and new numbers.*

*See page 141.*

# Centre for Conflict Resolution – 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:

604.528.5608 or 1.888.799.0801 or [ccrcl@jibc.ca](mailto:ccrcl@jibc.ca)

DATE	TIME	LOCATION
Sep 10, 2008	6:00 pm – 8:00 pm	Langara College
Sep 24, 2008	6:00 pm – 8:00 pm	JIBC – Kelowna
Oct 1, 2008	6:00 pm – 8:00 pm	JIBC – Victoria
Oct 22, 2008	6:00 pm – 8:00 pm	JIBC – New Westminster & Teleconference
Dec 3, 2008	12:00 pm – 2:00 pm	JIBC – New Westminster & Teleconference
Feb 4, 2009	6:00 pm – 8:00 pm	Langara College
Feb 11, 2009	6:00 pm – 8:00 pm	JIBC – Victoria
Feb 25, 2009	6:00 pm – 8:00 pm	JIBC – New Westminster & Teleconference
May 27, 2009	6:00 pm – 8:00 pm	Langara College
Aug 19, 2009	6:00 pm – 8:00 pm	JIBC – New Westminster & Teleconference

## Location Addresses

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

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

**Langara College, Vancouver**  
100 West 49th Avenue,  
Vancouver, BC V5Y 2Z6

**Justice Institute of BC,  
Kelowna Campus NEW**  
825 Walrod Street,  
Kelowna, V1Y 2S4



## New this fall: JIBC Conflict Resolution Courses in Edmonton!

*The JIBC's Centre for Conflict Resolution and Alberta Arbitration & Mediation Society Office (AAMS) are pleased to announce a newly formed partnership that brings conflict resolution courses to Edmonton.*

*You can take just one course or complete the Associate Certificate in Workplace Conflict (see page 96) at AAMS's home in Edmonton – King's University College.*

*Visit: [www.aams.ab.ca](http://www.aams.ab.ca) for a schedule of courses starting fall 2008.*

*To register, or for more information contact:*

**Alberta Arbitration & Mediation Society Office (AAMS)**  
#605, 10707-100 Ave, Edmonton, AB T5J 3M1  
Phone: 780.433.4881 Toll Free 1.800.232.7214  
Email: [aams@aams.ab.ca](mailto:aams@aams.ab.ca)  
Visit: [www.aams.ab.ca](http://www.aams.ab.ca)



**JUSTICE INSTITUTE**  
of BRITISH COLUMBIA  
Canada's leading public  
safety educator



# Associate Certificate in Leadership and Conflict Resolution

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

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

- Foundations of Effective Management and Leadership, Part 1: Leading the Way, FMGMT100 (3 days) (page 68)
- Foundations of Effective Management and Leadership, Part 2: Leading Through Effective Conflict and Change, FMGMT200 (2 days) (page 68)
- Foundations of Collaborative Conflict Resolution, CCR100 (3 days) (page 108) (Formerly Dealing with Interpersonal Conflict, CR110A)
- Mediation Skills Level I, CCR180 (3 days) (page 110)
- Assessment: Associate Certificate in Leadership and Conflict Resolution, ALCR299 (written, mail-in) (page 105)

Certificate Enrolment Fee: \$50

All course credits (77 hours) will be recognized in the Centre for Leadership's Foundations of Effective Management and Leadership Certificate and 56 hours will be recognized by the Management and Leadership Development for Community Settings Certificate. As well, 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), Box 1, or the Centre for Conflict Resolution courses, Box 2, but you must complete FMGMT100 before FMGMT200 and CCR100 before CCR180.

## Your suggested learning path

1

### START HERE:

Take the following Centre for Leadership courses:

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:

Foundations of Collaborative Conflict Resolution CCR100

Mediation Skills Level I CCR180



3

Register for your Assessment:

Associate Certificate in Leadership and Conflict Resolution ALCR299.



4

### Graduation Ceremony

Stay connected! Participate in our online Community of Learners (see page 93) and come back for professional development.





## Associate Certificate in Workplace Conflict

*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 comprised of four courses that focus on the workplace and an assessment:**

- Foundations of Collaborative Conflict Resolution: Workplace Focus, CCR101 (3 days) (Formerly Resolving Conflict in the Workplace, CR110B) (page 108)
- Negotiation Skills Level 1, CCR170 (3 days) (page 111)
- Resolving Conflict in Groups Level 1: Effective Team Dynamics, CCR210 (2 days) (page 112)
- Resolving Conflict on the Front Line: Demonstrating Leadership at Work, CCR200 (3 days) (page 112) (Formerly Conflict on the Front Line: Leaders as Conflict Resolvers, CR128)
- Assessment: Associate Certificate in Workplace Conflict, ACCRWC299 (mail-in) (page 105)

Certificate Enrollment Fee: \$50

All course credits will be recognized in the Negotiation and Mediation/third-party Intervention Certificate programs and 42 credit hours can be applied towards the Family Mediation Certificate.

### Your Suggested Learning Path

#### 1 START HERE:

**Take the following required course:**

Foundations of Collaborative Conflict Resolution: Workplace Focus

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 CCR170



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

Resolving Conflict in Groups Level I: Effective Team Dynamics CCR210

Resolving Conflict on the Front Line: Demonstrating Leadership at Work CCR200



**Register for your assessment:**

Assessment: Associate Certificate in Workplace Conflict ACCRWC299



**Attend your Graduation Ceremony**

Stay connected! Participate in our online Community of Learners (see page 93) and come back for professional development.



## PARTNERSHIPS

*You'll find conflict resolution courses at JIBC campuses, colleges and universities throughout BC and in Alberta. Wherever you are, our courses are not far away.*

#### At JIBC campuses:

Chilliwack  
Kelowna  
Maple Ridge  
New Westminster  
Vancouver  
Victoria

*See page 122 for courses offered at community colleges/university locations or contact:*

Laurie McAvoy,  
Coordinator,  
Regional Development  
and Delivery

Phone: 604.528.5735  
Email: ccrplar@jibc.ca

#### At community colleges and universities:

Abbotsford  
Burns Lake  
Fort St. James  
Fort St. John  
Kelowna  
Kitimat  
Nanaimo  
Nechako/Vanderhoof  
Smithers  
Penticton  
Prince George  
Prince Rupert  
Quesnel  
Terrace  
Vancouver  
Calgary, Alberta  
Edmonton, Alberta



# Associate Certificate in Workplace Conflict – Cohort Model

*The 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 weekends to suit your busy lifestyle.
- For your convenience, we've also added a weekday summer session.

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.

Sign up for the Autumn 2008, Spring 2009 or Summer 2009 JIBC Associate Certificate cohort program offered at Langara College in Vancouver, through a community partnership between the JIBC and Langara College.

Fee: \$1,814.00, payable in two installments \$995+\$819, which includes:

- all the benefits of being a JIBC certificate student (see page 93)
- 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 96

Students will register with the JIBC when they are ready for their final assessment: See page 105 for course description.

Final Assessment: mail-in, fee: \$350 (not included in cohort fee)

**To register for JIBC courses offered at Langara College: 604.323.5322**

## 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.

## Required Four Courses & Assessment:

CCR101:	Foundations of Collaborative Conflict Resolution: Workplace Focus, 3 days (Formerly Resolving Conflict in the Workplace, CR110B)	CCR200:	Resolving Conflict on the Front Line: Demonstrating Leadership at Work, (Formerly Conflict on the Front Line: Leaders as Conflict Resolvers) (Prerequisites: CCR100/CCR101, CCR170), 3 days
CCR170:	Negotiation Skills Level I (Prerequisite: CCR100/CCR101) 3 days		
CCR210:	Resolving Conflict in Groups Level I: Effective Team Dynamics (Prerequisites: CCR100/CCR101, CCR170 or CCR180) 2 days	ACCRWC299:	Assessment (mail-in): Associate Certificate in Workplace Conflict

FALL 2008	
CCR101 Foundations of Collaborative Conflict Resolution: Workplace Focus (CRN70247)	Mon-Thu Sep 22-25/08 6:00-9:30 pm Sun Sep 28/08 9:00 am-5:00 pm
CCR170 Negotiation Skills Level I (CRN70245)	Mon-Thu Oct 20-Oct 23/08 6:00-9:30 pm Sat Oct 25/08 9:00 am-5:00 pm
CCR210 Resolving Conflict in Groups Level I: Effective Team Dynamics (CRN70246)	Mon-Thu Nov 17-20/08 6:00-9:30pm
CCR200 Conflict Resolution on the Front Line: Demonstrating Leadership at Work (CRN70244)	Mon-Thu Dec 8-11/08 6:00-9:30 pm Sun Dec 14/08 9:00 am-5:00 pm
SPRING 2009	
CCR101 Foundations of Collaborative Conflict Resolution: Workplace Focus (CRN50032)	Mon-Thu Feb 23-26/09 6:00-9:30 pm Sat Feb 28/09 9:00 am-5:00 pm
CCR170 Negotiation Skills Level I (CRN50033)	Mon-Thu Mar 23-26/09 6:00-9:30 pm Sun Mar 29/09 9:00 am-5:00 pm
CCR210 Resolving Conflict in Groups Level I: Effective Team Dynamics (CRN50034)	Tue & Thu. Apr 22-23/09 6:00-9:30 pm Sat Apr 25/08 9:00 am-5:00 pm
CCR200 Conflict on the Front Line: Demonstrating Leadership at Work (CRN60023)	Mon-Thu. May 25-28/09 6:00-9:30 pm Sat May 30/09 9:00 am-5:00 pm
SUMMER 2009	
CCR101 Foundations of Collaborative Conflict Resolution: Workplace Focus (CRN60024)	Tue-Thu Jun 23-25/09 9:00 am-5:00 pm
CCR170 Negotiation Skills Level I (CRN60025)	Tue-Thu Jul 21-23/09 9:00 am-5:00 pm
CCR210 Resolving Conflict in Groups Level I: Effective Team Dynamics (CRN60026)	Mon-Tue Aug 17-18/09 9:00 am-5:00 pm
CCR200 Conflict on the Front Line: Demonstrating Leadership at Work (CRN60027)	Wed-Fri Aug 19-21/09 9:00 am-5:00 pm



## Certificate in Conflict Resolution: 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 for Conflict Resolution 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.

### Specialization in Negotiation: 18 Credits

*See Learning Path For Suggested Course Sequencing, page 99.*

#### Required Courses

- Foundations of Collaborative Conflict Resolution CCR100 (3 days) (Formerly Dealing with Interpersonal Conflict, CR110A)
- OR**
- Foundations of Collaborative Conflict Resolution: Workplace Focus CCR101 (3 days) (Formerly Resolving Conflict in the Workplace CR110B)
- Negotiation Skills Level I, CCR170 (3 days)
- Mediation Skills Level I, CCR180 (3 days)
- Dealing with Anger, CCR190 (3 days)
- Negotiation Skills Level II, CCR280 (5 days)

- Theoretical Foundations of Dispute Resolution, CCR150 (3 days) **Online**
- OR**
- Applying Conflict Theory: From Awareness to Analysis, CCR151 (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, CCR105 (2 days)
- Building Your Communication Toolbox, CCR102 (2 days)
- Managing the Hostile Individual, CCR108 (2 days)

#### The following courses have a prerequisite of CCR100 OR CCR101:

- Balancing Empathy and Assertion, CCR172 (2 days)
- Giving and Receiving Constructive Feedback, CCR171 (2 days)
- Managing the Conflict Within, CCR173 (2 days)

#### The following courses have a prerequisite of CCR170 OR CCR180:

- Asking Better Questions, CCR204 (1 day)
- The Art of Reframing, CCR208 (1 day)
- Dealing with Defensiveness in Conflict, CCR205 (3 days)
- Defining Issues and Setting the Agenda, CCR201 (2 days)
- Dynamics of Power, CCR206 (3 days)
- Getting to the Heart of Conflict, CCR203 (2 days) **(Calgary only)**
- Negotiating with Difficult People: Making It Hard to Say No, CCR207 (2 days)
- Reflection in Conflict, CCR251 (2 days) **(Calgary only)** (CCR203 is also a prerequisite)
- Resolving Conflict in Groups Level I: Effective Team Dynamics, CCR210 (2 days)
- Resolving Conflict on the Front Line: Demonstrating Leadership at Work, CCR200 (3 days)
- Shifting from Positions to Interests, CCR202 (3 days)

#### The following course has a prerequisite of CCR280:

- Preparing for Your Negotiation Assessment (Reality Check), CCR281 (1 day)

#### Other electives – any courses

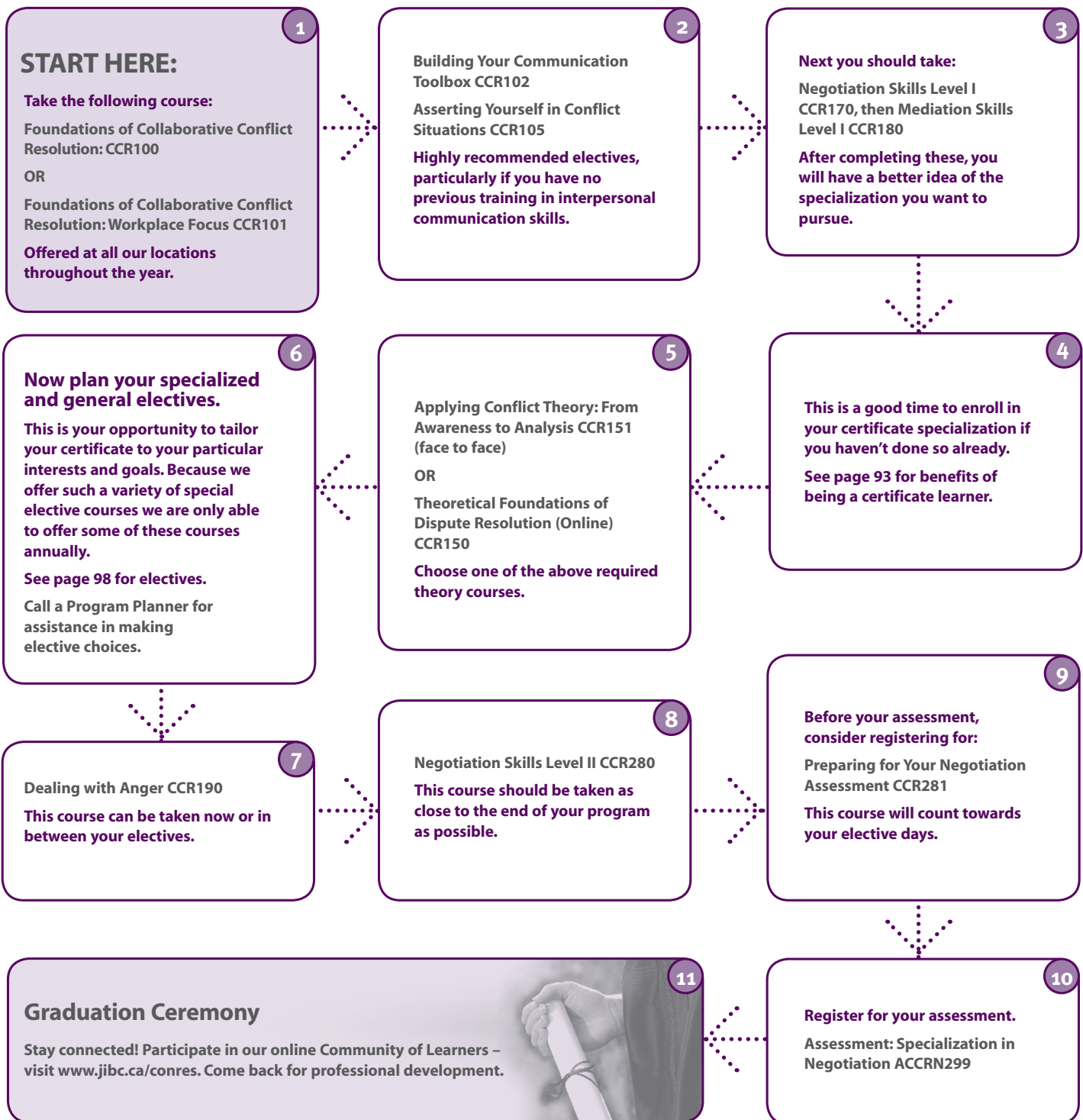
Choose six days made up of any conflict resolution courses in the calendar; this is your opportunity to tailor your certificate to your particular interests and goals. You may also choose some or all of your additional electives from the above list or use the Foundations of Effective Management and Leadership: Part 1 and Part 2 courses.

#### Assessment

- Assessment: Negotiation, ACCRN299

You can transfer credit for comparable courses taken outside the JIBC into your certificate. Credit hours are also transferable from the Associate Certificate in Leadership and Conflict Resolution. See page 163 for details.

## Your Suggested Learning Path



## About the Certificate Assessment Process

You must have successfully completed Negotiation Skills Level II (CCR280) 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 ACCRN299 on page 105).

# 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 a career as a private-practice mediator, 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 163).

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 163. 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.

## Specialization in Mediation/ third-party Intervention: 18 Credits

See Learning Path For Suggested  
Course Sequencing, page 101.

### Required Courses

- Foundations of Collaborative Conflict Resolution (CCR100) (Formerly Dealing with Interpersonal Conflict, CR110A)
- OR
- Foundations of Collaborative Conflict Resolution: Workplace Focus (CCR101) (3 days) (Formerly Resolving Conflict in the Workplace CR110B)
- Negotiation Skills Level I, CCR170 (3 days)
- Mediation Skills Level I, CCR180 (3 days)
- Dealing with Anger, CCR190 (3 days)
- Negotiation Skills Level II, CCR280 (5 days)
- Mediation Skills Level II, CCR290 (5 days)
- Theoretical Foundations of Dispute Resolution, CCR150 (3 days) **Online**
- OR
- Applying Conflict Theory: From Awareness to Analysis, CCR151 (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, CCR105 (2 days)
- Building Your Communication Tool Box, CCR102 (2 days)
- Coaching Strategies: Developing People to Resolve Conflict, CCR111 (2 days)
- Managing the Hostile Individual, CCR108 (2 days)

#### The following course has a prerequisite of CCR100 OR CCR101:

- Balancing Empathy and Assertion, CCR172 (2 days)
- Managing the Conflict Within, CCR173 (2 days)

#### The following courses have a prerequisite of CCR170 OR CCR180:

- The Art of Reframing, CCR208 (1 day)
- Asking Better Questions, CCR204 (1 day)
- Civil Procedure, CCR211 (2 days) **Online**
- Dealing with Defensiveness in Conflict, CCR205 (3 days)
- Defining Issues and Setting the Agenda, CCR201 (2 days)
- Dynamics of Power, CCR206 (3 days)
- Getting to the Heart of Conflict, CCR203 (2 days) **Calgary only**
- Identifying Control and Abuse in Pre-Mediation, CCR271 (1 day)
- Mediating Civil & Court Based Cases, CCR214 (2 days)
- Reflection in Conflict, CCR203 (2 days) **Calgary only** (CCR203 is also a prerequisite)
- Resolving Conflict in Groups Level I: Effective Team Dynamics, CCR210 (2 days)
- Resolving Conflict on the Front Line: Demonstrating Leadership at Work, CCR200 (3 days)
- Separate Meetings: Pre-Mediation and Caucusing, CCR209 (2 days)
- Shifting from Positions to Interests, CCR202 (3 days)

#### These courses have a prerequisite of CCR290:

- Ethical Dilemmas for Mediators in British Columbia, CCR296 (1 day)
- Ethical Dilemmas for Mediators in Alberta, CCR297 (1 day)
- Mediation Skills Level III, CCR295 (2 days)
- Preparing for Your Mediation Assessment (Reality Check), CCR291 (1 day) (CCR280 is also a prerequisite)

### Other Electives

Choose your remaining one day from any conflict resolution elective course in the calendar, including online courses from the Family Mediation Certificate.

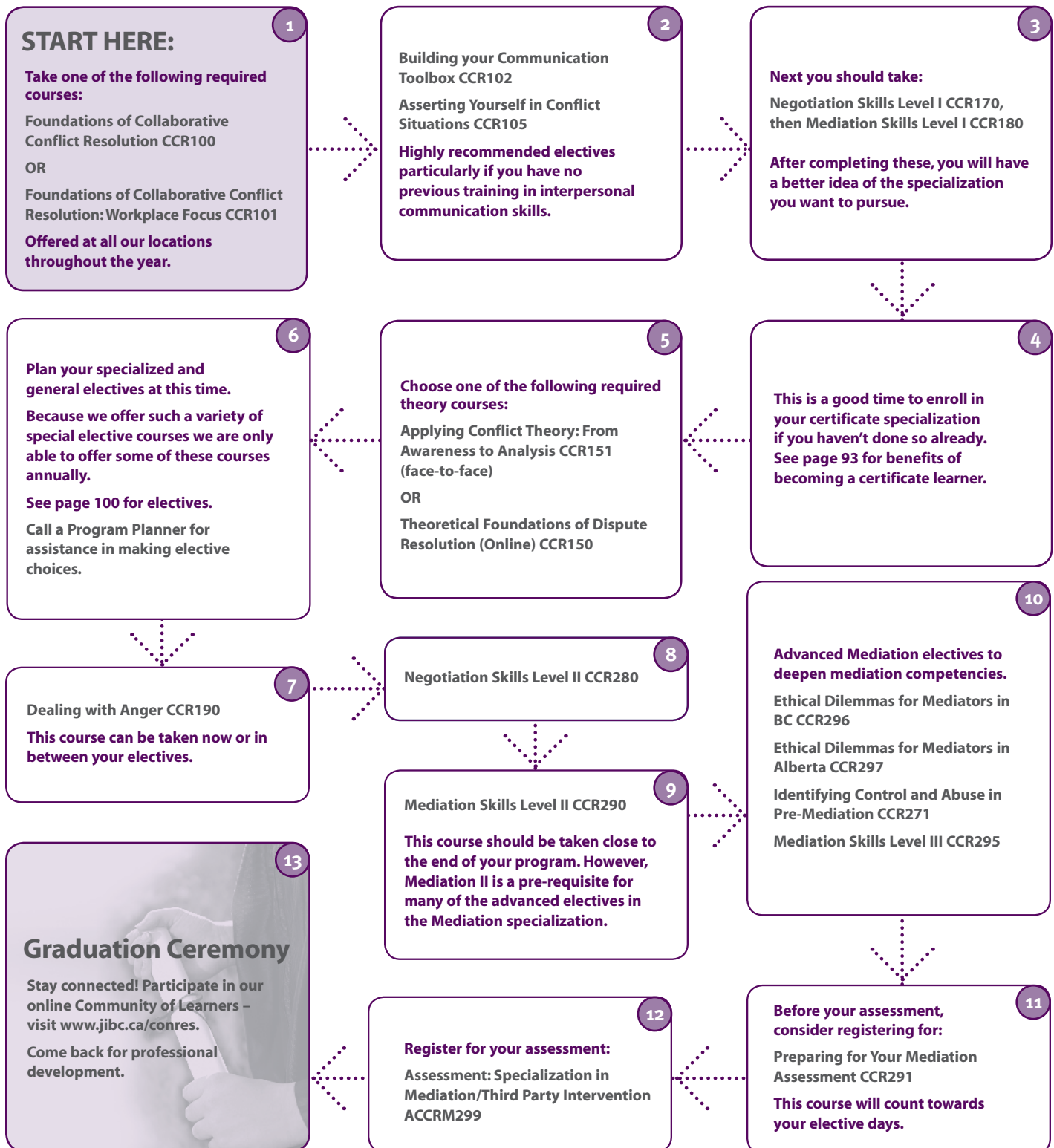
### Assessment

- Assessment: Mediation, ACCRM299

You can transfer credit for comparable courses taken outside the JIBC into your certificate. Credit hours are also transferable from the Associate Certificate in Leadership and Conflict Resolution. See page 163 for details.



## Your Suggested Learning Path



## About The Assessment Process

The final assessment for this specialization consists of Assessment: Mediation (ACCRM299). You must have successfully completed Negotiation Skills Level II (CCR280) and Mediation Skills Level II (CCR290) 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 ACCRM299 on page 105).



## Family Mediation Certificate

*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 Victoria campus and through our community partnerships with colleges throughout BC and at the University of Calgary in Alberta.

*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:*

**Program Coordinator**  
604.528.5546  
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:*

**Program Planner**  
604.528.5618  
ccrassessments@jibc.ca

### Specialization in Family Mediation: 20 Credits

*See Learning Path For Suggested Course Sequencing, page 103*

#### Required Courses

##### Conflict Resolution and Mediation

- Foundations of Collaborative Conflict Resolution CCR100 (3 days) (Formerly

Dealing with Interpersonal Conflict, CR110A)

#### OR

Foundations of Collaborative Conflict Resolution: Workplace Focus CCR101 (3 days)

- Negotiation Skills Level I, CCR170 (3 days)
- Mediation Skills Level I, CCR180 (3 days)
- Dealing with Anger, CCR190 (3 days)
- Mediation Skills Level II, CCR290 (5 days)
- Ethical Dilemmas for Mediators in British Columbia, CCR296 (1 day)

#### OR

- Ethical Dilemmas for Mediators in Alberta, CCR297 (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 five days from the following courses:

- Dealing with Defensiveness in Conflict, CCR205 (3 days)
- Defining Issues and Setting the Agenda, CCR201 (2 days)
- Dynamics of Power, CCR206 (3 days)
- Getting to the Heart of Conflict, CCR203 (2 days) **Calgary Only**
- Mediation Skills Level III, CCR295 (2 days)
- Identifying Control and Abuse in Pre-Mediation, CCR271 (1 day)
- Separate Meetings: Pre-Mediation and Caucusing, CCR209 (2 days)
- Shifting from Positions to Interests, CCR202 (3 days)
- Substance Abuse Issues in Family Justice, FAM108 (1 day) **Online**
- Theoretical Foundations of Dispute Resolution, CCR150 (3 days) **Online**
- Family Mediation Certificate Preparation Workshop, FAM111 (2 days)

#### Assessment

- Assessment: Family Mediation, AFM299

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

See page 105 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 AFM299: Family Mediation assessment. See page 163 for information on how to apply for equivalency credit.

**Under Development – New 42 hour course on mediating the financial issues in divorce. Watch our website for details.**

## Your Suggested Learning Path

### START HERE:

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

- Foundations of Collaborative Conflict Resolution CCR100
- OR

Foundations of Collaborative Conflict Resolution:  
Workplace Focus CCR101(3 days)

It is highly recommended the following two courses be 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.

### Additional Required Courses

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

It is highly recommended the following four courses be 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 CCR170 (3 days)
- Mediation Skills Level I CCR180 (3 days)
- Dealing with Anger CCR190 (3 days)
- Mediation Skills Level II CCR290 (5 days)
- Ethical Dilemmas for Mediators in British Columbia CCR296 (1 day) OR
- Ethical Dilemmas for Mediators in Alberta CCR297 (1 day)
- Multicultural Issues in Family Justice (FAM109) (1 day) Online

### Register for your assessment:

- Assessment: Family Mediation (CR976)

### Graduation Ceremony

Stay connected! Participate in our online Community of Learners – visit [www.jibc.ca/conres](http://www.jibc.ca/conres). Come back for professional development.

### Electives

Choose 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 CCR205 (3 days)
- Defining Issues and Setting the Agenda CCR201 (2 days)
- Dynamics of Power CCR206 (3 days)
- Getting to the Heart of Conflict CCR203 (2 days) (CALGARY ONLY)
- Mediation Skills Level III CCR295 (2 days)
- Identifying Control and Abuse in Pre-Mediation CCR271 (1 day)
- Separate Meetings: Pre-Mediation and Caucusing CCR209 (2 days)
- Shifting from Positions to Interests CCR202 (3 days)
- Substance Abuse Issues in Family Justice (FAM108) (1 day) Online
- Theoretical Foundations of Dispute Resolution CCR150 (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](http://www.fmc.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  
604.528.5618  
[ccrassessments@jibc.ca](mailto:ccrassessments@jibc.ca)



## Centre for Conflict Resolution

*In this section there are 4 different lists to help schedule your courses.*

**List 1** is in Chronological order, showing the entire year's course schedule by date. See page 114.

**List 2** is organized based on Location. This will meet your needs if you know you are going to take all of your courses at one particular location. See page 122.

