



JUSTICE INSTITUTE  
of BRITISH COLUMBIA

*Canada's leading public  
safety educator*

# course calendar

SEPTEMBER 2009 – AUGUST 2010



## 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

# Welcome to the JIBC's Community & Social Justice Division

*By enrolling in one of our many courses and programs, you are joining the thousands of learners throughout BC and Alberta who have benefited from our experience-based education at the JIBC Community and Social Justice Division.*



Pam White, Director

During tough economic times, investing in education is critical for individuals and employers. Statistics Canada reports that a higher level of education results in lower unemployment, better job security and higher annual salaries.

At the JIBC Community and Social Justice Division, we continue to add to the strength and vitality of our educational offerings by ensuring they meet your current and future needs. With a strong emphasis on experiential learning, our courses, certificates and special events provide you with new skills, experiences and knowledge that you can apply immediately in your workplace and in your community.

To help you find the course or program that is best for you, this calendar is divided into colour-coded sections by areas of study and learning centres:

- Centre for Aboriginal Programs and Services
- Centre for Counselling and Community Safety
- Centre for Leadership
- Centre for Conflict Resolution

Every year, we host excellent special events and internationally renowned speakers, adding value to the learning experience. For a list of this year's special events see inside back cover.

Make sure you check the website for new events [www.jibc.ca/csjd](http://www.jibc.ca/csjd). To receive advance notice of upcoming courses and events, email us at: [csjd@jibc.ca](mailto:csjd@jibc.ca)

*By focusing on your organizational and community priorities and identified skills gaps, we also customize all our programs and courses. See page 2.*

*Our faculty and staff look forward to working with you.*

Pam White, Director

Our calendar is printed on recycled paper containing not less than 40% Post Consumer Waste Paper and using environmentally friendly UV inks that release less than 1% VOC's (Volatile Organic Compounds).

# trees saved	63
Lbs of waterbourne waste not produced	182
Gallons of waste water flow saved	26,848
Lbs of solid waste not generated	2,971
Lbs of greenhouse gases prevented	5,849
BTUs of energy not consumed	44,769,500

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# Customized Training – Any Time, Anywhere

*It's never been more critical to make smart use of your people and financial resources. Implemented properly, training and education in your organization has at least two immediate returns: it builds staff skills and performance, and it gives you and your team confidence in a future together. It's also a tangible way to demonstrate your commitment to their growth and to keep them focused on their future within your organization.*

*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:

Tourism Whistler • BC Association for Community Living • Canadian Food Inspection Agency • Carcross/Tagish First Nation • City of Victoria • Health Canada • Inter Tribal Health Authority • Ministry for Child and Family Development • Northern Family Health Society • Coast Mountain Bus Company • North Peace Community Resources Society • Earl's Restaurants • Prince George & District Elizabeth Fry Society • Radical Entertainment • Regional District of Central Okanagan • Vancouver International Airport Authority • WorkSafeBC

## Centre for Aboriginal Programs & Services

### Most popular customized offerings:

- Aboriginal Leadership Certificate
- Communication and team building
- Dispute Resolution 1 and 2
- Effective Presentations, Writing and Listening Skills
- Ethics, Values and Professional Behaviour
- History and Impact of Colonization
- Project Management
- Proposal Writing

See page 5 for additional courses and certificates at the Centre for Aboriginal Programs & Services.

We can deliver courses and certificates for your organization – see page 6 for further details.

### For information on customized solutions contact:

**Centre for Aboriginal Programs & Services**  
**Program Director, Centre for Aboriginal Programs & Services**  
**604.528.5648** [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)

## Centre for Leadership

### Most popular customized offerings:

- Appreciative Inquiry
- 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
- Team Building Tactics: Making the Whole Greater Than the Sum
- To Tell the Truth: Dealing with Negativity in the Workplace

See page 66 for more management and leadership courses and page 73 for instructor development courses.

We can deliver management and leadership courses and certificates for your organization – see page 60 for further details.

### For information on customized solutions contact:

**Centre for Leadership**  
**Program Coordinator, Management & Leadership Programs**  
**604.528.5623** [leadership@jibc.ca](mailto:leadership@jibc.ca)

## 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 20 for additional counselling and community safety courses and certificates.

We can deliver counselling and community safety courses and certificates for your organization – see page 22 for further details.

### For information on customized solutions contact:

**Centre for Counselling & Community Safety**  
**Program Coordinator, Customized Training Solutions**  
**604.528.5628** [counsellingcustomized@jibc.ca](mailto:counsellingcustomized@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 98 for more conflict resolution courses.

We can also deliver conflict resolution courses and certificates for your organization see page 86 for further details.

### For information on customized solutions contact:

**Centre for Conflict Resolution**  
**Program Coordinator, Customized Training Solutions**  
**604.528.5615** [ccrcustomized@jibc.ca](mailto:ccrcustomized@jibc.ca)

# Centre for Aboriginal Programs & Services

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*The JIBC 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 sweetgrass, 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.



## Welcome to the Centre for Aboriginal Programs & Services

*We wish to express our gratitude to the Qay'qayt First Nation and the Coast Salish Peoples for welcoming us onto their traditional territories.*

Our courses are designed to address capacity building within Aboriginal communities and to also create career paths in areas where there is a need for Aboriginal people. Our faculty and educational offerings reflect Aboriginal worldviews and perspectives and all of our courses were developed in consultation with community members, elders and the Aboriginal Education Advisory Council at the JIBC.

Many courses can be taken on an individual basis or as part of a certificate. We have articulation agreements in place with a number of BC Colleges and Universities. Several courses ladder into other JIBC programs.

We will also deliver courses and certificates in your community. We work with you on assessing your unique educational needs and customize curriculum to meet those needs.

Whatever your path, we look forward to hearing from you. We invite you to come and speak with our Aboriginal staff about courses, available funding for Aboriginal students, the application process or other courses at the JIBC that may be of interest to you.

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.

**The Centre for Aboriginal Programs and Services (CAPS) is taking the lead on a recent initiative to Indigenize the JIBC. This process and policy addresses 4 key areas: students, curriculum, staff and faculty awareness, policy and procedures. This initiative is in keeping with the JIBC's Strategic Plan 3.6:**

**"The Justice Institute of British Columbia (JIBC) acknowledges the unique identity and educational needs of Aboriginal learners, and enhance equitable and collaborative partnerships with Aboriginal Peoples to provide culturally appropriate education and training".**



Photos on this page by Berthrand Stojke



Pictured to the left:  
Bob Baker, Hereditary Chief Bill Williams, Chief Ian Campbell, Spakwas Slulum Performers, Mayor Wayne Wright (City of New Westminster), JIBC President Jack McGee and Councillor Bill Harper (City of New Westminster) at JIBC Open House, May 2009

## Capacity Building

*In order to meet the needs identified by Aboriginal communities and build capacity within our communities, we offer customized training and community-based delivery of our programs.*

*We assist you and your organization in developing and enhancing leadership skills, communication and conflict resolution skills, effective management and community safety by offering courses such as:*

- Project Management
- Aboriginal Leadership Development
- Communication and Team Building
- Dispute Resolution 1 and 2
- Ethics, Values and Professional Behaviour
- Proposal Writing
- Effective Presentations, Writing and Listening Skills
- History and Impact of Colonization

The JIBC has had a long and successful history developing training and education programs for Aboriginal peoples, directly delivered to communities. Training highlights include:

- training for tribal police
- firefighter training
- emergency management
- Aboriginal justice workers
- online courses
- customized negotiation skills certificate for Aboriginal peoples
- victim support training in response to historical residential school abuse

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

- leadership
- conflict resolution
- effective management
- family violence
- child abuse
- substance abuse and youth at risk



Pictured Above: Chief Rhonda Larabee (Qay'qayt), along with Centre for Aboriginal Programs & Services' Roberta Stewart and Tami Pierce, present Annessa Terry with an Aboriginal Justice Worker Certificate.

## Special Events

### Transforming Communities Using Forum Theatre: Empower Your Inner Voice (SPE122)

We are very excited to bring David Diamond, Artistic Director of Headlines Theatre to the JIBC. David will speak about his thirty years of experience working successfully with communities throughout BC, many of which have been Aboriginal. David will give an overview of Forum Theatre and outline some innovative community productions. The focus of this special event will be on the power of forum theatre to transform communities and empower them (and us) to create working solutions to their (and our) own unique challenges.

The interactive part of the workshop will include an exploration of the exercise "Cops in the Head."

Cops in the Head is an investigation of internal voices that stop us from achieving our goals. Often our internal voices, our fears and oppressions prevent us from living fully and in the moment. In this one-day course, after a half-day of group building work, you will learn about those internal voices that have embedded themselves in our psyche. Cops in the Head

are the voices of people who put up stop signs and say, "you can't do that", "you're stupid", "you're no good" etc. – people who have somehow blocked us and over time have taken up residence inside us, affecting the way we listen, see and act.

This course helps individuals and communities identify these voices and liberate themselves in a creative and entertaining way. You will leave feeling inspired, motivated and empowered to make concrete and practical changes in your life and community.

Date(s): May 6, 2010– NWC  
Fee: \$125; group rate, \$110  
Includes networking lunch  
**Early Bird Rate: \$110; group rate, \$100 before Mar 31, 2010**  
Instructor: David Diamond



*David Diamond has directed over 380 community specific theatre projects on issues such as racism, gender roles, violence, addiction, self-esteem, First Nations' Residential Schools, globalization, language reclamation and many, many others.*

*David has directed workshops throughout BC, Canada and internationally. He has been involved in the writing and/or directing of all of Headlines' main stage plays, including NO` XYA` (Our Footprints), Out of the Silence, Mamu, Squeegee, Corporate U, Don't Say a Word, Here and Now and the Legislative Theatre project, Practicing Democracy. He has pioneered the development of live, interactive Forum Television and web casting.*

*David is a graduate of the University of Alberta with a BFA in acting. He worked as a professional actor in theatre, television and film throughout Western Canada until 1981 when he co-founded Headlines Theatre.*

### Journey Through Complex Trauma: Focusing, Treatment & Healing (SPE114)

In collaboration with the Centre for Counselling & Community Safety, we are honoured to present Shirley Tourcotte and Alannah Young to speak about the journey through complex trauma.

Focusing is a body-centred and person-centred approach to healing, developed two decades ago at the University of Chicago by Eugene Gendlin. Focusing oriented psychotherapy allows clients total control of the pace and the direction of their healing journey. This course is intended for counsellors, social workers, crisis teams, healers and therapists who work in/with Aboriginal agencies and/or communities or in various other cross-cultural situations/settings.

For full description see page: 24

Date(s): April 15-16, 2010 – NWC  
Fee: \$295; group rate, \$275  
Includes networking lunch  
**Early Bird Rate: \$275; group rate, \$255 before Feb 26, 2010**  
Instructors: Shirley Turcotte with Alannah Earl Young

For bios see page: 24

### Leadership Through Storytelling (SPE107)

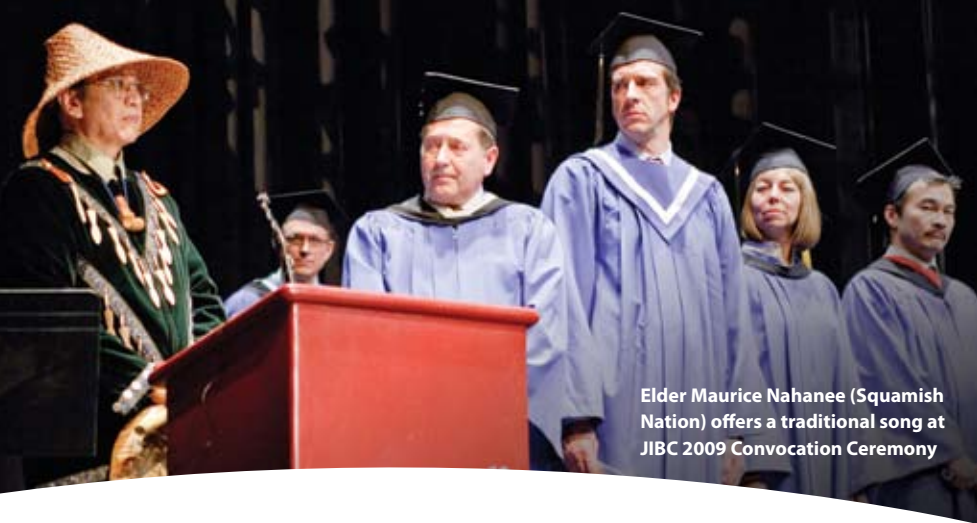
We are excited to support the Centre for Leadership's special event offering with one of our core faculty.

The ability to tell the right story at the right time is a powerful leadership skill. Stories can engage us in a common cause, create shared meaning, and galvanize us to develop a future vision for a workplace or community. Stories build dialogue around the direction and culture of our organizations. Join award-winning storyteller and author Richard Van Camp in this interactive one-day course. Learn what makes a story powerful, when to tell a story, and how to deliver it. Practice telling your own stories and learn to develop shared stories. This course is an opportunity for any leader who wishes to learn how to bring the craft of storytelling into any situation to unite and inspire others.  
**Seating limited to 40 participants.**

For full description see page: 61

Date(s): Nov 27, 2009 – NWC  
Fee: \$195  
Includes networking lunch  
Instructor: Richard Van Camp

*See inside back cover for full listing of special events.*



Elder Maurice Nahanee (Squamish Nation) offers a traditional song at JIBC 2009 Convocation Ceremony

## Certificate & Diploma Programs

The Centre for Aboriginal Programs & Services certificates and diplomas emphasize the integration of traditional Aboriginal worldviews and contemporary perspectives with the skills required for exemplary leadership. These programs are designed to meet qualitative academic and performance standards and are designed to address the capacity building needs of Aboriginal learners and communities. Many courses can be taken on an individual basis or as part of a certificate. We have articulation agreements in place with a number of BC Colleges and Universities. Several courses ladder into other JIBC programs.

### ABORIGINAL LEADERSHIP CERTIFICATE PROGRAM

The Aboriginal Leadership Certificate Program is designed for those working in leadership and management positions, as well as those seeking leadership positions.

This certificate is for you if you are, or aspire to be, an executive director, chief executive officer, police, correctional officer, probation officer, firefighter, elected Chief and Council member, administrator, manager, community justice coordinator, education coordinator, or health and social services administrator.

This 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.

The programs are delivered face to face at the Justice Institute of British Columbia campuses on a part-time basis, with the workplace as an extension of the classroom.

In addition, we are pleased to offer the Aboriginal Leadership Certificate Program in partnership with Aboriginal communities, directly in the community and can customize course delivery and curriculum to suit your community's needs. Check our website for details.

#### 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.
- Download the certificate application form from our website at [www.jibc.ca/aboriginal](http://www.jibc.ca/aboriginal) or contact us at 604.528.5647 and we will mail you a copy.

- Include a letter of intent and your resume with your application form.
- Once your application has been approved, please register directly with the Student Services Centre at 604.528.5590.
- There is a \$25 non-refundable application fee.

#### Prerequisites:

- English 12, or equivalency
- Basic computer skills

- Qualifying entry status: Applicants who do not meet the requirements will need to contact the Program Coordinator for further information.

#### New Westminster Campus Tuition

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

In addition to the tuition fees, learners are responsible for purchasing the required textbooks. **Limited bursaries are available to Aboriginal students at the JIBC.** Contact Student Advisor directly for details at 604.528.5522 or [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)

#### How to complete the certificate

##### START HERE:

The 30-credit certificate offers one course per month.

Complete the following courses and workplace-based practicum within 10 months.

We strongly recommend you complete the courses in the following order:

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

##### Complete the Practicum (ABLD150)

##### Graduation Ceremony

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

#### 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 or other JIBC programs, or may choose to transfer credit to other post-secondary institutes as partial fulfillment of requirements. Contact Student Advisor directly for details.

The following are course descriptions for the Aboriginal Leadership Certificate Program and are listed in date order.

#### New Westminster Class Schedule:

Evening 6:00-9:30

Weekend 10:00-5:30

Check our website for the off-campus schedules.

#### Writing and Research Skills (ABLD113)

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 communication pieces requiring a variety of different styles.