**List 3** is sorted by Course Name. This will provide you with a comprehensive list of dates and locations sorted by course name, and will suit your needs if you are interested in taking one particular course. See page 131.

**List 4** is sorted by course number. See page 140. We have re-numbered all of our courses this year, to bring our numbering system better in line with established BC post-secondary guidelines for course numbering conventions. See page 141 for more details about the re-numbering.

## Course Descriptions

### Applying Conflict Theory: From Awareness To Analysis (CCR151)

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

Prerequisite(s):	None
Recommended:	CCR100 or CCR101
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$550
Dates & locations:	Page 131

### LEARNER SERVICES FEE (LSF)

As part of our commitment to improving the quality of services for our students, the JIBC charges a learner services fee (LSF) of \$5 per course credit to a maximum of six credits per course (\$30). The fee is applied to credit courses only and is collected at the time of registration.

Course fees listed in the calendar do not include the LSF. For more information see page 162.

### The Art of Reframing (CCR208)

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.

Prerequisites:	CCR100 or CCR101, and CCR170 or CCR180
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$165
Dates & locations:	Page 131

### Asking Better Questions (CCR204)

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

Prerequisite(s):	CCR100 or CCR101, and CCR170 or CCR180
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$175 – \$190
Dates & locations:	Page 131

### Asserting Yourself in Conflict Situations (CCR105)

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.

Prerequisite(s):	None
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$475
Dates & locations:	Page 131



### Assessment: Associate Certificate in Leadership and Conflict Resolution (ALCR299)

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 organization 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.

Prerequisite(s):	FMGMT100, FMGMT200, CCR100, CCR180
Fee:	\$150

**Note:** You cannot 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 (ACRCW299)

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 CCR170, CCR200 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.

Prerequisite(s):	CCR101, CCR170, CCR200, CCR210
Fee:	\$350

**Note:** You cannot 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 (AFM299)

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.

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

**Note:** You cannot register for your assessment until successfully completing all Family Mediation Certificate required and elective courses. You must be enrolled as a Family Mediation Certificate student.

To enroll, contact Sue Crosato at 604.528.5618 OR 1.888.799.0801

### Assessment: Specialization in Mediation/third-party Intervention (ACCRM299)

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.

Prerequisite(s):	CCR100 or CCR101, and CCR170, CCR180, CCR190, CCR280, CCR290
Fee:	\$515 – \$530
Dates & locations:	Page 131

**Note:** You cannot register for your assessment until successfully completing Mediation Skills Level II (CCR290), and you must be enrolled as a Mediation/third-party Intervention Certificate student. You may do your assessment after completing CCR280 and CCR290 even if you have not finished all of your elective hours. If you wish to cancel or reschedule your assessment, you will be charged a cancellation/transfer fee of 50 per cent of the regular fee.

### Assessment: Specialization in Negotiation (ACCRN299)

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.

Prerequisite(s):	CCR100 or CCR101, and CCR170, CCR180, CCR190, CCR280, CCR290
Fee:	\$415 – \$430
Dates & locations:	Page 132

**Note:** You cannot register for your assessment until successfully completing Negotiation Skills Level II (CCR280), and you must be enrolled as a Negotiation Certificate student. You may do your assessment after completing CCR280 even if you have not finished all of your elective hours. We recommend registering for the assessment one to three months after completing CCR280. 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 (CCR172)

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

Prerequisite(s):	CCR100 or CCR101
Recommended:	CCR102 and/or CCR105
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$450
Dates & locations:	Page 132

## Building Your Communication Toolbox (CCR102)

If you have not had previous training in interpersonal communication skills, this elective course is strongly recommended immediately after CCR100 or CCR101. 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.

Prerequisite(s):	None
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$450
Dates & locations:	Page 132

## Child Support Guidelines (FAM112) ONLINE

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.

Prerequisite(s):	See learning path on page 103
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$475
Dates:	See website at <a href="http://www.jibc.ca/ccjd">www.jibc.ca/ccjd</a> or call Margot D'Souza at 604.528.5546

*If you are a returning student, you'll find that our course codes have changed. To make the calendar easy for you to navigate, we have included a chart with old and new numbers, see page 141.*

## Civil Procedure (CCR211) ONLINE

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

Prerequisite(s):	CCR100 or CCR101, and CCR180
Length:	14 hours to be completed over 8 weeks
Credit:	1.0
Fee:	\$350
Dates:	Page 132

## Coaching Strategies: Developing People to Resolve Conflict (CCR111)

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

Prerequisite(s):	None
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$550
Dates & locations:	Page 132

## Dealing With Anger (CCR190)

This course builds on the material in Foundations of Collaborative Conflict Resolution (CCR100) and Foundations of Collaborative Conflict Resolution: Workplace Focus (CCR101), 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-playing exercise on the final day of the course.

Prerequisite(s):	CCR100 or CCR101
Recommended:	CCR170
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$650
Dates & locations:	Page 132

## Dealing With Defensiveness in Conflict (CCR205)

This course covers theories from different psychological perspectives on defense 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-playing exercise on the final day of the course. Instructor: Donna Soules

Prerequisite(s):	CCR100 or CCR101, and CCR170 or CCR180
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$540
Dates & locations:	Page 133

## Defining Issues and Setting the Agenda (CCR201)

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

Prerequisite(s):	CCR100 or CCR101, and CCR170 or CCR180
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$395
Dates & locations:	Page 133

## Developing Your Cultural Fluency (CCR121) 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

### ONLINE REGISTRATION

You can also register for courses online by going to <http://learning.jibc.ca> and entering your ID and password. If you have forgotten these or if they haven't been assigned yet, contact the JIBC Registration Office.

604.528.5590 (Greater Vancouver area)  
1.877.528.5591 (North America only)

## Dynamics of Power (CCR206)

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-playing exercise on the final day of the course. Instructor: Joan Balmer

Prerequisite(s):	CCR100 or CCR101 and CCR170 or CCR180
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525-\$540
Dates & locations:	Page 133

## Effective Teamwork: From Conflict to Collaboration (CCR126) 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 teammates bring to your group work. You will learn to recognize, and how to avoid, the assumptions that group members make about themselves and others as they work together that can often be the source of conflict. You will also explore how to adapt your style and to identify practical steps to ensure that your group work experience achieves its content, process and network-building goals. This workshop 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

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).

Prerequisite(s):	See learning path on page 103
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$475
Dates:	See website at <a href="http://www.jibc.ca/ccjd">www.jibc.ca/ccjd</a> or call Margot D'Souza at 604.528.5546

## Effects of Separation And Divorce on Children (FAM104) ONLINE

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).

Prerequisite(s):	See learning path on page 103
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$475
Dates:	See website at <a href="http://www.jibc.ca/ccjd">www.jibc.ca/ccjd</a> or call Margot D'Souza at 604.528.5546

## Ethical Dilemmas for Mediators in Alberta (CCR297)

### UNIVERSITY OF CALGARY ONLY

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

Prerequisite(s):	CCR100 or CCR101, and CCR170, CCR180, CCR290
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$190
Dates & locations:	Page 133

## Ethical Dilemmas for Mediators in British Columbia (CCR296)

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

Prerequisite(s):	CCR100 or CCR101, and CCR170, CCR180, CCR290
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$175
Dates & locations:	Page 133

## Family Mediator Certificate Preparation Workshop (FAM111)

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.

Prerequisites:	None
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$380
Dates & locations:	See website <a href="http://www.jibc.ca/ccjd">www.jibc.ca/ccjd</a> or call Margot D'Souza at 604.528.5546

## Family Violence: Impact on Separation and Divorce (CORR605) ONLINE

This online course in the Family Mediation Certificate provides an 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.

Prerequisite(s):	See learning path on page 103
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$475
Dates:	See website at <a href="http://www.jibc.ca/ccjd">www.jibc.ca/ccjd</a> or call Margot D'Souza at 604.528.5546

## Foundations of Collaborative Conflict Resolution (CCR100)\*

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-playing exercise on the final day of the course. This course is equivalent to CCR101. Students must take either CCR100 or CCR101 as a prerequisite for other required courses in the certificates. \* (Formerly CR110A Dealing with Interpersonal Conflict)

Prerequisite(s):	None
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$650
Dates & locations:	Page 133

## Foundations of Collaborative Conflict Resolution: Workplace Focus (CCR101)\*

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-playing exercise on the final day of the course. This course is equivalent to CCR100. Students must take either CCR100 or CCR101 as a prerequisite for other required courses in the certificates.

\* (Formerly CR110B Resolving Conflict in the Workplace)

Prerequisite(s):	None
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$650
Dates & locations:	Page 134



## Getting to The Heart of Conflict (CCR203)

### UNIVERSITY OF CALGARY ONLY

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.

Prerequisite(s):	CCR100 or CCR101 and CCR170 or CCR180
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$395
Dates & locations:	Page 135

## Giving & Receiving Constructive Feedback (CCR171)

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

Prerequisite(s):	CCR100 or CCR101
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$450
Dates & locations:	Page 135

## Handling Conflict on the Telephone (CCR103) 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 para-verbal (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 (CCR271)

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

Prerequisite(s):	CCR100 or CCR101, and CCR170, CCR180, CCR190
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$175
Dates & locations:	Page 135

## Introduction to Family Justice Services in Alberta (CORR609)

### UNIVERSITY OF CALGARY ONLY

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.

Prerequisite(s):	See learning path on page 103
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$530
Dates & locations:	<a href="http://www.jibc.ca/conres">www.jibc.ca/conres</a>

## Introduction to Family Justice Services in BC (CORR606) ONLINE

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.

Prerequisite(s):	See learning path on page 103
Length:	21 hours to be completed over 12 weeks
Credit:	1.5
Fee:	\$450
Dates:	See website at <a href="http://www.jibc.ca/ccjd">www.jibc.ca/ccjd</a> or call Margot D'Souza at 604.528.5546



## Managing the Conflict Within (CCR173)

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

Prerequisite(s):	CCR100 or CCR101
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350
Dates & locations:	Page 135

## Managing the Hostile Individual (CCR108)

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

Prerequisite(s):	None
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$475
Dates & locations:	Page 135

## Mediated Agreements and Related Court Orders (FAM115)

### ONLINE

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.

Prerequisite(s):	See learning path on page 103
Length:	7 hours to be completed over 2 weeks
Credit:	0.5
Fee:	\$275
Dates:	See website at <a href="http://www.jibc.ca/ccjd">www.jibc.ca/ccjd</a> or call Margot D'Souza at 604.528.5546

## Mediating Civil and Court-Based Cases (CCR214)

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

Prerequisite(s):	CCR100 or CCR101, CCR180
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$355
Dates & locations:	Page 135

## Mediation Skills Level I (CCR180)

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-playing exercise on the final day of the course.

Prerequisite(s):	CCR100 or CCR101
Recommended:	CCR170
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$650
Dates & locations:	Page 135

## Mediation Skills Level II (CCR290)

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-playing exercise on the final day of the course.

Prerequisite(s):	CCR100 or CCR101, and CCR170, CCR180, CCR190
Length:	5 days (35 hours)
Credit:	2.5
Fee:	\$850
Dates & locations:	Page 136

**Mediation Skills Level III (CCR295)**

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.

Prerequisite(s):	CCR100 or CCR101, and CCR170, CCR180, CCR190, CCR290
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$370
Dates & locations:	Page 136

**Multicultural Issues in Family Justice (FAM109) ONLINE**

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 BC. 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.

Prerequisite(s):	See learning path on page 103
Length:	7 hours to be completed over 2 weeks
Credit:	0.5
Fee:	\$275
Dates:	See website at <a href="http://www.jibc.ca/ccjd">www.jibc.ca/ccjd</a> or call Margot D'Souza at 604.528.5546

**Negotiating with Difficult People: Making it Hard to Say No (CCR207)**

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

Prerequisite(s):	CCR100 or CCR101, and CCR170 or CCR180
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$355
Dates & locations:	Page 136

**Negotiation Skills Level I (CCR170)**

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-playing exercise 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.

Prerequisite(s):	CCR100 or CCR101
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$650
Dates & locations:	Page 136

**Negotiation Skills Level II (CCR280)**

This advanced course builds on Negotiation Skills Level I (CCR170) 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 CCR280 is the final prerequisite course for Assessment: Negotiation (ACCRN299), 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 CCR280 near the end of your certificate. You must complete CCR280 before scheduling your negotiation assessment. A video or DVD will be provided for you to record your role-playing exercise 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.

Prerequisite(s):	CCR100 or CCR101, and CCR170, CCR180, CCR190
Length:	5 days (35 hours)
Credit:	2.5
Fee:	\$850
Dates & locations:	Page 137

**Preparing for Your Mediation Assessment (Reality Check) (CCR291)**

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 faculty. A small class of four will engage in role-playing and receive feedback based on the criteria for the mediation assessment. CCR291 is recommended for assessment preparation. A video or DVD will be provided for you to record your role-playing exercise.

Prerequisite(s):	CCR100 or CCR101, CCR170, CCR180, CCR190, CCR280, CCR290
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$350 – \$370
Dates & locations:	Page 137

## Preparing for Your Negotiation Assessment (Reality Check) (CCR281)

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. CCR281 is recommended for assessment preparation. A video or DVD will be provided for you to record your role-playing exercise.

Prerequisite(s):	CCR100 or CCR101, CCR170, CCR180, CCR190, and CCR280
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$300 – \$315
Dates & locations:	Page 138

## Reflection in Conflict (CCR251) UNIVERSITY OF CALGARY ONLY

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.

Prerequisite(s):	CCR100 or CCR101, CCR170 or CCR180, CCR203
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$425
Dates & locations:	<a href="http://www.jibc.ca/conres">www.jibc.ca/conres</a>

### LEARNER SERVICES FEE (LSF)

As part of our commitment to improving the quality of services for our students, the JIBC charges a learner services fee (LSF) of \$5 per course credit to a maximum of six credits per course (\$30). The fee is applied to credit courses only and is collected at the time of registration.

Course fees listed in the calendar do not include the LSF. For more information see page 162.

## Resolving Conflict in Groups Level I: Effective Team Dynamics (CCR210)

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-playing, 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.

Prerequisite(s):	CCR100 or CCR101, and CCR170 or CCR180
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$350 – \$550
Dates & locations:	Page 138

## Resolving Conflict in Groups Level II: Facilitating The Collaborative Process (CCR260) CALGARY ONLY

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.

Prerequisite(s):	CCR100 or CCR101, and CCR170 or CCR180, CCR210
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$410
Dates & locations:	Page 138

## Resolving Conflict on the Front Line: Demonstrating Leadership at Work (CCR200)\*

All members of organizations are expected and often required to handle workplace conflicts effectively, yet this can be a challenging task. This course will give you knowledge and skills for assessing workplace conflict, determining whether a collaborative process or a more formal intervention process is needed and choosing the best intervention approach. You will practice analysing workplace conflicts, and using a collaborative process to intervene as a third party. You will learn to demonstrate leadership in addressing conflict in ways that move all people involved towards mutually agreeable solutions.

*\*(Formerly CR128: Conflict on the Front Line: Leaders as Conflict Resolvers)*

Prerequisite(s):	CCR100 or CCR101 and CCR170
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$525 – \$650
Dates & locations:	Page 138

## Respectful Communication In a Changing Workplace (CCR120) 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 incidence of harassment and increase resolution of conflict.

### ONLINE REGISTRATION

You can also register for courses online by going to <http://learning.jibc.ca> and entering your ID and password. If you have forgotten these or if they haven't been assigned yet, contact the JIBC Registration Office.

604.528.5590 (Greater Vancouver area)  
1.877.528.5591 (North America only)



## Role-play Practice Clinic (CCR175)

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.

Prerequisite(s):	CCR100 or CCR101
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$165
Dates & Locations:	Page 139

## Separate Meetings: Pre-mediation and Caucusing (CCR209)

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-playing simulations with the support and assistance of skill coaches.

Prerequisite(s):	CCR100 or CCR101, and CCR180
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$370
Dates & locations:	Page 139

## Sharpening Your Edge in Negotiation (CCR127)

### CONTRACT ONLY

Call Kent Highnam for information at 604.528.5615

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.

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

## Shifting From Positions to Interests (CCR202)

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.

Prerequisite(s):	CCR100 or CCR101, and CCR170 or CCR180
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$550
Dates & locations:	Page 139

## Substance Abuse Issues in Family Justice (FAM108) ONLINE

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.

Prerequisite(s):	None
Length:	7 hours to be completed over 2 weeks
Credit:	0.5
Fee:	\$275
Dates:	See website at <a href="http://www.jibc.ca/ccjd">www.jibc.ca/ccjd</a> or call Margot D'Souza at 604.528.5546

## Theoretical Foundations of Dispute Resolution (CCR150) ONLINE

Undertake a creative and critical examination of your dispute resolution beliefs, skills and practices. Mastering dispute resolution skills and processes requires adapting their use to varying circumstances. Assumptions about how human beings understand conflict, why they get involved in disputes, and the meanings of "resolution" underlie all dispute resolution processes. Understanding these assumptions will help you to assess when particular circumstances require adaptation and how different processes might have disparate affects on particular disputants. Topics include: what is theory; conflict theories; 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). This highly participatory course requires your full engagement in exercises, consultations and assignments. Instructor: Roshan Danesh

Prerequisite(s):	None
Recommended:	CCR100 or CCR101
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$525
Dates:	Page 139

*"This course has given me invaluable insight into the power of conversation, human perspective and common understanding. I would love to take more courses and sharpen my skills as much as I can."*

– Abubakar Benna, Team Manager, Minacs

# Centre for Conflict Resolution

## Course Listings by Date

DATE	COURSE	COURSE #	LOCATION	FEE
Sep 10-12, 2008	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Sep 15-16	Building Your Communication Tool Box	CCR102	New Westminster	\$355
Sep 17-19	Negotiation Skills Level I	CCR170	New Westminster	\$535
Sep 17-19	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Victoria	\$550
Sept 22-24	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535
Sept 22-28	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Langara	\$535
Sept 23-25	Mediation Skills Level I	CCR180	Victoria	\$550
Sept 25-26	Asserting Yourself in Conflict Situations	CCR105	New Westminster	\$355
Sept 29-30	Managing the Hostile Individual	CCR108	OC Kelowna	\$450
Sept 29-Oct 1	Mediation Skills Level I	CCR180	New Westminster	\$535
Oct 1-3	Dealing with Anger	CCR190	New Westminster	\$535
Oct 1-3	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	University of Calgary	\$550
Oct 2-3	Building Your Communication Tool Box	CCR102	Victoria	\$395
Oct 6-8	Foundations of Collaborative Conflict Resolution	CCR100	Victoria	\$550
Oct 6-8	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Oct 6-Nov 30	Civil Procedure	CCR211	Online	\$355
Oct 7-9	Foundations of Collaborative Conflict Resolution	CCR100	NWCC, Prince Rupert	\$575
Oct 9	The Art of Reframing	CCR208	New Westminster	\$165
Oct 14-16	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kelowna JIBC	\$550
Oct 15-16	Mediating Civil & Court-Based Cases	CCR214	New Westminster	\$355
Oct 15-17	Negotiation Skills Level I	CCR170	New Westminster	\$535
Oct 15-17	Negotiation Skills Level I	CCR170	University of Calgary	\$550
Oct 17	Preparing for Your Mediation Assessment	CCR291	New Westminster	\$350
Oct 17	Role-Play Practice Clinic	CCR175	Victoria	\$180
Oct 18, 25 & Nov 1	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Oct 20	Preparing for Your Negotiation Assessment	CCR281	New Westminster	\$300
Oct 20-22	Dynamics of Power	CCR206	New Westminster	\$535
Oct 20-25	Negotiation Skills Level I	CCR170	Langara	\$535
Oct 20-Dec 1	Theoretical Foundations of Dispute Resolution	CCR150	Online	\$535
Oct 21-23	Dealing with Anger	CCR190	Victoria	\$550
Oct 21-23	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CNC, Ft St James	\$550
Oct 22-24	Foundations of Collaborative Conflict Resolution	CCR100	Vancouver	\$535
Oct 23-24	Defining Issues and Setting the Agenda	CCR201	New Westminster	\$355
Oct 27-29	Mediation Skills Level I	CCR180	New Westminster	\$535
Oct 27-29	Applying Conflict Theory: From Awareness to Analysis	CCR151	Victoria	\$550
Oct 27-29	Foundations of Collaborative Conflict Resolution	CCR100	Maple Ridge JIBC	\$535
Oct 28-29	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	New Westminster	\$355
Oct 28-29	Asserting Yourself in Conflict Situations	CCR105	NWCC, Terrace	\$475
Oct 28-29	Building Your Communication Toolbox	CCR102	University of Calgary	\$410
Oct 30-31	Asserting Yourself in Conflict Situations	CCR105	New Westminster	\$355
Oct 30-31	Separate Meetings: Pre-Mediation & Caucusing	CCR209	New Westminster	\$370
Nov 3-5	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Victoria	\$550

# Centre for Conflict Resolution

## Course Listings by Date

DATE	COURSE	COURSE #	LOCATION	FEE
Nov 3-7	Mediation Skills Level II	CCR290	New Westminster	\$850
Nov 4-5	Managing the Hostile Individual	CCR108	CNC, Prince George	\$450
Nov 4-6	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Nov 5-7	Mediation Skills Level I	CCR180	University of Calgary	\$550
Nov 7	Assessment: Mediation Third/Party	ACCRM299	New Westminster	\$515
Nov 7-8	Building Your Communication Tool Box	CCR102	New Westminster	\$355
Nov 12-14	Applying Conflict Theory: From Awareness to Analysis	CCR151	New Westminster	\$535
Nov 12-14	Negotiation Skills Level I	CCR170	New Westminster	\$535
Nov 12-14	Foundations of Collaborative Conflict Resolution	CCR100	University of Calgary	\$550
Nov 13	Preparing for Your Negotiation Assessment	CCR281	Victoria	\$315
Nov 14	Preparing for Your Negotiation Assessment	CCR281	New Westminster	\$300
Nov 14	Preparing for Your Mediation Assessment	CCR291	Victoria	\$370
Nov 17	Assessment: Negotiation	ACCRN299	New Westminster	\$415
Nov 17-18	Getting to the Heart of Conflict	CCR203	University of Calgary	\$410
Nov 17-19	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535
Nov 17-19	Negotiation Skills Level I	CCR170	Victoria	\$550
Nov 17-20	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Langara	\$535
Nov 17-21	Negotiation Skills Level II	CCR280	New Westminster	\$850
Nov 18-19	Mediation Skills Level III	CCR295	New Westminster	\$370
Nov 18-20	Negotiation Skills Level I	CCR170	Kelowna JIBC	\$550
Nov 18-20	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	NLC, Ft St John	\$595
Nov 18-20	Foundations of Collaborative Conflict Resolution	CCR100	CNC, Quesnel	\$550
Nov 18-20	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	NWCC, Smithers	\$575
Nov 19-21	Dealing with Anger	CCR190	University of Calgary	\$550
Nov 20	Role-Play Practice Clinic	CCR175	New Westminster	\$165
Nov 20-21	Asserting Yourself in Conflict Situations	CCR105	Victoria	\$395
Nov 20-21	Managing the Hostile Individual	CCR108	New Westminster	\$355
Nov 21	Preparing for Your Mediation Assessment	CCR291	New Westminster	\$350
Nov 24-26	Dealing with Anger	CCR190	New Westminster	\$535
Nov 24-25	Negotiating with Difficult People: Making It Hard to Say No	CCR207	New Westminster	\$370
Nov 24-28	Mediation Skills Level II	CCR290	Victoria	\$850
Nov 25-26	Building Your Communication Tool Box	CCR102	Chilliwack JIBC	\$355
Nov 25-26	Asserting Yourself in Conflict Situations	CCR105	Malaspina, Nanaimo	\$395
Nov 25-27	Negotiation Skills Level I	CCR170	CNC, Nechako/Vanderhoof	\$550
Nov 26-27	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	University of Calgary	\$410
Nov 26-28	Mediation Skills Level I	CCR180	New Westminster	\$535
Nov 27-28	Asserting Yourself in Conflict Situations	CCR105	Vancouver	\$355
Dec 1-3	Shifting from Positions to Interests	CCR202	New Westminster	\$550
Dec 1-3	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CNC, Prince George	\$550
Dec 1-3	Negotiation Skills Level I	CCR170	NWCC, Kitimat	\$575
Dec 1-3	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	CCR200	University of Calgary	\$550
Dec 3-4	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Victoria	\$395

# Centre for Conflict Resolution

## Course Listings by Date

DATE	COURSE	COURSE #	LOCATION	FEE
Dec 3-5	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Dec 4-5	Giving & Receiving Constructive Feedback	CCR171	New Westminster	\$355
Dec 8	Preparing for Your Negotiation Assessment	CCR281	New Westminster	\$300
Dec 8-9	Asserting Yourself in Conflict Situations	CCR105	University of Calgary	\$410
Dec 8-10	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	New Westminster	\$535
Dec 8-10	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Victoria	\$550
Dec 8-14	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Langara	\$535
Dec 9-11	Negotiation Skills Level I	CCR170	New Westminster	\$535
Dec 10-12	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	University of Calgary	\$550
Dec 11-12	Coaching Strategies: Developing People to Resolve Conflict	CCR111	New Westminster	\$355
Dec 12	Assessment: Mediation Third/Party	ACCRM299	New Westminster	\$515
Dec 15	Preparing for Your Mediation Assessment	CCR291	New Westminster	\$350
Dec 15-17	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535
Dec 15-17	Negotiation Skills Level I	CCR170	University of Calgary	\$550
Dec 16	Assessment: Negotiation	ACCRN299	New Westminster	\$415
Dec 17-19	Dealing with Anger	CCR190	New Westminster	\$535
Dec 18-19	Building Your Communication Tool Box	CCR102	New Westminster	\$355
<b>2009</b>				
Jan 7-9, 2009	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Jan 15-16	Asserting Yourself in Conflict Situations	CCR105	New Westminster	\$355
Jan 19-21	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535
Jan 20-22	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Victoria	\$550
Jan 23	Assessment: Negotiation	ACCRN299	New Westminster	\$415
Jan 24, 31, Feb 7	Negotiation Skills Level I	CCR170	New Westminster	\$535
Jan 26	Assessment: Mediation Third/Party	ACCRM299	New Westminster	\$515
Jan 26-28	Negotiation Skills Level I	CCR170	New Westminster	\$535
Jan 27-28	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	CNC, Burns Lake	\$450
Jan 28-30	Mediation Skills Level I	CCR180	New Westminster	\$535
Jan 28-30	Mediation Skills Level I	CCR180	University of Calgary	\$550
Jan 28-30	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Victoria	\$550
Feb 2	Preparing for Your Negotiation Assessment	CCR281	New Westminster	\$300
Feb 2-4	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Feb 4-6	Dealing with Defensiveness in Conflict	CCR205	New Westminster	\$535
Feb 4-6	Mediation Skills Level I	CCR180	Victoria	\$550
Feb 9-11	Dealing with Anger	CCR190	New Westminster	\$535
Feb 9-10	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	New Westminster	\$355
Feb 9-11	Foundations of Collaborative Conflict Resolution	CCR100	Victoria	\$550
Feb 9-11	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	University of Calgary	\$550
Feb 9-11	Dealing with Anger	CCR190	NWCC, Prince Rupert	\$575
Feb 9-Mar 22	Theoretical Foundations of Dispute Resolution	CCR150	Online	\$535
Feb 10-12	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CNC, Prince George	\$550
Feb 11-12	Building Your Communication Tool Box	CCR102	New Westminster	\$355



# Centre for Conflict Resolution

## Course Listings by Date

DATE	COURSE	COURSE #	LOCATION	FEE
Feb 12-14	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535
Feb 16-18	Applying Conflict Theory: From Awareness to Analysis	CCR151	New Westminster	\$535
Feb 16-18	Mediation Skills Level I	CCR180	New Westminster	\$535
Feb 19	Preparing for Your Negotiation Assessment	CCR281	New Westminster	\$300
Feb 19	Assessment: Negotiation	ACCRN299	Victoria	\$430
Feb 19-20	Asserting Yourself in Conflict Situations	CCR105	New Westminster	\$355
Feb 20	Assessment: Mediation Third/Party	ACCRM299	Victoria	\$530
Feb 23	Assessment: Negotiation	ACCRN299	New Westminster	\$415
Feb 23-27	Mediation Skills Level II	CCR290	New Westminster	\$850
Feb 23-27	Mediation Skills Level II	CCR290	University of Calgary	\$875
Feb 23-25	Negotiation Skills Level I	CCR170	New Westminster	\$535
Feb 23-28	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Langara	\$535
Feb 24-25	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Kelowna JIBC	\$450
Feb 24-26	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Vancouver	\$535
Feb 24-26	Dynamics of Power	CCR206	Victoria	\$550
Feb 24-26	Dealing with Anger	CCR190	Malaspina, Nanaimo	\$550
Feb 24-26	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	CNC, Ft St James	\$550
Feb 27	Preparing for Your Mediation Assessment	CCR291	New Westminster	\$350
Mar 2-6	Negotiation Skills Level II	CCR280	New Westminster	\$850
Mar 2-4	Shifting from Positions to Interests	CCR202	New Westminster	\$550
Mar 3-5	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535
Mar 3-5	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Victoria	\$550
Mar 4-6	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	CCR200	University of Calgary	\$550
Mar 7	Role-Play Practice Clinic	CCR175	New Westminster	\$165
Mar 9-10	Managing the Hostile Individual	CCR108	New Westminster	\$355
Mar 9-10	Building Your Communication Tool Box	CCR102	Victoria	\$395
Mar 9-11	Mediation Skills Level I	CCR180	New Westminster	\$535
Mar 9-May 3	Civil Procedure	CCR211	Online	\$355
Mar 11	The Art of Reframing	CCR208	University of Calgary	\$205
Mar 11-12	Mediating Civil & Court-Based Cases	CCR214	New Westminster	\$355
Mar 11-13	Negotiation Skills Level I	CCR170	Victoria	\$550
Mar 11-13	Negotiation Skills Level I	CCR170	Maple Ridge JIBC	\$535
Mar 12	Ethical Dilemmas for Mediators in Alberta	CCR297	University of Calgary	\$190
Mar 12-14	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Mar 13	Ethical Dilemmas for Mediators in BC	CCR296	New Westminster	\$175
Mar 16-17	Building Your Communication Tool Box	CCR102	New Westminster	\$355
Mar 16-17	Asserting Yourself in Conflict Situations	CCR105	University of Calgary	\$410
Mar 16-18	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	New Westminster	\$535
Mar 17-19	Applying Conflict Theory: From Awareness to Analysis	CCR151	Victoria	\$550
Mar 17-19	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Kelowna JIBC	\$550
Mar 17-19	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	NWCC, Terrace	\$575
Mar 18-20	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535

# Centre for Conflict Resolution

## Course Listings by Date

DATE	COURSE	COURSE #	LOCATION	FEE
Mar 19	Assessment: Mediation Third/Party	ACCRM299	New Westminster	\$515
Mar 20	Preparing for Your Negotiation Assessment	CCR281	New Westminster	\$300
Mar 23	Assessment: Negotiation	ACCRN299	New Westminster	\$415
Mar 23-24	Defining Issues and Setting the Agenda	CCR201	New Westminster	\$355
Mar 23-24	Separate Meetings: Pre-Mediation & Caucusing	CCR209	Victoria	\$395
Mar 23-25	Dealing with Anger	CCR190	New Westminster	\$535
Mar 23-29	Negotiation Skills Level I	CCR170	Langara	\$535
Mar 25	Identifying Control & Abuse in Pre-Mediation	CCR271	New Westminster	\$175
Mar 25-26	Building Your Communication Tool Box	CCR102	CNC, Quesnel	\$450
Mar 25-27	Negotiation Skills Level I	CCR170	New Westminster	\$535
Mar 25-27	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Victoria	\$550
Mar 25-27	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Chilliwack JIBC	\$535
Mar 26	Preparing for Your Mediation Assessment	CCR291	New Westminster	\$350
Mar 26-27	Asserting Yourself in Conflict Situations	CCR105	New Westminster	\$355
Mar 30-31	Balancing Empathy & Assertion	CCR172	New Westminster	\$355
Mar 30-31	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Victoria	\$395
Mar 30-Apr 1	Foundations of Collaborative Conflict Resolution	CCR100	University of Calgary	\$550
Mar 30-Apr 1	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Mar 31-Apr 2	Mediation Skills Level I	CCR180	Vancouver	\$535
Apr 1-2	Asserting Yourself in Conflict Situations	CCR105	Victoria	\$395
Apr 1-3	Foundations of Collaborative Conflict Resolution	CCR100	Abbotsford UCFV	\$535
Apr 6-8	Negotiation Skills Level I	CCR170	University of Calgary	\$550
Apr 18, 25, May 2	Mediation Skills Level I	CCR180	New Westminster	\$535
Apr 20-21	Defining Issues & Setting the Agenda	CCR201	University of Calgary	\$410
Apr 20-22	Dealing with Anger	CCR190	Victoria	\$395
Apr 21	Assessment: Mediation Third/Party	ACCRM299	New Westminster	\$515
Apr 21-23	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Apr 21-25	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Langara	\$355
Apr 22-24	Negotiation Skills Level I	CCR170	New Westminster	\$535
Apr 23-24	Building Your Communication Toolbox	CCR102	University of Calgary	\$410
Apr 23-24	Coaching Strategies: Developing People to Resolve Conflict	CCR111	Victoria	\$395
Apr 24	Asking Better Questions	CCR204	New Westminster	\$175
Apr 24	Preparing for Your Mediation Assessment	CCR291	New Westminster	\$350
Apr 27	Preparing for Your Negotiation Assessment	CCR281	New Westminster	\$300
Apr 27-28	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	University of Calgary	\$550
Apr 27-29	Mediation Skills Level I	CCR180	New Westminster	\$535
Apr 27-May 1	Negotiation Skills Level II	CCR280	Victoria	\$850
Apr 28-29	Managing the Hostile Individual	CCR108	Abbotsford UCFV	\$355
Apr 28-30	Mediation Skills Level I	CCR180	CNC, Prince George	\$550
Apr 29-May 1	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535
Apr 29-May 1	Mediation Skills Level I	CCR180	University of Calgary	\$550
Apr 30-May 1	Separate Meetings: Pre-Mediation & Caucusing	CCR209	New Westminster	\$370

# Centre for Conflict Resolution

## Course Listings by Date

DATE	COURSE	COURSE #	LOCATION	FEE
May 1	Assessment: Negotiation	ACCRN299	New Westminster	\$415
May 4-5	Building Your Communication Tool Box	CCR102	New Westminster	\$355
May 4-6	Foundations of Collaborative Conflict Resolution	CCR100	Victoria	\$550
May 4-6	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	OC Penticton	\$550
May 4-6	Mediation Skills Level I	CCR180	NWCC, Smithers	\$575
May 4-8	Negotiation Skills Level II	CCR280	University of Calgary	\$875
May 4-8	Mediation Skills Level II	CCR290	New Westminster	\$850
May 6-8	Dealing with Anger	CCR190	New Westminster	\$535
May 7-9	Negotiation Skills Level I	CCR170	OC Penticton	\$550
May 11	Role-Play Practice Clinic	CCR175	Victoria	\$180
May 11-12	Giving & Receiving Constructive Feedback	CCR171	New Westminster	\$355
May 11-13	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	University of Calgary	\$550
May 11-13	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
May 11-Jun 21	Theoretical Foundations of Dispute Resolution	CCR150	Online	\$535
May 12	Preparing for Your Mediation Assessment	CCR291	Victoria	\$315
May 13	Preparing for Your Negotiation Assessment	CCR281	Victoria	\$370
May 13-14	Asserting Yourself in Conflict Situations	CCR105	New Westminster	\$355
May 13-14	Coaching Strategies: Developing People to Resolve Conflict	CCR111	CNC, Prince George	\$450
May 13-15	Shifting from Positions to Interests	CCR202	Victoria	\$550
May 19-20	Mediation Skills Level III	CCR295	New Westminster	\$370
May 20-22	Negotiation Skills Level I	CCR170	Vancouver	\$535
May 21	Assessment: Mediation Third/Party	ACCRM299	New Westminster	\$515
May 21-22	Negotiating with Difficult People: Making It Hard to Say No	CCR207	New Westminster	\$370
May 21-22	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	CCR260	University of Calgary	\$410
May 22	Preparing for Your Mediation Assessment	CCR291	New Westminster	\$350
May 23	Role-Play Practice Clinic	CCR175	New Westminster	\$165
May 25	Preparing for Your Negotiation Assessment	CCR281	New Westminster	\$300
May 25-27	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535
May 25-29	Negotiation Skills Level II	CCR280	New Westminster	\$850
May 25-30	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Langara	\$535
May 26-27	Managing the Hostile Individual	CCR108	Victoria	\$395
May 27-29	Dealing with Anger	CCR190	University of Calgary	\$550
May 28-29	Managing the Conflict Within	CCR173	New Westminster	\$355
May 28-30	Mediation Skills Level I	CCR180	New Westminster	\$535
May 30-31	Asserting Yourself in Conflict Situations	CCR105	Abbotsford UCFV	\$355
Jun 1	Role Play Practice Clinic	CCR175	University of Calgary	\$200
Jun 1-3	Dynamics of Power	CCR206	New Westminster	\$535
Jun 2-4	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Victoria	\$550
Jun 2-4	Foundations of Collaborative Conflict Resolution	CCR100	NWCC, Kitimat	\$575
Jun 3-5	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Jun 3-5	Negotiation Skills Level I	CCR170	University of Calgary	\$550
Jun 6, 13, 20	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535

# Centre for Conflict Resolution

## Course Listings by Date

DATE	COURSE	COURSE #	LOCATION	FEE
Jun 8-10	Negotiation Skills Level I	CCR170	New Westminster	\$535
Jun 9-10	Asserting Yourself in Conflict Situations	CCR105	Maple Ridge JIBC	\$355
Jun 10-12	Applying Conflict Theory: From Awareness to Analysis	CCR151	New Westminster	\$535
Jun 10-12	Negotiation Skills Level I	CCR170	Victoria	\$550
Jun 11	The Art of Reframing	CCR208	New Westminster	\$165
Jun 15	Assessment: Negotiation	ACCRN299	New Westminster	\$415
Jun 15-17	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Jun 15-17	Shifting from Positions to Interests	CCR202	New Westminster	\$550
Jun 15-17	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Abbotsford UCFV	\$535
Jun 16	Assessment: Negotiation	ACCRN299	Victoria	\$430
Jun 17	Assessment: Mediation Third/Party	ACCRM299	Victoria	\$530
Jun 17-19	Dealing with Anger	CCR190	Vancouver	\$535
Jun 18-19	Building Your Communication Tool Box	CCR102	New Westminster	\$355
Jun 19	Preparing for Your Mediation Assessment	CCR291	New Westminster	\$350
Jun 22	Preparing for Your Negotiation Assessment	CCR281	New Westminster	\$300
Jun 22-24	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	University of Calgary	\$550
Jun 22-24	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Victoria	\$550
Jun 22-24	Mediation Skills Level I	CCR180	New Westminster	\$535
Jun 23-25	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Langara	\$535
Jun 23-25	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CNC, Prince George	\$550
Jun 24-26	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535
Jun 25-26	Asserting Yourself in Conflict Situations	CCR105	New Westminster	\$355
Jul 6-7	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	New Westminster	\$355
Jul 6-8	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Jul 8-10	Dealing with Defensiveness in Conflict	CCR205	New Westminster	\$535
Jul 10	Assessment: Mediation Third/Party	ACCRM299	New Westminster	\$515
Jul 13-14	Asserting Yourself in Conflict Situations	CCR105	Victoria	\$395
Jul 13-15	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	New Westminster	\$535
Jul 15-17	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535
Jul 15-17	Negotiation Skills Level I	CCR170	University of Calgary	\$550
Jul 16-17	Coaching Strategies: Developing People to Resolve Conflict	CCR111	New Westminster	\$355
Jul 20	Preparing for Your Mediation Assessment	CCR291	New Westminster	\$350
Jul 20-21	Building Your Communication Tool Box	CCR102	New Westminster	\$355
Jul 20-22	Negotiation Skills Level I	CCR170	New Westminster	\$535
Jul 21-23	Negotiation Skills Level I	CCR170	Langara	\$535
Jul 22-24	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Jul 23-24	Asserting Yourself in Conflict Situations	CCR105	New Westminster	\$355
Jul 24	Assessment: Negotiation	ACCRN299	New Westminster	\$415
Jul 27	Preparing for Your Negotiation Assessment	CCR281	New Westminster	\$300
Jul 27-29	Mediation Skills Level I	CCR180	New Westminster	\$535
Jul 28-30	Dealing with Anger	CCR190	New Westminster	\$535
Aug 5-7	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535



# Centre for Conflict Resolution

## Course Listings by Date

DATE	COURSE	COURSE #	LOCATION	FEE
Aug 7	Role-Play Practice Clinic	CCR175	New Westminster	\$165
Aug 10-14	Mediation Skills Level II	CCR290	New Westminster	\$850
Aug 10-12	Negotiation Skills Level I	CCR170	New Westminster	\$535
Aug 10-12	Foundations of Collaborative Conflict Resolution	CCR100	OC Kelowna	\$550
Aug 13-15	Mediation Skills Level I	CCR180	OC Kelowna	\$550
Aug 17	Assessment: Mediation Third/Party	ACCRM299	New Westminster	\$515
Aug 17-18	Managing the Hostile Individual	CCR108	Vancouver	\$355
Aug 17-18	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Langara	\$355
Aug 18-20	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	New Westminster	\$535
Aug 19-20	Mediating Civil & Court-Based Cases	CCR214	New Westminster	\$355
Aug 19-21	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Victoria	\$550
Aug 19-21	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Langara	\$535
Aug 21	Assessment: Negotiation	ACCRN299	New Westminster	\$415
Aug 21-22	Building Your Communication Tool Box	CCR102	New Westminster	\$355
Aug 24-26	Dealing with Anger	CCR190	New Westminster	\$535
Aug 24-28	Negotiation Skills Level II	CCR280	New Westminster	\$850
Aug 25-27	Mediation Skills Level I	CCR180	New Westminster	\$535
Aug 31-Sep 2	Foundations of Collaborative Conflict Resolution	CCR100	New Westminster	\$535

*Win a free course!  
Sign up for our  
eletter distribution list*

Sign up for our eletter distribution list and have the latest information on Community and Social Justice Division courses, events, and customized solutions delivered to your inbox. Plus, we will enter your name in our quarterly draw for a free course. To sign up, visit our website at [www.jibc.ca/csjd](http://www.jibc.ca/csjd) and follow the links.

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE
<b>COLLEGE OF NEW CALEDONIA – BURNS LAKE</b>				
Jan 27-28	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Nancy McPhee	\$450
<b>COLLEGE OF NEW CALEDONIA – FORT ST. JAMES</b>				
Oct 21-23	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Janice Bateman	\$550
Feb 24-26	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Dale Zaiser	\$550
<b>COLLEGE OF NEW CALEDONIA – NECHAKO/VANDERHOOF</b>				
Nov 25-27	Negotiation Skills Level I	CCR170	Raj Dhasi	\$550
<b>COLLEGE OF NEW CALEDONIA – PRINCE GEORGE</b>				
Nov 4-5	Managing the Hostile Individual	CCR108	Mario Govorchin	\$450
Dec 1-3	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Gordon White	\$550
Feb 10-12	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Sandra Rossi	\$550
Apr 28-30	Mediation Skills Level I	CCR180	Derm McNulty	\$550
May 13-14	Coaching Strategies: Developing People to Resolve Conflict	CCR111	Linda Dobson Sayer	\$450
Jun 23-25	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	TBA	\$550
<b>COLLEGE OF NEW CALEDONIA – QUESNEL</b>				
Nov 18-20	Foundations of Collaborative Conflict Resolution	CCR100	Sandra Rossi	\$550
Mar 25-26	Building Your Communication Tool Box	CCR102	Jane Roberts	\$450
<b>JIBC – CHILLIWACK CAMPUS</b>				
Nov 25-26	Building Your Communication Tool Box	CCR102	Kerry Palmer	\$355
Mar 25-27	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kerry Palmer	\$535
<b>JIBC – GREAT NORTHERN WAY CAMPUS</b>				
Oct 22-24	Foundations of Collaborative Conflict Resolution	CCR100	Pam Penner	\$535
Nov 27-28	Asserting Yourself in Conflict Situations	CCR105	Deborah White	\$355
Feb 24-26	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jim Toogood	\$535
Mar 31-Apr 2	Mediation Skills Level I	CCR180	Gordon White	\$535
May 20-22	Negotiation Skills Level I	CCR170	Pam Penner	\$535
Jun 17-19	Dealing with Anger	CCR190	Mario Govorchin	\$535
Aug 17-18	Managing the Hostile Individual	CCR108	Mario Govorchin	\$355
<b>JIBC – KELOWNA</b>				
Oct 14-16	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Janice Bateman	\$550
Nov 18-20	Negotiation Skills Level I	CCR170	Kerry Palmer	\$550
Feb 24-25	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Sue Wazny	\$450
Mar 17-19	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Dale Zaiser	\$550
<b>JIBC – MAPLE RIDGE CAMPUS</b>				
Oct 27-29	Foundations of Collaborative Conflict Resolution	CCR100	Sherri Calder	\$535
Mar 11-13	Negotiation Skills Level I	CCR170	Jory Faibish	\$535
Jun 9-10	Asserting Yourself in Conflict Situations	CCR105	Pam Penner	\$355

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE
<b>JIBC – NEW WESTMINSTER CAMPUS</b>				
Sept 10-12	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Linda Dobson Sayer	\$535
Sept 15-16	Building Your Communication Tool Box	CCR102	Jory Faibish	\$355
Sept 17-19	Negotiation Skills Level I	CCR170	Raj Dhasi	\$535
Sept 22-24	Foundations of Collaborative Conflict Resolution	CCR100	Sherri Calder	\$535
Sept 25-26	Asserting Yourself in Conflict Situations	CCR105	Deborah White	\$355
Sept 29-Oct 1	Mediation Skills Level I	CCR180	Dale Zaiser	\$535
Oct 1-3	Dealing with Anger	CCR190	Joan Balmer	\$535
Oct 6-8	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Derm McNulty	\$535
Oct 9	The Art of Reframing	CCR208	Deborah White	\$165
Oct 15-16	Mediating Civil & Court-Based Cases	CCR214	Jim Toogood	\$355
Oct 15-17	Negotiation Skills Level I	CCR170	Kelly Henderson	\$535
Oct 17	Preparing for Your Mediation Assessment	CCR291	Lee Turnbull	\$350
Oct 18, 25 & Nov 1	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jory Faibish	\$535
Oct 20	Preparing for Your Negotiation Assessment	CCR281	Deborah White	\$300
Oct 20-22	Dynamics of Power	CCR206	Joan Balmer	\$535
Oct 23-24	Defining Issues and Setting the Agenda	CCR201	Ron Monk	\$355
Oct 27-29	Mediation Skills Level I	CCR180	Sue Wazny	\$535
Oct 28-29	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Deborah White	\$355
Oct 30-31	Asserting Yourself in Conflict Situations	CCR105	Nancy McPhee	\$355
Oct 30-31	Separate Meetings: Pre-Mediation & Caucusing	CCR209	Donna Soules	\$370
Nov 3-7	Mediation Skills Level II	CCR290	Deborah White	\$850
Nov 4-6	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jane Roberts	\$535
Nov 7	Assessment: Mediation Third/Party	ACCRM299	Linda Dobson Sayer	\$515
Nov 7-8	Building Your Communication Tool Box	CCR102	Janice Bateman	\$355
Nov 12-14	Applying Conflict Theory: From Awareness to Analysis	CCR151	Brian Frank	\$535
Nov 12-14	Negotiation Skills Level I	CCR170	Jim Toogood	\$535
Nov 14	Preparing for Your Negotiation Assessment	CCR281	Lee Turnbull	\$300
Nov 17	Assessment: Negotiation	ACCRN299	TBA	\$415
Nov 17-19	Foundations of Collaborative Conflict Resolution	CCR100	Raj Dhasi	\$535
Nov 17-21	Negotiation Skills Level II	CCR280	Dale Zaiser	\$850
Nov 18-19	Mediation Skills Level III	CCR295	Ron Monk	\$370
Nov 20	Role-Play Practice Clinic	CCR175	TBA	\$165
Nov 20-21	Managing the Hostile Individual	CCR108	Mario Govorchin	\$355
Nov 21	Preparing for Your Mediation Assessment	CCR291	Linda Dobson Sayer	\$350
Nov 24-26	Dealing with Anger	CCR190	Sue Wazny	\$535
Nov 24-25	Negotiating with Difficult People: Making It Hard to Say No	CCR207	Sherri Calder	\$370
Nov 26-28	Mediation Skills Level I	CCR180	Linda Dobson Sayer	\$535
Dec 1-3	Shifting from Positions to Interests	CCR202	Sherri Calder	\$550

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE
<b>JIBC – NEW WESTMINSTER CAMPUS</b>				
Dec 3-5	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Gary Harper	\$535
Dec 4-5	Giving & Receiving Constructive Feedback	CCR171	Deborah White	\$355
Dec 8	Preparing for Your Negotiation Assessment	CCR281	Mario Govorchin	\$300
Dec 8-10	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Linda Dobson Sayer	\$535
Dec 9-11	Negotiation Skills Level I	CCR170	Jory Faibish	\$535
Dec 11-12	Coaching Strategies: Developing People to Resolve Conflict	CCR111	Linda Dobson Sayer	\$355
Dec 12	Assessment: Mediation Third/Party	ACCRM299	Deborah White	\$515
Dec 15	Preparing for Your Mediation Assessment	CCR291	Lee Turnbull	\$350
Dec 15-17	Foundations of Collaborative Conflict Resolution	CCR100	Mario Govorchin	\$535
Dec 16	Assessment: Negotiation	ACCRN299	Nancy McPhee	\$415
Dec 17-19	Dealing with Anger	CCR190	Stacey Holloway	\$535
Dec 18-19	Building Your Communication Tool Box	CCR102	Kelly Henderson	\$355
Jan 7-9	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Deborah White	\$535
Jan 15-16	Asserting Yourself in Conflict Situations	CCR105	Sue Wazny	\$355
Jan 19-21	Foundations of Collaborative Conflict Resolution	CCR100	Joan Balmer	\$535
Jan 23	Assessment: Negotiation	ACCRN299	Ron Monk	\$415
Jan 24, 31, Feb 7	Negotiation Skills Level I	CCR170	Jane Roberts	\$535
Jan 26	Assessment: Mediation Third/Party	ACCRM299	Ron Monk	\$515
Jan 26-28	Negotiation Skills Level I	CCR170	Derm McNulty	\$535
Jan 28-30	Mediation Skills Level I	CCR180	Janice Bateman	\$535
Feb 2	Preparing for Your Negotiation Assessment	CCR281	Nancy McPhee	\$300
Feb 2-4	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Sherri Calder	\$535
Feb 4-6	Dealing with Defensiveness in Conflict	CCR205	Donna Soules	\$535
Feb 9-11	Dealing with Anger	CCR190	Ron Monk	\$535
Feb 9-10	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Nancy McPhee	\$355
Feb 11-12	Building Your Communication Tool Box	CCR102	Kerry Palmer	\$355
Feb 12-14	Foundations of Collaborative Conflict Resolution	CCR100	Dale Zaiser	\$535
Feb 16-18	Applying Conflict Theory: From Awareness to Analysis	CCR151	Brian Frank	\$535
Feb 16-18	Mediation Skills Level I	CCR180	Deborah White	\$535
Feb 19	Preparing for Your Negotiation Assessment	CCR281	TBA	\$300
Feb 19-20	Asserting Yourself in Conflict Situations	CCR105	Pam Penner	\$355
Feb 23	Assessment: Negotiation	ACCRN299	TBA	\$415
Feb 23-27	Mediation Skills Level II	CCR290	Ron Monk	\$850
Feb 23-25	Negotiation Skills Level I	CCR170	Janice Bateman	\$535
Feb 27	Preparing for Your Mediation Assessment	CCR291	Deborah White	\$350
Mar 2-6	Negotiation Skills Level II	CCR280	Deborah White	\$850
Mar 2-4	Shifting from Positions to Interests	CCR202	Sherri Calder	\$550
Mar 3-5	Foundations of Collaborative Conflict Resolution	CCR100	Janice Bateman	\$535



# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE
<b>JIBC – NEW WESTMINSTER CAMPUS</b>				
Mar 7	Role-Play Practice Clinic	CCR175	Jory Faibish	\$165
Mar 9-10	Managing the Hostile Individual	CCR108	Mario Govorchin	\$355
Mar 9-11	Mediation Skills Level I	CCR180	Sue Wazny	\$535
Mar 11-12	Mediating Civil & Court-Based Cases	CCR214	Jim Toogood	\$355
Mar 12-14	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kelly Henderson	\$535
Mar 13	Ethical Dilemmas for Mediators in BC	CCR296	Lee Turnbull	\$175
Mar 16-17	Building Your Communication Tool Box	CCR102	Sherri Calder	\$355
Mar 16-18	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Linda Dobson Sayer	\$535
Mar 18-20	Foundations of Collaborative Conflict Resolution	CCR100	Sue Wazny	\$535
Mar 19	Assessment: Mediation Third/Party	ACCRM299	Linda Dobson Sayer	\$515
Mar 20	Preparing for Your Negotiation Assessment	CCR281	TBA	\$300
Mar 23	Assessment: Negotiation	ACCRN299	Deborah White	\$415
Mar 23-24	Defining Issues and Setting the Agenda	CCR201	Ron Monk	\$355
Mar 23-25	Dealing with Anger	CCR190	Nancy McPhee	\$535
Mar 25	Identifying Control & Abuse in Pre-Mediation	CCR271	Ron Monk	\$175
Mar 25-27	Negotiation Skills Level I	CCR170	Deborah White	\$535
Mar 26	Preparing for Your Mediation Assessment	CCR291	Ron Monk	\$350
Mar 26-27	Asserting Yourself in Conflict Situations	CCR105	Linda Dobson Sayer	\$355
Mar 30-31	Balancing Empathy & Assertion	CCR172	Joan Balmer	\$355
Mar 30-Apr 1	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Derm McNulty	\$535
Apr 18, 25, May 2	Mediation Skills Level I	CCR180	TBA	\$535
Apr 21	Assessment: Mediation Third/Party	ACCRM299	Lee Turnbull	\$515
Apr 21-23	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Joan Balmer	\$535
Apr 22-24	Negotiation Skills Level I	CCR170	Dale Zaiser	\$535
Apr 24	Asking Better Questions	CCR204	Gordon Sloan	\$175
Apr 24	Preparing for Your Mediation Assessment	CCR291	Donna Soules	\$350
Apr 27	Preparing for Your Negotiation Assessment	CCR281	Deborah White	\$300
Apr 27-29	Mediation Skills Level I	CCR180	Jim Toogood	\$535
Apr 29-May 1	Foundations of Collaborative Conflict Resolution	CCR100	Nancy McPhee	\$535
Apr 30-May 1	Separate Meetings: Pre-Mediation & Caucusing	CCR209	Ron Monk	\$370
May 1	Assessment: Negotiation	ACCRN299	Mario Govorchin	\$415
May 4-5	Building Your Communication Tool Box	CCR102	Derm McNulty	\$355
May 4-8	Mediation Skills Level II	CCR290	Donna Soules	\$850
May 6-8	Dealing with Anger	CCR190	Joan Balmer	\$535
May 11-12	Giving & Receiving Constructive Feedback	CCR171	Deborah White	\$355
May 11-13	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kelly Henderson	\$535
May 13-14	Asserting Yourself in Conflict Situations	CCR105	Deborah White	\$355
May 19-20	Mediation Skills Level III	CCR295	Donna Soules	\$370
May 21	Assessment: Mediation Third/Party	ACCRM299	Linda Dobson Sayer	\$515
May 21-22	Negotiating with Difficult People: Making It Hard to Say No	CCR207	Ron Monk	\$370