Credits: 3  
Date(s): Sep 17, 18, 24 & 25, 2009 (evening) and  
Sep 19, 20, 26 & 27, 2009 (weekend)

#### 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 143.

#### 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. In this course, 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  
Date(s): Oct 15, 16, 22, & 23, 2009 (evening) and  
Oct 17, 18, 24 & 25, 2009 (weekend)

#### 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  
Date(s): Nov 19, 20, 26 & 27, 2009 (evening) and  
Nov 21, 22, 28 & 29, 2009 (weekend)

#### 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. In this course, 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  
Date(s): Jan 7, 8, 14 & 15, 2010 (evening) and  
Jan 9, 10, 16 & 17, 2010 (weekend)

#### 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. As you learn, 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  
Date(s): Feb 11, 12, 18 & 19, 2010 (evening) and  
Feb 13, 13, 20, 21, 2010 (weekend)

Change Management: Aboriginal Organizations (ABLD116)

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. This course will help you 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  
Date(s): Mar 18, 19, 25 & 26, 2010 (evening) and Mar 20, 21, 27 & 28, 2010 (weekend)

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. You will examine effective governance 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  
Date(s): Apr 15, 16, 22 & 23, 2010 (evening) and Apr 17, 18, 24 & 25, 2010 (weekend)

Philosophy, Values and Ethics of Aboriginal Leadership (ABLD110)

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  
Date(s): May 13, 14, 20 & 21, 2010 (evening) and May 15, 16, 22 & 23, 2010 (weekend)

Introduction to Project Management (ABLD118)

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  
Date(s): Jun 17, 18, 24 & 25, 2010 (evening) and Jun 19, 20, 26 & 27, 2010 (weekend)

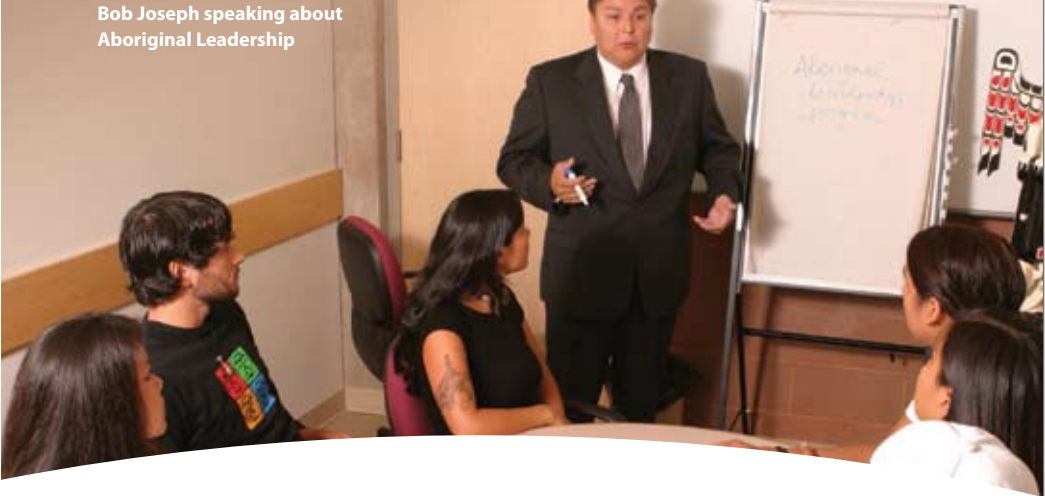
Practicum (ABLD 150)

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  
Date(s): TBD by Learner



Hereditary Chief Bill Williams (Squamish Nation)



Bob Joseph speaking about Aboriginal Leadership

ABORIGINAL LEADERSHIP DIPLOMA

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 comprehensive curriculum is designed to maximize the individual's personal and professional growth, while providing a positive impact on the community. It represents an amalgamation of the critical, interlinked competency areas of leadership in Aboriginal justice, community safety and human services contexts.

How to apply

There is no application process. Please contact the Centre for Aboriginal Programs & Services to express your interest in enrolment.

How to complete the diploma

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

START HERE:

Complete the Aboriginal Leadership Certificate Program

- The courses for year two of the diploma are:
- Aboriginal Organizational Development (ABLD200)
  - Aboriginal Management and Practice (ABLD201)
  - Presentation Skills and Storytelling (ABLD202)
  - Dispute Resolution, Level 3: Managing Group Conflict (ABLD203)
  - Dispute Resolution, Level 4: Team Negotiation (ABLD204)
  - Aboriginal Human Resource Management (ABLD205)
  - Principles of Financial Management: An Aboriginal Perspective (ABLD206)

- Final Integrative Project (ABLD250)

- Electives (six credits from any JIBC academy or division)

Graduation Ceremony

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

The following are course descriptions for the Aboriginal Leadership Diploma Program and are listed by course number.

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

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

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

CAMPUS LOCATIONS  
AND CLASS TIMES

Centre for Aboriginal Programs  
& Services

NWC New Westminster Campus,  
715 McBride Boulevard

VIC Victoria Campus,  
910 Government Street

PNW Pacific North West, TBD

All evening classes are 6:30 to 9:30  
pm, day classes are 9:00 am to  
4:30 pm, unless otherwise noted.  
Courses are typically scheduled  
Thursday to Sunday.

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

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

Principles of Financial  
Management: An Aboriginal  
Perspective (ABLD206)

This course will introduce current and potential leaders to the principles and practices of financial management. The focus will be to help you 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 within Aboriginal contexts. 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, you will be required to provide a list of references that are willing to validate your 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



Words of Wisdom from  
Leadership Learners

*Learners of the Aboriginal Leadership Program represent the diversity of cultures, ceremonies and traditions in our communities. Many of our students are leaders or managers who desire to enhance their leadership skills. This is what they are saying about the program.*

*"I am a Metis woman with both Cree and Mohawk bloodlines, born in Alberta. I am a visitor to this sacred territory and it has been a blessing to me in many ways; however being away from the ceremonial practices of my territory has been difficult.*

A few years ago I realized how important it was to feel a sense of belonging and began to search for a place where conversations were meaningful to my job, more importantly to me, as an Aboriginal woman. The Aboriginal Leadership program at the Justice Institute of BC (JIBC) captured my interest. I had taken classes at the JIBC previously and found the atmosphere very welcoming, which in turn created a good learning environment for me.

The safety that is created within the class is amazing; the balance of learning through discussion and course content is equal. It is applicable to my work and life, and exactly what I was searching for.

I encourage anyone who would like to expand their knowledge while connecting with people from many of our diverse nations to take this program. The information shared in this program is invaluable to everyone and anyone working in the Aboriginal community. This past year has allowed me to share my trials and tribulations and connected me to a community of people who share many of the same struggles; this has been an amazing year.

**Thank you for this invaluable learning opportunity!"**  
**In the Spirit of Education,**  
**Dixie Lee Vance**

*"I am a proud member of the Ochapowace Nation, Saskatchewan. My traditional names are Purple Eagle Spirit and Dancing Buffalo Woman. I began my journey into the Aboriginal Leadership Program with one goal in mind, which was to gain a greater understanding of what it means to be in a leadership role. However, my intention changed during the program. I realized early in the program that it would be a totally life changing experience.*

This journey taught me to ask myself, hard self-reflecting questions. This resulted in a thought provoking process, and of course, a great deal of exploration. I discovered that leadership is not just a word, it's a way of being. It's how I choose to operate in my relationships, professionally, personally and how I carry myself in the community.

The Aboriginal Leadership Program has the foundation of the Seven Grandfather teachings; humility, respect, courage, love, trust, truth and wisdom. Each of these teachings are woven throughout the program. I walk away from this journey with awareness, understanding and integrity. The Aboriginal Leadership Program has changed how I conduct myself.

I will be eternally grateful to the Minerva Foundation for supporting me in this life changing journey."

**In the Spirit of Leadership,**  
**Giselle Henry**  
**Purple Eagle Spirit**  
**Dancing Buffalo Woman**



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 are incorporated into the course content.

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.
- Download the certificate application form from our website at [www.jibc.ca/aboriginal](http://www.jibc.ca/aboriginal) or contact us at 604.528.5647 and we will mail you a copy.
- Include a letter of intent and your resume with your application form.
- Once your application has been approved, please register directly with the Student Services Centre at 604.528.5590.
- There is a \$25 non-refundable application fee.

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 2009 to January 2010

- 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)

TERM TWO

January 2010 to May 2010

- Restorative Justice (JPSCPP115)
- Physical Education, Wellness & Self-Care and Advanced Driving Skills, Level 2 (JPSCPP116)
- Justice and Public Safety Statues and Structures (JPSCPP117)
- Ethics, Values and Professional Behaviour (JPSCPP118)

- Career Practicum (JPSCPP120)

- Employment Strategies & Career Development (JPSCPP119)

Graduation Ceremony

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

Term One

September 2009-January 2010

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 see page17).

Credits: 3

History and Impact of Colonization (JPSCPP111)

This course will examine both the history and the effects of colonization. In addition you will explore the relationship between justice and public safety personnel and Aboriginal peoples. 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 of these situations through role-playing exercises.

Credits: 3

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

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

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 that is useful for many types of employment.

Credits: 3

Term Two

January – May 2010

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

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 page 17).

Credits: 3

Justice and Public Safety Statutes and Structures (JPSCPP117)

This course will familiarize you with 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

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

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. Your placement with a justice or public safety agency will be organized and supervised by the course instructor to ensure you gain practical experience, make an educated career choice and integrate theory and practice. You 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

Employment Strategies and Career Development (JPSCPP119)

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

Credits: 1.5

For further information on the application process and the program, please contact: Manager or Program Planner, Centre for Aboriginal Programs & Services

Centre for Aboriginal Programs & Services  
604.528.5621 or [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)  
604.528.5522 or [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)  
[www.jibc.ca/aboriginal](http://www.jibc.ca/aboriginal)

On June 6, 2008, Jack McGee, President of JIBC was honored with the name “Iwestux Temxshxweli”, Teachers’ Sacred Place, on behalf of the Justice and Public Safety Career Preparatory Program. The name was gifted by Renee Peter (Stó:lō Elder), meaning the sacred bond between teachers and learners.



## Individual Courses

### The Gladue Decision: Implications for Community Supervision and Development (ABL105)\* **ONLINE**

The 21-hour course will examine the legalities, impact and challenges of the Gladue decision, with particular focus on building trusting relationships between the Aboriginal communities and the criminal justice system. This course is for people working within Aboriginal communities who are implementing or supervising restorative justice programs that meet the legislative requirements of both the Criminal Code sentencing provisions for Aboriginal offenders and the **Regina vs. Gladue** decision that interprets the legislation. The course will also analyze the unique circumstances and discrimination against Aboriginal offenders and their communities that led to this historic legislative change. *\*(Formerly AJS102)*

Credits: 1.5  
Instructor: Karen Whonnock  
Fee: \$425  
Date(s): TBD **ONLINE**

### Justice Issues in Aboriginal Communities (ABL104)\* **ONLINE**

This 21-hour 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. You will also be introduced to the cultural diversity of Aboriginal peoples in Canada and compare traditional Aboriginal justice systems to the Canadian justice system. *\*(Formerly AJS101)*

Credit: 1.5  
Instructor: Wenona Victor, Kerry McKenzie  
Fee: \$425  
Date(s): TBD **ONLINE**

### Cultural Awareness: History and Impact of Colonization (ABL106) **NEW**

This course will focus on the historical, economical, social and psychological effects that intervention has had on Canada's Aboriginal peoples. Learners will examine the impact and effects of colonization, pre-contact traditions and protocols; the introduction of diseases; the Indian Act; residential schools; the child welfare systems and other associated topics. Learners will also explore the characteristics, dynamics and motivations of both victims and offenders of abuse and violence. This course will provide learners with cultural awareness in order to make their relationships with Aboriginal people and communities more equitable. The intent of this course is to make communities more safe by providing the historical knowledge required to understand the effects of colonization within the justice and social services contexts.

Contact us if you are interested in offering this deeply rewarding and engaging course to your community or at your institute.

For more information go to [www.jibc.ca/aboriginal](http://www.jibc.ca/aboriginal)

Credit: 3  
Instructors: Wenona Victor, Kerry McKenzie  
Fee: \$500  
Date(s): TBD

**For more information contact:**  
**Manager**  
**Centre for Aboriginal Programs & Services**  
**604.528.5621 or [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)**

### Additional Courses of Interest from the Centre For Counselling & Community Safety

The following is a sampling of courses offered in 2009-2010 through the Centre for Counselling & Community Safety. 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, such as the Aboriginal Leadership Diploma.

### Best Practices for Aboriginal Supervisors (COUNS172) **NEW**

For a course description, please see page 26.

Credit: 1  
Date(s): Sep 28-29, 2009 – NWC  
Fee: \$280; group rate, \$260  
Instructor: Mahara Allbrett

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

For a course description, please see page 42.

Credit: .5  
Date(s): Oct 15, 2009 – NWC  
Feb 4, 2010 – NWC  
Fee: \$153 – NWC; group rate, \$143  
Instructor: Bill Waboose

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

For a course description, please see page 38.

Credit: 1.5  
Date(s): Oct 19-Dec 7, 2009  
Fees: \$375; group rate, \$355  
Instructors: Jan Lutke, Nancy Poole

### Claiming Our Strength, Struggle and Space: Racialized Women Facilitators and Consultants Building Critical and Responsive Communities (COUNS170) **NEW**

For course description, please see page 27.

Credit: .5  
Date(s): Oct 23, 2009 – GNWC  
Fee: \$165; group rate, \$155  
Instructors: Benita Bunjun, Rain Daniels

### The Revisioning of Family Therapy: Race, Culture, and Gender in Clinical Practice (SPE102 ) **SPECIAL EVENT**

For course description, please see page 23.

Credit: 1  
Date(s): Oct 29-30, 2009 – NWC  
Fee: \$295; group rate, \$275  
**Early Bird Rate: \$275; group rate, \$255 before Sep 25, 2009**  
Instructor: Kenneth V. Hardy

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

For a course description, please see page 43.

Credit: .5  
Date(s): Dec 3, 2009 – NWC  
Apr 22, 2010 – NWC  
Fee: \$135; group rate, \$125  
Instructors: Nancy Poole or Tina Antrobus or Cristine Urquhart

### Intergenerational Trauma: Implications for Supporting Community Healing (TS127) **NEW**

For a course description, please see page 32.

Date(s): Jan 18-19, 2010 – NWC  
Fee: \$280; group rate, \$260  
Instructor: Joe Solanto

### Facilitation and Presentation Skills for Aboriginal Leaders (COUNS173) **NEW**

For a course description, please see page 30.

Credit: 1  
Date(s): Apr 8-9, 2010 – NWC  
Fee: \$280; group rate, \$260  
Instructor: Mahara Allbrett

### SUBSTANCE USE CERTIFICATE

This certificate focuses 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. For more information see page 41.

POPAT – Police Officers' Physical Abilities Test

PARE – Physical Abilities Requirement Evaluation

COPAT – Correctional Officers' Physical Abilities Test

SOPAT – Sherrifs Officers' Physical Abilities Test

### Connecting People and the Planet: Exploring Ecopsychology (COUNS167) **NEW**

For a course description, please see page 30.

Credit: .5  
Date(s): Apr 22, 2010 – NWC  
Fee: \$165; group rate, \$155  
Instructor: Maggie Ziegler

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

For a course description, please see page 30.

Credit: .5  
Date(s): May 7, 2010 – NWC  
Fee: \$153 – NWC; group rate, \$143  
Instructor: Bill Waboose

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

For a course description, please see page 31.

Credit: .5  
Date(s): May 20, 2010 – VIC  
Fee: \$155; group rate, \$145  
Instructors: Carrie Reid, Carol White

### Understanding the Impact of Trauma and Neglect on the Developing Child: Clinical Implications and Application of Neurodevelopmentally-informed Treatment Strategies (SPE104) **SPECIAL EVENT**

For a course description, please see page 24.

Credit: 1  
Date(s): Jun 2-3, 2010 – NWC  
Fee: \$345; group rate, \$325  
**Early Bird Rate: \$325; group rate, \$305 before Apr 30, 2010**  
Instructor: Bruce Perry

**For more information on the above courses contact:**  
**604.528.5608 or [csjd@jibc.ca](mailto:csjd@jibc.ca)**

### ABORIGINAL TRAUMA CERTIFICATE (TS111) – STARTS SEPTEMBER 14, 2009

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 39.

Schedule at a Glance
Aboriginal Programs & Courses

DATE	COURSES	LOCATION	FEE	PAGE
	Special Events			
May 6, 2010	Transforming Communities Using Forum Theatre: Empower Your Inner Voice	NWC	\$125; group rate \$110 Early Bird Rate: \$110; group rate, \$100 before Mar 31, 2010	7
	Aboriginal Leadership Certificate Program			
Sep 17, 18, 24 & 25, 2009 (E) & Sep 19, 20, 26 & 27, 2009 (W)	Writing and Research Skills (ABLD113)	NWC	New Westminster classes are offered Evenings (E) and Weekends (W).	9
Oct 15, 16, 22 & 23, 2009 (E) & Oct 17, 18, 24 & 25, 2009 (W)	Individual and Community Wellness in Aboriginal Contexts (ABLD111)	NWC		9
Nov 19, 20, 26 & 27, 2009 (E) & Nov 21, 22, 28 & 29, 2009 (W)	Dispute Resolution, Level 1 (ABLD114)	NWC		9
Jan 7, 8, 14 & 15, 2010 (E) & Jan 9, 10, 16 & 17, 2010 (W)	Dispute Resolution, Level 2: Overcoming the Past (ABLD117)	NWC	Evening classes: 6:00 pm -9:30 pm	9
Feb 11, 12, 18 & 19, 2010 (E) & Feb 13, 14, 20 & 21, 2010 (W)	Aboriginal Leadership Development (ABLD112)	NWC	Weekend classes: 10:00 am - 5:30 pm	9
Mar 18, 19, 25 & 26, 2010 (E) & Mar 20, 21, 27 & 28, 2010 (W)	Change Management in Aboriginal Organizations (ABLD116)	NWC	Tuition Fees at NWC:  Certificate Fee: \$2,830 (full registration)  Individual Course: \$275  Practicum: \$355	10
Apr 15, 16, 22 & 23, 2010 (E) & Apr 17, 18, 24 & 25, 2010 (W)	Aboriginal Justice & Governance Models (ABLD115)	NWC		10
May 13, 14, 20 & 21, 2010 (E) & May 15, 16, 22 & 23, 2010 (W)	Philosophy, Values and Ethics of Aboriginal Leadership (ABLD110)	NWC		10
Jun 17, 18, 24 & 25, 2010 (E) & Jun 19, 20, 26 & 27, 2010 (W)	Introduction to Project Management (ABLD118)	NWC		10
TBD by Learner	Practicum (ABLD150)	Workplace		10
	Aboriginal Leadership Diploma Program			
Visit www.jibc.ca/aboriginal for course dates	Aboriginal Organizational Development (ABLD200)	NWC	\$585	11
	Aboriginal Management and Practice (ABLD201)	NWC	\$585	11
	Presentation Skills & Storytelling (ABLD202)	NWC	\$585	12
	Dispute Resolution, Level 3: Managing Group Conflict (ABLD203)	NWC	\$585	12
	Dispute Resolution, Level 4: Team Negotiation (ABLD204)	NWC	\$585	12
	Aboriginal Human Resource Management (ABLD205)	NWC	\$585	12
	Principles of Financial Management: An Aboriginal Perspective (ABLD206)	NWC	\$585	12
	Final Integrative Project (ABLD250)	NWC	\$585	12

DATE	COURSES	LOCATION	FEE	PAGE
	Justice & Public Safety Career Preparatory Program for Aboriginal Learners			
Term 1 – Sep 2009 - Jan 2010	Physical Education, Wellness and Self Care, Level 1 (JPSCPP110)	TBD	\$3,500 for entire program see page 14.  Not open to individual course registration.	14
	History & Impact of Colonization (JPSCPP111)	TBD		14
	Canadian Criminal Justice System (JPSCPP112)	TBD		14
	Effective Presentations, Writing & Listening Skills (JPSCPP113)	TBD		15
	First Responder (JPSCPP114)	TBD		15
Term 2 – Jan - May 2010	Restorative Justice (JPSCPP115)	TBD		15
	Physical Education, Wellness & Self Care, Level 2 and Advanced Driving Skills (JPSCPP116)	TBD		15
	Justice and Public Safety Statutes and Structures (JPSCPP117)	TBD		15
	Ethics, Values and Professional Behaviour (JPSCPP118)	TBD		15
	Career Practicum (JPSCPP120)	TBD		15
	Employment Strategies and Career Development (JPSCPP119)	TBD		15
	Individual Courses			
TBD ONLINE	The Gladue Decision: Implications for Community Supervision and Development (ABL105)	ONLINE	\$425	16
TBD ONLINE	Justice Issues in Aboriginal Communities (ABL104)	ONLINE	\$425	16
TBD	Cultural Awareness: History and Impact of Colonization (ABL106)	TBD	\$500	16
	Additional Courses of Interest			
Sep 28-29, 2009	Best Practices for Aboriginal Supervisors (COUNS172) NEW	NWC	\$280; group rate, \$260	26
Oct 15, 2009 Feb 4, 2010	All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)	NWC NWC	\$153; group rate, \$143 \$153; group rate, \$143	42
Oct 19-Dec 7, 2009	Fetal Alcohol Spectrum Disorder (AD120)	ONLINE	\$375; group rate, \$355	38
Oct 23, 2009	Claiming Our Strength, Struggle and Space: Racialized Women Facilitators and Consultants Building Critical and Responsive Communities (COUNS170) NEW	GNWC	\$165; group rate, \$155	27
Oct 29-30, 2009	The Revisioning of Family Therapy: Race, Culture, and Gender in Clinical Practice (SPE102) SPECIAL EVENT	NWC	\$295; group rate, \$275 Early Bird Rate: \$275; group rate, \$255 before Sep 25, 2009	23
Dec 3, 2009 Apr 22, 2010	Fetal Alcohol Spectrum Disorder: Increasing Our Understanding (AD409)	NWC NWC	\$135; group rate, \$125 \$135; group rate, \$125	43
Mar 25-26, 2010	Intergenerational Trauma: Implications for Supporting Community Healing (TS127) NEW	NWC	\$280; group rate, \$260	32
Apr 8-9, 2010	Facilitation and Presentation Skills for Aboriginal Learners (COUNS173) NEW	NWC	\$280; group rate, \$260	30
Apr 22, 2010	Connecting People and the Planet: Exploring Ecopsychology (COUNS167) NEW	NWC	\$165; group rate, \$155	30
May 7, 2010	Vision Quest: Healing and Recovery in Aboriginal Substance Use Treatment (AD130)	NWC	\$153; group rate, \$143	30
May 20, 2010	On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUN138)	VIC	\$155; group rate, \$145	31
Jun 2-3, 2010	Understanding the Impact of Trauma and Neglect on the Developing Child: Clinical Implications and Application of Neurodevelopmentally-informed Treatment Strategies (SPE104) SPECIAL EVENT	NWC	\$345; group rate, \$325 Early Bird Rate: \$325; group rate, \$305 before Apr 30, 2010	24



## Welcome to the Centre for Counselling & Community Safety

*The Centre for Counselling & Community Safety (CCCS) 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, frontline staff and 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.

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# Centre For Counselling & Community Safety

## CUSTOMIZED TRAINING SOLUTIONS – ANY TIME, ANYWHERE

*A Solid Reputation*

*The Centre for Counselling & Community Safety is a leader in designing customized training, developing curriculum, managing large and small projects, and conducting applied research. Our clients include government ministries, Crown corporations, private sector business, and community-based organizations and agencies.*

*Today's organizations face complex and constantly shifting challenges. Keeping up with change means constantly updating skills in the workplace. You want to be the best, and we can work with you to design, develop and deliver cost-effective, convenient and organization-specific education and training tailored to suit the unique needs of your organization.*

*Clients tell us that the collaborative way in which we work with them to address organizational development through customized training solutions is what sets us apart.*

**Our Faculty**

Our faculty are leaders in their fields. Every customized course is designed and taught by content experts who have current and long-term experience in their fields.

**Location**

You choose the location and save on transportation and accommodation costs, time away from work, and productivity gaps. We come to you whether it's at your office, a conference center, or a hotel meeting room. Or you can choose to have the course delivered at any of our campuses located in New Westminster & Great Northern Way, Victoria, Maple Ridge, Chilliwack or Kelowna.

*“ I am so happy that this course has been developed and offered so close to home. It is also relevant, that the curriculum “fits” the communities.”*

*– Martha Wilson*

### Some of our most popular certificates and courses:

- Aboriginal Trauma Certificate (page 39)
- Critical Incident Stress Management (page 50)
- Counselling Skills: The Art of Asking Effective Questions (page 31)
- Integrating our Response on Substance Use and Trauma in Women (page 33)
- Motivational Interviewing in Practice (page 43)
- On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (page 31)
- Trauma and Addictions: Assessment and Treatment Issues (page 33)
- Substance Use Certificate (page 41)
- Understanding Youth With Concurrent Disorders (page 37)
- Unspoken Truths About Suicide: Detection and Intervention Strategies Within First Nations and Inuit Communities (page 27)
- Working More Effectively with Parents and Other Caregivers (page 37)

### Some of our clients:

- Canadian Ski Patrol System
- Covenant House Vancouver
- Inter Tribal Health Authority
- Keating Out of School Care
- Metis Family Services
- Ministry of Children & Family Development
- North Peace Community Resources Society
- Prince George and District Elizabeth Fry Society
- RainCity Housing and Support Society
- Settlement Workers in School Program, Abbotsford School District
- Whitevalley Community Resource Centre

*For information on customized solutions contact:*  
**Centre for Counselling & Community Safety Program Coordinator**  
**604.528.5628 counsellingcustomized@jibc.ca**

# Special Events

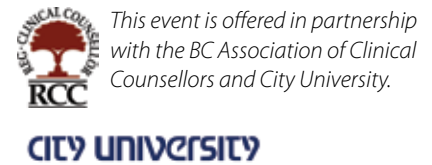
*To register for these special events, follow our usual registration procedure, as described on page 138.*

## The Revisioning of Family Therapy: Race, Culture, and Gender in Clinical Practice (SPE102 )

Families whose lives are trapped along the margins of society often present major challenges for those who work with them. Whether a consequence of class, race, or ethnicity, the everyday circumstances of these families are often compounded by the dynamics of oppression. Whether a function of limited resources, prejudice, and/or devaluation by society, oppressed families often find themselves confronted with the normal struggles of everyday life as well as having to find ways to contend with and overcome the hidden wounds of oppression. Since most treatment approaches have not been designed with the poor, the disenfranchised, and/or racially oppressed in mind, a revisioning of family therapy is essential to provide more effective treatment. Our culturally biased lenses as helpers and healers often impede our ability to engage and treat oppressed families and their children effectively and sensitively. This course will provide a fresh and critical examination of the anatomy of oppression and its effects on the lives of

children and families and the process of treatment. A conceptual framework for working effectively with a range of diverse families, based on the revisioning of family therapy, will be provided. Techniques for understanding and working effectively with families who are typically considered resistant and hard to engage will be provided. Relevant self-of-the-therapist issues will also be addressed.

Date(s): Oct 29-30, 2009 – NWC  
Fee: \$295; group rate, \$275  
**Early Bird Rate: \$275; group rate, \$255 before Sep 25, 2009**  
Includes networking lunch  
Instructor: Kenneth V. Hardy



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



**Kenneth V. Hardy, PhD,** an internationally recognized clinician, author, and trainer is a Professor of Family Therapy at Drexel University in Philadelphia, Pennsylvania. He is also Director of the Eikenberg Institute for Relationships in New York City where he maintains a private practice specializing in family therapy with traumatized and oppressed children and families. Dr. Hardy is the former Director of the Center for Children, Families, and Trauma at the Ackerman Institute in New York City, and is the author of several books including his latest, *Revisioning Family Therapy: Race, Class, and Culture in Clinical Practice and Teens Who Hurt: Clinical Interventions for Breaking the Cycle of Youth Violence.*

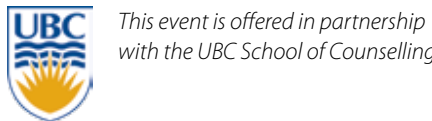
**Read articles written by Dr.Hardy at [www.jibc.ca/csjd](http://www.jibc.ca/csjd)**

## Don't Panic! Brief Strategic Treatment of Anxiety Disorders (SPE103)

Anxiety disorders manipulate people by injecting rules into consciousness, then using that set of laws to take over mental territory. Five anxiety disorders – phobias, panic, social anxiety, generalized anxiety and obsessive-compulsive disorder (OCD) – control people by generating an absolute standard for certainty and comfort. We will look at the common denominators of this game, and isolate its manifestations in each disorder. Then we will explore how the therapist can teach clients to gain ground by engineering their own tactics and strategies, including the second-order change of switching game boards altogether! This brief strategic approach to cognitive-behavioral therapy helps clients find the courage and motivation to challenge their old beliefs and attitudes. Practical methods enable clients to ignore the content of their obsessive worries and to explore the feeling of uncertainty rather than flee from it. The cutting-edge anxiety treatment is now pushing further into the confrontational. You will learn how to help clients purposely seek out anxiety as their ticket to freedom from gripping fear.

We will begin by covering the problems of and treatment for all anxiety disorders and the unique attributes of worry. Then we will focus on the therapist skills for two specific disorders: panic disorder and obsessive-compulsive disorder. For panic disorder, you will learn how to divide and conquer – to interrupt anticipatory anxiety and then to manage physical symptoms using cognitive strategies, paradox, pattern disruption, exposure and interoceptive exposure, peeling away their ever-present safety nets. For OCD clients, persuading them to adopt a new frame of reference is the therapist's primary task. You will learn a persuasive strategy – built out of whole cloth within the first session – that will frame the entire treatment protocol.

Date(s): Jan 21-22, 2010 – NWC  
Fee: \$295; group rate, \$275  
**Early Bird Rate: \$275; group rate, \$255 before Nov 27, 2009**  
Includes networking lunch  
Instructor: Reid Wilson



*This event is offered in partnership with the UBC School of Counselling.*



**Reid Wilson, PhD,** directs the Anxiety Disorders Treatment Center in Chapel Hill, NC and is Associate Clinical Professor of Psychiatry at UNC Medical School. He is the author of the classic self-help book, *Don't Panic: Taking Control of Anxiety Attacks*, which was just released in its third edition. He is the author of *Facing Panic: Self-Help for People with Panic Attacks*, and co-author, with Dr. Edna Foa, of *Stop Obsessing! How to Overcome Your Obsessions and Compulsions*. He designed and served as lead psychologist for American Airlines' first national program for the fearful flier. Dr. Wilson served on the Board of Directors of the Anxiety Disorders Association of America for 12 years. He served as Program Chair of the National Conferences on Anxiety Disorders from 1988-1991.

**Read articles written by Dr.Wilson at [www.jibc.ca/csjd](http://www.jibc.ca/csjd)**

**Free Public Presentation:**  
**Don't Panic! How to Control Symptoms of Anxiety**  
**Date: January 20, 2010 Time: 7-8:30pm**  
**For more information visit: [www.jibc.ca/csjd](http://www.jibc.ca/csjd)**

Journey Through Complex Trauma: Focusing, Treatment & Healing (SPE114)

Focusing is a body-centred and person-centred approach to healing, developed two decades ago at the University of Chicago by Eugene Gendlin. Focusing oriented psychotherapy allows clients total control of the pace and the direction of their healing journey. It is particularly effective in the treatment and healing of complex trauma and posttraumatic stress disorders caused by residential school abuse, family violence, addictions, witnessing violence, death, loss and grieving, suicides, and sexual, physical and emotional abuse and neglect. Focusing can be used alone or integrated into a variety of other treatment methods.

In this two-day course we will explore the dynamics of trauma-based families, the relationship between the body and memory; traumatic bonding and “brainwashing”; the impacts of complex trauma on individuals; the reliability of memory and “false” memory; self-injury; flashbacks, projections and re-enactments of trauma.

This course is intended for counsellors, social workers, crisis teams, healers and therapists who work in/with Aboriginal agencies and/or communities or in various other cross-cultural situations/settings.

Date(s): April 15-16, 2010  
Fee: \$295; group rate, \$275  
**Early Bird Rate: \$275; group rate, \$255 before Jan 31, 2010**  
Includes networking lunch  
Instructors: Shirley Turcotte with Alannah Earl Young



**Shirley Turcotte, RCC** has worked with survivors of sexual abuse and Post-Traumatic Stress Disorders and child-hood abuse in adults for the last two decades. She has been a pioneering activist

in the areas of therapeutic treatment and program development for survivors of childhood abuse. Shirley, who is semi-retired, was the Director of International Programmes at The Prairie Region Centre For Focusing in Winnipeg, Manitoba; the Aboriginal Community Training Centre in Timmins, Ontario; and is a founder of The Pacific Centre for Focusing in Vancouver, B.C. Shirley is nationally renowned as a co-laborating writer and director of the NFB film, *To a Safer Place*, which describes her own experiences of sexual, physical, and emotional abuse. She is a recipient of many awards, including British Columbia's Woman of Distinction in Health and Education Award.

Read articles written by Shirley Turcotte at [www.jibc.ca/csjd](http://www.jibc.ca/csjd)



**Alannah Earl Young, MA**, is Opaskwayak Cree/Peguis Anishnabe. She is an advisor with University of British Columbia's First Nations House of Learning in Vancouver. She is trained in complex trauma

and specializes in focusing – a body centered therapy, expressive art therapies, and body mind psychotherapies. She is informed by social suffering, critical race and Indigenous Knowledge theoretical frameworks. Her co-authored works include: *Unsettling Pastoral Educational Sociology: Asylum-making, Medicalized Colonialism in British Columbia (1859-1897)* and *Artistic Praxis for Social Transformation (2009)*; *Education Bodies for Self-determination: A decolonizing strategy (2006)*; and *Ways of Knowing: Focusing and Trauma (1998)*. Her current projects include seeking balance for the truth and reconciliation process. She has also worked for VISAC; Vancouver Coastal Health; Aboriginal Child & Family Services and the Indian Residential School Survivors Society.