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE
<b>JIBC – NEW WESTMINSTER CAMPUS</b>				
May 22	Preparing for Your Mediation Assessment	CCR291	Lee Turnbull	\$350
May 23	Role-Play Practice Clinic	CCR175	Raj Dhasi	\$165
May 25	Preparing for Your Negotiation Assessment	CCR281	Ron Monk	\$300
May 25-27	Foundations of Collaborative Conflict Resolution	CCR100	Jane Roberts	\$535
May 25-29	Negotiation Skills Level II	CCR280	Nancy McPhee	\$850
May 28-29	Managing the Conflict Within	CCR173	Joan Balmer/ Nikki de Carteret	\$355
May 28-30	Mediation Skills Level I	CCR180	Derm McNulty	\$535
Jun 1-3	Dynamics of Power	CCR206	Joan Balmer	\$535
Jun 3-5	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Janice Bateman	\$535
Jun 6, 13, 20	Foundations of Collaborative Conflict Resolution	CCR100	Pam Penner	\$535
Jun 8-10	Negotiation Skills Level I	CCR170	Sherri Calder	\$535
Jun 10-12	Applying Conflict Theory: From Awareness to Analysis	CCR151	Brian Frank	\$535
Jun 11	The Art of Reframing	CCR208	Deborah White	\$165
Jun 15	Assessment: Negotiation	ACCRN299	TBA	\$415
Jun 15-17	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Raj Dhasi	\$535
Jun 15-17	Shifting from Positions to Interests	CCR202	Donna Soules	\$550
Jun 18-19	Building Your Communication Tool Box	CCR102	Nancy McPhee	\$355
Jun 19	Preparing for Your Mediation Assessment	CCR291	Donna Soules	\$350
Jun 22	Preparing for Your Negotiation Assessment	CCR281	Deborah White	\$300
Jun 22-24	Mediation Skills Level I	CCR180	Donna Soules	\$535
Jun 24-26	Foundations of Collaborative Conflict Resolution	CCR100	Deborah White	\$535
Jun 25-26	Asserting Yourself in Conflict Situations	CCR105	Derm McNulty	\$355
Jul 6-7	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Linda Dobson Sayer	\$355
Jul 6-8	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Dale Zaiser	\$535
Jul 8-10	Dealing with Defensiveness in Conflict	CCR205	Donna Soules	\$535
Jul 10	Assessment: Mediation Third/Party	ACCRM299	Lee Turnbull	\$515
Jul 13-15	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Linda Dobson Sayer	\$535
Jul 15-17	Foundations of Collaborative Conflict Resolution	CCR100	Sue Wazny	\$535
Jul 16-17	Coaching Strategies: Developing People to Resolve Conflict	CCR111	Linda Dobson Sayer	\$355
Jul 20	Preparing for Your Mediation Assessment	CCR291	Lee Turnbull	\$350
Jul 20-21	Building Your Communication Tool Box	CCR102	Raj Dhasi	\$355
Jul 20-22	Negotiation Skills Level I	CCR170	Mario Govorchin	\$535
Jul 22-24	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jory Faibish	\$535
Jul 23-24	Asserting Yourself in Conflict Situations	CCR105	Jim Toogood	\$355
Jul 24	Assessment: Negotiation	ACCRN299	Lee Turnbull	\$415
Jul 27	Preparing for Your Negotiation Assessment	CCR281	Nancy McPhee	\$300
Jul 27-29	Mediation Skills Level I	CCR180	Deborah White	\$535

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE
<b>JIBC – NEW WESTMINSTER CAMPUS</b>				
Jul 28-30	Dealing with Anger	CCR190	Stacey Holloway	\$535
Aug 5-7	Foundations of Collaborative Conflict Resolution	CCR100	Jory Faibish	\$535
Aug 7	Role-Play Practice Clinic	CCR175	Jane Roberts	\$165
Aug 10-14	Mediation Skills Level II	CCR290	Linda Dobson Sayer	\$850
Aug 10-12	Negotiation Skills Level I	CCR170	Jane Roberts	\$535
Aug 17	Assessment: Mediation Third/Party	ACCRM299	Deborah White	\$515
Aug 18-20	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kelly Henderson	\$535
Aug 19-20	Mediating Civil & Court-Based Cases	CCR214	Jim Toogood	\$355
Aug 21	Assessment: Negotiation	ACCRN299	Mario Govorchin	\$415
Aug 21-22	Building Your Communication Tool Box	CCR102	Sue Wazny	\$355
Aug 24-26	Dealing with Anger	CCR190	Nancy McPhee	\$535
Aug 24-28	Negotiation Skills Level II	CCR280	Mario Govorchin	\$850
Aug 25-27	Mediation Skills Level I	CCR180	Derm McNulty	\$535
Aug 31-Sep 2	Foundations of Collaborative Conflict Resolution	CCR100	Jim Toogood	\$535
<b>JIBC – VICTORIA CAMPUS</b>				
Sept 17-19	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Ron Monk	\$550
Sept 23-25	Mediation Skills Level I	CCR180	Brian Frank	\$550
Oct 2-3	Building Your Communication Toolbox	CCR102	Gordon White	\$395
Oct 6-8	Foundations of Collaborative Conflict Resolution	CCR100	Nancy McPhee	\$550
Oct 17	Role-Play Practice Clinic	CCR175	Juan Barker	\$180
Oct 21-23	Dealing with Anger	CCR190	Nancy McPhee	\$550
Oct 27-29	Applying Conflict Theory: From Awareness to Analysis	CCR151	Brian Frank	\$550
Nov 3-5	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Brian Frank	\$550
Nov 13	Preparing for Your Negotiation Assessment	CCR281	Nancy McPhee	\$315
Nov 14	Preparing for Your Mediation Assessment	CCR291	Ron Monk	\$370
Nov 17-19	Negotiation Skills Level I	CCR170	Linda Dobson Sayer	\$550
Nov 20-21	Asserting Yourself in Conflict Situations	CCR105	Ron Monk	\$395
Nov 24-28	Mediation Skills Level II	CCR290	Donna Soules	\$850
Dec 3-4	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Ron Monk	\$395
Dec 8-10	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Gordon White	\$550
Jan 20-22	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Nancy McPhee	\$550
Jan 28-30	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Ron Monk	\$550
Feb 4-6	Mediation Skills Level I	CCR180	Ron Monk	\$550
Feb 9-11	Foundations of Collaborative Conflict Resolution	CCR100	Donna Soules	\$550
Feb 19	Assessment: Negotiation	ACCRN299	Ron Monk	\$430
Feb 20	Assessment: Mediation Third/Party	ACCRM299	Lee Turnbull	\$530
Feb 24-26	Dynamics of Power	CCR206	Joan Balmer	\$550

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE
<b>JIBC – VICTORIA CAMPUS</b>				
Mar 3-5	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Ron Monk	\$550
Mar 9-10	Building Your Communication Tool Box	CCR102	Brian Frank	\$395
Mar 11-13	Negotiation Skills Level I	CCR170	Gordon White	\$550
Mar 17-19	Applying Conflict Theory: From Awareness to Analysis	CCR151	Brian Frank	\$550
Mar 23-24	Separate Meetings: Pre-Mediation & Caucusing	CCR209	Gordon White	\$395
Mar 25-27	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Donna Soules	\$550
Mar 30-31	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Nancy McPhee	\$395
Apr 1-2	Asserting Yourself in Conflict Situations	CCR105	Ron Monk	\$395
Apr 20-22	Dealing with Anger	CCR190	Gordon White	\$395
Apr 23-24	Coaching Strategies: Developing People to Resolve Conflict	CCR111	Linda Dobson Sayer	\$395
Apr 27-May 1	Negotiation Skills Level II	CCR280	Linda Dobson Sayer	\$850
May 4-6	Foundations of Collaborative Conflict Resolution	CCR100	Nancy McPhee	\$550
May 11	Role-Play Practice Clinic	CCR175	Julia Menard	\$180
May 12	Preparing for Your Mediation Assessment	CCR291	Donna Soules	\$315
May 13	Preparing for Your Negotiation Assessment	CCR281	Ron Monk	\$370
May 13-15	Shifting from Positions to Interests	CCR202	Donna Soules	\$550
May 26-27	Managing the Hostile Individual	CCR108	Mario Govorchin	\$395
Jun 2-4	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Brian Frank	\$550
Jun 10-12	Negotiation Skills Level I	CCR170	Gordon White	\$550
Jun 16	Assessment: Negotiation	ACCRN299	Nancy McPhee	\$430
Jun 17	Assessment: Mediation Third/Party	ACCRM299	Linda Dobson Sayer	\$530
Jun 22-24	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Linda Dobson Sayer	\$550
Jul 13-14	Asserting Yourself in Conflict Situations	CCR105	Nancy McPhee	\$395
Aug 19-21	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Linda Dobson Sayer	\$550
<b>LANGARA COLLEGE – VANCOUVER</b>				
Sept 22-28	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jory Faibish	\$535
Oct 20-25	Negotiation Skills Level I	CCR170	Pam Penner	\$535
Nov 17-20	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Deborah White	\$535
Dec 8-14	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Deborah White	\$535
Feb 23-28	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Sherri Calder	\$535
Mar 23-29	Negotiation Skills Level I	CCR170	Derm McNulty	\$535
Apr 21-25	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Deborah White	\$355
May 25-30	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Deborah White	\$535
Jun 23-25	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jane Roberts	\$535
Jul 21-23	Negotiation Skills Level I	CCR170	Kerry Palmer	\$535



# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE
<b>LANGARA COLLEGE – VANCOUVER</b>				
Aug 17-18	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Nancy McPhee	\$355
Aug 19-21	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Dale Zaiser	\$535
<b>MALASPINA UNIVERSITY COLLEGE – NANAIMO</b>				
Nov 25-26	Asserting Yourself in Conflict Situations	CCR105	Nancy McPhee	\$395
Feb 24-26	Dealing with Anger	CCR190	Nancy McPhee	\$550
<b>NORTHERN LIGHTS COMMUNITY COLLEGE – FORT ST. JOHN</b>				
Nov 18-20	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Pam Penner	\$595
Mar 23-25	Foundations of Collaborative Conflict Resolution	CCR100	Jim Toogood	\$595
<b>NORTHWEST COMMUNITY COLLEGE – KITIMAT</b>				
Dec 1-3	Negotiation Skills Level I	CCR170	Kerry Palmer	\$575
Jun 2-4	Foundations of Collaborative Conflict Resolution	CCR100	Derm McNulty	\$575
<b>NORTHWEST COMMUNITY COLLEGE – PRINCE RUPERT</b>				
Oct 7-9	Foundations of Collaborative Conflict Resolution	CCR100	Jim Toogood	\$575
Feb 9-11	Dealing with Anger	CCR190	Janice Bateman	\$575
<b>NORTHWEST COMMUNITY COLLEGE – SMITHERS</b>				
Nov 18-20	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jim Toogood	\$575
May 4-6	Mediation Skills Level I	CCR180	Jim Toogood	\$575
<b>NORTHWEST COMMUNITY COLLEGE – TERRACE</b>				
Oct 28-29	Asserting Yourself in Conflict Situations	CCR105	Janice Bateman	\$475
Mar 17-19	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kerry Palmer	\$575
<b>OKANAGAN COLLEGE – KELOWNA</b>				
Sept 29-30	Managing the Hostile Individual	CCR108	Mario Govorchin	\$450
Aug 10-12	Foundations of Collaborative Conflict Resolution	CCR100	Kerry Palmer	\$550
Aug 13-15	Mediation Skills Level I	CCR180	Janice Bateman	\$550
<b>OKANAGAN COLLEGE – PENTICTON</b>				
May 4-6	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kerry Palmer	\$550
May 7-9	Negotiation Skills Level I	CCR170	Janice Bateman	\$550
<b>ONLINE</b>				
Oct 6-Nov 30	Civil Procedure	CCR211	Terry Harris	\$355
Oct 20-Dec 1	Theoretical Foundations of Dispute Resolution	CCR150	Roshan Danesh	\$535
Feb 9-Mar 22	Theoretical Foundations of Dispute Resolution	CCR150	Roshan Danesh	\$535
Mar 9-May 3	Civil Procedure	CCR211	Terry Harris	\$355
May 11-Jun 21	Theoretical Foundations of Dispute Resolution	CCR150	Roshan Danesh	\$535
<b>UNIVERSITY OF CALGARY – CALGARY, AB</b>				
Oct 1-3	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Robert Slocombe	\$550
Oct 15-17	Negotiation Skills Level I	CCR170	Sharon Wilson	\$550
Oct 28-29	Building Your Communication Toolbox	CCR102	Josie Stiles	\$410
Nov 5-7	Mediation Skills Level I	CCR180	Barbara McNeil	\$550
Nov 12-14	Foundations of Collaborative Conflict Resolution	CCR100	Patricia Tolppanen	\$550

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE
<b>UNIVERSITY OF CALGARY – CALGARY, AB</b>				
Nov 17-18	Getting to the Heart of Conflict	CCR203	Cheryl Scott	\$410
Nov 19-21	Dealing with Anger	CCR190	Josie Stiles	\$550
Nov 26-27	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Josie Stiles	\$410
Dec 1-3	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	CCR200	Barbara McNeil	\$550
Dec 8-9	Asserting Yourself in Conflict Situations	CCR105	TBA	\$410
Dec 10-12	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Cheryl Scott	\$550
Dec 15-17	Negotiation Skills Level I	CCR170	Robert Slocombe	\$550
Jan 28-30	Mediation Skills Level I	CCR180	TBA	\$550
Feb 9-11	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Robert Slocombe	\$550
Feb 23-27	Mediation Skills Level II	CCR290	TBA	\$875
Mar 4-6	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	CCR200	Josie Stiles	\$550
Mar 11	The Art of Reframing	CCR208	Sharon Wilson	\$205
Mar 12	Ethical Dilemmas for Mediators in Alberta	CCR226	Sharon Wilson	\$190
Mar 16-17	Asserting Yourself in Conflict Situations	CCR105	Robert Slocombe	\$410
Mar 30-Apr 1	Foundations of Collaborative Conflict Resolution	CCR100	TBA	\$550
Apr 6-8	Negotiation Skills Level I	CCR170	Sharon Wilson	\$550
Apr 20-21	Defining Issues & Setting the Agenda	CCR201	Cheryl Scott	\$410
Apr 23-24	Building Your Communication Toolbox	CCR102	Barbara McNeil	\$410
Apr 27-28	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Barbara McNeil	\$550
Apr 29-May 1	Mediation Skills Level I	CCR180	Sharon Wilson	\$550
May 4-8	Negotiation Skills Level II	CCR280	Cheryl Scott	\$875
May 11-13	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Robert Slocombe	\$550
May 21-22	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	CCR260	TBA	\$410
May 27-29	Dealing with Anger	CCR190	Barbara McNeil	\$550
Jun 1	Role Play Practice Clinic	CCR175	Janice Kelner	\$200
Jun 3-5	Negotiation Skills Level I	CCR170	Richard Foggo	\$550
Jun 22-24	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Richard Foggo	\$550
Jul 15-17	Negotiation Skills Level I	CCR170	TBA	\$550
<b>UNIVERSITY COLLEGE OF THE FRASER VALLEY – ABBOTSFORD</b>				
Apr 1-3	Foundations of Collaborative Conflict Resolution	CCR100	Sue Wazny	\$535
Apr 28-29	Managing the Hostile Individual	CCR108	Mario Govorchin	\$355
May 30-31	Asserting Yourself in Conflict Situations	CCR105	Pam Penner	\$355
Jun 15-17	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Sherri Calder	\$535

# Centre for Conflict Resolution

## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Applying Conflict Theory: From Awareness to Analysis CCR151					
104		Oct 27-29	Victoria	Brian Frank	\$550
		Nov 12-14	New Westminster	Brian Frank	\$535
		Feb 16-18	New Westminster	Brian Frank	\$535
		Mar 17-19	Victoria	Brian Frank	\$550
		Jun 10-12	New Westminster	Brian Frank	\$535
The Art of Reframing CCR208					
104		Oct 9	New Westminster	Deborah White	\$165
		Mar 11	University of Calgary	Sharon Wilson	\$205
		Jun 11	New Westminster	Deborah White	\$165
Asking Better Questions CCR204					
104		Apr 24	New Westminster	Gordon Sloan	\$175
Asserting Yourself in Conflict Situations CCR105					
104		Sept 25-26	New Westminster	Deborah White	\$355
		Oct 28-29	NWCC, Terrace	Janice Bateman	\$475
		Oct 30-31	New Westminster	Nancy McPhee	\$355
		Nov 20-21	Victoria	Ron Monk	\$395
		Nov 25-26	Malaspina, Nanaimo	Nancy McPhee	\$395
		Nov 27-28	Vancouver	Deborah White	\$355
		Dec 8-9	University of Calgary	TBA	\$410
		Jan 15-16	New Westminster	Sue Wazny	\$355
		Feb 19-20	New Westminster	Pam Penner	\$355
		Mar 16-17	University of Calgary	Robert Slocombe	\$410
		Mar 26-27	New Westminster	Linda Dobson Sayer	\$355
		Apr 1-2	Victoria	Ron Monk	\$395
		May 13-14	New Westminster	Deborah White	\$355
		May 30-31	Abbotsford UCFV	Pam Penner	\$355
		Jun 9-10	Maple Ridge JIBC	Pam Penner	\$355
		Jun 25-26	New Westminster	Derm McNulty	\$355
		Jul 13-14	Victoria	Nancy McPhee	\$395
		Jul 23-24	New Westminster	Jim Toogood	\$355
Assessment: Mediation Third/Party ACCRM299					
105		Nov 7	New Westminster	Linda Dobson Sayer	\$515
		Dec 12	New Westminster	Deborah White	\$515
		Jan 26	New Westminster	Ron Monk	\$515
		Feb 20	Victoria	Lee Turnbull	\$530
		Mar 19	New Westminster	Linda Dobson Sayer	\$515
		Apr 21	New Westminster	Lee Turnbull	\$515
		May 21	New Westminster	Linda Dobson Sayer	\$515
		Jun 17	Victoria	Linda Dobson Sayer	\$530
		Jul 10	New Westminster	Lee Turnbull	\$515
		Aug 17	New Westminster	Deborah White	\$515

# Centre for Conflict Resolution

## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Assessment: Negotiation ACCRN299					
105	Nov 17	New Westminster	TBA	\$415	
	Dec 16	New Westminster	Nancy McPhee	\$415	
	Jan 23	New Westminster	Ron Monk	\$415	
	Feb 19	Victoria	Ron Monk	\$430	
	Feb 23	New Westminster	TBA	\$415	
	Mar 23	New Westminster	Deborah White	\$415	
	May 1	New Westminster	Mario Govorchin	\$415	
	Jun 15	New Westminster	TBA	\$415	
	Jun 16	Victoria	Nancy McPhee	\$430	
	Jul 24	New Westminster	Lee Turnbull	\$415	
Aug 21	New Westminster	Mario Govorchin	\$415		
Balancing Empathy & Assertion CCR172					
105	Mar 30-31	New Westminster	Joan Balmer	\$355	
Building Your Communication Tool Box CCR102					
106	Sept 15-16	New Westminster	Jory Faibish	\$355	
	Oct 2-3	Victoria	Gordon White	\$395	
	Oct 28-29	University of Calgary	Josie Stiles	\$410	
	Nov 7-8	New Westminster	Janice Bateman	\$355	
	Nov 25-26	Chilliwack JIBC	Kerry Palmer	\$355	
	Dec 18-19	New Westminster	Kelly Henderson	\$355	
	Feb 11-12	New Westminster	Kerry Palmer	\$355	
	Mar 9-10	Victoria	Brian Frank	\$395	
	Mar 16-17	New Westminster	Sherri Calder	\$355	
	Mar 25-26	CNC, Quesnel	Jane Roberts	\$450	
	Apr 23-24	University of Calgary	Barbara McNeil	\$410	
	May 4-5	New Westminster	Derm McNulty	\$355	
	Jun 18-19	New Westminster	Nancy McPhee	\$355	
	Jul 20-21	New Westminster	Raj Dhasi	\$355	
	Aug 21-22	New Westminster	Sue Wazny	\$355	
Civil Procedure CCR211					
106	Oct 6-Nov 30	Online	Terry Harris	\$355	
	Mar 9-May 3	Online	Terry Harris	\$355	
Coaching Strategies: Developing People to Resolve Conflict CCR111					
106	Dec 11-12	New Westminster	Linda Dobson Sayer	\$355	
	Apr 23-24	Victoria	Linda Dobson Sayer	\$395	
	May 13-14	CNC, Prince George	Linda Dobson Sayer	\$450	
	Jul 16-17	New Westminster	Linda Dobson Sayer	\$355	
Dealing with Anger CCR190					
106	Oct 1-3	New Westminster	Joan Balmer	\$535	
	Oct 21-23	Victoria	Nancy McPhee	\$550	
	Nov 19-21	University of Calgary	Josie Stiles	\$550	



# Centre for Conflict Resolution

## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Dealing with Anger CCR190					
106	Nov 24-26	New Westminster	Sue Wazny	\$535	
	Dec 17-19	New Westminster	Stacey Holloway	\$535	
	Feb 9-11	New Westminster	Ron Monk	\$535	
	Feb 9-11	NWCC, Prince Rupert	Janice Bateman	\$575	
	Feb 24-26	Malaspina, Nanaimo	Nancy McPhee	\$550	
	Mar 23-25	New Westminster	Nancy McPhee	\$535	
	Apr 20-22	Victoria	Gordon White	\$395	
	May 6-8	New Westminster	Joan Balmer	\$535	
	May 27-29	University of Calgary	Barbara McNeil	\$550	
	Jun 17-19	Vancouver	Mario Govorchin	\$535	
	Jul 28-30	New Westminster	Stacey Holloway	\$535	
	Aug 24-26	New Westminster	Nancy McPhee	\$535	
Dealing with Defensiveness in Conflict CCR205					
106	Feb 4-6	New Westminster	Donna Soules	\$535	
	Jul 8-10	New Westminster	Donna Soules	\$535	
Defining Issues and Setting the Agenda CCR201					
107	Oct 23-24	New Westminster	Ron Monk	\$355	
	Mar 23-24	New Westminster	Ron Monk	\$355	
	Apr 20-21	University of Calgary	Cheryl Scott	\$410	
Dynamics of Power CCR206					
107	Oct 20-22	New Westminster	Joan Balmer	\$535	
	Feb 24-26	Victoria	Joan Balmer	\$550	
	Jun 1-3	New Westminster	Joan Balmer	\$535	
Ethical Dilemmas for Mediators in Alberta CCR297					
108	Mar 12	University of Calgary	Sharon Wilson	\$190	
Ethical Dilemmas for Mediators in BC CCR296					
108	Mar 13	New Westminster	Lee Turnbull	\$175	
Foundations of Collaborative Conflict Resolution CCR100					
108	Sept 22-24	New Westminster	Sherri Calder	\$535	
	Oct 6-8	Victoria	Nancy McPhee	\$550	
	Oct 7-9	NWCC, Prince Rupert	Jim Toogood	\$575	
	Oct 22-24	Vancouver	Pam Penner	\$535	
	Oct 27-29	Maple Ridge JIBC	Sherri Calder	\$535	
	Nov 12-14	University of Calgary	Patricia Tolppanen	\$550	
	Nov 17-19	New Westminster	Raj Dhasi	\$535	
	Nov 18-20	CNC, Quesnel	Sandra Rossi	\$550	
	Dec 15-17	New Westminster	Mario Govorchin	\$535	
	Jan 19-21	New Westminster	Joan Balmer	\$535	
	Feb 9-11	Victoria	Donna Soules	\$550	
	Feb 12-14	New Westminster	Dale Zaiser	\$535	
	Mar 3-5	New Westminster	Janice Bateman	\$535	

# Centre for Conflict Resolution

## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Foundations of Collaborative Conflict Resolution CCR100					
108		Mar 18-20	New Westminster	Sue Wazny	\$535
		Mar 23-25	NLC, Ft St John	Jim Toogood	\$595
		Mar 30-Apr 1	University of Calgary	TBA	\$550
		Apr 1-3	Abbotsford UCFV	Sue Wazny	\$535
		Apr 29-May 1	New Westminster	Nancy McPhee	\$535
		May 4-6	Victoria	Nancy McPhee	\$550
		May 25-27	New Westminster	Jane Roberts	\$535
		Jun 2-4	NWCC, Kitimat	Derm McNulty	\$575
		Jun 6, 13, 20	New Westminster	Pam Penner	\$535
		Jun 24-26	New Westminster	Deborah White	\$535
		Jul 15-17	New Westminster	Sue Wazny	\$535
		Aug 5-7	New Westminster	Jory Faibish	\$535
		Aug 10-12	OC Kelowna	Kerry Palmer	\$550
		Aug 31-Sep 2	New Westminster	Jim Toogood	\$535
Foundations of Collaborative Conflict Resolution: Workplace Focus CCR101					
108		Sept 10-12	New Westminster	Linda Dobson Sayer	\$535
		Sept 17-19	Victoria	Ron Monk	\$550
		Sept 22-28	Langara	Jory Faibish	\$535
		Oct 1-3	University of Calgary	Robert Slocombe	\$550
		Oct 6-8	New Westminster	Derm McNulty	\$535
		Oct 14-16	Kelowna JIBC	Janice Bateman	\$550
		Oct 18, 25 & Nov 1	New Westminster	Jory Faibish	\$535
		Oct 21-23	CNC, Ft St James	Janice Bateman	\$550
		Nov 3-5	Victoria	Brian Frank	\$550
		Nov 4-6	New Westminster	Jane Roberts	\$535
		Nov 18-20	NLC, Ft St John	Pam Penner	\$595
		Nov 18-20	NWCC, Smithers	Jim Toogood	\$575
		Dec 1-3	CNC, Prince George	Gordon White	\$550
		Dec 3-5	New Westminster	Gary Harper	\$535
		Dec 8-10	Victoria	Gordon White	\$550
		Dec 10-12	University of Calgary	Cheryl Scott	\$550
		Jan 7-9	New Westminster	Deborah White	\$535
		Jan 20-22	Victoria	Nancy McPhee	\$550
		Feb 2-4	New Westminster	Sherri Calder	\$535
		Feb 9-11	University of Calgary	Robert Slocombe	\$550
		Feb 10-12	CNC, Prince George	Sandra Rossi	\$550
		Feb 23-28	Langara	Sherri Calder	\$535
		Feb 24-26	Vancouver	Jim Toogood	\$535
		Mar 3-5	Victoria	Ron Monk	\$550
		Mar 12-14	New Westminster	Kelly Henderson	\$535
		Mar 17-19	NWCC, Terrace	Kerry Palmer	\$575