This event is offered in partnership with the Aboriginal Wellness Services, Vancouver Community, Vancouver Coastal Health and the Centre for Aboriginal Programs & Services.



Understanding the Impact of Trauma and Neglect on the Developing Child: Clinical Implications and Application of Neurodevelopmentally-informed Treatment Strategies (SPE104)

The development of a young child is profoundly influenced by experience. Experiences shape the organization of the brain, which, in turn, influences the emotional, social, cognitive and physiological activities. Insights into this process come from understanding brain development. Both trauma and neglect, pervasive problems in our culture, result in the absence of essential developmental experiences required to express the fundamental potential of a child. Various forms of neglect are possible and include splinter neglect, total global neglect and emotional or relational neglect. Chaos, threat and abnormal patterns of emotional, social, cognitive and physical interactions with young children lead to an array of brain-related problems. This course will review clinical work and research that can

help us better understand developmental trauma, neglect and the relational problems that arise from neglect and threat. An overview will be provided that suggests new directions for clinical practice, program development and policy.

Date(s): Jun 2-3, 2010 – NWC  
Fee: \$345; group rate, \$325  
**Early Bird Rate: \$325; group rate, \$305 before Apr 30, 2010**  
Includes networking lunch  
Instructor: Bruce Perry



**Bruce D. Perry, PhD**, is the Senior Fellow of The ChildTrauma Academy, a Houston-based not-for-profit organization that promotes innovations in service, research, and education in

child maltreatment and childhood trauma ([www.childtraumaacademy.org](http://www.childtraumaacademy.org)). He is the author, with Maia Szalavitz, of *The Boy Who Was Raised as a Dog: What Traumatized Children Can Teach Us About Loss, Love, and Healing*, a popular book based on his work with maltreated children. Over the last 20 years, Dr. Perry has been an active teacher, clinician, and researcher in children's mental health and the neurosciences, holding a variety of academic positions.

Read articles written by Dr. Bruce Perry at [www.jibc.ca/csjd](http://www.jibc.ca/csjd)



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 [counsellingpcc@jibc.ca](mailto:counsellingpcc@jibc.ca)

Be sure to look for our innovative new courses:

- The Revisioning of Family Therapy: Race, Culture, and Gender in Clinical Practice (SPE102) **Special Event**
- Don't Panic! Brief Strategic Treatment of Anxiety Disorders (SPE103) **Special Event**
- Journey Through Complex Trauma: Focusing, Treatment & Healing (SPE114) **Special Event**
- Understanding the Impact of Trauma and Neglect on the Developing Child: Clinical Implications and Application of Neurodevelopmentally-informed Treatment Strategies (SPE104) **Special Event**

- Best Practices for Aboriginal Supervisors (COUNS172)
- Welcome to Canada: Working Effectively with Newcomers (COUNS168)
- Claiming Our Strength, Struggle and Space: Racialized Women Facilitators and Consultants Building Critical and Responsive Communities (COUNS170)
- Innovative Practice in Group Clinical Supervision (COUNS171)
- Connecting People and the Planet: Exploring Ecopsychology (COUNS167)
- Using Expressive Arts Therapy in Harm-Reduction Based Work (COUNS169)
- Caring for Transgendered Youth: Guidelines for Health and Social Service Providers (CY276)

CONTINUING EDUCATION UNITS (CEUS):

A number of our courses and special events 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)

“The class assignments and the amount of role-playing was very beneficial. So much better than just listening and not having the chance to try what is being taught.”

– Darren Nivens  
Sunshine Coast Health Centre Ltd.

- Who Am I? Youth and Identity: Creating Positive and Meaningful Experiences (CY277)
- Intergenerational Trauma: Implications for Supporting Community Healing (TS127)
- Facilitation and Presentation Skills for Aboriginal Leaders (COUNS173)
- Working With People Who Self-Harm (TS126)
- Facilitate This! Group Leadership Skills for Youth Workers (CY278)

DOWNTOWN VICTORIA CAMPUS

The JIBC's Victoria campus is 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 [counsellingpcc@jibc.ca](mailto:counsellingpcc@jibc.ca).

The following courses are being offered at our Victoria Campus:

- On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)
- Tools for Success: Enhancing the Emotional Intelligence of Youth (CY264)

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 143.



## 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 42.

Date(s): Sep 18-19, 2009 – NWC  
Jan 22-23, 2010 – NWC  
Fee: \$265; group rate, \$245  
Instructor: Michelle Hawco

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

For a course description, please see page 38.

Date(s): Sep 21-Oct 30, 2009 **ONLINE**  
Feb 8-Mar 19, 2010 **ONLINE**  
Fee: \$265; group rate, \$245  
Instructor: Michelle Hawco

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

For a course description, please see pages 38 and 42.

Date(s): Sep 25-26, 2009 – NWC  
Jan 29-30, 2010 – NWC  
Apr 12-May 21, 2010 **ONLINE**  
Fee: \$265; group rate, \$245  
Instructor: Michael Koo

#### Best Practices for Aboriginal Supervisors (COUNS172) NEW

In this original two-day course, we will clarify our own definition of best practices from an Aboriginal perspective. Together we will explore the necessity and importance of providing and receiving healthy, affirmative supervision. In a respectful, supportive environment, we will engage in thought-provoking dialogue about what to expect from supervisors and employees, what it's like to be on either side of the fence, where you are experiencing gaps, and how to fill those gaps. Experiential exercises will help teach you different models of supervision that could be used on your own, in dyads or in groups. You will come away with a new perspective on your work and with new skills to support you in your workplace.

Date(s): Sep 28-29, 2009 – NWC  
Fee: \$280; group rate, \$260  
Instructor: Mahara Allbrett

#### Welcome to Canada: Working Effectively with Newcomers (COUNS168) NEW

This course is for anyone working with temporary workers, immigrants, refugees and their families. Coming to Canada is not always a smooth and easy transition. We will examine theories relevant to working with these populations, such as adjustment and transition theories and intercultural theory. We will look at factors that hinder or ease adjustment, including housing, employment, education and parenting. Finally, we will discuss ways to effectively support newcomers, and explore strategies to ensure their successful transition. While this course is grounded in theory, it will also be experiential, self-reflective and participatory, and will be taught within a social justice framework.

Date(s): Oct 2, 2009 – NWC  
Fee: \$165; group rate, \$155  
Instructor: Natasha Aruliah

#### 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, there is a tendency to 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 8-9, 2009 – NWC  
Fee: \$255; group rate, \$235  
Instructor: Monica Franz

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

For a course description, please see page 42.

Date(s): Oct 15, 2009 – NWC  
Feb 4, 2010 – NWC  
Fee: \$153; group rate, \$143  
Instructor: Bill Waboose

#### Assessment Practices (AD403)

For a course description, please see page 42.

Date(s): Oct 16-17, 2009 – NWC  
Feb 5-6, 2010 – NWC  
Fee: \$265; group rate, \$245  
Instructor: Rob Axsen

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

For a course description, please see page 38.

Date(s): Oct 19-Dec 7, 2009 **ONLINE**  
Fees: \$375; group rate, \$345  
Instructors: Jan Lutke, Nancy Poole

#### Advocacy Skills: The Tools for Change (MGMT185) NEW

For a course description, please see page 66.

Date(s): Oct 20-21, 2009  
Mar 29-30, 2010  
Fee: \$265  
Instructor: Laney Bryenton

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

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 22-24, 2009 – NWC  
Fee: \$400; group rate \$380  
Instructor: Glen Grigg

#### CAMPUS LOCATIONS AND CLASS TIMES

##### Centre for Counselling & Community Safety

**NWC** New Westminster Campus,  
715 McBride Boulevard  
**VIC** Victoria Campus, 910  
Government Street  
**GNWC** 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.

#### Claiming Our Strength, Struggle and Space: Racialized Women Facilitators and Consultants Building Critical and Responsive Communities (COUNS170) NEW

This course will critically examine the complexities of working in community and organizational development within an anti-oppression/intersectional framework while building capacity for facilitators and consultants who are racialized women (Indigenous/ Aboriginal/First Nations/Metis/Inuit women and women of colour). Historically, the field of community consulting and facilitation in North America has normalized Western notions of facilitation theory and method. This narrow vision has had negative consequences for both our communities and the facilitators providing this work. This course will provide racialized facilitators with specific tools and strategies to sustain and build capacity while identifying key areas of struggle and strength.

Date(s): Oct 23, 2009 – GNWC  
Fee: \$165; group rate, \$155  
Instructor: Benita Bunjun, Rain Daniels

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

For a course description, please see page 43.

Date(s): Oct 23-24, 2009 – NWC  
Feb 8-9, 2010 – NWC  
Fee: \$265; group rate, \$245  
Instructors: Yvonne Savard, Munir Velji

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

Do the clients you help describe themselves as stuck or overly dependent on others, systems or people? Is it hard for them to solve problems? Participants in this course will learn some practical and useful ways to approach clients. You will learn about the language of personal responsibility, the role collusion plays and how you can use the metaphors of "driving cars" and "mountain climbing" to help clients focus. You will learn how to help your clients explore the 17 essentials that are needed to grow and build personal responsibility.

Date(s): Oct 27-28, 2009 – NWC  
Fee: \$255; group rate, \$235  
Instructor: Elaine Stoll

#### The Revisioning of Family Therapy: Race, Culture, and Gender in Clinical Practice (SPE102) SPECIAL EVENT

For a course description, please see page 23.

Date(s): Oct 29-30, 2009 – NWC  
Fee: \$295; group rate, \$275  
**Early Bird Rate: \$275; group rate, \$255 before Sep 25, 2009**  
Instructor: Kenneth V. Hardy

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

In this course, you will explore ways in which to identify at-risk children, youth and adults. You will examine ways 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 to implement sustainable community-based systems and practices in providing support, education and intervention for individuals and families affected by suicide.

Date(s): Oct 29-30, 2009 – NWC  
Fee: \$280; group rate, \$260  
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): Oct 30, 2009 – NWC  
Fee: \$153; group rate, \$143  
Instructor: Monica Franz

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

For a course description, please see page 32.

Date(s):	Nov 6-7, 2009 – NWC
Fee:	\$280; group rate, \$260
Instructors:	Yvonne Haist, Lisa Mortimore

Motivational Interviewing in Practice – Level 1 (AD204)

For a course description, please see page 43.

Date(s):	Nov 6-7, 2009 – NWC Mar 5-6, 2010 – NWC
Fee:	\$265; group rate, \$245
Instructor:	Rob Axsen

Interconnected Risk (AD405)

For a course description, please see page 43.

Date(s):	Nov 13-14, 2009 – NWC Mar 26-27, 2010 – NWC
Fee:	\$265; group rate, \$245
Instructor:	Michael Koo

Innovative Practice in Group Clinical Supervision (COUNS171) NEW

Studies show that group supervision, in addition to being a generally more expeditious and cost-effective means of service delivery than individual clinical supervision, has also been shown to be generally more effective in terms of supporting team cohesion, developing professional autonomy, and gaining enhanced access to clinical resources. In this course, you will learn how to integrate innovative paradigms guiding group practice in the facilitation of skilled group supervision. Through a series of discussions, demonstrations, self-reflective exercises, and practice sessions, participants will apply paradigms of practice to their particular agency settings and client populations. Topics covered will include qualities of group supervisory leadership, group dynamics and challenges, cultivating a collaborative group ethos, structural and administrative management, and group supervision ethics.

Date(s):	Nov 16-17, 2009 – NWC
Fee:	\$280; group rate, \$260
Instructor:	Monica Franz

Engaged Diversity: Transforming Difference in Your Workplace or Community (MGMT187) NEW

For a course description, please see page 67.

Date(s):	Nov 17-18, 2009 Apr 19-20, 2010
Fee:	\$265
Instructor:	Eugenia Wang

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

For a course description, please see page 43.

Date(s):	Nov 19, 2009 – NWC Mar 25, 2010 – NWC
Fee:	\$135; group rate, \$125
Instructors:	Mark Haden, Ken Tupper

Concurrent Disorders Planning – Level 1 (AD410)

For a course description, please see page 43.

Date(s):	Nov 20-21, 2009 – NWC Apr 9-10, 2010 – NWC
Fee:	\$265; group rate, \$245
Instructor:	Debbie Suian

Facilitating Parenting Groups: Essential Skills (EP586)

This course provides facilitators of parenting groups with a range of useful techniques for clarifying parental role, style, and approaches; keeping parents focused on their choices, not their children’s behaviour; and using the developmental stages of children as a dynamic tool. Emphasis is on helping parents distinguish partner issues from parenting problems, and their own childhood from their children’s childhood. Participants will develop their confidence in using spontaneity and identifying “teachable moments.” In addition, they will obtain some tips on how to creatively present materials that minimize defensive reactions from group participants.

Date(s):	Nov 24-25, 2009 – NWC
Fee:	\$245; group rate \$225
Instructor:	Elaine Stoll

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

This course builds on “Family Perspective – 1” (see page 27) 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 26-28, 2009 – NWC
Fee:	\$400; group rate \$380
Instructor:	Glen Grigg

Cyber Counselling – Is It For You? (COUNS159)

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 2, 2008 – NWC
Fee:	\$163; group rate, \$153
Instructor:	Maureen McEvoy, Dan Mitchell

ONLINE REGISTRATION

You can 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 Student Services Office.

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

Mindfulness – Based Counselling (COUNS166)

Mindfulness has been shown to have a positive impact on brain functioning and psychological wellbeing. How this is embodied in counselling remains a challenge for many. In this course, you will have the opportunity to explore mindfulness and compassion practices for yourself and learn strategies for how to help clients use mindfulness practice for self-management. The characteristics of mindfulness-based counseling are being centered in the present moment and a radical friendliness, acceptance, and compassion to all experiences. You will gain deeper understanding of the relevance of mindfulness practice in the quality of your work with others. You will explore its usefulness in cultivating therapeutic presence and empathy, and you’ll develop greater experience in both personal and professional applications of mindfulness practices.

Date(s):	Dec 3, 2009 – NWC
Fee:	\$135; group rate, \$125
Instructor:	Jennifer Rodrigues

Fetal Alcohol Spectrum Disorder: Increasing Our Understanding (AD409)

For a course description, please see page 43.

Date(s):	Dec 3, 2009 – NWC Apr 22, 2010 – NWC
Fee:	\$135; group rate, \$125
Instructor:	Nancy Poole or Tina Antrobus or Cristine Urquhart

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

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):	Dec 4, 2009 – NWC
Fee:	\$163; group rate, \$153
Instructors:	Jas Cheema, Susan Hogman

Community Voices/ Contemporary Issues (AD407)

For a course description, please see page 44.

Date(s):	Dec 4, 2009 – NWC Apr 23, 2010 – NWC
Fee:	\$135; group rate, \$125
Instructor:	Tom Hetherington

Becoming a More Effective Counsellor (EP508)

Ever wonder what influences your counselling and helping style? Did you know that effective counsellors have 18 personal characteristics? This course will explore these as well as give you an uncomplicated way to understand human behaviour. We will identify strategies for talking to clients about the essential steps that lead to change. If you work with clients who are mandated or not, come and learn more about helping clients engage more constructively with you and the services you offer. You will learn how to help clients become aware of the interplay among thoughts, feelings, actions and physiology. We will identify what is effective and what you can specifically do to become more effective in the role of helper and counsellor.

Date(s):	Dec 10-11, 2009
Fee:	\$245; group rate, \$225 – NWC
Instructor:	Elaine Stoll

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 be introduced to 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 19, 2010 – NWC
Fee:	\$150; group rate, \$140
Instructor:	Rob Axsen

Don’t Panic! Brief Strategic Treatment of Anxiety Disorders (SPE103) SPECIAL EVENT

For a course description, please see page 23.

Date(s):	Jan 21-22, 2010 – NWC
Fee:	\$295; group rate, \$275
Early Bird Rate: \$275; group rate, \$255 before Nov 27, 2009	
Instructor:	Reid Wilson

Working More Effectively with Parents and Other Caregivers (CY267)

For a course description, please see page 37.

Date(s):	Feb 4, 2010 – NWC
Fee:	\$153; group rate, \$143
Instructor:	Elaine Stoll

Working with Complicated Grief (COUNS102) [ADVANCED]

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 4, 2010 – NWC
Fee:	\$135; group rate, \$125
Instructor:	Kathryn Priest-Peries

Using Expressive Arts Therapy in Harm-Reduction Based Work (COUNS169) NEW

For a course description, please see page 35.

Date(s):	Mar 4-5, 2010 – NWC
Fee:	\$280; group rate, \$260
Instructor:	Sabine Silberberg

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

For a course description, please see page 32.

Date(s):	Mar 19-20, 2010 - NWC
Fee:	\$280; group rate, \$260
Instructors:	Yvonne Haist, Lisa Mortimore

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): Apr 7-8, 2010 – NWC  
Fee: \$265; group rate, \$245  
Instructor: Jane Katz

ABORIGINAL TRAUMA CERTIFICATE (TS111) – STARTS SEPTEMBER 14, 2009

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 39.

Facilitation and Presentation Skills for Aboriginal Leaders (COUNS173) NEW

Whether you are presenting workshops in your workplace or community, leading groups or need to provide training of trainers, this course will provide you with the skills. We will use teaching methods that are grounded in an Aboriginal framework. We will define the term ‘Native education’ and you will develop public speaking skills as well as learn about group dynamics, how to pace a group, how to keep a group focused and how to handle challenging participants. We will also discuss how to incorporate Aboriginal culture into workshops or presentations and experience this throughout the course. You will have an opportunity to put theory into practice on the second day when you will give a short presentation and receive feedback on it. All of this will occur within a safe, supportive, warm and fun environment.

Date(s): Apr 8-9, 2010 – NWC  
Fee: \$280; group rate, \$260  
Instructor: Mahara Allbrett

Journey Through Complex Trauma: Focusing, Treatment & Healing & Complex Trauma (SPE114) SPECIAL EVENT

For a course description, please see page 24.

Date(s): April 15-16, 2010– NWC  
Fee: \$295; group rate, \$275  
Early Bird Rate: \$275; group rate, \$255 before Jan 31, 2010  
Instructors: Shirley Turcotte with Alannah Earl Young

Working With People Who Self-Harm (TS126) NEW

For a course description, please see page 33.

Date(s): Apr 16, 2010 – NWC  
Fee: \$165; group rate, \$155  
Instructor: Mark Weinberg

Connecting People and the Planet: Exploring Ecopsychology (COUNS167) NEW

Ecopsychology puts psyche and soul back into the world, expanding the parameters of psychology to include an engagement with the environment and all planetary life. An exploration of the theory and practice of ecopsychology, including experiential activities both indoors and outdoors, will enable you to discover concepts and skills that will support you and your clients to find sustaining resources in nature as well as new perceptions of your own relationship to the natural world. In this highly experiential course, you will find a path that can bring healing to even the most troubled and traumatized clients, supporting them to find a deep and meaningful connection to all life.

Date(s): Apr 22, 2010 – NWC  
Fee: \$165; group rate, \$155  
Instructor: Maggie Ziegler

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 30, 2010 – NWC  
Fee: \$135; group rate, \$125  
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): May 7, 2010 – NWC  
Fee: \$153; group rate, \$143  
Instructor: Bill Waboose

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 20, 2010 – VIC  
Fee: \$158; group rate, \$148  
Instructors: 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 30- to 60-minute sessions with clients, you will need to have completed at least a basic level of counselling training.

Date(s): May 28-29, 2010 – NWC  
Fee: \$265; group rate, \$245  
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): May 31-Jun 1, 2010 – NWC  
Fee: \$265; group rate, \$245  
Instructor: Debbie Suian

Understanding the Impact of Trauma and Neglect on the Developing Child: Clinical Implications and Application of Neurodevelopmentally-informed Treatment Strategies (SPE104) SPECIAL EVENT

For a course description, please see page 24.

Date(s): Jun 2-3, 2010 – NWC  
Fee: \$345; group rate, \$325  
Early Bird Rate: \$325; group rate, \$305 before Apr 30, 2010  
Instructor: Bruce Perry

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

If you are working in a helping role, you may find yourself wondering how to wisely use the limited time you have available to spend with clients. Upgrading your skill level in asking more effective questions is one way. Asking effective questions is an art and it plays a key role in the counselling/helping dynamic. Learn about the six essentials of asking good questions. Discover what your questioning style is and how to deepen and broaden it. Learn to ask interesting questions that relate specifically to the themes buried inside clients’ conversations. Being more creative in how and what you ask questions about helps the client engage with you and reduces the stress on you to “fix” them.

Date(s): Jun 3-4, 2010 – NWC  
Fee: \$255; group rate, \$235  
Instructor: Elaine Stoll

Stronger Together: Groups For Women (COUNS155)

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 gain skills, tools and knowledge to infuse your work with new meaning.

Date(s): Jun 7-8, 2010 – NWC  
Fee: \$265; group rate, \$245  
Instructors: Jill Cory, Karen McAndless-Davis

Justice Issues in Aboriginal Communities (ABL104) ONLINE

For a course description, please see page 16.

Instructor: TBD  
Fee: \$425  
Date(s): TBD ONLINE

For more information, contact:

Program Coordinator  
604.528.5628 or counsellingpc@jibc.ca  
Program Assistant  
604.528.5875 or counselling@jibc.ca

Making the Transition: Providing Service to Trans Survivors of Violence and Abuse –CONTRACT ONLY

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 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 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.

For more information contact Susan Forest at 604.528.5711 or counsellingpc@jibc.ca.



## 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): Nov 2-3, 2009 – NWC  
Fee: \$265; group rate, \$245  
Instructor: Joe Solanto

### 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): Nov 6-7, 2009 – NWC  
Fee: \$280; group rate, \$260  
Instructors: 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 17-18, 2009 – NWC  
Apr 13-14, 2010 – NWC  
Fee: \$265; group rate, \$245  
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 1-2, 2010 – NWC  
Fee: \$265; group rate, \$245  
Instructor: Evan Lopes

### Advanced Somatic Integration: Trauma Resolution and Regulation (TS201) [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): Mar 19-20, 2010 – NWC  
Fee: \$280; group rate, \$260  
Instructors: Yvonne Haist, Lisa Mortimore

### Intergenerational Trauma: Implications for Supporting Community Healing (TS127) NEW

This course is designed for frontline workers and community leaders currently providing supportive services in Aboriginal communities. A variety of perspectives will be shared to help you further understand the impact of intergenerational trauma in Aboriginal Communities, and to look at how we can best support individual, family and community healing. You will examine current trauma theories and discuss how these might be helpful in understanding the social issues facing these communities today. You will then explore some of the Western and Aboriginal perspectives on healing and discuss where these might be compatible or in conflict with one another. You will also have a chance to share some of the best practices that you use in building community capacity, and supporting community healing.

Date(s): Mar 25-26, 2010 – NWC  
Fee: \$280; group rate, \$260  
Instructor: Joe Solanto

### Journey Through Complex Trauma: Focusing, Treatment & Healing (SPE114) SPECIAL EVENT

For a course description, please see page 24.

Date(s): April 15-16, 2010 – NWC  
Fee: \$295; group rate, \$275  
Early Bird Rate: \$275; group rate, \$255 before Jan 31, 2010  
Instructors: Shirley Turcotte with  
Alannah Earl Young

### Working With People Who Self-Harm (TS126) NEW

Cutting and other self-injurious behaviours are on the increase among adolescents and young adults in British Columbia and around the world. These behaviours can be perplexing and frightening to caregivers and family members. The good news is there is a growing understanding of the causes of these behaviours. Most importantly, there are tried and tested helping strategies. This course aims to provide an understanding of the origins and experience of cutting behaviours, as well as practical tools that can be used to help in recovery from self-harm. This course is designed for mental health professionals, including psychologists, counsellors, social workers, psychiatrists, teachers and school counselors as well as health professionals, including nurses, pediatricians and family physicians.

Date(s): Apr 16, 2010 – NWC  
Fee: \$165; group rate, \$155  
Instructor: Mark Weinberg

### Connecting People and the Planet: Exploring Ecopsychology (COUNS167) NEW

For a course description, please see page 30.

Date(s): Apr 22, 2010 – NWC  
Fee: \$165; group rate, \$155  
Instructor: Maggie Ziegler

### 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 4-5, 2010 – NWC  
Fee: \$265; group rate, \$245  
Instructor: Evan Lopes

### Understanding 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.

Date(s): May 17-18, 2010 – NWC  
Fee: \$265; group rate, \$245  
Instructors: Cheryl Bell-Gadsby, Natalie Clark

### 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): May 19-20, 2010 – NWC  
Fee: \$265, group rate, \$245  
Instructor: Joe Solanto

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

For a course description, please see page 31.

Date(s): May 20, 2010 – VIC  
Fee: \$158; group rate, \$148  
Instructors: Carrie Reid, Carol White

### Understanding the Impact of Trauma and Neglect on the Developing Child: Clinical Implications and Application of Neurodevelopmentally-informed Treatment Strategies (SPE104) SPECIAL EVENT

For a course description, please see page 24.

Date(s): Jun 2-3, 2010 – NWC  
Fee: \$345; group rate, \$325  
Early Bird Rate: \$325; group rate, \$305 before Apr 30, 2010  
Instructor: Bruce Perry

### Integrating Our Response on 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 10, 2010 – NWC  
Fee: \$149; group rate, \$139  
Instructors: Nancy Poole, Cristine Urquhart

**ABORIGINAL TRAUMA CERTIFICATE STARTS SEPTEMBER 14, 2009**  
See page 39 for details.



## 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 and certification with the Canadian Association for Child Play Therapy. Please contact the Centre for Expressive Therapy at 250.248.1290 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 20-21, 2009 – NWC  
Jul 6-7, 2010 – NWC  
Fee: \$270; group rate, \$250  
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 22-23, 2009 – NWC  
Jul 8-9, 2010 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Marie-José Dhaese

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

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, hyper-vigilant children regain the natural healing power of creative play to process their traumatic experiences.

Date(s): Nov 19-20, 2009 – NWC  
Fee: \$280; group rate, \$260  
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): Nov 26-27, 2009 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Monica Franz

#### 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 143.**

### Using Expressive Arts Therapy in Harm-Reduction Based Work (COUNS169) NEW

This course is for practitioners who are interested in using the versatile and resource-based tools of Expressive Arts Therapy – including movement, visual arts, music, writing and theatre – to foster connection and engagement in their work with adults living with active addiction. Engagement and supportive relationships are increasingly recognized as primary contributors to positive change. This course is grounded in a harm reduction perspective, which while still controversial, offers us principles like acceptance of clients current drug use as the foundation of our work.

You will develop an enhanced understanding of art interventions that are focused on meeting clients where they are at, and that can make positive contributions within challenging circumstances. This course is interactive and will include large experiential components using art modalities.

Date(s): Mar 4-5, 2010 – NWC  
Fee: \$280; group rate, \$260  
Instructor: Sabine Silberberg

### Sandplay 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 sandplay 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 sandplay therapy, setting up a sand play area, and the many ways sandplay 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 sandplay 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 23-24, 2010 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Marie-José Dhaese

### Sandplay 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 sandplay therapy process introduced in Level 1 and will go into more depth into the use of this approach to sandplay with adults, children, and their families. We will discuss and explore further witnessing and facilitating the making of a spontaneous sandplay 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 sandplay 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):** Sandplay Therapy: Expressive Play Therapy Methods – Level 1 (CY265).

Date(s): Mar 25-26, 2010 – NWC  
Fee: \$270; group rate, \$250  
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): May 6-7, 2010 – NWC  
Fee: \$270; group rate, \$250  
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 13-14, 2010 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Monica Franz



## WORKING WITH CHILDREN AND YOUTH

*These courses address the unique 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 (WWY101) – STARTS OCTOBER 5, 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 40.

### 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 16-17, 2009 – VIC  
Fee: \$325; group rate, \$305  
Instructors: Stephanie Rabbers, Maggie Reidy

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

For a course description, please see page 34.

Date(s): Nov 19-20, 2009 – NWC  
Fee: \$280; group rate, \$260  
Instructor: Marie-José Dhaese

### Who Am I? Youth and Identity: Creating Positive and Meaningful Experiences (CY277) NEW

This course is designed for counsellors, social workers, teachers and all professionals working with youth. Bullying, gangs, and violence are part of the youth experience today. We will look at how groups and individuals self-identify, how others identify them and the impact of positive and negative identities. Using identity development theory as a framework, we will explore how we can work more effectively with youth and address some of the challenges they face in their lives today. While this course is grounded in theory, it will also be experiential, self-reflective and participatory, and will be taught within a social justice framework.

Date(s): Dec 10-11, 2009 – NWC  
Fee: \$280; group rate, \$260  
Instructors: Natasha Aruliah

### Facilitate This! Group Leadership Skills for Youth Workers (CY278) NEW

Youth workers! Brush up on your group facilitation and youth engagement skills. You will pick up new (and really fun) methods and activities for leading youth groups, exchange knowledge with your peers, and learn the theory and value of peer support amongst youth. Specifically, this course will focus on creating and fostering truly inclusive groups with a peer support model; the roles, responsibilities and methods of a group facilitator; and the stages of group development, as well as how to work effectively within each stage. Participants will practice their new skills so they can work confidently with youth groups.

Date(s): Jan 29, 2010 – NWC  
Fee: \$165; group rate, \$155  
Instructors: Romi Chandra, Elsie Kipp

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

For a course description, please see page 32.

Date(s): Feb 1-2, 2010 – NWC  
Fee: \$265; group rate, \$245  
Instructor: Evan Lopes

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

Working with parents of children/youth isn't easy because of multiple agendas, assorted points of view, emotional intensity and serious problems that need to be addressed. The content of the day is applicable whether you see parents in their homes, in your office, in groups, or individually. Learn more about what to avoid doing and what to ensure you include. Develop strategies for sorting through the multiple agendas that are brought to the table that will ensure you aren't colluding with the parents/caregivers. Learning how to effectively focus your attention as well as their attention is an especially important skill due to the intense dynamic that accompanies helping parents.

Date(s): Feb 4, 2010 – NWC  
Fee: \$153; group rate, \$143  
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 1, 2010 – NWC  
Fee: \$153; group rate, \$143  
Instructor: Marilyn Benning

### Sandplay 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 35.

Date(s): Mar 23-24, 2010 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Marie-José Dhaese

### Sandplay 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 35.

Date(s): Mar 25-26, 2010 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Marie-José Dhaese

### Caring for Transgendered Youth: Guidelines for Health and Social Service Providers (CY276) NEW

This course is designed for professional youth care and service providers wanting to become better equipped to: work respectfully, competently with youth experiencing varying degrees of gender identity distress; and to take a leadership role in transgender/transsexual care access and management within their workplace. Presented from a youth needs perspective throughout, the morning topics include terminology and respectful language, identifying/reducing barriers to care, safety, psychosocial issues, sexuality and relationships, and BC's current care delivery/funding status. The afternoon focuses on more clinical aspects: common indicators, diagnostic/assessment specifics, treatment options, prioritizing needs of multiple issues, comprehensive care and your role (multidisciplinary team approach), family supports/resources, professional development resources for providers. Materials provided. Questions are encouraged throughout.

Date(s): Apr 23, 2010 – NWC  
Fee: \$165; group rate, \$155  
Instructor: Lukas Walther

### 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): Apr 26-27, 2010 – NWC  
Fee: \$260; group rate, \$240  
Instructors: Mary Anne Crabtree, Kathy Snowden

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

For a course description, please see page 35.

Date(s): May 6-7, 2010 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Marie-José Dhaese

### 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 aged 3-12 who have experienced loss or attachment disruption. *\*(Formerly Grief, Loss and Attachment Issues with Children)*

Date(s): May 10, 2010 – NWC  
Fee: \$135; group rate, \$125  
Instructor: Kathryn Priest-Peries

### Understanding Children and Youth Who Have Experienced Trauma (CY240)

For a course description, please see page 33.

Date(s): May 17-18, 2010 – NWC  
Fee: \$265; group rate, \$245  
Instructors: Natalie Clark, Cheryl Bell-Gadsby

### Understanding the Impact of Trauma and Neglect on the Developing Child: Clinical Implications and Application of Neurodevelopmentally-informed Treatment Strategies (SPE104)

#### SPECIAL EVENT

For a course description, please see page 24.

Date(s): Jun 2-3, 2010 – NWC  
Fee: \$345; group rate, \$325  
**Early Bird Rate: \$325; group rate, \$305 before Apr 30, 2010**  
Instructor: Bruce Perry

## Online Courses

### Understanding Substance Use (AD400) 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 participate in this course. To successfully complete this course, you will be required to complete all assignments and participate in the weekly telephone conference calls. The course is 14 hours long, spanning six weeks, and is a prerequisite for further courses in the Substance Use Certificate (see page 41).