# Centre for Conflict Resolution

## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Foundations of Collaborative Conflict Resolution: Workplace Focus CCR101					
108		Mar 25-27	Victoria	Donna Soules	\$550
		Mar 25-27	Chilliwack JIBC	Kerry Palmer	\$535
		Mar 30-Apr 1	New Westminster	Derm McNulty	\$535
		Apr 21-23	New Westminster	Joan Balmer	\$535
		May 4-6	OC Penticton	Kerry Palmer	\$550
		May 11-13	New Westminster	Kelly Henderson	\$535
		May 11-13	University of Calgary	Robert Slocombe	\$550
		Jun 2-4	Victoria	Brian Frank	\$550
		Jun 3-5	New Westminster	Janice Bateman	\$535
		Jun 15-17	New Westminster	Raj Dhasi	\$535
		Jun 15-17	Abbotsford UCFV	Sherri Calder	\$535
		Jun 22-24	University of Calgary	Richard Foggo	\$550
		Jun 23-25	Langara	Jane Roberts	\$535
		Jun 23-25	CNC, Prince George	Josie Stiles	\$550
		Jul 6-8	New Westminster	Dale Zaiser	\$535
		Jul 22-24	New Westminster	Jory Faibish	\$535
		Aug 18-20	New Westminster	Kelly Henderson	\$535
		Aug 19-21	Victoria	Linda Dobson Sayer	\$550
Getting to the Heart of Conflict CCR203					
109		Nov 17-18	University of Calgary	Cheryl Scott	\$410
Giving & Receiving Constructive Feedback CCR171					
109		Dec 4-5	New Westminster	Deborah White	\$355
		May 11-12	New Westminster	Deborah White	\$355
Identifying Control & Abuse in Pre-Mediation CCR271					
109		Mar 25	New Westminster	Ron Monk	\$175
Managing the Conflict Within CCR173					
110		May 28-29	New Westminster	Joan Balmer/Nikki de Carteret	\$355
Managing the Hostile Individual CCR108					
110		Sept 29-30	OC Kelowna	Mario Govorchin	\$450
		Nov 4-5	CNC, Prince George	Mario Govorchin	\$450
		Nov 20-21	New Westminster	Mario Govorchin	\$355
		Mar 9-10	New Westminster	Mario Govorchin	\$355
		Apr 28-29	Abbotsford UCFV	Mario Govorchin	\$355
		May 26-27	Victoria	Mario Govorchin	\$395
		Aug 17-18	Vancouver	Mario Govorchin	\$355
Mediating Civil & Court-Based Cases CCR214					
110		Oct 15-16	New Westminster	Jim Toogood	\$355
		Mar 11-12	New Westminster	Jim Toogood	\$355
		Aug 19-20	New Westminster	Jim Toogood	\$355
Mediation Skills Level I CCR180					
110		Sept 23-25	Victoria	Brian Frank	\$550

# Centre for Conflict Resolution

## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Mediation Skills Level I CCR180					
110		Sept 29-Oct 1	New Westminster	Dale Zaiser	\$535
		Oct 27-29	New Westminster	Sue Wazny	\$535
		Nov 5-7	University of Calgary	Barbara McNeil	\$550
		Nov 26-28	New Westminster	Linda Dobson Sayer	\$535
		Jan 28-30	New Westminster	Janice Bateman	\$535
		Jan 28-30	University of Calgary	TBA	\$550
		Feb 4-6	Victoria	Ron Monk	\$550
		Feb 16-18	New Westminster	Deborah White	\$535
		Mar 9-11	New Westminster	Sue Wazny	\$535
		Mar 31-Apr 2	Vancouver	Gordon White	\$535
		Apr 18, 25, May 2	New Westminster	TBA	\$535
		Apr 27-29	New Westminster	Jim Toogood	\$535
		Apr 28-30	CNC, Prince George	Derm McNulty	\$550
		Apr 29-May 1	University of Calgary	Sharon Wilson	\$550
		May 4-6	NWCC, Smithers	Jim Toogood	\$575
		May 28-30	New Westminster	Derm McNulty	\$535
		Jun 22-24	New Westminster	Donna Soules	\$535
		Jul 27-29	New Westminster	Deborah White	\$535
		Aug 13-15	OC Kelowna	Janice Bateman	\$550
		Aug 25-27	New Westminster	Derm McNulty	\$535
Mediation Skills Level II CCR290					
110		Nov 3-7	New Westminster	Deborah White	\$850
		Nov 24-28	Victoria	Donna Soules	\$850
		Feb 23-27	New Westminster	Ron Monk	\$850
		Feb 23-27	University of Calgary	TBA	\$875
		May 4-8	New Westminster	Donna Soules	\$850
		Aug 10-14	New Westminster	Linda Dobson Sayer	\$850
Mediation Skills Level III CCR295					
111		Nov 18-19	New Westminster	Ron Monk	\$370
		May 19-20	New Westminster	Donna Soules	\$370
Negotiating with Difficult People: Making It Hard to Say No CCR207					
111		Nov 24-25	New Westminster	Sherri Calder	\$370
		May 21-22	New Westminster	Ron Monk	\$370
Negotiation Skills Level I CCR170					
111		Sept 17-19	New Westminster	Raj Dhasi	\$535
		Oct 15-17	New Westminster	Kelly Henderson	\$535
		Oct 15-17	University of Calgary	Sharon Wilson	\$550
		Oct 20-25	Langara	Pam Penner	\$535
		Nov 12-14	New Westminster	Jim Toogood	\$535
		Nov 17-19	Victoria	Linda Dobson Sayer	\$550
		Nov 18-20	Kelowna JIBC	Kerry Palmer	\$550



# Centre for Conflict Resolution

## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Negotiation Skills Level I CCR170					
111		Nov 25-27	CNC, Nechako/Vanderhoof	Raj Dhasi	\$550
		Dec 1-3	NWCC, Kitimat	Kerry Palmer	\$575
		Dec 9-11	New Westminster	Jory Faibish	\$535
		Dec 15-17	University of Calgary	Robert Slocombe	\$550
		Jan 24, 31, Feb 7	New Westminster	Jane Roberts	\$535
		Jan 26-28	New Westminster	Derm McNulty	\$535
		Feb 23-25	New Westminster	Janice Bateman	\$535
		Mar 11-13	Victoria	Gordon White	\$550
		Mar 11-13	Maple Ridge JIBC	Jory Faibish	\$535
		Mar 23-29	Langara	Derm McNulty	\$535
		Mar 25-27	New Westminster	Deborah White	\$535
		Apr 6-8	University of Calgary	Sharon Wilson	\$550
		Apr 22-24	New Westminster	Dale Zaiser	\$535
		May 7-9	OC Penticton	Janice Bateman	\$550
		May 20-22	Vancouver	Pam Penner	\$535
		Jun 3-5	University of Calgary	Richard Foggo	\$550
		Jun 8-10	New Westminster	Sherri Calder	\$535
		Jun 10-12	Victoria	Gordon White	\$550
		Jul 15-17	University of Calgary	TBA	\$550
		Jul 20-22	New Westminster	Mario Govorchin	\$535
		Jul 21-23	Langara	Kerry Palmer	\$535
		Aug 10-12	New Westminster	Jane Roberts	\$535
Negotiation Skills Level II CCR280					
111		Nov 17-21	New Westminster	Dale Zaiser	\$850
		Mar 2-6	New Westminster	Deborah White	\$850
		Apr 27-May 1	Victoria	Linda Dobson Sayer	\$850
		May 4-8	University of Calgary	Cheryl Scott	\$875
		May 25-29	New Westminster	Nancy McPhee	\$850
		Aug 24-28	New Westminster	Mario Govorchin	\$850
Preparing for Your Mediation Assessment CCR291					
111		Oct 17	New Westminster	Lee Turnbull	\$350
		Nov 14	Victoria	Ron Monk	\$370
		Nov 21	New Westminster	Linda Dobson Sayer	\$350
		Dec 15	New Westminster	Lee Turnbull	\$350
		Feb 27	New Westminster	Deborah White	\$350
		Mar 26	New Westminster	Ron Monk	\$350
		Apr 24	New Westminster	Donna Soules	\$350
		May 12	Victoria	Donna Soules	\$315
		May 22	New Westminster	Lee Turnbull	\$350
		Jun 19	New Westminster	Donna Soules	\$350
		Jul 20	New Westminster	Lee Turnbull	\$350

# Centre for Conflict Resolution

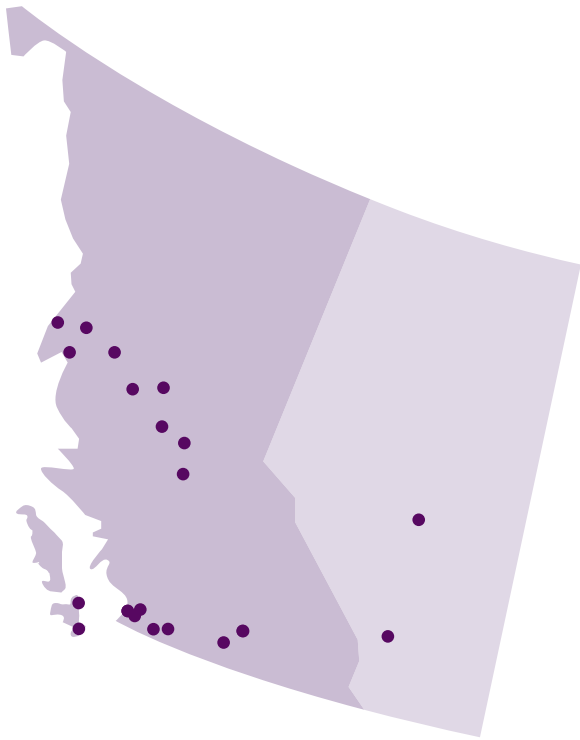
## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Preparing for Your Negotiation Assessment CCR281					
112		Oct 20	New Westminster	Deborah White	\$300
		Nov 13	Victoria	Nancy McPhee	\$315
		Nov 14	New Westminster	Lee Turnbull	\$300
		Dec 8	New Westminster	Mario Govorchin	\$300
		Feb 2	New Westminster	Nancy McPhee	\$300
		Feb 19	New Westminster	TBA	\$300
		Mar 20	New Westminster	TBA	\$300
		Apr 27	New Westminster	Deborah White	\$300
		May 13	Victoria	Ron Monk	\$370
		May 25	New Westminster	Ron Monk	\$300
		Jun 22	New Westminster	Deborah White	\$300
		Jul 27	New Westminster	Nancy McPhee	\$300
Resolving Conflict in Groups Level I: Effective Team Dynamics CCR210					
112		Oct 28-29	New Westminster	Deborah White	\$355
		Nov 17-20	Langara	Deborah White	\$535
		Nov 26-27	University of Calgary	Josie Stiles	\$410
		Dec 3-4	Victoria	Ron Monk	\$395
		Jan 27-28	CNC, Burns Lake	Nancy McPhee	\$450
		Feb 9-10	New Westminster	Nancy McPhee	\$355
		Feb 24-25	Kelowna JIBC	Sue Wazny	\$450
		Mar 30-31	Victoria	Nancy McPhee	\$395
		Apr 21-25	Langara	Deborah White	\$355
		Apr 27-28	University of Calgary	Barbara McNeil	\$410
		Jul 6-7	New Westminster	Linda Dobson Sayer	\$355
		Aug 17-18	Langara	Nancy McPhee	\$355
Resolving Conflict in Groups Level II: Facilitating the Collaborative Process CCR260					
112		May 21-22	University of Calgary	TBA	\$410
Resolving Conflict on the Front Line: Demonstrating Leadership at Work CCR200					
112		Dec 1-3	University of Calgary	Barbara McNeil	\$550
		Dec 8-10	New Westminster	Linda Dobson Sayer	\$535
		Dec 8-14	Langara	Deborah White	\$535
		Jan 28-30	Victoria	Ron Monk	\$550
		Feb 24-26	CNC, Ft St James	Dale Zaiser	\$550
		Mar 4-6	University of Calgary	Josie Stiles	\$550
		Mar 16-18	New Westminster	Linda Dobson Sayer	\$535
		Mar 17-19	Kelowna JIBC	Dale Zaiser	\$550
		May 25-30	Langara	Deborah White	\$535
		Jun 22-24	Victoria	Linda Dobson Sayer	\$550
		Jul 13-15	New Westminster	Linda Dobson Sayer	\$535
		Aug 19-21	Langara	Dale Zaiser	\$535

# Centre for Conflict Resolution

## Course Listings by Name

COURSE	PAGE	DATE	LOCATION	INSTRUCTOR	FEE
Role-Play Practice Clinic CCR175					
113	Oct 17	Victoria	Juan Barker	\$180	
	Nov 20	New Westminster	TBA	\$165	
	Mar 7	New Westminster	Jory Faibish	\$165	
	May 11	Victoria	Julia Menard	\$180	
	May 23	New Westminster	Raj Dhasi	\$165	
	Jun 1	University of Calgary	Janice Kelner	\$200	
	Aug 7	New Westminster	Jane Roberts	\$165	
Separate Meetings: Pre-Mediation & Caucusing CCR209					
113	Oct 30-31	New Westminster	Donna Soules	\$370	
	Mar 23-24	Victoria	Gordon White	\$395	
	Apr 30-May 1	New Westminster	Ron Monk	\$370	
Shifting from Positions to Interests CCR202					
113	Dec 1-3	New Westminster	Sherri Calder	\$550	
	Mar 2-4	New Westminster	Sherri Calder	\$550	
	May 13-15	Victoria	Donna Soules	\$550	
	Jun 15-17	New Westminster	Donna Soules	\$550	
Theoretical Foundations of Dispute Resolution CCR150					
113	Oct 20-Dec 1	Online	Roshan Danesh	\$535	
	Feb 9-Mar 22	Online	Roshan Danesh	\$535	
	May 11-Jun 21	Online	Roshan Danesh	\$535	



## PARTNERSHIPS

*You'll find conflict resolution courses at JIBC campuses, colleges and universities throughout BC and in Alberta. Wherever you are, our courses are not far away.*

**At JIBC campuses:**

- Chilliwack
- Kelowna
- Maple Ridge
- New Westminster
- Vancouver
- Victoria

*See page 122 for courses offered at community colleges/university locations or contact:*

*Laurie McAvoy, Coordinator, Regional Development and Delivery*

*Phone: 604.528.5735*  
*Email: ccrplar@jibc.ca*

**At community colleges and universities:**

- Abbotsford
- Burns Lake
- Fort St. James
- Fort St. John
- Kelowna
- Kitimat
- Nanaimo
- Nechako/Vanderhoof
- Smithers
- Penticton
- Prince George
- Prince Rupert
- Quesnel
- Terrace
- Vancouver
- Calgary, Alberta
- Edmonton, Alberta

# Centre for Conflict Resolution

## Course Listings by Course Number

COURSE #	COURSE	PAGE
ACCRM299	Assessment: Mediation Third/Party	105
ACCRN299	Assessment: Negotiation	105
ACCRWC299	Assessment: Associate Certificate in Workplace Conflict	105
AFM299	Assessment: Family Mediation Certificate	105
ALCR299	Assessment: Associate Certificate in Leadership and Conflict Resolution	105
CCR100	Foundations of Collaborative Conflict Resolution	108
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	108
CCR102	Building Your Communication Tool Box	106
CCR103	Handling Conflict on the Telephone	109
CCR105	Asserting Yourself in Conflict Situations	104
CCR108	Managing the Hostile Individual	110
CCR111	Coaching Strategies: Developing People to Resolve Conflict	106
CCR120	Respectful Communication in a Changing Workplace	112
CCR121	Developing Your Cultural Fluency	107
CCR126	Effective Teamwork: From Conflict to Collaboration	107
CCR127	Sharpening Your Edge in Negotiation	113
CCR150	Theoretical Foundations of Dispute Resolution	113
CCR151	Applying Conflict Theory: From Awareness to Analysis	104
CCR170	Negotiation Skills Level I	111
CCR171	Giving & Receiving Constructive Feedback	109
CCR172	Balancing Empathy & Assertion	105
CCR173	Managing the Conflict Within	110
CCR175	Role-Play Practice Clinic	113
CCR180	Mediation Skills Level I	110
CCR190	Dealing with Anger	106
CCR200	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	112
CCR201	Defining Issues and Setting the Agenda	107
CCR202	Shifting from Positions to Interests	113
CCR203	Getting to the Heart of Conflict	109

COURSE #	COURSE	PAGE
CCR204	Asking Better Questions	104
CCR205	Dealing with Defensiveness in Conflict	106
CCR206	Dynamics of Power	107
CCR207	Negotiating with Difficult People: Making It Hard to Say No	111
CCR208	The Art of Reframing	104
CCR209	Separate Meetings: Pre-Mediation & Caucusing	113
CCR210	Resolving Conflict in Groups Level I: Effective Team Dynamics	112
CCR211	Civil Procedure	106
CCR214	Mediating Civil & Court-Based Cases	110
CCR251	Reflection in Conflict	112
CCR260	Resolving Conflict in Groups Level 2: Facilitating the Collaborative Process	112
CCR271	Identifying Control & Abuse in Pre-Mediation	109
CCR280	Negotiation Skills Level II	111
CCR281	Preparing for Your Negotiation Assessment	112
CCR290	Mediation Skills Level II	110
CCR291	Preparing for Your Mediation Assessment	111
CCR295	Mediation Skills Level III	111
CCR296	Ethical Dilemmas for Mediators in BC	108
CCR297	Ethical Dilemmas for Mediators in Alberta	108
CORR605	Family Violence: Impact on Separation and Divorce	108
CORR606	Introduction to Family Justice Services in BC	109
CORR609	Introduction to Family Justice Services in Alberta	109
FAM103	Effects of Separation and Divorce on Adults	107
FAM104	Effects of Separation and Divorce on Children	107
FAM108	Substance Abuse Issues in Family Justice	113
FAM109	Multicultural Issues in Family Justice	111
FAM111	Family Mediator Certificate Preparation Workshop	108
FAM112	Child Support Guidelines	106
FAM115	Mediated Agreements and Related Court Orders	110



# Centre for Conflict Resolution

## Course Listings - OLD Course Numbers & NEW Course Numbers

OLD COURSE #	CURRENT COURSE #	COURSE
CR975	ACCRM299	Assessment: Mediation Third/Party
CR950	ACCRN299	Assessment: Negotiation
CR970	ACCRWC299	Assessment: Associate Certificate in Workplace Conflict
CR976	AFM299	Assessment: Family Mediation Certificate
LCRA260	ALCR299	Assessment: Associate Certificate in Leadership and Conflict Resolution
CR110A	CCR100	Foundations of Collaborative Conflict Resolution
CR110B	CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus
CR102	CCR102	Building Your Communication Tool Box
CR101	CCR103	Handling Conflict on the Telephone
CR105	CCR105	Asserting Yourself in Conflict Situations
CR108	CCR108	Managing the Hostile Individual
CR111	CCR111	Coaching Strategies: Developing People to Resolve Conflict
CR227	CCR120	Respectful Communication in a Changing Workplace
CR253	CCR121	Developing Your Cultural Fluency
CR126	CCR126	Effective Teamwork: From Conflict to Collaboration
CR127	CCR127	Sharpening Your Edge in Negotiation
CR125	CCR150	Theoretical Foundations of Dispute Resolution
CR151	CCR151	Applying Conflict Theory: From Awareness to Analysis
CR260	CCR170	Negotiation Skills Level I
CR206	CCR171	Giving & Receiving Constructive Feedback
CR327	CCR172	Balancing Empathy & Assertion
CR423	CCR173	Managing the Conflict Within
CR930	CCR175	Role-Play Practice Clinic
CR250	CCR180	Mediation Skills Level I
CR200	CCR190	Dealing with Anger
CR128	CCR200	Resolving Conflict on the Front Line: Demonstrating Leadership at Work
CR252	CCR201	Defining Issues and Setting the Agenda
CR303	CCR202	Shifting from Positions to Interests
CR309	CCR203	Getting to the Heart of Conflict
CR318	CCR204	Asking Better Questions
CR319	CCR205	Dealing with Defensiveness in Conflict
CR320	CCR206	Dynamics of Power
CR362	CCR207	Negotiating with Difficult People: Making It Hard to Say No
CR366	CCR208	The Art of Reframing
CR415	CCR209	Separate Meetings: Pre-Mediation & Caucusing
CR504	CCR210	Resolving Conflict in Groups Level I: Effective Team Dynamics
CR846	CCR211	Civil Procedure
CR460	CCR214	Mediating Civil & Court-Based Cases
CR414	CCR251	Reflection in Conflict
CR508	CCR260	Resolving Conflict in Groups Level 2: Facilitating the Collaborative Process
CR515	CCR271	Identifying Control & Abuse in Pre-Mediation
CR360	CCR280	Negotiation Skills Level II
CR910	CCR281	Preparing for Your Negotiation Assessment
CR400	CCR290	Mediation Skills Level II
CR920	CCR291	Preparing for Your Mediation Assessment
CR829	CCR295	Mediation Skills Level III
CR326	CCR296	Ethical Dilemmas for Mediators in BC
CR226	CCR297	Ethical Dilemmas for Mediators in Alberta

## Community & Social Justice Division Faculty

### Centre for Aboriginal Programs and Services

**Joan Balmer**, Cert. ConRes., BA, Certificate in Adult Education, MA, is an educator, group facilitator, and consultant. She has more than 25 years experience working with all levels of government, crown corporations, and the private sector. She has also been with the JIBC 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. She has maintained a private mediation practice since 1984. (Dispute Resolution, Level 2: Overcoming the Past [ABLD117])

**Cheryl Brooks** is from the Sto:lo Nation and is president of Indigenuity Consulting Group in Duncan, BC. She was the first Aboriginal woman to achieve associate deputy minister status in the BC government's Ministry of Energy, Mines and Petroleum Resources and she held several other senior positions in Aboriginal organizations and the corporate sector. As an associate professor at Royal Roads University in Victoria, she helped develop and taught in the indigenous/corporate relations program. A significant portion of her consulting practice is related to engagement and consultation with First Nations. (Change Management: Aboriginal Organizations [ABLD116]; Aboriginal Leadership Development [ABLD112])

**Kirsten Mikkelsens** lineage is from Animkee Waa-zhing and Manitou Ziibi of the Anishnabe Nation, Danmark and Suomi. She lives as a visitor in Coast Salish Territory (Victoria, BC). She has a Master of Arts in Indigenous Governance and a Bachelor of Social Work, Indigenous Specialization, both from the University of Victoria. She has recently completed a DVD series through Lifting Children's Spirit Society called Indigenous Renewal: Time for Life Again in addition to the documentary Akicita: Fighting to Live Again. She currently teaches as a sessional instructor and does administrative work with the Indigenous Specialization program at the University of Victoria's School of Social Work. (Philosophy, Values and Ethics of Aboriginal Leadership [ABLD110])

**Harry Nyce, Jr.** holds a Bachelor of Science Degree in Geography from the University of Victoria, as well as an MBA from the University of Northern British Columbia. He has much experience in project management, including working with Human Resources Development Canada. He has instructed at WWN/UNBC for more than 10 years, teaching courses in First Nations Studies and in Arts. He is from the Nisga'a Village of Gitwinksihlkw and is currently the village government's Chief Executive Officer. (Working More Effectively with Aboriginal People [ABL100])

**Kerry Palmer**, Cert. ConRes., Cert. Restorative Practices, Cert. Family Med., is a mediator with Family Mediation Canada (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 and a mediator with the Ministry of Education. This diversity provides a unique skill set and knowledge base to the benefit of those he supports. (ABLD114)

**Carrie Reid**, MA, RCAT, runs Mostly Salish Consulting on Vancouver Island, where she works as both a community-based researcher and art therapist. Carrie is currently working towards her PhD in Expressive Art Therapies. (On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations [COUNS138]; Individual and Community Wellness in Aboriginal Contexts [ABLD111]; Aboriginal Trauma Certificate)

**Richard Van Camp** is a proud member of the Dogrib (Tlicho) Nation from Fort Smith, Northwest Territories. A graduate of the En'owkin International School of Writing, the University of Victoria's Creative Writing BFA Program, and the master's program in Creative Writing at the University of British Columbia, Richard currently teaches creative writing for Aboriginal students at UBC. An award-winning author, his books include a novel, *The Lesser Blessed*; a collection of short stories, *Angel Wing Splash Pattern*; and two children's books with Cree artist George Littlechild, *A Man Called Raven* and *What's the Most Beautiful Thing You Know About Horses?* He is CBC Radio's Writer in Residence for its North by Northwest Program. (Writing and Research Skills [ABLD113])

### Centre for Counselling and Community Safety

**Mia Amir** is a Vancouver-based poet, vocalist, and community activist with 10 years of facilitation experience with diverse communities. She is an organizer with No One Is Illegal – a grassroots (im)migrant and refugee rights collective; and is the cofounder of the Surrey Urban Youth Project – an arts-based, anti-oppression, leadership training for immigrant, refugee, Indigenous and “at-risk” youth. She is the Artist in Residence at newworld theatre, and the collaborating facilitator of Geographies of North-South Solidarity offered through the Department of Geography at UBC. (Art and Soul of It: Arts-Based, Anti-Oppression Training for People Working with Youth and Communities [CY272])

**Tina Antrobus**, BA, has 8 years of experience providing support and services to individuals with Fetal Alcohol Spectrum Disorder (FASD) and their families, with a focus on those involved in the justice system. She is the FASD Specialist for the Westcoast Genesis Society in partnership with the Correctional Service of Canada, providing in-reach support, clinical supervision, and training. She is also a consultant and advocate with FASD Connections, and has been involved in numerous regional, provincial, and national FASD initiatives. (Fetal Alcohol Spectrum Disorder: Increasing Our Understanding [AD409])

**Rob Axsen**, BA (Hon.), has 30 years of experience providing counselling, clinical supervision, and training. He has worked with corrections, mental health, and addictions services, and has specialized experience working with youth. Rob works as an addiction counsellor in Vancouver's Downtown Eastside and has a private practice focusing on training and consultation. He is a Certified Trainer in the Institute for the Study of Therapeutic Change's Client-Directed Outcome-Informed (CDOI) Service Delivery Model. (Motivational Interviewing in Practice – Level 1 [AD204]; Motivational Interviewing in Practice – Level 2 [COUNS205]; Assessment Practices [AD403]; Becoming Client-Directed Outcome-Informed in Practice [COUNS144]; Behaviour Change Counselling in Community Settings [COUNS126])

**Marilyn Benning**, BA Gen, BEd, BA Adv, is the Youth Addictions Outreach Counsellor at Burnaby Addictions Services, Fraser Health. She was the Supervisor of Youth Addiction Programs for the Pacific Community Resources Society, where she supervised the prevention, intervention, and day treatment programs. She established the day treatment program, DEWY, for youth as an alternative to residential and outpatient treatment. Marilyn has 15 years of experience working with youth and families as a counsellor, teacher, prevention coordinator, and supervisor. Her experience in teaching includes the elementary and secondary levels and college classes, and she was a trainer in Pacific Community Resources' Core Training Program. (Understanding Youth With Concurrent Disorders [CY199])

**Cheryl Bell-Gadsby**, MA, RCC, has extensive experience in Canada and the US as a therapist, clinical supervisor, and educator. She has specific expertise in issues of trauma, family violence, sexual exploitation, child and adolescent development, and hypnotherapy with children, adolescents, and adults. Cheryl has recently co-authored *Reclaiming Her Story: Ericksonian Solution-Focused Therapy for Sexual Abuse*. (Dealing Versus Healing – Supporting the Healthy Resistance of Children and Youth Who Have Experienced Trauma [CY240]; Cellular Healing: The Neurobiology of Positive Change [IHC004]; Psychotherapy From a Family Perspective – I ([COUNS156]); Psychotherapy From a Family Perspective – 2 ([COUNS157])

**Nadia Chaney** is a freelance artist facilitator. Her principal media are oral poetry, hip hop, and visual collage. Currently she's working with the SFU Centre for Dialogue, the Surrey Urban Youth Project, SafeTeen, the Burnaby Youth Detention Centre, the Sistahood Festival, and others. In 2007-8 she is touring BC with Metaphor, a collective of artists bringing critical, political, hip hop to tens of thousands of teenagers across the province. The heart of her facilitation work is in youth arts empowerment, and the soul of her poetry is rhythmic, oral, vivid and sacred. (Art and Soul of It: Arts-Based, Anti-Oppression Training for People Working with Youth and Communities [CY272])

**Natalie Clark**, MSW, RSW, is an experienced therapist, clinical supervisor, community-based researcher, and educator specializing in issues of child abuse, trauma, sexual exploitation, and adolescent development. (Dealing Versus Healing – Supporting the Healthy Resistance of Children and Youth Who Have Experienced Trauma [CY240])