Date(s):	Sep 21-Oct 30, 2009 <b>ONLINE</b> Feb 8-Mar 19, 2010 <b>ONLINE</b>
Fee:	\$265; group rate, \$245
Instructor:	Michelle Hawco

### 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 seven 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.

To receive a letter of completion, 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 41).

Date(s):	Oct 19-Dec 7, 2009 <b>ONLINE</b>
Fees:	\$375; group rate, \$345
Instructors:	Jan Lutke, Nancy Poole

### A Continuum of Care: Prevention to Harm Reduction (AD401) 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):	Apr 12-May 21, 2010 <b>ONLINE</b>
Fee:	\$265; group rate, \$245
Instructor:	Michael Koo

### Justice Issues in Aboriginal Communities (ABL104)

For a course description, please see page 16.

Credit:	1.5 credits
Instructor:	TBD
Fee:	\$425
Date(s):	TBD <b>ONLINE</b>

### ABORIGINAL LEADERSHIP CERTIFICATE & DIPLOMA PROGRAM

The Aboriginal Leadership Certificate & Diploma programs are designed for those working in leadership and management positions as well as those seeking leadership positions. For more information see page 8.

Aboriginal Trauma Certificate Program contract offering, Prince George, BC



## Certificate Programs

### ABORIGINAL TRAUMA CERTIFICATE (TS111)

*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.
- Download an application form from [www.jibc.ca/cccs](http://www.jibc.ca/cccs).
- Include your resume and a letter of reference with your application form.

- Once your application has been approved, please register directly with the Student Services Centre 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)

Date(s):	<b>Week 1</b> , Sep 14-18, 2009 – NWC <b>Week 2</b> , Oct 5-9, 2009 – NWC <b>Week 3</b> , Jan 25-29, 2010 – NWC <b>Week 4</b> , Mar 1-5, 2010 – NWC
Fee:	\$3,000; group rate, \$2,900
Credits:	10
Instructors:	Joe Solanto, Louisa Smith, Lisa Solanto, Carrie Reid

### 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.

#### START HERE:

##### 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 this highly experiential and interactive module. You will learn how to use these approaches to support clients in the various stages of healing and recovery.

##### 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.

#### Graduation Ceremony

CHILD SEXUAL ABUSE INTERVENTION CERTIFICATE FOR PRACTITIONERS

TRAUMA COUNSELLING AND CLINICAL INTERVENTION CERTIFICATE

NEW Post Baccalaureate Programs

For learners who wish to continue their studies and deepen their learning, Child Sexual Abuse Intervention Certificate for Practitioners and the Trauma Counselling and Clinical Intervention Certificate will ladder into newly created JIBC Post Baccalaureate Certificates to be offered later in this calendar year. For advanced notice of these offerings, please email at [csjd@jibc.ca](mailto:csjd@jibc.ca). More information will be available on our website in September 2009: [www.jibc.ca/csjd](http://www.jibc.ca/csjd)

WORKING WITH YOUTH CERTIFICATE (WWY101)

The Working with Youth Certificate program was developed with the help of managers and front-line staff working with children, youth, and their families. This 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

You will 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 your 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.

Date(s): **Week 1**, Oct 5-9, 2009 – NWC  
**Week 2**, Nov 2-6, 2009 – NWC  
**Week 3**, Nov 30-Dec 4, 2009 – NWC  
**Week 4**, Jan 11-15, 2010 – NWC

Fee: \$1,800; group rate, \$1,700  
Credits: 10

Instructors: Debbie Verkerk, Gina Wang, Elizabeth Barbeau, John Gotowiec

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.

- Download an application form from [www.jibc.ca/cccs](http://www.jibc.ca/cccs).
- Include your resume with your application form.
- Once your application has been approved, please register directly with the Student Services Centre 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. You also have the option of attending the program and receiving a letter of completion without completing the requirements for the certificate.

START HERE:

WEEK 1

This module provides an overview of child and youth care by introducing participants to strengths-based and ecological systems theory within the context of lifespan development, and to understand the impact of risk and resilience. The module will also provide an opportunity for you to examine your own values, attitudes and belief systems and the impact of these on your practice.

WEEK 2

This module will help you identify and develop genuine relationships with children, youth and families. Different approaches to communication and strength-based interactions will be explored. Such topics as resilience, trauma and grief, FASD, and group work will be discussed.

WEEK 3

This module explores ethical and professional standards for practitioners, along with the importance of case planning and report writing. Practical approaches will also be discussed when working with the issues of suicide and substance misuse.

WEEK 4

This module explores specific approaches to resolving conflict and problem solving. Specific current youth-related topics will be covered that will assist practitioners in better understanding issues related to the development and experiences of children and youth. You will also review your role as a resource person and the importance of advocacy. You will have the opportunity to examine case studies and further explore strategies in working with youth.

Graduation Ceremony

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.
- Download an application form from [www.jibc.ca/cccs](http://www.jibc.ca/cccs).
- Include your resume and a letter of reference with your application form.

- Once your application has been approved, please register directly with the Student Services Centre 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.

The total cost to complete the Substance Use Certificate program is approximately \$3,000. Total number of credits including electives: 10

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)

START HERE:

Complete the prerequisite, Understanding Substance Use (AD400) (see course description on page 42).

Complete the required courses in any order. The following sequence is recommended (see course descriptions beginning on page 42).

- Understanding Substance Use (AD400)
- A Continuum of Care: Prevention to Harm Reduction (AD401)
- All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)
- Assessment Practices (AD403)
- Understanding Pharmacology from a Counsellor's Perspective (EP308)
- Motivational Interviewing in Practice – Level 1 (AD204)
- Interconnected Risk (AD405)
- Compassion and Policy: The Heart and Mind of Drug Policy Reform (AD408)
- 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)

Complete two days of electives selected from an area of study relevant to your substance use practice. Suggested electives can be found on page 44. For alternate electives, please contact the Program Coordinator for prior approval.

Complete the final assignment within six weeks of completing the final core course.

Graduation Ceremony

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



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.

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 18-19, 2009 – NWC Jan 22-23, 2010 – NWC
Fee:	\$265; group rate, \$245
Instructor:	Michelle Hawco

ONLINE REGISTRATION

You can 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 Student Services.

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

Understanding Substance Use (AD400) 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 participate in this course. To successfully complete this course, you will be required to complete all assignments and participate in weekly conference calls. 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 21-Oct 30, 2009 <b>ONLINE</b> Feb 8-Mar 19, 2010 <b>ONLINE</b>
Fee:	\$265; group rate, \$245
Instructor:	Michelle Hawco

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 page 38). **Prerequisite(s):** Understanding Substance Use (AD400).

Date(s):	Sep 25-26, 2009 – NWC Jan 29-30, 2010 – NWC Apr 12-May 21, 2010 <b>ONLINE</b>
Fee:	\$265; group rate, \$245
Instructor:	Michael Koo

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):	Oct 15, 2009 – NWC Feb 4, 2010 – NWC
Fee:	\$153; group rate, \$143
Instructor:	Bill Waboose

Assessment Practices (AD403)

You will develop an in-depth understanding of the assessment process, 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 16-17, 2009 – NWC Feb 5-6, 2010 – NWC
Fee:	\$265; group rate, \$245
Instructor:	Rob Axsen

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. 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 23-24, 2009 – NWC Feb 8-9, 2010 – NWC
Fee:	\$265; group rate, \$245
Instructors:	Yvonne Savard, Munir Velji

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 6-7, 2009 – NWC Mar 5-6, 2010 – NWC
Fee:	\$265; group rate, \$245
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 13-14, 2009 – NWC Mar 26-27, 2010 – NWC
Fee:	\$265; group rate, \$245
Instructor:	Michael Koo

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):	Nov 19, 2009 – NWC Mar 25, 2010 – NWC
Fee:	\$135; group rate, \$125
Instructors:	Mark Haden, Ken Tupper

CAMPUS LOCATIONS AND CLASS TIMES

Centre for Counselling & Community Safety

- NWC** New Westminster Campus, 715 McBride Boulevard
- VIC** Victoria Campus, 910 Government Street
- GNWC** 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.

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 20-21, 2009 – NWC Apr 9-10, 2010 – NWC
Fee:	\$265; group rate, \$245
Instructor:	Debbie Suian

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 3, 2009 – NWC Apr 22, 2010 – NWC
Fee:	\$135; group rate, \$125
Instructor:	Nancy Poole or Tina Antrobus or 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 4, 2009 – NWC  
Apr 23, 2010 – NWC  
Fee: \$135; group rate, \$125  
Instructor: Tom Hetherington

SUGGESTED ELECTIVES

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

For a course description, please see page 38.

Date(s): Oct 19-Dec 7, 2009 **ONLINE**  
Fees: \$375; group rate, \$345  
Instructors: Nancy Poole, Jan Lutke

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

For a course description, please see page 37.

Date(s): Mar 1, 2010 – NWC  
Fee: \$153; group rate, \$143  
Instructor: Marilyn Benning

**Using Expressive Arts Therapy in  
Harm-Reduction Based Work (COUNS169) NEW**

For a course description, please see page 35.

Date(s): Mar 4-5, 2010 – NWC  
Fee: \$280; group rate, \$260  
Instructor: Sabine Silberberg

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

For a course description, please see page 37.

Date(s): Apr 26-27, 2010 – NWC  
Fee: \$260; group rate, \$240  
Instructors: Kathy Snowden, Mary Anne Crabtree

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

For a course description, please see page 30.

Date(s): May 7, 2010 – NWC  
Fee: \$153 – NWC; group rate, \$143  
Instructor: Bill Waboose

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

For a course description, please see page 35.

Date(s): May 13-14, 2010 – NWC  
Fee: \$265; group rate, \$245  
Instructor: Monica Franz

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

For a course description, please see page 33.

Date(s): May 19-20, 2010 – NWC  
Fee: \$265; group rate, \$245  
Instructor: Joe Solanto

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

For a course description, please see page 31.

Date(s): May 20, 2010 – VIC  
Fee: \$158; group rate, \$148  
Instructors: Carrie Reid, Carol White

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

For a course description, please see page 31.

Date(s): May 28-29, 2010 – NWC  
Fee: \$265 – NWC; group rate, \$245  
Instructor: Rob Axsen

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

For a course description, please see page 31.

Date(s): May 31-Jun 1, 2010 NWC  
Fee: \$265; group rate, \$245  
Instructor: Debbie Suian

**Integrating Our Response on  
Substance Use and Trauma in  
Women (AD216)**

For a course description, please see page 33.

Date(s): Jun 10, 2010 – NWC  
Fee: \$149; group rate, \$139  
Instructor: Nancy Poole, Cristine Urquhart

**FEMINIST MANAGEMENT  
CERTIFICATE PROGRAM –  
CONTRACT ONLY**

This program is the result of a multi-year collaborative partnership between the Ending Violence Association of BC (E.V.A.), the BC/Yukon Society of Transition Houses (BCYSTH), and the Centre for Counselling and Community Safety at the JIBC. The program has been designed for women who have been in a management role in their organization for at least four years.

**Who should attend**  
Leaders and senior managers working in women-serving agencies or who wish to introduce or enhance a feminist model of management in their organization or agency.

**What participants learn**  
The Feminist Management Certificate focuses on the values, knowledge, and skills that are both necessary and relevant to the needs of women-serving agencies. Using a feminist, inclusive approach to service delivery as a foundation, emphasis is placed on theoretical principles and practices of feminist management. Course content and case scenarios come from the women's sector and have been developed and updated with this context in mind.

**How the certificate is offered**  
The certificate is comprised of 11 modules, to be completed over 4 one-week trainings, and a final assignment for the last week of the program.

**Week 1**  
Module 1 Feminist Analysis and Practice in Management  
Module 2 Human Resource Development and Management

**Week 2**  
Module 3 Managing Conflict in Organizations  
Module 4 Feminist Decision-Making  
Module 5 Supervision in a Feminist Context

**Week 3**  
Module 6 Creating Healthy Workplaces  
Module 7 Values-Based Strategic Planning and Policy Development

**Week 4**  
Module 8 Financial Management  
Module 9 Promoting healthy Board/ Staff (Collective) Relationships  
Program Evaluation for Women-Serving Agencies

Module 10 Creative Fundraising and Proposal Writing  
Module 11

*For more information contact Susan Forest at 604.528.5711 or counsellingpc@jibc.ca.*

Schedule at a Glance  
Counselling and Capacity Building

DATE	COURSES	LOCATION	FEE	PAGE
Special Events				
Oct 29-30, 2009	The Revisioning of Family Therapy: Race, Culture, and Gender in Clinical Practice (SPE102)	NWC	\$295; group rate, \$275 <b>Early Bird Rate: \$275; group rate, \$255 before Sep 25, 2009</b>	23
Jan 21-22, 2010	Don't Panic! Brief Strategic Treatment of Anxiety Disorders (SPE103)	NWC	\$295; group rate, \$275 <b>Early Bird Rate: \$275; group rate, \$255 before Nov 27, 2009</b>	23
Apr 15-16, 2010	Journey Through Complex Trauma: Focusing, Treatment & Healing (SPE114)	NWC	\$295; group rate, \$275 <b>Early Bird Rate: \$275; group rate, \$255 before Jan 31, 2010</b>	24
Jun 2-3, 2010	Understanding the Impact of Trauma and Neglect on the Developing Child: Clinical Implications and Application of Neurodevelopmentally-informed Treatment Strategies (SPE104)	NWC	\$345; group rate, \$325 <b>Early Bird Rate: \$325; group rate, \$305 before Apr 30, 2010</b>	24
Special Events include FREE NETWORKING LUNCH				
Counselling and Capacity Building				
Sep 18-19, 2009 Sep 21-Oct 30, 2009 Jan 22-23, 2010 Feb 8-Mar 19, 2010	Understanding Substance Use (AD400)	NWC <b>ONLINE</b> NWC <b>ONLINE</b>	\$265; group rate, \$245 \$265; group rate, \$245 \$265; group rate, \$245 \$265; group rate, \$245	42 38 42 38
Sep 25-26, 2009 Jan 29-30, 2010 Apr 12-May 21, 2010	A Continuum of Care: Prevention to Harm Reduction (AD401)	NWC NWC <b>ONLINE</b>	\$265; group rate, \$245 \$265; group rate, \$245 \$265; group rate, \$245	42 42 38
Sep 28-29, 2009	Best Practices for Aboriginal Supervisors (COUNS172) <b>NEW</b>	NWC	\$280; group rate, \$260	26
Oct 2, 2009	Welcome to Canada: Working Effectively with Newcomers (COUNS168) <b>NEW</b>	NWC	\$165; group rate, \$155	26
Oct 8-9, 2009	Clinical Supervision: Innovative Practices (EP278)	NWC	\$255; group rate, \$235	26
Oct 15, 2009 Feb 4, 2010	All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)	NWC NWC	\$153; group rate, \$143 \$153; group rate, \$143	42 42
Oct 16-17, 2009 Feb 5-6, 2010	Assessment Practices (AD403)	NWC NWC	\$265; group rate, \$245 \$265; group rate, \$245	42 42
Oct 19-Dec 7, 2009	Fetal Alcohol Spectrum Disorder (AD120)	<b>ONLINE</b>	\$375; group rate, \$354	38
Oct 22-24, 2009	Psychotherapy From a Family Perspective – 1 (COUNS156)	NWC	\$400; group rate, \$380	27
Oct 23, 2009	Claiming Our Strength, Struggle and Space: Racialized Women Facilitators and Consultants Building Critical and Responsive Communities (COUNS170) <b>NEW</b>	GNWC	\$165; group rate, \$155	27
Oct 23-24, 2009 Feb 8-9, 2010	Understanding Pharmacology from a Counsellor's Perspective (EP308)	NWC NWC	\$265; group rate, \$245 \$265; group rate, \$245	43 43
Oct 27-28, 2009	Fostering and Encouraging Client Responsibility (EP524)	NWC	\$255; group rate, \$235	27
Oct 29-30, 2009	The Revisioning of Family Therapy: Race, Culture, and Gender in Clinical Practice (SPE102) <b>SPECIAL EVENT</b>	NWC	\$295; group rate, \$275 <b>Early Bird Rate: \$275; group rate, \$255 before Sep 25, 2009</b>	23
Oct 29-30, 2009	Unspoken Truths About Suicide: Detection and Intervention Strategies Within First Nations and Inuit Communities (COUNS151)	NWC	\$280; group rate, \$260	27
Oct 30, 2009	The Art of Private Practice (COUNS141)	NWC	\$153; group rate, \$143	27