**Jas Cheema** has been instrumental in building bridges and fostering a cross-cultural understanding between the ethnic communities. She is presently the Diversity Manager for Surrey Health. She has been an active Hospice Volunteer for the last eight years. She has a master's degree in International and Intercultural Communications. As a consultant, she has helped private, public and non-profit organizations address their diversity and community engagement issues. (The Many Faces of Grief: A Culturally Sensitive Approach to a Universal Experience [COUNS153])

**Jill Cory** has 25 years experience working in women's shelters and facilitating women's support groups. Her current work at BC Women's Hospital links woman abuse and women's health through training, research and policy. Jill is the author of numerous publications, including *The Safety and Health Enhancement (SHE) Framework for Women Experiencing Abuse*, a toolkit for health care providers and policy-makers. Jill Cory and Karen McAndless-Davis, co-authors of *When Love Hurts* bring together solid research, counselling experience and personal accounts to help women make sense of their relationships through their unique women-centred approach. They have presented their work across Canada and the US. (Stronger Together: Groups For Women [COUNS155])

**Robin Cox** has a PhD in Counselling Psychology from the University of British Columbia. She is an experienced clinician, workshop facilitator, and trainer. Her research and clinical expertise is in the areas of disaster behavioural health, trauma, stress and coping, and transitions. She has participated as a psychosocial responder to numerous disasters and is an active member of the disaster planning community in Canada. (Vicarious Traumatization [CISM205]; Diversity and Critical Incident Stress Management [CISM103]; Role-Play Simulation [CISM206])

**Mary Anne Crabtree**, BA, BSW, has been working with the Boys and Girls Clubs substance abuse programs for the past 19 years. With the Boys and Girls Clubs substance abuse programs Odyssey and Nexus, Mary Anne has worked as an outreach counsellor with street-involved youth, as a counsellor with youth and families, and as a program director. Currently she works at Odyssey as a youth and family counsellor and with the Boys and Girls Clubs Parents Together Program as a group coordinator with a parents' support group. In addition, she has been involved in clinical consulting, education and training, and program development. (Putting a Youth Twist into Substance Use Information and Youth Services [AD207])

**Brenda M. Daily** is a Métis woman born in the province of Alberta. In her dedication to healing, she draws on a rich family tradition of art and storytelling. Her career spans 26 years and includes working in the addictions field, community development, critical incident debriefing, designing curriculum, and 14 years as a trainer and writer for the Nechi Training, Education, and Research Institute. During her time with Nechi, she travelled nationally, serving First Nations communities across Canada. (Problem Gambling – Clinical Assessment, Treatment and Prevention [COUNS140])

**Marie-José Dhaese**, PhD, ATR, CET, RPT-S, is an adult, child, and family therapist and a clinical consultant in private practice. She is a Registered Clinical Counsellor, a Registered Art Therapist, a Certified Expressive Therapist, and a Registered and Certified Play Therapist Supervisor. Marie-José recently celebrated 33 years as a therapist and 23 years as a consultant and international workshop leader in the field of expressive therapies, abuse, loss, and trauma. (Expressive Play Therapy Methods Level 1 [CY104]; Expressive Play Therapy Methods Level 2 [CY104A]; Sand Play Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 1 [CY265]; Sand Play Therapy: Using the Healing Power of Imagery to Help Children, Youth and Adults Cope with the Challenges of Difficult Times – Level 2 [CY266]; Expressive Play Therapies to Help the Grieving Child [COUNS132]); From the Ground Up: A Culturally Sensitive Approach to a Universal Experience [COUNS154])

**John Dubé** is a Registered Social Worker with a M.Ed that focuses on suicidal children. He began his work in the area of suicide and bereavement in 1985, responding to family and community needs as a result of a suicide or traumatic death. He currently provides bereavement counselling services at Living Through Loss Counselling Centre in Vancouver. John co-developed assessment guides for professionals when determining (1) Adult Risk, (2) Fetal Alcohol Syndrome Suicide Risk, and (3) Qualifying Suicidality in Children Under 12 Years of Age. The Suicide Risk Assessment Guides were developed for professionals in Alberta. (Suicide Bereavement [COUNS122])

**Monica Franz**, MA, BCATR, RCAT, is a clinical counsellor, clinical supervisor, and Registered Art Therapist in private practice in Vancouver. She teaches a master's level course in clinical supervision at City University and has facilitated numerous courses for the Justice Institute of BC over the years. Visit her website at [www.monicafranz.ca](http://www.monicafranz.ca). (Introduction to Art Therapy for Counsellors and Therapists [CY250]; Art Therapy in Early Stages of Addiction Recovery [AD210]; Clinical Supervision: Innovative Practices [EP278]; The Art of Private Practice [COUNS141]; Psychosynthetic Practices [COUNS143]; Advanced Innovative Practices in Clinical Supervision [EP288])

**David Freeman**, MSW, RSW, CTS, has more than 30 years of CIS intervention and trauma treatment experience. He is in his tenth year as a facilitator and developer of the Critical Incident Stress Management (CISM) certificate program. He is board-registered in the areas of CISM, anxiety reactions, post-trauma reactions, stress management, and the treatment of addictions and is a Certified Trauma Specialist with the International Association of Traumatic Stress Specialists. David's current research focuses on standards of practice and continuing competency. (Demobilization and Defusing [CISM102]; Post-Critical Incident Stress Reactions [CISM200]; Effective Team Participation [CISM203]; Psychological First Aid [CSIM201]; Role-Play Simulation [CSIM206])

**Heidi Furrer**, MA, RCC, has been working as a counsellor in the field of addiction for the past 13 years. Prior to her clinical work, she instructed at Vanier College in Montreal for 10 years. In conjunction with the Knowledge Network, she produced a video on childhood trauma and its connection to substance use. Heidi also enjoys supervising students during their internships in MA programs. (Understanding Substance Use [AD400]; Interconnected Risk [AD405])

**Ellen Gerber** is a senior lawyer working as a City Prosecutor. Formerly, she was Crown Counsel with the Criminal Justice Branch of the Ministry of Attorney General. She also works in the area of legal education and has developed and taught courses at the University of British Columbia, Simon Fraser University, the Justice Institute of BC, and a number of provincial government branches. (Bylaw Enforcement and Investigative Skills Certificate, Level 1 [EP209]; Advanced Bylaw Enforcement and Investigative Skills Certificate, Level 2 [EP210])

**Jennifer Gregg**, MA, has worked for an array of mental health and addiction services. Over the past four years, she has provided extensive responsible gambling and problem gambling prevention initiatives as well as delivered clinical services to the community. In 2003, she was integral in facilitating an extensive youth-specific prevention program evaluation. These results provided a comprehensive look into the local world of teen gambling assessment, attitudes, and gambling behaviour, and the role of effective prevention strategies. She is currently also provincial youth coordinator with the Problem Gambling Program. (Problem Gambling – Clinical Assessment, Treatment, and Prevention [COUNS140])

**Glen Grigg**, PhD, R.C.C. is a family therapist with more than 25 years experience. Glen is the senior faculty in City University's Master's in Counselling program and has taught in the Couple and Families Certificate program at the JIBC for the past 10 years. Glen has won numerous awards for teaching and professional contributions, and published on clinical supervision, family therapy, and clinical decision-making. [Psychotherapy From a Family Perspective – 1 (COUNS156); Psychotherapy From a Family Perspective – 2 (COUNS157)]

**Mark Haden** has been working in the addictions field since 1984. He has worked in detox, methadone, and outpatient settings providing counselling, educational, supervision, and management services. Mark is a graduate of the Master of Social Work program at UBC and has published articles on drug policy in the Canadian Journal of Public Health and the International Journal of Drug Policy. (Compassion and Policy: The Heart and Mind of Drug Policy Reform [AD408])

**Yvonne Haist**, M.Ed, is a Registered Clinical Counsellor in a private practice and has extensive teaching experience at the University of Victoria's School of Social Work as well as with other post-secondary institutions. Integration of somatic healing principles has dramatically transformed her teaching and clinical practice. (Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation [TS120]; Advanced Somatic Integration: Trauma Resolution and Regulation [TS201])

**Tom Hetherington**, MSW, has 32 years of experience as a street worker, a child and youth care worker, a probation officer, a child protection worker, an employee assistance practitioner, and a family counsellor. For the past 12 years, he has been the manager of Pacific Community Resources Society's youth and adult alcohol and drug programs. (Community Voices/Contemporary Issues [AD407])

**Susan Hogman** is a seasoned social worker with more than 30 years of experience in a variety of acute care settings with a focus on hospice/palliative care, cancer treatment and critical care. She is the Director of Social Work and Adult Services at the BC Centre for Ability. Her private practice focuses on areas of grief/loss/trauma counseling. (The Many Faces of Grief: A Culturally Sensitive Approach to a Universal Experience [COUNS153])



**Jane Katz**, MA, RCC, CHRP, has more than 25 years of experience in group facilitation. She has facilitated educational, psycho-educational, and therapy groups with both voluntary and court-mandated adult men and women, as well as with adolescents. Jane also has many years of experience developing programs and providing training and supervision of group facilitators, including in Japan and Italy using translation services. In addition to group process, her areas of expertise include non-violence work, relationship development in families and organizations, and individual and organizational change. (Facilitating Effective Group Process [COUNS110])

**Arlana Kuzyk**, BA, BSW, TTS (Tobacco Treatment Specialist) has worked in the field of addictions for 16 years and is currently a counsellor at the Aurora Centre, a department of the Women's Health Centre of BC. She has been providing tobacco treatment in the residential and day treatment programs at Aurora for the past five years and was part of the committee that lead Aurora to become tobacco free in May 2006. In April 2007, she trained at the Mayo Clinic's Nicotine Dependence Program to obtain her Tobacco Treatment Specialist certification. Most recently, she has been involved in implementing staff training and support groups for PHSA's tobacco free initiative at Children and Women's hospital and the BC Cancer Agency. (Improving Addictions Treatment by Addressing Tobacco [AD123])

**Evan Lopes**, BA, (honours), MA, PhD is a registered psychologist with many years experience in counselling and therapy, psychopathology, and psychopharmacology, and as an expert witness in the field of forensic psychology. Presently he is the Chief of Psychology for Mission and Ferndale federal institutions. (Everything You Ever Wanted to Know About the DSM-IV-TR – Level 2 [TS124]; Everything You Ever Wanted to Know About the DSM-IV-TR – Level 1 [TS123]; Using the DSM-IV-TR with Children and Youth – Introductory Level [MH008])

**Jan Lutke** is the co-chair of the National Advisory Committee on Fetal Alcohol Spectrum Disorder (FASD) to Health Canada, founder and former director of the FAS Support Network of BC, and founder of FASD Connections. She sits on numerous provincial and federal advisory committees and facilitates and advises on a wide range of training programs and research projects. Jan has been providing education, training, consultation, and support to a wide range of agencies, organizations, and groups across North America. (Fetal Alcohol Spectrum Disorder [AD120])

**Gabor Maté** M.D. is a physician, author, former medical columnist for the Globe and Mail, and public speaker. His three previous books, all Canadian bestsellers, have been published internationally. *When The Body Says No: The Cost of Hidden Stress, on the mind/body unity in health and illness*, has appeared in 10 languages on five continents. For 20 years he had a family practice, and for seven years was medical coordinator of the Palliative Care Unit at Vancouver Hospital. Gabor currently works at a clinic in Vancouver's Downtown Eastside where his patients are challenged by hardcore drug addiction, mental illness and HIV. He is also Family Medicine Consultant, Department of Psychiatry, St. Paul's Hospital. His current book, *In the Realm of Hungry Ghosts: Close Encounters with Addiction*, published in February, 2008 is already a bestseller. In 2008, in addition to his many other speaking engagements, he will be a guest lecturer at Washington State University and a visiting professor at McGill University, in the Faculty of Medicine. (Taming the Hungry Ghost: Combining Science, Mindfulness and Compassion in the Treatment of Addictions [SPE149])

**Tony Martens**, BSW, M.Sc (In Psychology), has 35 years of experience working in the field of violence and mental health and 25 years in developing and implementing long-term holistic therapeutic programs. Since 1983, Tony has worked in partnership with First Nations and Inuit communities across Canada and the USA to address issues of sexual abuse and family violence. Tony was the National Family Violence consultant for Health Canada, providing a wide range of services in response to crisis situations in First Nations and Inuit communities. Tony is the author of *The Spirit Weeps: Characteristics and Dynamics of Incest and Child Sexual Abuse with a Native Perspective*, and he has conducted more than 1,000 workshops and training courses across Canada. (Unspoken Truths About Suicide: Detection and Intervention Strategies Within First Nations and Inuit Communities [COUNS151])

**Myrna Martin**, MN, RCC, RCST, is a family therapist who has 20 years of experience in early trauma resolution with babies/children and their families. This work centres on developing secure attachment and healing disordered attachment. Myrna facilitates seminars and a two-year professional Attachment Therapy Training worldwide. (The Body, Mind, Spirit Connection for Life: Attachment During Prenatal, Infant and Preschool Years [COUNS125]; Body, Mind, Spirit Connection for Life: Attachment with 6-12 Year Old [COUNS158])

**Karen McAndless-Davis** is a counsellor and trainer who has worked for more than a decade with women experiencing abuse. She has established support groups in numerous communities in both BC and Washington State. Karen and Jill Cory, co-authors of *When Love Hurts* bring together solid research, counselling experience and personal accounts to help women make sense of their relationships through their unique women-centred approach. They have presented their work across Canada and the US. (Stronger Together: Groups For Women [COUNS155])

**Maureen McEvoy**, MA, RCC, has been in private practice for more than 20 years. She works with individuals, couples and groups. She is a long-standing instructor with the JIBC, teaching other counsellors skills for working with survivors of child sexual abuse and other domestic traumas. She also works with couples using Imago Relationship therapy. She is an Advanced Imago clinician (1996) and a Certified Workshop presenter of the *Getting the Love You Want* weekend workshop based on the work of Harville Hendrix. She has written several articles, including one co-authored with Maggie Ziegler on counter-transference in trauma groups. She is currently updating *Balancing Conflicting Interests: A Legal Manual for Counsellors*. (Cyber Counselling – is It For You? [COUNS 159])

**Bridgid McGowan** is the former executive director of the Women's Addiction Foundation. She has a Master of Arts in Pastoral Psychology and Counselling, and currently works as a trauma counsellor with women who have experienced violence. She has over 15 years of experience as a spiritual director and teacher in Earth-based spiritual communities in Canada and the US, and is a student of Buddhist practice. (Engaging the Path of Spirit [AD125])

**Dan Mitchell** MA, CCC is the co-Founder of Worldwide Therapy Online Inc. ([www.therapyonline.ca](http://www.therapyonline.ca)). He is a Canadian Certified Counsellor with a master's degree in Counselling Psychology. He has provided addiction counselling with BC Addictions Services for the past 17 years. Since 1994, Dan and his business partner, Lawrence Murphy, have been pioneers in the field of online counselling and have authored several professional publications on the subject. They developed and instruct Cybercounselling Levels – 1 and 2, certification programs delivered through the University of Toronto's Faculty of Social Work. Dan and Lawrence also created the PrivacEmail Professional™ web-based software system for Cyber Counselling. (Cyber Counselling – is It For You? [COUNS159])

**Lisa Mortimore**, MA is a Registered Clinical Counsellor with a private practice in Victoria. Lisa's areas of focus include both attachment (developmental) and shock trauma resolution, mind/body stress reduction, sexualized abuse recovery, and self-discovery. As a counsellor and counsellor educator, Lisa is a strong advocate for systemic social change and social justice and brings depth, humour and authenticity to her work. [www.lisamortimore.com](http://www.lisamortimore.com) (Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation [TS120])

**Rosemary Nygard**, M.Ed, BSW, is currently the Provincial Coordinator of Education and Professional Development with BC's Problem Gambling Program. She has worked as a prevention worker and counsellor in the field of substance misuse and problem gambling for more than 10 years, at both the school-based and community levels. She also works for the Centre for Teaching and Learning at UBC as a faculty instructional skills facilitator. (Creating Healthy Communities [COUNS145]; An Introduction to Problem Gambling [Problem Gambling – Clinical Assessment, Treatment, and Prevention [COUNS140])

**Laurie Pearce**, MSW, MA, PhD, has specialized in disaster management and traumatic stress for more than 25 years. She is a member of the Association of Traumatic Stress Specialists, the World Association of Disaster and Emergency Medicine, the Emergency Social Services Association of BC and the Emergency Preparedness for Industry and Commerce Council of BC. Currently Laurie has a consulting company and teaches at various post-secondary institutions. (Introduction to Critical Incident Stress Management [CISM100]; Managing Responses to Community Disasters [CISM202]; Trauma, Children, and Youth [CISM204]; Role-Play Simulation [CISM206])

**Barbara Plumstead**, MA, RCC, has worked in the field of substance misuse and trauma for 14 years and is currently a counsellor at the Aurora Treatment Centre, a department of the Women's Health Centre in BC. She also has a private practice in Vancouver and is certified in the use of EMDR. (Improving Addictions Treatment by Addressing Tobacco [AD123]; A Continuum of Care: Prevention to Harm Reduction [AD401])

**Nancy Poole**, MA, works as a provincial research consultant on women's substance use issues with BC Women's Hospital and with the BC Centre of Excellence for Women's Health, on research and knowledge exchange relating to policy and service provision for women with substance use problems. (Fetal Alcohol Spectrum Disorder: Increasing Our Understanding [AD409]; Integrating Our Response on Substance Use and Trauma in Women [AD216]; Fetal Alcohol Spectrum Disorder [AD120]; People With FASD: Providing Support on Substance Use Issues [AD128])

**Bill Pozzobon** is a senior SafeTeen trainer who has worked on gender and violence issues with youth and educators nationally and internationally. Bill is an actor, director, and inspirational public speaker. He invites the men he works with to step into their full humanity with dignity and courage. (My Body Is Not Your Playground: Sexual Boundaries Course [CY270])

**Kathryn Priest-Peries**, PhD (Candidate), 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. (Working with Complicated Grief [COUNS102]; Working with Heart Broken Children [CY261])

**Stephanie Rabbers**, MFTC, RPC, is a Registered Youth and Family Counsellor and therapist. She specializes in working with children, youth, families, and adults using a family systems, resource, and assets-focused approach. Stephanie has 20 years of experience working in front-line, mental health, clinical, recreational, and educational settings. She uses many expressive modalities in her work, including art, play, drama, movement, and energy. Stephanie takes pleasure in witnessing youth and families create change, build opportunities for healing, and experience joy and empowerment in their lives. (Tools for Success: Enhancing the Emotional Intelligence of Youth [CY264])

**Bruce Ramsay**, CTR, is a retired deputy fire chief and a Certified Traumatologist. Bruce sits on the executive of the Association of Traumatic Stress Specialists and is an experienced trauma trainer and debriefer. He has provided critical incident stress debriefing services to emergency response groups, victims' assistance groups, private industry clients, and First Nations communities. (Critical Incident Stress Debriefing [CISM103]; Vicarious Traumatization [CISM205]; Role-Play Simulation [CISM206])

**Carrie Reid**, MA, RCAT, runs Mostly Salish Consulting on Vancouver Island, where she works as both a community-based researcher and art therapist. Carrie is currently working towards her PhD in Expressive Art Therapies. (On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations [COUNS138]; Aboriginal Trauma Certificate)

**Maggie Reidy**, M.Ed, holds a master's degree in counselling from the University of Victoria. She is an accomplished therapist with a strong focus on children, youth, and families. Maggie has 20 years of counselling and facilitation experience, with an extensive background in facilitation of workshops for youth, parents, and professionals. Her career interest is empowering children and adults to move forward with confidence in their lives. (Tools for Success: Enhancing the Emotional Intelligence of Youth [CY264])

**Anita Roberts** has been working in the field of women's empowerment for 30 years. Twice nominated for Woman of Distinction awards and chosen as a Canadian representative on Violence Against Women to the United Nations, she is an award-winning writer, visionary, power-coach, and entrepreneur. Anita has travelled all over the world – Europe, Australia, Africa, Mexico, Japan – learning from and teaching women how to hold their power and speak their truth. (My Body Is Not Your Playground: Sexual Boundaries Course [CY270])

**Jaswinder S. Sandhu**, M.Ed, is a psychotherapist specializing in addictions, adolescence, and multicultural counselling. His research has been published in several academic journals, and he is the co-author of the book *The Socially Involved Renunciate*. (Working with South Asian Youth and Young Adults [CY176])

**Yvonne Savard**, RPN, RN, BScN, MAED\CI, has more than 20 years of experience in mental health services, including corrections and emergency crisis intervention. She is currently a nursing instructor in the Psychiatric Nursing Program at Douglas College. She remains a positive advocate for mental health clients and is actively involved in non-violent crisis intervention education. (Understanding Pharmacology from a Counsellor's Perspective [EP308])

**Daniel Siegel**, M.D., is a graduate of Harvard Medical School and the Director of the Mindsight Institute in Los Angeles. At UCLA he also serves as the co-director of the Mindful Awareness Research Center and a co-investigator at the Center for Culture, Brain, and Development. Dr. Siegel is the author of various texts, including *The Mindful Brain*, *Parenting from the Inside Out* (with Mary Hartzell), and the acclaimed internationally bestselling text, *The Developing Mind*. As the founding editor of the Norton Series on Interpersonal Neurobiology, Dr. Siegel has been a pioneer in this new synthesis of science to provide an integrated view of the mind, the brain, and relationships in the promotion of well-being. (The Importance of Social and Emotional Intelligence in Everyday: The Clinical Application of Interpersonal Neurobiology [SPE150])

**Jeff Sim** has been teaching or writing curriculum for CCCS since 1997 including Bylaw Enforcement and Investigative Skills, and other related programs. He has also taught or facilitated instructional skills, incident command, and performance development programs for other agencies and brings more than 25 years policing experience to the classroom. Jeff has a bachelor's degree in adult education. (Bylaw Enforcement and Investigative Skills Certificate, Level 1 [EP209])

**Sherry Simon** – T'selpinek – is of the Eagle Clan from the Skeetchestn Band in the Scwepemc Nation, BC. Sherry graduated with honours from Simon Fraser University in 2003, with a joint major in psychology, First Nations issues, and women's studies. Currently a senior trainer for SafeTeen, she has extensive experience working with issues such as sexual exploitation, gang violence, racism, homophobia, Fetal Alcohol Spectrum Disorder (FASD), and communication. (POWW – Path of Wise Warriors: An Aboriginal Youth Empowerment Course [CY175])

**Louisa M. Smith** is a Xenaksiala of Kemano Bay – her family has amalgamated with the Haisla Nation of Kitamaat, BC. A graduate of Simon Fraser University with a Standard B.C Teacher Certificate, the Counsellor Training Institute of Canada's Certificate of Professional Counselling, the Northwest Community College's Community Service Worker, the Justice Institute of British Columbia's many professional development courses, Critical Skills for Communicating in Conflict, Child Sexual Abuse Counsellor-Therapist Training, Healing Through Laughter and Play, Victims of Residential School. Louisa has since retired from 30 years of teaching and trauma counselling of residential school survivors but is still very active in bringing this information and knowledge to the world for awareness and understanding, in the hope of healing of one's self and a nation of people. (Aboriginal Trauma Certificate)

**Kathy Snowden**, MSW, BSW, BA, is currently the Manager of Substance Abuse Services for the Boys and Girls Clubs of Greater Vancouver. She has worked as a youth and family counsellor, and program director for Odyssey II, a substance misuse outpatient program for youth and their families. She has had 24 years of experience working with high-risk and at-risk youth. (Putting a Youth Twist into Substance Use Information and Youth Services [AD207])

**Joe Solanto**, PhD, is a therapist, consultant, and workshop facilitator with more than 30 years of experience training educators and mental health professionals in therapeutic responses to critical incidents and traumatic experiences. Joe has taught a wide variety of courses at the JIBC and in First Nations communities in BC, the Yukon, and the Northwest Territories, as well as with the Inuit of Northern Quebec, assisting with the healing from residential school trauma and training front-line staff to respond to the high incidence of violence and of suicidal, addictive, and other self-harming behaviours within their communities. (Responding to Trauma and Post-Traumatic Stress Reactions [EP251]; Everything You Ever Wanted to Know About the DSM-IV-TR – Level 1 [TS123]; Trauma and Addictions: Assessment and Treatment Issues [TS225]; Aboriginal Trauma Certificate)

**Lisa Solanto** is a holistic counsellor and certified hypnotherapist, and a holistic bodyworker trained in Reiki, Therapeutic Touch, and Massage. She is also a yoga and meditation instructor. Lisa is an associate practitioner at the Centre for Integrated Healing in Vancouver. (Aboriginal Trauma Certificate)

**Daryllynn Starr** Rank, M.A., is a Registered Psychologist and writer. She has worked as a therapist, clinical director, college instructor, consultant, columnist, and screenwriter. She has taught courses in creativity in a variety of venues including Langara, UBC, Family Services of Greater Vancouver, Capilano College, Electronic Arts (largest computer game designer), etc. She is interested in exploring the profound connections between therapeutic work and our creative centres. (The Creative Therapist and the Creative Therapeutic Voice [COUNS152])

**Harry Stefanakis**, PhD, Registered Psychologist, has 15 years of experience working with violence. He was a consultant to the Ministry of Attorney General in its Family Violence core programs initiative, and a visiting expert for the United Nations Asia and Far East Institute for the Prevention of Crime and the Treatment of Offenders (UNAFEI). He has presented his work nationally and internationally and runs a clinical and consulting practice in Vancouver. (Reaching the Heart of Violence: Compassionate Approaches to Ending the Use of Violence [COUNS124])

**Christine Stewart** is also known as Galxa'guui biik sook', a name selected for her by her family, which translates to Robin Flying Through. She is the child of the Nisga'a, born to Diane and Chester Stewart, and sister to six siblings. Christine was born and raised in Prince Rupert, BC. She is Ganada (frog/raven clan) from the house of Ksim Xsaan. Christine is currently working for the BC Teachers' Federation (BCTF) in a four-year term position. She is a Vancouver teacher and has taught at both secondary and elementary levels. Christine has also taught diversity in education courses for Simon Fraser University. She served as a faculty associate for the Indigenous Teacher Education Module at SFU. Christine represents the BCTF on matters concerning Aboriginal education. She has presented papers for American Educational Research Association, Canadian Society for the Study of Education, and World Indigenous Peoples conferences. (Aboriginal Family and Youth Advocacy [CY269])



**Elaine Stoll**, BA, RCC, is a therapist and trainer in private practice who has worked with violence and abuse issues for the past 25 years. Elaine works with adults and youth, and facilitates a variety of groups, including parenting groups. She is an accredited Choice Theory instructor with the William Glasser Institute in Los Angeles. (Fostering and Encouraging Client Responsibility [EP524]; Teaching Problem-Solving Skills to Clients [EP286]; Counselling Skills: The Art of Asking Effective Questions [EP587]; Working More Effectively with Parents and Other Caregivers [CY267])

**Debbie Suian**, MA, RCC, has worked as a therapist, clinical supervisor, and trainer in community-based counselling agencies, addictions services, mental health, and private practice for more than 20 years. Her clinical interests include therapist variables and their impact on relationship development and treatment outcome. (Concurrent Disorders Planning – Level 1 [AD410]; Concurrent Disorders Planning – Level 2 [COUNS211])

**Dale Trimble**, MA, RCC, has more than 25 years of experience providing individual, couples, and family therapy. He is a Canadian pioneer in the work of ending men's violence against women. Dale is an adjunct faculty member with City University. In 2004 he received the BC Association of Clinical Counsellors President's Award for Distinguished Contributions to the Profession. (Reaching the Heart of Violence: Compassionate Approaches to Ending the Use of Violence [COUNS124])

**Kenneth Tupper** has worked as a drug policy advisor in the area of problematic substance use prevention at the BC Ministry of Health since 2003. He is a PhD student in the Department of Educational Studies at the University of British Columbia, where he is doing research in the field of drug education and policy. Ken has presented at numerous conferences and has published academic articles in the International Journal of Drug Policy and the Canadian Journal of Education. (Compassion and Policy: The Heart and Mind of Drug Policy Reform [AD408])

**Cristine Urquhart**, MSW, RSW, is the Provincial Training Consultant for the ActNow BC Healthy Choices in Pregnancy initiative at the BC Centre of Excellence for Women's Health. Cristine has designed and delivered numerous training sessions to health care providers on understanding substance use and supporting change. Cristine is an active member of the international Motivational Interviewing Network of Trainers (MINT) and a BC Association of Social Workers board member. (People With FASD: Providing Support on Substance Use Issues [AD128]; Integrating Our Response on Substance Use and Trauma in Women [AD216]; Fetal Alcohol Spectrum Disorder: Increasing Our Understanding [AD409])

**Munir Velji**, MSW, BA (Criminology), BSW, specializes in working with children and adolescents. He has 17 years of experience in the counselling and mental health field. He has worked at various mental health crisis programs for Fraser Health in the past and has also been employed at the Maples Adolescent Treatment Centre in Burnaby and the BC Ministry of Children and Family Development. He also provides training and relief to Covenant House Vancouver. (Understanding Pharmacology from a Counsellor's Perspective [EP308])

**Debbie Verkerk**, MA, RCC, is an educator, trainer and counsellor in private practice. She teaches online for the University of Victoria in their School of Child and Youth Care. She also teaches Counselling at Vancouver Community College and works for Pacific Community Resources Society in the Fraser Valley training foster parents. She has also co-written a manual called Fostering Independence. (Working with Youth Certificate Program [CY168])

**William (Bill) Waboose** is an Ojibwa from Northern Ontario. He has worked as a counsellor in the Aboriginal community for the past 15 years. He is currently Director of Social Development for the Seton Lake Band in BC, with the St'atl'imx people. Since 2001 he has facilitated and instructed courses in mental health and addiction recovery in various locations. Living in the mountains of southern BC, Bill enjoys exploring the back roads and visiting the remote spots in the area. (All My Relations: Working with Aboriginal Clients in Substance Use Recovery [AD129]; Vision Quest: Healing and Recovery in Aboriginal Substance Use Treatment [AD130])

**Carol White** has worked as a community-based counsellor for more than 20 years. She has spent the last 10 years doing residential trauma counselling at Tsow Tun Le Lum in Lantzville, BC. Carol is presently working with the Qul-Aun Program for residential school survivors. She is proudly Salish and combines her traditional roots with contemporary counselling practices. (On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations [COUNS138])

## Centre for Leadership

**Gina Buchanan** BA, CHRM, M.AOM (cand) is a curriculum design specialist, an accomplished facilitator and trainer, and the principal of Changeways Training and Development. Gina has extensive experience in the non-profit sector, having served in a variety of community social service agencies as staff, supervisor and manager. She has designed and delivered courses in the classroom, by correspondence and online. She also is on faculty at BCIT in the School of Business and teaches in the Associate Certificate of Leadership Program. Her primary areas of interest include leadership and diversity education and training.