# Schedule at a Glance

## Counselling and Capacity Building

DATE	COURSES	LOCATION	FEE	PAGE
Counselling and Capacity Building continued				
Nov 6-7, 2009	Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation (TS120)	NWC	\$280; group rate, \$260	32
Nov 6-7, 2009 Mar 5-6, 2010	Motivational Interviewing in Practice – Level 1 (AD204)	NWC NWC	\$265; group rate, \$245 \$265; group rate, \$245	43 43
Nov 13-14, 2009 Mar 26-27, 2010	Interconnected Risk (AD405)	NWC NWC	\$265; group rate, \$245 \$265; group rate, \$245	43 43
Nov 16-17, 2009	Innovative Practice in Group Clinical Supervision (COUNS171) <b>NEW</b>	NWC	\$280; group rate, \$260	28
Nov 19, 2009 Mar 25, 2010	Compassion and Policy: The Heart and Mind of Drug Policy Reform (AD408)	NWC NWC	\$135; group rate, \$125 \$135; group rate, \$125	43 43
Nov 20-21, 2009 Apr 9-10, 2010	Concurrent Disorders Planning – Level 1 (AD410)	NWC NWC	\$265; group rate, \$245 \$265; group rate, \$245	43 43
Nov 24-25, 2009	Facilitating Parenting Groups: Essential Skills (EP586)	NWC	\$245; group rate, \$225	28
Nov 26-28, 2009	Psychotherapy From a Family Perspective – 2 (COUNS157) <b>[ADVANCED]</b>	NWC	\$400; group rate, \$380	28
Dec 2, 2009	Cyber Counselling – Is it For You? (COUNS159)	NWC	\$163; group rate, \$153	28
Dec 3, 2009	Mindfulness-Based Counselling (COUNS166)	NWC	\$135; group rate, \$125	29
Dec 3, 2009 Apr 22, 2010	Fetal Alcohol Spectrum Disorder: Increasing our Understanding (AD409)	NWC NWC	\$135; group rate, \$125 \$135; group rate, \$125	43 43
Dec 4, 2009	The Many Faces of Grief: A Culturally Sensitive Approach to a Universal Experience (COUNS153)	NWC	\$163; group rate, \$153	29
Dec 4, 2009 Apr 23, 2010	Community Voices/Contemporary Issues (AD407)	NWC NWC	\$135; group rate, \$125 \$135; group rate, \$125	44 44
Dec 10-11, 2009	Becoming a More Effective Counsellor (EP508)	NWC	\$245; group rate, \$225	29
Jan 19, 2010	Behavior Change Counseling in Community Settings (COUNS126)	NWC	\$150; group rate, \$140	29
Jan 21-22, 2010	Don't Panic! Brief Strategic Treatment of Anxiety Disorders (SPE103) <b>SPECIAL EVENT</b>	NWC	\$295; group rate, \$275 <b>Early Bird Rate: \$275; group rate, \$255 before Nov 27, 2009</b>	23
Feb 4, 2010	Working More Effectively with Parents and Other Caregivers (CY267)	NWC	\$153; group rate, \$143	37
Mar 4, 2010	Working with Complicated Grief (COUNS102) <b>[ADVANCED]</b>	NWC	\$135; group rate, \$125	29
Mar 4-5, 2010	Using Expressive Arts Therapy in Harm-Reduction Based Work (COUNS169) <b>NEW</b>	NWC	\$280; group rate, \$260	35
Mar 19-20, 2010	Advanced Somatic Integration: Trauma Resolution and Regulation (TS201) <b>[ADVANCED]</b>	NWC	\$280; group rate, \$260	32
Apr 7-8, 2010	Facilitating Effective Group Process (COUNS110)	NWC	\$265; group rate, \$245	30
Apr 8-9, 2010	Facilitation and Presentation Skills for Aboriginal Leaders (COUNS173) <b>NEW</b>	NWC	\$280; group rate, \$260	30
Apr 15-16, 2010	Journey Through Complex Trauma: Focusing, Treatment & Healing (SPE114) <b>SPECIAL EVENT</b>	NWC	\$295; group rate, \$275 <b>Early Bird Rate: \$275; group rate, \$255 before Jan 31, 2010</b>	24
Apr 16, 2010	Working With People Who Self-Harm (TS126) <b>NEW</b>	NWC	\$165; group rate, \$155	33
Apr 22, 2010	Connecting People and the Planet: Exploring Ecopsychology (COUNS167) <b>NEW</b>	NWC	\$165; group rate, \$155	30
Apr 30, 2010	Teaching Problem-Solving Skills to Clients (EP286)	NWC	\$135; group rate, \$125	30
May 7, 2010	Vision Quest: Healing and Recovery in Aboriginal Substance Use Treatment (AD130)	NWC	\$153; group rate, \$143	30
May 20, 2010	On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)	VIC	\$158; group rate, \$148	31

# Schedule at a Glance

## Counselling and Capacity Building

DATE	COURSES	LOCATION	FEE	PAGE
Counselling and Capacity Building continued				
May 28-29, 2010	Motivational Interviewing in Practice – Level 2 (COUNS205) <b>[ADVANCED]</b>	NWC	\$265; group rate, \$245	31
May 31-Jun1, 2010	Concurrent Disorders Planning – Level 2 (COUNS211) <b>[ADVANCED]</b>	NWC	\$265; group rate, \$245	31
Jun 2-3, 2010	Understanding the Impact of Trauma and Neglect on the Developing Child: Clinical Implications and Application of Neurodevelopmentally-informed Treatment Strategies (SPE104) <b>SPECIAL EVENT</b>	NWC	\$345; group rate, \$325 <b>Early Bird Rate: \$325; group rate, \$305 before Apr 30, 2010</b>	24
Jun 3-4, 2010	Counselling Skills: The Art of Asking Effective Questions (EP587)	NWC	\$255; group rate, \$235	31
Jun 7-8, 2010	Stronger Together: Groups For Women (COUNS155)	NWC	\$265; group rate, \$245	31
	Making the Transition: Providing Service to Trans Survivors of Violence and Abuse <b>CONTRACT ONLY</b>			31
Mental Health and Trauma				
Nov 2-3, 2009	Responding to Trauma and Post-Traumatic Stress Reactions (EP251)	NWC	\$265; group rate, \$245	32
Nov 6-7, 2009	Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation (TS120)	NWC	\$280; group rate, \$260	32
Nov 17-18, 2009 Apr 13-14, 2010	Everything You Ever Wanted to Know About the DSM-IV-TR – Level 1 (TS123)	NWC NWC	\$265; group rate, \$245 \$265; group rate, \$245	32
Feb 1-2, 2010	Using the DSM-IV-TR with Children and Youth – Introductory Level (MH008)	NWC	\$265; group rate, \$245	32
Mar 19-20, 2010	Advanced Somatic Integration: Trauma Resolution and Regulation (TS201) <b>[ADVANCED]</b>	NWC	\$280; group rate, \$260	32
Mar 25-26, 2010	Intergenerational Trauma: Implications for Supporting Community Healing (TS127) <b>NEW</b>	NWC	\$280; group rate, \$260	32
Apr 15-16, 2010	Journey Through Complex Trauma: Focusing, Treatment & Healing (SPE114) <b>SPECIAL EVENT</b>	NWC	\$295; group rate, \$275 <b>Early Bird Rate: \$275; group rate, \$255 before Jan 31, 2010</b>	24
Apr 16, 2010	Working With People Who Self-Harm (TS126) <b>NEW</b>	NWC	\$165; group rate, \$155	33
Apr 22, 2010	Connecting People and the Planet: Exploring Ecopsychology (COUNS167) <b>NEW</b>	NWC	\$165; group rate, \$155	30
May 4-5, 2010	Everything You Ever Wanted to Know About the DSM-IV-TR – Level 2 (TS124) <b>[ADVANCED]</b>	NWC	\$265; group rate, \$245	33
May 17-18, 2010	Understanding Children and Youth Who Have Experienced Trauma (CY240)	NWC	\$265; group rate, \$245	33
May 19-20, 2010	Trauma and Addictions: Assessment and Treatment Issues (TS225)	NWC	\$265; group rate, \$245	33
May 20, 2010	On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)	VIC	\$158; group rate, \$148	31
Jun 2-3, 2010	Understanding the Impact of Trauma and Neglect on the Developing Child: Clinical Implications and Application of Neurodevelopmentally-informed Treatment Strategies (SPE104) <b>SPECIAL EVENT</b>	NWC	\$345; group rate, \$325 <b>Early Bird Rate: \$325; group rate, \$305 before Apr 30, 2010</b>	24
Jun 10, 2010	Integrating Our Response on Substance Use and Trauma in Women (AD216)	NWC	\$149; group rate, \$139	33
Creative and Expressive Therapies				
Oct 20-21, 2009 Jul 6-7, 2010	Expressive Play Therapy Methods – Level 1 (CY104)	NWC NWC	\$270; group rate, \$250 \$270; group rate, \$250	34
Oct 22-23, 2009 Jul 8-9, 2010	Expressive Play Therapy Methods – Level 2 (CY104A)	NWC NWC	\$270; group rate, \$250 \$270; group rate, \$250	34
Nov 19-20, 2009	From the Ground Up: Expressive Play Therapy Methods to Help Dissociative Children (COUNS154)	NWC	\$280; group rate, \$260	34
Nov 26-27, 2009	Introduction to Art Therapy for Counsellors and Therapists (CY255)	NWC	\$270; group rate, \$250	34

Schedule at a Glance  
Counselling and Capacity Building

DATE	COURSES	LOCATION	FEE	PAGE
Creative and Expressive Therapies continued				
Mar 4-5, 2010	Using Expressive Arts Therapy in Harm-Reduction Based Work (COUNS169) <b>NEW</b>	NWC	\$280; group rate, \$260	35
Mar 23-24, 2010	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	\$270; group rate, \$250	35
Mar 25-26, 2010	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	\$270; group rate, \$250	35
May 6-7, 2010	Expressive Play Therapies to Help the Grieving Child (COUNS132)	NWC	\$270; group rate, \$250	35
May 13-14, 2010	Art Therapy in Early Stages of Addiction Recovery (AD210)	NWC	\$270; group rate, \$250	35
Working with Children and Youth				
Oct 16-17, 2009	Tools for Success: Enhancing the Emotional Intelligence of Youth (CY264)	VIC	\$325; group rate, \$305	36
Nov 19-20, 2009	From the Ground Up: Expressive Play Therapy Methods to Help Dissociative Children (COUNS154)	NWC	\$280; group rate, \$260	34
Dec 10-11, 2009	Who Am I? Youth and Identity: Creating Positive and Meaningful Experiences (CY277) <b>NEW</b>	NWC	\$280; group rate, \$260	36
Jan 29, 2010	Facilitate This! Group Leadership Skills for Youth Workers (CY278) <b>NEW</b>	NWC	\$165; group rate, \$155	36
Feb 1-2, 2010	Using the DSM-IV-TR with Children and Youth – Introductory Level (MH008)	NWC	\$265; group rate, \$245	32
Feb 4, 2010	Working More Effectively with Parents and Other Caregivers (CY267)	NWC	\$153; group rate, \$143	37
Mar 1, 2010	Understanding Youth With Concurrent Disorders (CY199)	NWC	\$153; group rate, \$143	37
Mar 23-24, 2010	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	\$270; group rate, \$250	35
Mar 25-26, 2010	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	\$270; group rate, \$250	35
Apr 23, 2010	Caring for Transgendered Youth: Guidelines for Health and Social Service Providers (CY276) <b>NEW</b>	NWC	\$165; group rate, \$155	37
Apr 26-27, 2010	Putting a Youth Twist into Substance Use Information and Youth Services (AD207)	NWC	\$260; group rate, \$240	37
May 6-7, 2010	Expressive Play Therapies to Help the Grieving Child (COUNS132)	NWC	\$270; group rate, \$250	35
May 10, 2010	Working with Heart-Broken Children (CY261)	NWC	\$135; group rate, \$125	37
May 17-18, 2010	Understanding Children and Youth Who Have Experienced Trauma (CY240)	NWC	\$265; group rate, \$245	33
Jun 2-3, 2010	Understanding the Impact of Trauma and Neglect on the Developing Child: Clinical Implications and Application of Neurodevelopmentally-informed Treatment Strategies (SPE104) <b>SPECIAL EVENT</b>	NWC	\$345; group rate, \$325 <b>Early Bird Rate: \$325; group rate, \$305 before Apr 30, 2010</b>	24
Online Courses				
Sep 21-Oct 30, 2009 Feb 8-Mar 19, 2010	Understanding Substance Use (AD400)	<b>ONLINE</b> <b>ONLINE</b>	\$265; group rate, \$245 \$265; group rate, \$245	38 38
Oct 19-Dec 7, 2009	Fetal Alcohol Spectrum Disorder (AD120)	<b>ONLINE</b>	\$375; group rate, \$345	38
Apr 12-May 21, 2010	A Continuum of Care: Prevention to Harm Reduction (AD401)	<b>ONLINE</b>	\$265; group rate, \$245	38
CERTIFICATES				
Aboriginal Trauma Certificate				
<b>WK 1:</b> Sep 14-18, 2009 <b>WK 2:</b> Oct 5-9, 2009 <b>WK 3:</b> Jan 25-29, 2010 <b>WK 4:</b> Mar 1-5, 2010	Aboriginal Trauma Certificate (TS111)	NWC	\$3,000; group rate, \$2,900	39

Schedule at a Glance  
Counselling and Capacity Building

DATE	COURSES	LOCATION	FEE	PAGE
Working With Youth Certificate				
<b>WK 1:</b> Oct 5-9, 2009 <b>WK 2:</b> Nov 2-6, 2009 <b>WK 3:</b> Nov 30-Dec 4, 2009 <b>WK 4:</b> Jan 11-15, 2010	Working with Youth Certificate (WWY101)	NWC	\$1,800; group rate, \$1,700	40
Substance Use Certificate – Core Courses				
Sep 18-19, 2009 Sep 21-Oct 30, 2009 Jan 22-23, 2010 Feb 8-Mar 19, 2010	Understanding Substance Use (AD400)	NWC <b>ONLINE</b> NWC <b>ONLINE</b>	\$265; group rate, \$245 \$265; group rate, \$245 \$265; group rate, \$245 \$265; group rate, \$245	42 38 42 38
Sep 25-26, 2009 Jan 29-30, 2010 Apr 12-May 21, 2010	A Continuum of Care: Prevention to Harm Reduction (AD401)	NWC NWC <b>ONLINE</b>	\$265; group rate, \$245 \$265; group rate, \$245 \$265; group rate, \$245	42 42 38
Oct 15, 2009 Feb 4, 2010	All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)	NWC NWC	\$153; group rate, \$143 \$153; group rate, \$143	42 42
Oct 16-17, 2009 Feb 5-6, 2010	Assessment Practices (AD403)	NWC NWC	\$265; group rate, \$245 \$265; group rate, \$245	42 42
Oct 23-24, 2009 Feb 8-9, 2010	Understanding Pharmacology from a Counsellor's Perspective (EP308)	NWC NWC	\$265; group rate, \$245 \$265; group rate, \$245	43 43
Nov 6-7, 2009 Mar 5-6, 2010	Motivational Interviewing in Practice – Level 1 (AD204)	NWC NWC	\$265; group rate, \$245 \$265; group rate, \$245	43 43
Nov 13-14, 2009 Mar 26-27, 2010	Interconnected Risk (AD405)	NWC NWC	\$265; group rate, \$245 \$265; group rate, \$245	43 43
Nov 19, 2009 Mar 25, 2010	Compassion and Policy: The Heart and Mind of Drug Policy Reform (AD408)	NWC NWC	\$135; group rate, \$125 \$135; group rate, \$125	43 43
Nov 20-21, 2009 Apr 9-10, 2010	Concurrent Disorders Planning – Level 1 (AD410)	NWC NWC	\$265; group rate, \$245 \$265; group rate, \$245	43 43
Dec 3, 2009 Apr 22, 2010	Fetal Alcohol Spectrum Disorder: Increasing our Understanding (AD409)	NWC NWC	\$135; group rate, \$125 \$135; group rate, \$125	43 43
Dec 4, 2009 Apr 23, 2010	Community Voices/Contemporary Issues (AD407)	NWC NWC	\$135; group rate, \$125 \$135; group rate, \$125	44 44
Substance Use Certificate – Electives				
Oct 19-Dec 7, 2009	Fetal Alcohol Spectrum Disorder (AD120)	<b>ONLINE</b>	\$375; group rate, \$345	38
Mar 1, 2010	Understanding Youth With Concurrent Disorders (CY199)	NWC	\$153; group rate, \$143	37
Mar 4-5, 2010	Using Expressive Arts Therapy in Harm-Reduction Based Work (COUNS169) <b>NEW</b>	NWC	\$280; group rate, \$260	35
Apr 26-27, 2010	Putting a Youth Twist into Substance Use Information and Youth Services (AD207)	NWC	\$260; group rate, \$240	37
May 7, 2010	Vision Quest: Healing and Recovery in Aboriginal Substance Use Treatment (AD130)	NWC	\$153; group rate, \$143	30
May 13-14, 2010	Art Therapy in Early Stages of Addiction Recovery (AD210)	NWC	\$265; group rate, \$245	35
May 19-20, 2010	Trauma and Addictions: Assessment and Treatment Issues (TS225)	NWC	\$265; group rate, \$245	33
May 20, 2010	On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)	VIC	\$158; group rate, \$148	31
May 28-29, 2010	Motivational Interviewing in Practice – Level 2 (COUNS205) <b>[ADVANCED]</b>	NWC	\$265; group rate, \$245	31
May 31-Jun 1, 2010	Concurrent Disorders Planning – Level 2 (COUNS211) <b>[ADVANCED]</b>	NWC	\$265; group rate, \$245	31
Jun 10, 2010	Integrating Our Response on Substance Use and Trauma in Women (AD216)	NWC	\$149; group rate, \$139	33



# Community Safety Critical Incident Stress Management

## CRITICAL INCIDENT STRESS MANAGEMENT CERTIFICATE

The Critical Incident Stress Management Certificate is designed for frontline 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 frontline 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 register for individual courses

All Block 2 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). To register please complete the JIBC Registration form located on page 138, or contact Student Services at 604.528.5590.