**Fazal Bhimji**, Cert. ConRes. BSc, CMed, has been involved with labour relations and conflict resolution since 1991. He developed and delivered labour relations training for the Canadian Air Traffic Control Association in the late 1990s and has been an active mediator/arbitrator since 2002. He specializes in workplace conflict including labour/management relations and negotiations. Fazal is a Provincial Court Mediator and a member of several mediation rosters including the BC Mediator Roster Society (Civil), the Public Service Labour Relations Board (Fed.).

**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 a 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 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 CenterPoint 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**, BA, M.I.R. (Queen's University) is a consultant and educator who has been successfully training leaders in private, public and not-for-profit sectors for more than 10 years. Specializing in human resource management and authentic dialogue, Patricia helps groups build communication, connection and community.

**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**, PhD in Eco-psychology (in progress), M.A. (Leadership and Training), is an educator/facilitator in personal and organizational learning. His passion and expertise concentrate on leadership development, adult learning methodologies, and human performance in the areas of innovation, creativity, and collaboration. He teaches and consults locally and internationally, including being an adjunct faculty at Bainbridge Graduate Institute, an associate faculty at Royal Roads University, and a trainer with the Australian Institute of Management.

**Maureen Hannah**, Cert. ConRes., 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 and conflict resolution. She has extensive experience in leadership, facilitation, consulting, coaching and mentoring in the private and public sectors in North America and the United Kingdom.

**Bruce Hardy**, PhD, MA, M.Ed, Bruce teaches in the local college and university community. He is a peer reviewer and team leader for COA, an international accreditation body and is on the board of Legal Services Society. Bruce teaches in both the Leadership and Working With Youth programs at JIBC.

**Kathi Irvine** is the principal 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 front-line worker, program director, educator, and policy analyst.

**Susan Kauffmann**, MA, has been a writing instructor for more than 15 years. She designs and delivers courses for such institutions as the University of British Columbia 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 public relations.

**Doug Kerr**, BA, M.Ed., has provided training programs for public, private, and non-profit organizations for more than 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**, BA, 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.

**David Livingstone**, BA (Philosophy & Cultural Studies), Certified Nonviolent Crisis Intervention Instructor, has been an instructor since 1997. As Continuing Quality Improvement Officer for a large non-profit community living agency, he specialized in systems and practices, which enhance organizational learning and optimize resources. David is a CARF surveyor and has traveled through North America as part of accreditation survey teams.

**Bill Mathieson**, is a senior human resource leader with more than 25 years of progressive experience within finance, consulting, engineering, forestry and manufacturing industries. He served as the senior human resources executive of an international engineering firm for 10 years, following five years as vice-president of the Business Council of BC. As a consultant since 1997, he has provided repeat labour relations and human resource services to a variety of clients in financial services, industry, and social services. Bill is a current member of the Employment Insurance Review Board. He has also served as a governor of the Canadian Centre for Occupational Health and Safety.

**Ann Naymie, MA**, delivers workshops on leadership, teambuilding, mentoring, vision, mission, collaborative dialogue, and creativity throughout BC. She is a facilitator for the Institute for Global Ethics (Canada). She has educational projects with the BC School Superintendents Association, UBC, and School District 37 - Delta. She is also an instructor at the Vancouver Film School and Emily Carr Institute of Art and Design.

**Georganne Oldham, BA, M.Sc.O.D.**, has more than 18 years of organization and leadership development experience. An accomplished group facilitator, consultant, trainer and coach, she has worked closely with management teams in both public, private and non-profit organizations to facilitate needed change and provide the necessary skill development to implement those changes.

**Parm Poonia, BA**, has been working in community development, community-based education and social research for more than 10 years. Her focus has been in the areas of HIV/AIDS prevention, healthcare impacts for immigrant/refugee populations and leadership in the voluntary management sector. Parm is passionate about engaging individuals and organizations in meaningful change, increasing capacities and competencies through education, integrated program planning, consumer-centered service delivery, and policy development.

**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.

**Lee-Anne Ragan, M.Ed., B.S.W.**, Provincial Instructor Training Certificate, is President and Director of a firm providing training and team building workshops. She has received local, national, and international acclaim for her work as a trainer of trainers, including having been lead group work trainer for an international company. Her lively, engaging workshops have been serving the not-for-profit and corporate sectors for more than 17 years. Original and adaptable as a trainer and teacher, her work has taken her all over the world.

**Elizabeth Jones Robinson, MSW, RSW**, is a social worker in private practice with a specialty in organizational and leadership development. She has many years experience working as a manager and consultant in government, educational and non-profit sectors. She also has a part time faculty position at UBC School of Social Work where she teaches practice and leadership courses.

**Jeff Rotin BA, MA**, is an independent consultant, facilitator, and trainer with a particular focus on the not-for-profit and public sectors. He has extensive experience with not-for-profit boards of directors as a consultant, board member, and employee. His areas of not-for-profit expertise include strategic planning, board governance, board development, team building, policy development, succession planning. A published writer, his background in communications continues to inform his consulting work.

**Leila Rahemtulla, B.Comm.**, has been a consultant and instructor for more than 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, Ed.D.** 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., MA**, 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 a JIBC instructor for more than 14 years. She has developed and delivered workshops for both the Emergency Management Division and the Corrections and Community Justice Division.

## *Centre for Conflict Resolution – British Columbia*

**Joan Balmer, Cert. ConRes., BA**, Certificate in Adult Education, MA, is an educator, group facilitator, and consultant. She has more than 25 years experience working with all levels of government, crown corporations, and the private sector. She has also been with the JIBC 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 18 years of experience in the field of conflict resolution. Her work has focused on mediation, facilitation, training, personalized coaching and more recently on 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., MA(c)**, is a conflict resolution consultant who uses a blend of mediation, facilitation, education and coaching to find creative and practical solutions for many organizational challenges. Sherri is currently working towards her Master's in Counselling Psychology.

**Sally Campbell, Cert. ConRes., BA, J.D.**, is a mediator and trainer who has been facilitating "difficult conversations" with groups of all sizes since 1985. She teaches mediation, facilitation and collaborative approaches across Canada in a broad range of settings. Sally has interest and experience working in diverse cultural contexts and on justice-related topics. Her ongoing mediation practice working with separating spouses, families, business and government, continually informs her teaching. After 30 years in law, Sally recently joined the Retired Lawyers List. She lives on Hornby Island, BC.

**Dr. Roshan Danesh**, BA, LL.B., S.J.D., is a lawyer and conflict resolution innovator. Roshan represents First Nations in BC 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 was formerly the chair of the Department of Conflict Resolution at Landegg International University in Wienacht, Switzerland.

**Nikki de Carteret**, MA, is an international speaker and management consultant whose clients include international corporations, CEOs, governmental and non-governmental organizations, and the Young Presidents' Organization (YPO). Nikki also runs seminars worldwide in leadership, creativity, personal growth, conflict resolution, and cross-cultural team building. For the last 20 years she has worked with change agents in the Middle East.

**Raj Dhasi**, MA (Organizational Conflict Analysis and Management), BA (Adult Education), Cert. ConRes., focuses on dispute resolution and collaborative practices within corporate, legal, and family settings. Raj's work includes analysis and assessment, mediation, training and individual coaching. Raj is also an instructor with the Corrections and Community Justice Division at the JIBC and a Restorative Justice Practitioner through the Fraser Region Community Justice Initiatives Association.

**Linda Dobson-Sayer**, Cert. ConRes., MA (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), Architect MAIBC, member, BC Civil Mediation Roster, mediates and facilitates cases in several major Lower Mainland BC hospitals, in health care, higher education, municipal, mental health and child care settings, and cases involving organizational, departmental, work group, community, development, construction, business, partnership, landlord/tenant, wedding and condominium issues.

**Brian Frank**, BA, Cert. Med., is a mediator and ADR educator with a special interest in conflict theory, reflective practice, and the spiritual dimensions of conflict. In both his teaching and mediating he uses an eclectic approach intended to facilitate the empowerment of learners and disputants. He is an active practitioner working in the areas of family and workplace dispute resolution. He has worked throughout Western Canada, Perú, and the Philippines.

**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 the key to understanding and resolving conflict can be found in people's conflict stories. 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 Professional Coach specializing in conflict resolution and leadership development. She has extensive experience in leadership, facilitation, consulting, coaching and mentoring in the private and public sectors in North America and the United Kingdom.

**Terry Harris**, Cert. ConRes., BA, LL.B., MA (Human Security and Peacebuilding), is a mediator in the child protection, insurance, and family fields. He has a varied background as a lawyer, counsellor 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 healthcare 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 master's level programs. Kelly provides one-on-one coaching and mentoring for individuals in work environments to assist them in improving their overall communication techniques.

**Kent Highnam**, Cert. ConRes., BA, MA, 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 and practitioner in interest-based processes and as a visiting lecturer at Simon Fraser University. Kent also has 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 assisting people and organizations as they create and navigate change. Her work includes planning for strategic change management, organizational assessment and analysis, developing people through training and coaching, intervention including mediation and facilitation, and keynote speaking. Stacey is the author of a comprehensive high school resource entitled *Interpersonal Conflict Resolution Skills for Youth*.

**Derm McNulty**, Cert. ConRes., C.Med., has a private mediation practice and is a mediator and mentor with the BC Provincial Courts. He is the past president of CoRe, a conflict resolution society associated with the Faculty of Law at UBC. Derm is also a facilitator with the JIBC Centre for Conflict Resolution and Centre for Leadership and teaches conflict resolution and communication skills to corporations and ministries.

**Nancy McPhee**, Cert. ConRes., MA, is a facilitator, instructor and mediator with more than 25 years of experience. Nancy works with the private and public sectors as well as with 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 Family Mediation Canada (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 and a mediator with the Ministry of Education. This diversity provides a unique skill set and knowledge base to the benefit of those he supports.

**Pam Penner**, Cert. ConRes., holds a MA (Conflict Analysis and Management) and is 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.

**Jane Roberts**, Teaching Cert. (University of London), Cert. ConRes., CPC, works in the private, public and non-profit sectors as a consultant and trainer in communication skills; coaching for leaders, managers and employees; harassment prevention; bullying in the workplace; and human rights. She works as a facilitator for strategic planning and organizational development. She designs workshops in coaching, conflict resolution, and communication. She is committed to supporting her clients – in the workplace and as individuals – in implementing new learning and creating positive change.

**Sandra Rossi**, Cert. ConRes., Dipl. Criminology, BA [Human Services (in progress)] has worked extensively as a mediator, trainer, facilitator and coach. She has specialized in restorative practices and respect in the workplace initiatives, and is currently working in human resources. Sandra's background includes work in post-secondary education, healthcare, 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. He is interested in dispute resolution philosophy, attitudes, skills and technique.

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

**Jim Toogood**, Cert. ConRes., is a trainer in conflict resolution, negotiation and mediation. His background includes extensive experience in business and labour. With more than 30 years of experience, Jim is a mediator, facilitator and consultant in organizational workplace settings and in commercial, personal injury and labour disputes. Jim is a small claims mediator in the Provincial Court and is on the British Columbia Mediator Roster. He is also a mentor in the court mediation practicum program.

**Dale Trimble**, MA, 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 the public and private sectors. He has taught at the JIBC for more than 20 years and teaches counselling psychology at City University.

**Lee Turnbull**, LL.B, M.Ed. (Couns Psych), Cert. FMC Comp. Fam. Med., C.Med., is the Manager of Training for the Court Mediation Program. She has extensive experience 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 elected West Howe Sound Area Director for the Sunshine Coast Regional District.

**Sue Wazny**, M.Sc., Cert. ConRes., Dipl. Leadership, has worked extensively as a workplace educator and conflict intervener for more than 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., MA (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., B.Sc., MBA, is a facilitator and trainer who mediates in BC government programs and facilitates practical resolutions for organizations who find themselves with intractable human relationship difficulties. He has a keen interest in both building preventative capacities, and working with individual growth and group transformation potentials available through engaging purposefully in conflict. Areas of work have included group dysfunction, grievances, harassment, troubled relationships, leadership, lawsuits, Aboriginal communities, federal government, and restorative justice.

**Dale P. Zaiser**, Cert. ConRes., B.G.S., MA/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.



## Centre for Conflict Resolution – 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 conflict management process design. Kerry also provides private conflict management training to organizations.

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

**Janice Kelner**, BA, 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 more than 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., MA, is a Chartered Mediator, Facilitator and Trainer. She mediates extensively and consults on conflict management issues in the energy industry, in the workplace, and for municipal and land issues. Barbara has designed and delivered conflict management training for many clients and served on the Alberta Municipal Government Board for three years, adjudicating decisions on assessment and subdivision appeals.

**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**, BA (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**, BA, M.Div., Chartered Mediator, is a mediator, facilitator, trainer, and consultant. He mediates in workplace situations, for estate and company planning, and for families. He 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 JIBC Centre for Conflict Resolution since 2004.

**Josie Stiles**, Cert. ConRes., MA (Conflict Analysis and Management), is an organizational/management consultant, mediator, coach, trainer and facilitator. She creates collaborative dialogues, which enhance quality decision-making, strengthen relationships and optimize individual and organizational performance. Her practice includes creating conflict management competency in the areas of leadership development, team effectiveness, workplace harassment/respect and stakeholder engagement.

**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., Chartered Mediator (national designation), in addition to practicing in the field of dispute resolution, has been instructing and coaching interest-based conflict resolution in the corporate world and at colleges and universities since 1992. Her dispute resolution practice includes mediating bilateral and multi-party disputes and facilitating interest-based bargaining in both the public and private sectors, and designing conflict management systems for organizations.

*“Excellent instructor – extremely informative while soliciting continuous feedback from the class. Very much enjoyed the instructor’s style and facilitation.”*

*– Danna Dunnage, District Sales Manager  
Neptune Food Service Inc.*



## Registration Information

### JIBC Registration Office

**Hours:** 8:00 a.m. to 4:30 p.m.  
Monday to Friday

**Information:** 604.528.5590

**Registration:** 604.528.5590 (local calls)  
1.877.528.5591 (toll-free – long distance only)

**Fax:** 604.528.5653

**TDD/TTY:** 604.528.5655

**Email:** register@jibc.ca.  
Inquiries only; we do not accept email registrations.

### Win a free course! Sign up for our eletter distribution list

Sign up for our eletter distribution list and have the latest information on Community and Social Justice Division courses, events, and customized solutions delivered to your inbox. Plus, we will enter your name in our quarterly draw for a free course. To sign up, visit our website at [jibc.ca/csjd](http://jibc.ca/csjd) and follow the links.

### Follow these steps to register for courses

- (1) Make sure that you have completed all prerequisites.
- (2) Register online at [www.jibc.ca](http://www.jibc.ca)
- (3) By phone, call 604.528.5590 or 1.877.528.5591
- (4) By fax/mail, fill out the Course Registration Form on page 158.
- (5) Submit your registration form and payment at the same time. Follow the steps for payment below. Confirmation of registration will be sent by mail.

### Registration Services Advisor

For general advice about JIBC programs and courses, and justice and public safety career paths, or for assistance for students with disabilities:

**Phone:** 604.528.5588  
**Fax:** 604.528.5653  
**TDD/TTY:** 604.528.5655

### Online:



Existing students can register and pay online with your credit card, all with a few clicks of a mouse!

- (1) Visit [www.jibc.ca](http://www.jibc.ca).
- (2) Use the course search to select the course, date, and location for which you would like to register.
- (3) Login with your student ID and password.
- (4) Follow the prompts to complete your registration.

### By phone:



Call the Registration Office at 604.528.5590 or 1.877.528.5591 (toll-free – long distance calls only) between 8:30 a.m. and 4:00 p.m., Monday to Friday. Please have the course name and number and your VISA, MasterCard or American Express number ready when you call.

### By mail:



Send a cheque made out to the Justice Institute of BC or a VISA/MasterCard/American Express number with expiry date and signature to:

JIBC Registration Office  
715 McBride Boulevard  
New Westminster, BC V3L 5T4

### In person:



By cheque, cash, debit card, VISA, MasterCard or American Express at the JIBC Registration Office, 715 McBride Boulevard, New Westminster, BC, between 8:00 a.m. and 4:30 p.m., Monday to Friday.

### By fax:



Fax the registration office at 604.528.5653. VISA, MasterCard or American Express.

## Certificate Application Deadlines

### CENTRE FOR COUNSELLING AND COMMUNITY SAFETY ONLY

We recommend that you apply for certificates offered by the Centre for Counselling and Community Safety at least two months before the classes begin, because:

- It can take up to five working days to process an application.
- Once an applicant is accepted, we recommend registering at least 10 days before the classes begin.
- Acceptance into a certificate program does not guarantee seat availability in a specific course.
- Once your application has been approved, please register directly with the Registration Office at 604.528.5590.

### Follow these steps to register for a certificate:

- (1) Complete the Certificate Program Application Form on page 157. Make sure you have included all required materials and the \$30 non-refundable application fee. Mail or fax the application to:  
  
JIBC Registration Office  
715 McBride Boulevard  
New Westminster, BC V3L 5T4  
Fax: 604.528.5653
- (2) Once the Centre for Counselling and Community Safety receives your application, we will let you know within about five to 10 working days whether or not you have been accepted into a certificate program.
- (3) If you are accepted, pay for your certificate following the steps below. Confirmation of registration will be sent by mail.

- *The Bylaw Enforcement and Investigative Skills Certificate and Problem Gambling Certificate do not require an application. Simply call the Registration Office at 604.528.5590 to register.*

*Enrolment in the Certificate programs in the Centre for Aboriginal Programs and Services, the Centre for Leadership and the Centre for Conflict Resolution is on a continuous intake basis.*



## JIBC STORE

apparel, accessories, gifts, books, videos, sundries

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

Open Monday to Friday 9:30 to 4:00

Justice Institute of B.C.  
715 McBride Boulevard,  
New Westminster, B.C. V3L 5T4  
E-mail: [jjstore@jibc.ca](mailto:jjstore@jibc.ca)  
Phone: 604.528.5870

# Course Registration Form

Send your registration form and payment or the same information by email to:

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

For registration only: phone: 604.528.5590; toll free: 1.877.528.5591; fax: 604.528.5653; email: register@jibc.ca

## Registration Deadlines

- Early registration is recommended.
- Registration is on a first-come, first-served basis.
- Registrations are accepted up to one day before the course starts, we make the decision to run the course based on the registration numbers 7 days before the course start date. We encourage you to register early to ensure the course is not cancelled.
- Fees must be submitted when registering.

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 JIBC? ☐ Yes ☐ No

If Yes, JIBC student number (if known):             PEN (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 / Zipcode \_\_\_\_\_ Email Address \_\_\_\_\_ Fax ( ) \_\_\_\_\_

Evening or Home Phone ( ) \_\_\_\_\_ Day Phone ( ) \_\_\_\_\_ Cell Phone ( ) \_\_\_\_\_ Pager ( ) \_\_\_\_\_

\*Date of Birth (mm/dd/yy): \_\_\_\_\_ Previous name used for registration, if any: \_\_\_\_\_

\*Immigration Status: ☐ Canadian Citizen ☐ Permanent Resident ☐ Student Visa ☐ Other Visa

☐ Non-Canadian Studying Outside Canada ☐ Unknown ☐ Other (Specify): \_\_\_\_\_

\*Do you identify yourself as an Aboriginal person? ☐ Yes ☐ No If yes, are you: ☐ First Nations ☐ Métis ☐ Inuit

\*Gender (check all that apply): ☐ Male ☐ Female ☐ Trans

Disabilities or special requirements (please describe) \_\_\_\_\_

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

Course Name	Course No.	Start Date	Location	Course Fee
Add GST or LSF** (see below)				
TOTAL FEE				

## ENCLOSED IS MY COURSE FEE PAYMENT BY:

☐ Cheque or money order ☐ Cheque issued by ☐ Student or ☐ \_\_\_\_\_

☐ Mastercard ☐ Visa ☐ Amex ☐ Name of card holder: \_\_\_\_\_

Card number:                 Expiry Date MM/YY:

Signature of card holder: \_\_\_\_\_ JI BC Use Only: authorization number \_\_\_\_\_

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

**\*\*A Learner Services Fee (LSF) of \$5.00 per credit is charged for tuition-based courses. See page 162 for more information.**

Please add GST where applicable. Note that most JIBC courses are GST exempt except those that are not part of a program or course series. **GST #107554735.**

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

JIF 203 generic course registration form, last revised 29 Jan 08.



# Certificate Program Application Form

## Centre for Counselling and Community Safety

Use this application form for 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

### 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 number:

Personal Education Number (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

EMAIL ADDRESS

PHONE NUMBERS

WORK ( )

EVENING/HOME ( )

FAX ( )

☐ I would like to receive regular email updates from CCCS. I understand that my address will not be shared or sold.

☐ I would like to receive this calendar and other materials by regular mail. I understand that my address will not be shared or sold.

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
<input type="checkbox"/> Critical Incident Stress Management Certificate	
<input type="checkbox"/> Working With Youth Certificate	• Include your resume
<input type="checkbox"/> Substance Use Certificate	• Include your resume and a letter of reference
<input type="checkbox"/> Aboriginal Trauma Certificate	• Include your resume and a letter of reference
<input type="checkbox"/> Other, please specify	

For a Victim Services Practitioner Certificate Application form, contact the program assistant at 604.528.5684 or [victimservices@jibc.ca](mailto:victimservices@jibc.ca).

Note: The Bylaw Enforcement and Investigative Skills Certificate and Problem Gambling Certificate do not require an application form.

Simply call the Registration Office at the number above and register.

Please also complete page 2 of the application form

---

---

---

Date Started? \_\_\_\_\_ Position Title: \_\_\_\_\_

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

☐ Cheque or money order. Cheque issued by: \_\_\_\_\_ (make payable to JIBC)









**FOR OFFICE USE ONLY:** ☐ Approved Date: \_\_\_\_\_

☐ Acceptance Letter Sent    ☐ Added to TP2003    ☐ Application for Certificate Sent    ☐ Registration Notified    ☐ Library Notified



## Learner Information

### Class times

Class times vary. Confirm the class times when you register and check your registration confirmation for details.

### Campus locations

#### Justice Institute of BC Locations

##### Greater Vancouver

###### New Westminster Campus (main campus)

715 McBride Boulevard at 8th Avenue,  
New Westminster

###### Vancouver Campus – Great Northern Way

577 Great Northern Way, Vancouver

###### Chilliwack Campus

5470 Dieppe St., Chilliwack

###### Maple Ridge Campus

13500 256th Street, Maple Ridge

###### Kelowna Campus

825 Walrod Street Kelowna

##### Vancouver Island

###### Victoria Campus

101, 910 Government Street, Victoria

### Partner Institutions

We offer our conflict resolution 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 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.

You'll find the conflict resolution courses offered in your community on page 122. For more information on courses delivered throughout the province at partner institutions contact:

**Program Coordinator, Regional Development and Delivery**

**Centre for Conflict Resolution**

**Phone: 604.528.5735**

**Email: 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](http://www.ucfv.ca/cs)

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

##### Vancouver Island



###### Malaspina University-College - Nanaimo

900 Fifth Street, Nanaimo

Registration and information:

[www.mala.ca/ccs](http://www.mala.ca/ccs) or 1.866.734.6252

[www.mala.ca/ccs](http://www.mala.ca/ccs)

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

##### Vancouver



LANGARA  
COLLEGE

Continuing Studies

###### Langara College – Vancouver

100 West 49th Avenue, Vancouver

Registration and information: 604.323.5322

[www.langara.bc.ca/cs/](http://www.langara.bc.ca/cs/)

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

##### 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](http://www.okanagan.bc.ca)

Fax: 250.862.5434

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

###### Okanagan College – Penticton

583 Duncan Avenue West, Penticton

Registration and information: 250.492.4305

Toll-free: 1.866.510.8899

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

Fax: 250.490.3953

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

**Central Interior****College of New Caledonia – Burns Lake**

545 Highway 16 West, Box 5000, Burns Lake

Registration and information: 250.692.1700

Fax: 250.692.1750

[www.cnc.bc.ca/lakesdistrict](http://www.cnc.bc.ca/lakesdistrict)

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

**College of New Caledonia – Fort St. James**

179 Douglas Street, Fort St. James

Registration and information: 250.996.7019

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

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

**College of New Caledonia – Nechako**

3231 Hospital Road, Vanderhoof

Registration and information: 250.567.3200

Fax: 250.567.3217

[www.cnc.bc.ca/nechako](http://www.cnc.bc.ca/nechako)

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

**College of New Caledonia – Prince George**

3330 – 22nd Avenue, Prince George

Registration and information: 250.561.5801

[www.cnc.bc.ca/ce](http://www.cnc.bc.ca/ce)

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

**College of New Caledonia – Quesnel**

100 Campus Way, Quesnel

Registration and information: 250.991.7500

Fax: 250.991.7502

[www.cnc.bc.ca/quesnel](http://www.cnc.bc.ca/quesnel)

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

**North Coast****Northwest Community College – Kitimat**

606 Mountainview Square, Kitimat

Registration and information: 250.632.4766

[www.nwcc.bc.ca/ce](http://www.nwcc.bc.ca/ce)

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

**Northwest Community College – Prince Rupert**

353 – 5th Street, Prince Rupert

Registration and information: 250.624.6054

[www.nwcc.bc.ca/ce](http://www.nwcc.bc.ca/ce)

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

**Northwest Community College – Smithers**

3966 – 2nd Avenue, Smithers

Registration and information: 250.847.4461

[www.nwcc.bc.ca/ce](http://www.nwcc.bc.ca/ce)

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

**Northwest Community College – Terrace**

5331 McConnell Avenue, Terrace

Registration and information: 250.635.6511

[www.nwcc.bc.ca/ce](http://www.nwcc.bc.ca/ce)

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

**Peace Region****Northern Lights College – Dawson Creek**

11401 – 8th Street, Dawson Creek

Registration and information: 250.785.6981  
or 1.866.463.6652

Email: [appinfo@nlc.bc.ca](mailto:appinfo@nlc.bc.ca)

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

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

**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

Email: [appinfo@nlc.bc.ca](mailto:appinfo@nlc.bc.ca)

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

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

**Calgary, Alberta****University of Calgary – Continuing Education**

Education Tower 106, 2500 University Drive  
NW, Calgary, AB

Calgary and area: 403.220.2988

Outside the Calgary area: toll-free  
1.866.220.4992

Email: [business.conted@ucalgary.ca](mailto:business.conted@ucalgary.ca)

Fax: 403.284.5702

[http://conted.ucalgary.ca/business/  
professionaldesignations](http://conted.ucalgary.ca/business/professionaldesignations)

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)

**Edmonton, Alberta****Alberta Arbitration & Mediation Society (AAMS)**

King's University College  
9125 -50th Street, Edmonton, AB

Registration and information: 780.433.4881  
or 1.800.232.2214

Course information: 604.528.5608 or  
1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres)





## Learner Services

### Information desk

The Information Desk is located in the Atrium on the main floor of the JIBC's New Westminster Campus. Assistance is available weekdays from 7:00 a.m. to 5:00 p.m. to provide general information and assistance. Staff also handle requests for First Aid attendants, maintain a register of lost and found items, and approve all notices for the bulletin boards and flyers for the information racks.

### Aboriginal learner services

Support services for Aboriginal learners are available from:

*Program Coordinator,  
Aboriginal Programs & Services*

*Phone: 604.528.5621*

*Email: [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)*

### Services for students with disabilities and special learning needs

The JIBC strives to be as accessible as possible to students with disabilities. To help you while you are learning at the JIBC, we are able to provide:

- Sign language interpreters
- Specialized equipment for people who are visually impaired
- Large-print or Braille documents
- Classroom and exam tutors for people with learning disabilities

The JIBC building is completely wheelchair accessible. Disability-designated parking is located near both main entrances of our building, with conveniently located curb approaches. All floors have separate accessible washrooms, and pay phones are designed for wheelchair access. There are two elevators and refuge areas at each staircase in the event of fire or other emergency. Wherever possible, JIBC courses held off-site are offered at wheelchair-accessible locations.

For more information, please contact the Registration Services Advisor at 604.528.5588; TTY/TDD: 604.528.5655.

A copy of the JIBC's Student Handbook can be downloaded from our website at [www.jibc.ca/studentServices/handbook.htm](http://www.jibc.ca/studentServices/handbook.htm).

### Library

The JIBC Library is located at the JIBC's New Westminster campus and is open to all students, although only students registered in certificate or diploma programs have borrowing privileges. All students may contact the Library for a username and password to be used for off-site access to databases of full-text journal articles and references. All computers in the Library have Microsoft Office and Internet access. The Library has a printer, photocopier and fax machine that can be used for nominal fees. The Library also has study rooms available for student use.

*Library hours are Monday to Friday from 8:00 a.m. to 5:00 p.m., and Saturday (September to June) from 9:00 a.m. to 4:00 p.m.*

*Phone: 604.528.5599*

*Fax: 604.528.5593*

*Email: [library@jibc.ca](mailto:library@jibc.ca)*

*Web: [www.jibc.ca/library](http://www.jibc.ca/library)*

### After-hours online chat reference service

After JIBC Library hours (evenings and Sundays), BC post-secondary librarians are available to provide an online chat reference service through AskAway.

For more information on all JIBC Library services visit [www.jibc.ca/library](http://www.jibc.ca/library)

### Food services

The JIBC's New Westminster campus has a full-service cafeteria. Food services at other campuses vary.

### Prior Learning Assessment and Recognition (PLAR)

### Credit equivalency

### Credit transfer (articulation agreements)

### Continuing education credits

For information about any of the above student services with regard to credit contact:

*Centre for Aboriginal Programs & Services  
Program Planner  
604.528.5522 or [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)  
[www.jibc.ca/aboriginal](http://www.jibc.ca/aboriginal)*

*Centre for Counselling & Community Safety  
604.528.5608 or [cccs@jibc.ca](mailto:cccs@jibc.ca)  
[www.jibc.ca/cccs](http://www.jibc.ca/cccs)*

*Centre for Leadership  
Program Coordinator  
604.528.5735 or [leadership@jibc.ca](mailto:leadership@jibc.ca)*

*Centre for Conflict Resolution  
Program Coordinator  
604.528.5735 or [ccrplar@jibc.ca](mailto:ccrplar@jibc.ca)*

# Read the Fine Print

## Register early

Register early to avoid the disappointment of cancelled courses. In order to provide adequate notice, the decision to cancel a course is often made well before the course start date.

## Personal education number (PEN)

A Personal Education Number will be issued to all students. In order to issue the number, the JIBC must collect information on gender and birth date. This information is collected under the authority of the Freedom of Information and Protection of Privacy Act, and is needed to process each student's registration form. A PEN is required for online registration.

## Attendance requirements

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

## NSF cheques

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

## Transferring credits

For information on transferring credit from JIBC courses to other educational institutions, please contact the institution to which you are considering transferring credits.

## Tax receipts

T2202A forms for tax purposes, provided to all students who pay personally for their courses, will be issued in February 2009 for all 2008 courses. Tuition fees over \$100 (cumulative from the same institution) are tax-deductible.

## Transcripts

Transcripts are available from the Registration Office. Upon completion of a certificate program, students will receive one copy of their official transcript at no charge. In all other cases, a fee applies.

## Learner services fee (LSF)

As part of a commitment to improving the quality of services for our students, the JIBC charges a learner services fee of \$5 per course credit to a maximum of six credits per course (\$30). The fee applies to credit courses only and is collected at the time of enrollment. The fee is tax-deductible and is refundable if a student withdraws before the class withdrawal deadline. The learner services fee is used to enhance library, technology, and other services for the benefit of students at all JIBC locations.

Example of application of learner services fee:

Parenting Wisely Facilitation Training (CY263)

Date:	January 28-29, 2009
Credits:	1.0 (0.5 credits/day)
Fee:	\$255
LSF:	\$5.00/credit
Total:	\$260

## Withdrawals

Deadlines and fees for withdrawing from a certificate or course vary from program to program. Please contact the Registration Office for specific information.

## 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 per cent 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.

## 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.

## 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.

## Learner substitutions

Substitutions are welcome as long as the substituting learner has completed the course prerequisites. Please inform the registration office ahead of time.

## 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.

## Address or name changes

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

## Policies

Policies differ among institutions. If you register with one of our partner institutions, the policies of that institution will apply.

## 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.

# Helpful Resources Centre for Conflict Resolution Learners

## Prior Learning Assessment and Recognition (PLAR)

Prior Learning Assessment and Recognition (PLAR) is a process for granting credit in a post-secondary program based upon what you know and what you can do, no matter where or how you gained your knowledge or skills.

## Credit equivalency

Credit equivalency is recognition of equivalent education earned at another post-secondary college, university or institution or learning organization.

You may need to provide specific evidence such as transcripts, written reports, completed projects, audio or video of your work.

## Credit transfer (articulation agreements)

Credit transfer is recognition of JIBC credits by another post-secondary college, university or institution or learning organization.

The Centre for Conflict Resolution has a number of exiting articulation agreements with other post-secondary college, university or institutions.

## 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.

For more information about any of the above student services with regard to credit contact:

**Centre for Conflict Resolution  
Program Coordinator**  
604.528.5735 or [ccrplar@jibc.ca](mailto:ccrplar@jibc.ca)

## 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 for Conflict Resolution's coaches, who are available on a private basis. For more information, contact:

**604.528.5608**  
[conres@jibc.ca](mailto:conres@jibc.ca)

## Practice groups

Some learners find it beneficial to form practice groups outside of class time, and the Centre for Conflict Resolution offers ways to make this possible. When you sign up for a certificate program, you will be given access to the Community of Learners (CoL), an online community.

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.

## 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 who take 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/conres](http://www.jibc.ca/conres)

## Helpful resources

### Mediator Accreditation

Two practitioner organizations offer an accreditation process for mediators:

#### 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.amibc.org.

#### Family Mediation Canada

Phone: 519.585.3118  
Email: 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

Email: 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

Email: 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>

### 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  
Email: 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>

### 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  
Email: 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>



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

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

*For a certificate enrolment package contact:*

604.528.5608  
conres@jibc.ca

### 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;

- Gain 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 journals and articles, courtesy of the JIBC virtual library; and
- Celebrate your success with friends and family when you graduate at the JIBC convocation ceremony.



## New this fall: JIBC Conflict Resolution Courses in Edmonton!

*The JIBC's Centre for Conflict Resolution and Alberta Arbitration & Mediation Society Office (AAMS) are pleased to announce a newly formed partnership that brings conflict resolution courses to Edmonton.*

*You can take just one course or complete the Associate Certificate in Workplace Conflict (see page 96) at AAMS's home in Edmonton – King's University College.*

*Visit: [www.aams.ab.ca](http://www.aams.ab.ca) for a schedule of courses starting fall 2008.*

*To register, or for more information contact:*

**Alberta Arbitration & Mediation Society Office (AAMS)**

#605, 10707-100 Ave, Edmonton, AB T5J 3M1

Phone: 780.433.4881 Toll Free 1.800.232.7214

Email: [aams@aams.ab.ca](mailto:aams@aams.ab.ca)

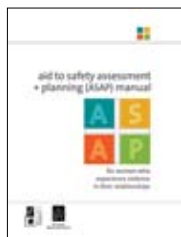
Visit: [www.aams.ab.ca](http://www.aams.ab.ca)



JUSTICE INSTITUTE  
of BRITISH COLUMBIA  
*Canada's leading public  
safety educator*

## Publications and Videos

### *The Aid to Safety Assessment and Planning (ASAP) Manual*



This manual was created as a result of a partnership between the Victim Services and Crime Prevention Division, Ministry of Public Safety and the BC Institute Against Family Violence. The aim of the manual is to reduce the risk of violence by providing a comprehensive coordinated safety management strategy that Victim Service Workers can use in collaboration with other key justice agencies to assist women in making safety assessment decisions.

**Price: \$55**

### *Balancing Conflicting Interests: A Counsellor's Guide to the Legal Process – Third Edition Coming Soon Manual*



This manual explores the clinical and ethical dilemmas counsellors face in their increasing involvement with the legal system, and suggests ideas for resolving them. Topics include current legal/clinical trends that require counsellors to “think legal”; issues that a “thinking legal” counsellor must consider, such as informed consent, confidentiality, questions of privilege, obligations to report, clinical assessments, and guidelines for recordkeeping; concerns that counsellors have about going to court; and much more.

**Price: \$65**

### *Charting New Waters: Violence Against Women with Disabilities Video (or DVD) and facilitator's guide*



This 35 minute video with accompanying facilitator's guide is designed to raise awareness of the barriers and issues faced by women with disabilities when they try to end the violence in their lives. The video combines interviews with disability advocates and criminal justice personnel with three dramatic vignettes portraying women with disabilities who have experienced or are currently experiencing violence in their lives.

**Price: \$80; video (or DVD) only: \$65**

### *Commercial Sexual Exploitation: Innovative Ideas for Working with Children and Youth Manual*



This manual presents a provincial framework for working with commercially sexually exploited children and youth, and innovative ideas for programs to deal with this social problem. The framework has been designed to assist in the formulation of policy, strategies, and services to assist these young people. Topics include the legal meaning of “commercial sexual exploitation”; the rights of children and youth; understanding commercial sexual exploitation; a

conceptual framework within a population approach to health promotion; meeting the needs of youth through a continuum of services; guiding principles for program design and delivery; and a selection of provincial programs that meet the guiding principles and are considered to be examples of innovative and promising practices.

**Price: \$55**

### *Critical Incident Stress Debriefing Video (or DVD)*

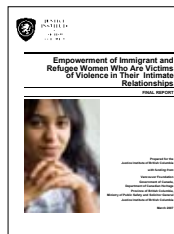


This award-winning video shows a fictitious critical incident and illustrates the stages of critical incident stress support that precede and follow it.

**Warning: This video contains language that may be offensive to some viewers.**

**Video (or DVD): \$50**

### *Empowerment of Immigrant and Refugee Women Who are Victims of Violence in Their Intimate Relationships Report*



The Justice Institute of British Columbia has released the findings of a research study designed to enhance understanding of the unique experiences of immigrant women who were victims of violence in their intimate relationships. The research assessed what service delivery factors in the health care, social service, and justice systems are uniquely empowering and disempowering to immigrant women who are victims of violence in their relationships. The study was conducted in partnership with Vancouver and Lower Mainland Multicultural Family Support Services Society, MOSAIC and Elizabeth Fry Society of Prince George and funded by the Department of Canadian Heritage, the Province of BC Ministry of Public Safety and Solicitor General and The Vancouver Foundation.

To receive an electronic version of the report free of charge, contact us at [cccs@jibc.ca](mailto:cccs@jibc.ca). Hard copies are also available for purchase.

**Price: \$20**

## Facing Diversity: Responding to Violence against Women from Diverse Cultures

### Video (or DVD) and instructor's guide



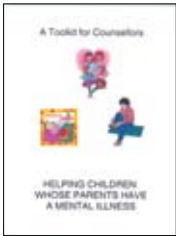
This 42 minute video is intended primarily for use by those who work with women from diverse cultures who are trying to end violence/abuse in their lives. Through the voices of three women from different cultural communities, the video illustrates some of the barriers to seeking help faced by these women and highlights a selection of best practices to assist them. The 53 page instructor's guide to a six-hour workshop, two three-hour workshops, or video debriefing includes sample lesson plans, content notes, five overheads, suggested activities, and handouts for participants. Funding for the

development of the video and support materials was provided by the Ministry of Attorney General, Victim Services Division, and the Ministry of Multiculturalism and Immigration.

**Price: \$80; video (or DVD) only: \$65**

## Helping Children Whose Parents Have a Mental Illness: A Toolkit for Counsellors

### Toolkit Manual



This toolkit is a collection of current resources and reference materials designed to assist counsellors in supporting children and families in situations where there is a parental mental illness. The toolkit was designed in response to the identified need for more resources to assist counsellors and workers in mental health teams in the Vancouver Coastal Health Authority. Developed by the Centre for Leadership and Community Learning in collaboration with the Working Group Supporting

Families with Parental Mental Illness, the toolkit has been produced in an easily accessible format for use by community mental health providers.

**Price: \$80**

## In Her Own Time: Measures of Empowerment for Women Who Have Experienced Violence

### Training video (or DVD)



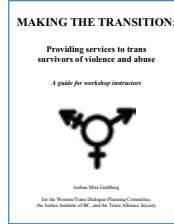
This video is intended for those who provide support and assistance to women who have experienced violence and are seeking help from the criminal justice system. Based on the findings of the Measures of Empowerment Research conducted in 2001, the video illustrates the four themes of empowerment through the stories of four women who sought help to end the violence in their lives. The video can be used by victim service workers, transition house staff, police,

Crown counsel, and community counsellors to facilitate discussion about how best to assist and support women in overcoming the violence in their lives.

**Price: \$50**

## Making the Transition: Providing Service to Trans Survivors of Violence and Abuse

### Curriculum



This curriculum was developed by the Women/Trans Dialogue Planning Committee and the Justice Institute of BC for service providers interested in developing the knowledge and skills necessary to support and assist trans survivors of violence. While there are some issues of overlap between lesbian/gay/bisexual and trans communities relating to violence that can be addressed in a LGBT framework, trans people of

all sexual orientations have specific service needs and experience unique barriers in attempting to access services. This training goes beyond a LGBT approach to address issues specific to work with trans survivors. The curriculum will build on and increase participants' awareness of: the social context of violence against trans people; forms of violence and abuse typically experienced by trans people; power and control as examined through a trans lens; barriers to reporting violence and accessing services; agency policies and practices required to create trans-positive environments and to support trans survivors who have experienced violence.

**To receive a copy free of charge, please contact the Centre for Counselling and Community Safety at [cccs@jibc.ca](mailto:cccs@jibc.ca)**

## Sexual Assault – Victim Service Worker Handbook



This handbook was developed for persons providing services to victims of sexual assault. As a service provider using this handbook, you may be a victim service worker; a worker in a sexual assault service; a worker in an agency that serves a specific cultural community; or a worker at any other agency or institution that serves sexually assaulted women or men. The handbook discusses the needs of diverse communities in seeking support after a sexual assault and deals with the survivor's initial urgent need for safety and support. The criminal justice process is covered from the initial police report to post-sentencing issues, including the role of the victim service worker. The full range of societal responses to sexual assault are discussed including legislation, policy, services and community coordination as well as a comprehensive list of the resources available. This handbook was developed in partnership with Victim Services and Crime Prevention Division and the Ministry of Public Safety and Solicitor General

**Price: \$55**

## Telling the Untold Stories

### Video (or DVD) and facilitator's guide



This 36 minute video builds on the Critical Incident Stress Debriefing video by illustrating the impact of a traumatic event on the workplace and demonstrating the stages of a group debriefing and the effective use of external resources. A non-emergency services worksite is used to show the applicability of these debriefings to a general workplace setting.

**Price: \$75; video (or DVD) only: \$55**

## Teaching Conflict Resolution to Youth – Classroom Ready Resources.

### Manual



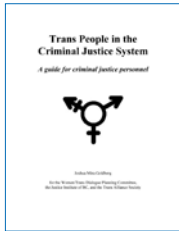
Conflict resolution is an incredibly powerful tool to teach high school students. Given the recent safe school, anti-violence, and anti-bullying initiatives, teaching young people specific skills they can use to empower themselves are crucial. These classroom ready resources are based on the internationally recognized JIBC Conflict Resolution Certificate. This series was developed together with New Westminster School District teachers and specifically designed for Grade 8-12 students.

The modules: "The Fundamentals of Conflict Resolution" and "Anger Management" each have a teacher's guide and student manual. The teacher's guides include learning objectives for each section, lesson plan overviews and activity plans. The student manuals contain: discussion notes, role-play resources, a glossary of terms and bibliography.

**Teacher's Module: \$125**  
**Student Manual: \$20**

## Trans People in the Criminal Justice System: A Guide for Criminal Justice Personnel

### Manual



This manual provides criminal justice personnel and those who work with them in policing, court services, and corrections with the information necessary to respond appropriately to trans individuals who come into contact with the criminal justice system. Specifically, the manual is designed to provide readers with an understanding of the specific needs and concerns of trans individuals involved with the criminal justice system; raise awareness of the legal, medical, and social issues that impact the safety and well-being of trans people involved with the criminal justice system; enable police and victim service workers to better support trans victims of crime; present strategies to increase the cooperation of trans individuals who are suspects and offenders; and identify the needs of trans people working in criminal justice facilities.

**Price: \$10**

## Violence Against Women In Relationships – Victim Service Work Handbook

### Handbook



This handbook was developed for people who work with women who are victims/survivors of violence in their intimate relationships. As a service provider using this handbook, you may be a victim service worker; a worker in an agency that serves a specific cultural community; or a worker at any other agency that has contact with assaulted women. The handbook explores the nature, dynamics, social context and impact of violence against women in relationships. It describes the full range of responses to violence against women in relationships including legislation, policy, services and community coordination as well as including resources for information, practical assistance and support.

This handbook was developed in partnership with Victim Services and Crime Prevention Division and the Ministry of Public Safety and Solicitor General

**Price: \$55**

To learn more about any of these resources, please call 604.528.5632 or email [cccs@jibc.ca](mailto:cccs@jibc.ca).

To order, please complete the order form on page 169 and mail it, together with your credit card information, or a cheque or purchase order for the correct amount, to the address on the order form. Please make cheques payable to the Justice Institute of British Columbia.



## PUBLICATION AND VIDEO OR DVD ORDER FORM

Community & Social Justice Division, Justice Institute of BC, 715 McBride Boulevard, New Westminster, BC V3L 5T4  
Fax: 604.528.5640. For more information, please contact the Community and Social Justice Division at [cccs@jibc.ca](mailto:cccs@jibc.ca)

NAME: \_\_\_\_\_COMPANY/AGENCY:MAILING ADDRESS:

PHONE/FAX: \_\_\_\_\_ DATE: \_\_\_\_\_

☐ Cheque or money order. Cheque issued by: \_\_\_\_\_ (make payable to the JIBC)

☐ **MasterCard** Exp 

--	--

☐ VISA

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Exp

--	--

Name on card: \_\_\_\_\_ Authorization Number: \_\_\_\_\_

# Contact Information

## Registration Office

Information .....	604.528.5590
Register for courses .....	604.528.5590 (local calls)
.....	1.877.528.5591 (toll-free – long distance only)
.....	register@jibc.ca
Registration Services Advisor .....	604.528.5588
<i>Information on programs, career paths, and services for students with disabilities</i>	

## Community & Social Justice Division

Pam White, Director .....	604.528.5613 or csjd@jibc.ca
Deanna Heggie, Supervisor, Administrative Services .....	604.528.5610 or csjd@jibc.ca
Vera Zhang, Receptionist .....	604.528.5608 (local calls)
.....	1.888.799.0801 (toll-free – long distance only)
.....	csjd@jibc.ca
.....	www.jibc.ca/csdc

## Centre for Aboriginal Programs & Services

Neil Mathur, Program Director .....	604.528.5648 or aboriginal@jibc.ca
Roberta Stewart, Manager .....	604.528.5621 or aboriginal@jibc.ca
Tami Pierce, Program Planner/ Student Advisor, On-Campus ALDP .....	604.528.5522 or aboriginal@jibc.ca
Bridget Malcom, Program Assistant .....	604.528.5647 or aboriginal@jibc.ca
.....	www.jibc.ca/aboriginal

## Centre for Counselling & Community Safety (formerly Child, Family and Community Safety Division)

Caroline White, Program Director .....	604.528.5620 or cccs@jibc.ca
Tesa Dolzanski, Marketing and Research Assistant .....	604.528.5632 or cccs@jibc.ca
Publication and Video Orders .....	604.528.5632 or cccs@jibc.ca
.....	www.jibc.ca/cccs

### CCCS Program Coordinators and Assistants

*For information regarding course content and prerequisites, please contact Program Coordinators.*

*For all other inquiries, please contact Program Assistants.*

### Community Safety

*Bylaw Enforcement and Investigative Skills Certificate; Critical Incident Stress Management Certificate;*

*Victim Services Practitioner Courses and Certificate*

Teresa Baragar, Program Coordinator .....	604.528.5641
Corinne Gushue, Program Assistant .....	604.528.5684
.....	bylawenforcement@jibc.ca
.....	(Bylaw Enforcement and Investigative Skills)
.....	criticalincident@jibc.ca
.....	(Critical Incident Stress Management)
.....	victimservices@jibc.ca (Victim Services Practitioner)

## Counselling and Capacity Building

*Counselling and Capacity Building; Substance Use; Creative and Expressive Therapies; Working with Youth; Child Abuse and Trauma; Mental Health and Trauma; Aboriginal Trauma*

Begum Vergee, Program Coordinator ..... 604.528.5628 or counsellingpc@jibc.ca  
 Lucy Jong, Program Assistant ..... 604.528.5875 or counselling@jibc.ca  
 Vicki Morrison, Program Assistant Customized Training ..... 604.528.5833 or counseling@jibc.ca

## Centre for Leadership

*Course and Certificate Contacts, Customized Training Solutions, Prior Learning Assessment Recognition*

Allison Felker, Program Coordinator, Management & Leadership Programs & Instructor Development Programs ..... 604.528.5633 or leadership@jibc.ca  
 Nenita Capili, Program Assistant, Management & Leadership Programs ..... 604.528.5631 or leadership@jibc.ca  
 Linda Davies, Program Assistant, Management & Leadership Programs & Instructor Development Programs ..... 604.528.5630 or leadership@jibc.ca

### Special Events

Sandy Beauchesne, Marketing and Special Events Advisor ..... 604.528.5612 or csjd@jibc.ca  
 ..... www.jibc.ca/leadership

## Centre for Conflict Resolution

*Course and Certificate Contacts:*

Sue Crosato, Program Planner, New Westminster & Vancouver Campus ..... 604.528.5618 or ccrassessments@jibc.ca  
 Kent Highnam, Program Coordinator, Customized Training Solutions ..... 604.528.5615 or ccrcustomized@jibc.ca  
 Nym Hughes, Specialist, Learner and Instructional Development ..... 604.528.5622 or csjd@jibc.ca  
 Laurie McAvoy, Program Coordinator, Regional Development and Delivery ..... 604.528.5735 or ccrplar@jibc.ca  
 Barbara Bradey, Program Assistant, New Westminster Campus ..... 604.528.5720 or ccrcourses@jibc.ca  
 Cheryl McRobbie, Program Assistant, Customized Training Solutions ..... 604.528.5611 or ccrcl@jibc.ca  
 Cynthia Smith, Program/ Editorial Assistant Regional Delivery ..... 604.528.5825 or csjdl@jibc.ca  
 Barbara Kmiec, Program Assistant, Assessments ..... 604.528.5609 or csjdl@jibc.ca

### Planning Your Program & Assessment Information

Sue Crosato, Program Planner New Westminster & Vancouver Campus ..... 604.528.5618  
 ..... ccrassessments@jibc.ca

### Customized Training Solutions

Kent Highnam, Program Coordinator, Customized Training Solutions ..... 604.528.5615  
 ..... ccrcustomized@jibc.ca

### Prior Learning Assessment Recognition

Laurie McAvoy, Program Coordinator, Regional Development and Delivery ..... 604.528.5735  
 ..... ccrplar@jibc.ca

### Special Events

Sandy Beauchesne, Marketing and Special Events Advisor ..... 604.528.5612 or csjd@jibc.ca  
 ..... www.jibc.ca/conres



JUSTICE INSTITUTE  
of BRITISH COLUMBIA

*Canada's leading public  
safety educator*

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

## Community & Social Justice Division

### *Areas of study:*

#### **Centre for Aboriginal Programs & Services**

Aboriginal Leadership

Justice & Public Safety Career  
Preparation

Gladue Decision

Justice Issues in Aboriginal  
Communities

#### **Centre for Counselling & Community Safety**

Aboriginal Trauma

Bylaw Enforcement

Creative and Expressive Therapies

Critical Incident Stress Debriefing

Mental Health and Trauma

Substance Use

Victim Services

Working With Children and Youth

#### **Centre for Leadership**

Foundations of Effective  
Management & Leadership

Instructor Development

Leadership & Conflict

Management Development  
in Community Settings

#### **Centre for Conflict Resolution**

Conflict Resolution

Negotiation

Mediation

Family Mediation

Workplace Conflict



This publication was printed on  
recycled paper with vegetable  
based inks. Please recycle.

You can help us reduce the impact on the environment. Let us know if you would like to be removed from our mailing list. Contact us as at [csjd@jibc.ca](mailto:csjd@jibc.ca) or 1.888.799.0801 (Toll Free) or 604.528.5608 and we will update our database.

**Send labels to:**

CSJD Mailing List: Justice Institute of BC, 715 McBride Boulevard  
New Westminster, BC V3L 5T4 Phone: 604.528.5608 or fax to: 604.528.5640