### How to apply for the certificate

- Complete an application form to register for the certificate program. Download a copy from our website at [www.jibc.ca/cccs](http://www.jibc.ca/cccs).
- We recommend you apply at least one month before your first course begins.
- Once your application has been approved, register directly with Student Services at 604.528.5590.
- There is a \$30 non-refundable application fee.

### How to complete the certificate

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

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 take-home exam. You can apply for certification with the Association of Traumatic Stress Specialists after successful completion of the full program.

The total cost to complete the Critical Incident Stress Management Certificate is approximately \$2,500. Total number of credits including electives: 7.

### START HERE:

- Courses in Block 1 must be completed in the following order: (see course descriptions beginning on page 51)
- Introduction to Critical Incident Stress Management (CISM100)
  - Diversity and Trauma (CISM101)
  - Demobilization and Defusing (CISM102)
  - Critical Incident Stress Debriefing (CISM103)

- Block 2 courses may be taken in any order: (see course descriptions beginning on page 51)
- 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)
  - Role-Play Simulation (CISM206)

Complete the final written take-home exam (the exam is provided to students upon successful completion of courses in Blocks 1 and 2).

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

### How to complete the certificate

For more information:  
Program Coordinator  
604.528.5641  
Program Assistant  
604.528.5684 Email: [cism@jibc.ca](mailto:cism@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 29, 2009 – NWC  
Mar 18, 2010 – NWC  
Fee: \$182; group rate \$172  
Instructor: Laurie Pearce

#### Diversity and Trauma (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 affect the critical incident stress management process. **Prerequisite(s):** Introduction to Critical Incident Stress Management (CISM100).

Date(s): Oct 30, 2009 – NWC  
Fee: \$182; group rate \$172  
Instructor: TBD

### CUSTOMIZED FOR YOU

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 [cism@jibc.ca](mailto:cism@jibc.ca).

#### Demobilization and Defusing (CISM102)

Demobilization and defusing are the first steps in the critical incident stress management 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 Trauma (CISM101).

Date(s): Oct 31-Nov 1, 2009 – NWC  
Fee: \$275; group rate \$255  
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 13-15, 2009 – NWC  
Fee: \$400; group rate \$380  
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 all courses. To take individual courses, please contact the Program Coordinator at 604.528.5641 or [cism@jibc.ca](mailto:cism@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. This 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 taken Responding to 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): Mar 19, 2010 – NWC  
Fee: \$182; group rate \$172  
Instructor: David Freeman

Psychological First Aid (CISM201)

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 services 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 that 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):	Mar 20, 2010 – NWC
Fee:	\$182; group rate \$172
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):	Mar 21, 2010 – NWC
Fee:	\$182; group rate \$172
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 critical incident stress 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):	Apr 9, 2010 – NWC
Fee:	\$182; group rate \$172
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):	Apr 10, 2010 – NWC
Fee:	\$182; group rate \$172
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):	Apr 11, 2010 – NWC
Fee:	\$182; group rate \$172
Instructor:	Bruce Ramsay, Robin Cox

Role-Play Simulation (CISM206)

Successful completion of this 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-playing simulation as an equivalent to the 30-hour practicum. This one-day simulation class is designed to provide you with the opportunity to show how you have incorporated your new knowledge from the Critical Incident Stress Management program into your practice. You will be asked to participate in simulations with actors and will be evaluated by the instructors of the Critical Incident Stress Management 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 Block 1 and CISM200, CISM201, CISM202, CISM203, CISM204 and CISM205.

Date(s):	Nov 16, 2009– NWC Apr 12, 2010 – NWC
Fee:	\$302 (includes actors and script design); group rate \$282
Instructors:	Robin Cox, David Freeman, Laurie Pearce, Bruce Ramsay

ONLINE REGISTRATION

You can 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 Student Services Office.

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



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 Levels 1 and 2 of the certificate have been endorsed by the Bylaw Enforcement Officers' and License Inspectors' Association of BC, and the Municipal Officers' and Inspectors' Association of BC. 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.*

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 in the English language (written and oral)

How to register

There is no application process. Call Student Services at 604.528.5590 to register for the certificate. Students seeking to attend Level 2 without completing Level 1 should contact the Program Coordinator.

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

How to complete the Certificate

To successfully complete the courses and receive a certificate of achievement, you must attend the training in full, achieve 70% or higher on the written assessments, and meet competencies outlined for the mock trials.

The total cost to complete the Bylaw Enforcement and Investigative Skills Certificate is approximately \$1,900. Upon completion, you will have earned 5 credits.

1

START HERE:  
Register for and complete Level 1

2

Register for and complete Level 2

3

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

Level 1 is a five-day course 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.

Date(s):	Oct 26-30, 2009 – GNWC Nov 30-Dec 4, 2009 – GNWC Mar 15-19, 2010 – GNWC Apr 19-23, 2010 – GNWC May 10-14, 2010 – GNWC
Time:	8:30 a.m. - 4:30 p.m.
Fee:	\$930
Instructor:	Ellen Gerber or Jeff Sim

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

Level 2 is an advanced, 5-day course designed to prepare you to better investigate and prosecute cases pursuant to the applicable legislation. Content includes drafting bylaws, developing policies and procedures, implementing risk management strategies, and defusing potentially volatile situations. It is intended 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. After-class reading will be expected throughout the course. Prerequisite: Bylaw Enforcement and Investigative Skills Certificate, Level 1 (EP209). NOTE: For those working in the bylaw field, it is recommended that Level 1 be completed at least one year prior to attending Level 2 so that the learning from Level 1 can be appropriately integrated.

Date(s):	Nov 16 – 20, 2009 – GNWC Apr 12 – 16, 2010 – GNWC
Time:	8:30 a.m. - 4:30 p.m.
Fee:	\$930
Instructor:	Ellen Gerber



## Victim Services

The following courses are designed for frontline 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

Module I courses are also open to individuals not currently working in victim-related programs. Priority will be given, however, to employees working in funded agencies. Contact the Program Coordinator at 604.528.5641 or vsp@jibc.ca for further details or to enroll in Module I.

### 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 not currently working in victim-related programs. Please contact the Program Coordinator for details:

Program Coordinator  
604.528.5641  
vsp@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

Call 604.528.5684 or email vsp@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

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

#### 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: vsp@jibc.ca

#### CAMPUS LOCATIONS AND CLASS TIMES

Centre for Counselling & Community Safety

NWC New Westminster Campus,  
715 McBride Boulevard

VIC Victoria Campus,  
910 Government Street

GNWC 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.

##### START HERE:

Complete Module I – Orientation to Victim Services (VSP110) [35 hours].  
ONLINE

Complete the remaining hours of core training, consisting of:

- Module II – Direct Service Delivery (VSP120) [35 hours]
- Module III – Mobilizing for Effective Victim Services Leadership (VSP131) [28 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 (VSP152) [21 hours]
- Death Related Issues in Victim Services (VSP160) [14 hours]
- Working with Adult Survivors of Sexual Assault (VSP180) [21 hours]

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)
- Ending Violence Association of BC (EVA)

Complete the final assignment.

##### Graduation Ceremony

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

#### 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: \$390 (includes cost of materials and 10 hours of tutorial support)  
Group rate, \$340 (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 – Mobilizing for Effective Victim Services Leadership (VSP131)

You will have the opportunity to learn management and leadership skills, and performance management skills, as well as collaborative community strategies, conflict management and systems thinking. **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 be 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 – Mobilizing for Effective Victim Services Leadership (VSP131).

##### Integrating Diversity in Victim Services Work (VSP152)

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, a review on institutional change and systems, and the drafting of a plan for inclusive service delivery.

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 Specific Survivors of Sexual Assault (VSP182) NEW

You will apply your knowledge of providing support to survivors of adult sexual assault to gain a better understanding of the unique needs of specific types of survivors of sexual assault, such as children and youth, seniors, men, same sex and historical sexual abuse survivors.

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 Trauma (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)

Counselling and Capacity

- Working with Heart-Broken Children (CY261)
- On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)
- 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)
- Unspoken Truths About Suicide: Detection and Intervention Strategies within First Nations and Inuit Communities (COUNS151)
- The Many Faces of Grief: A Culturally Sensitive Approach to a Universal Experience (COUNS153)
- Welcome to Canada: Working Effectively with Newcomers (COUNS168) **NEW**

Schedule at a Glance  
Community Safety

DATE	COURSES	LOCATION	FEE	PAGE
Critical Incident Stress Management Certificate				
Block 1				
Oct 29, 2009	Introduction to Critical Incident Stress Management (CISM100)	NWC	\$182; group rate, \$172	51
Mar 18, 2010		NWC	\$182; group rate, \$172	51
Oct 30, 2009	Diversity and Trauma (CISM101)	NWC	\$182; group rate, \$172	51
Oct 31-Nov 1, 2009	Demobilization and Defusing (CISM102)	NWC	\$275; group rate, \$255	51
Nov 13-15, 2009	Critical Incident Stress Debriefing (CISM103)	NWC	\$400; group rate, \$380	51
Block 2				
Mar 19, 2010	Post-Critical Incident Stress Reactions (CISM200)	NWC	\$182; group rate, \$172	51
Mar 20, 2010	Psychological First Aid (CISM201)	NWC	\$182; group rate, \$172	52
Mar 21, 2010	Managing Responses to Community Disasters (CISM202)	NWC	\$182; group rate, \$172	52
Apr 9, 2010	Effective Team Participation (CISM203)	NWC	\$182; group rate, \$172	52
Apr 10, 2010	Trauma, Children, and Youth (CISM204)	NWC	\$182; group rate, \$172	52
Apr 11, 2010	Vicarious Traumatization (CISM205)	NWC	\$182; group rate, \$172	52
Nov 16, 2009	Role-Play Simulation (CISM206)	NWC	\$302; group rate, \$282	52
Apr 12, 2010		NWC	\$302; group rate, \$282	52
Bylaw Enforcement and Investigative Skills Certificate				
Oct 26-30, 2009	Bylaw Enforcement and Investigative Skills Certificate, Level 1 (EP209)	GNWC	\$930	53
Nov 30-Dec 4, 2009		GNWC	\$930	53
Mar 15-19, 2010		GNWC	\$930	53
Apr 19-23, 2010		GNWC	\$930	53
May 10-14, 2010		GNWC	\$930	53
Nov 16-20, 2009	Bylaw Enforcement and Investigative Skills Certificate, Level 2 (EP210)	GNWC	\$930	53
Apr 12-16, 2010		GNWC	\$930	53
Victim Services Practitioner Certificate				
Monthly intakes Sep-Jun	Module I – Orientation to Victim Services (VSP110)	ONLINE	\$390; group rate \$340	55
For training dates for these courses, refer to the Victim Services Practitioner community website available to all Victim Services personnel.	Module II – Direct Service Delivery (VSP120)	NWC	Only open to persons employed in funded victim service programs	55
	Module III – Mobilizing for Effective Victim Services Leadership (VSP131)	NWC		55
	Module IV – Leading in the 21st Century (VSP140)	NWC		55
	Integrating Diversity in Victim Services Work (VSP152)	NWC		55
	Death Related Issues in Victim Services (VSP160)	NWC		56
	Working with Adult Survivors of Sexual Assault (VSP180)	NWC		56
	Working with Specific Survivors of Sexual Assault (VSP182) NEW	NWC		56

“ The instructors were both really good – very knowledgeable and experienced. I feel that I have gained so much by being here and my clients are going to benefit from it as well. “

– Sharon Husk  
South Okanagan Victim Assistance Society



## Welcome to the Centre for Leadership

*In rapidly changing and complex times, leaders need to equip themselves with new skills and training to successfully manage their teams and organization. Great leaders develop through a never-ending process of education, training and experience. Whether you're an emerging leader looking for new skills and experiences to open new career doors, or a seasoned manager looking for fresh perspectives and insights, the Centre for Leadership offers a variety of courses to meet your education and training needs.*

Our courses and certificates cover all areas of expertise, knowledge, and understanding that are needed to lead successfully. Our expert faculty combines theory with practice, and you will find the content of the courses immediately applicable to your organizational setting, whether you work in government, the private sector, or a non-profit organization.

Take individual courses that target specific competencies, such as facilitation, instruction, performance management, coaching, change management, team building, or engaging diversity. Or, enroll in one of our certificate programs. Our certificates include:

- Foundations of Effective Management and Leadership Certificate
- Associate Certificate in Leadership and Conflict Resolution
- Instructor Development Certificate

The Centre for Leadership also offers customized courses and programs developed for your organization's specific needs. Contact us today – for education and training that is practical and immediately applicable to successfully leading and managing in your workplace and community.

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## Centre for Leadership

### CUSTOMIZED TRAINING SOLUTIONS – ANY TIME, ANYWHERE

*Become a Learning Organization*

*Do you want to equip your organization's next generation of leaders with the knowledge they need to successfully manage in the future? Interested in providing a practical educational experience to your staff that will improve their ability to navigate today's workplace challenges? Invest in your staff's leadership capacity and competencies with customized Centre for Leadership courses and programs delivered in your workplace, community or organization.*

*With our customized training solutions, we can tailor any of our courses to meet your organization's specific learning goals, and bring our outstanding faculty to you. Choose a one, two or three day course, or reap the benefits of providing your staff with a certificate program. Our customized training is a cost-effective, practical and efficient way to provide the targeted, essential management, leadership and instructional skills your staff and organization need.*

*By training your staff to recognize, understand and demonstrate management and 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.*

*“The instructor was extremely effective, knowledgeable, articulate, skilled, and funny. Sincere thanks for an excellent workshop which specifically met the needs of our team.”*

*– Deborah Meyers, Manager, Arts and Heritage, Department of Canadian Heritage, BC/Yukon Region*

**Our most popular customized courses:**

- Appreciative Inquiry
- 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
- Team Building Tactics: Making the Whole Greater Than the Sum
- To Tell the Truth: Dealing with Negativity in the Workplace

See page 66 for more Management and Leadership courses.

*We can also deliver our certificate programs at your organization - see page 63 for a list of Certificates.*

**A few of our clients:**

- Ballard Power Systems
- BC Association for Community Living
- BC BioMedical Laboratories
- BC Safety Authority
- BC Teacher's Federation
- City of Burnaby
- Community Corrections
- Department of Canadian Heritage
- District of Saanich
- Fraser Valley Regional Library
- Hospital Employees' Union
- Industrial Alliance Pacific
- Northern Shuswap Tribal Council
- RainCity Housing and Support Society
- WorkSafeBC

*For more information about customized training solutions, contact Coordinator, Centre for Leadership at 604.528.5633 or leadership@jibc.ca*

## Special Events

*To register for these special events, follow our usual registration procedure, as described on page 138.*

### Thresholds of Presence: Courageous Conversations for Difficult Times (SPE111)

For every outer challenge, there is an internal place to stand that enables us to meet that challenge with courage, conviction and generosity. The present difficulties of the world – economic, existential or ecological – call for a radical shift in our wants and needs, and therefore in our very identities. These radical shifts call for individuals to move through thresholds of understanding and presence. These threshold experiences combine a radical internal simplification of our lives with a fierce focus on our necessary work in the outer world. They ask us to be bigger, more adventurous, more equal to the larger storms that blow through life – including

the present economic storm. Join David Whyte for a journey through the poetic tradition, looking at the thresholds human beings have always had to cross to live a larger, richer, more courageous and more generous life, no matter the outward circumstances.

Date:	Nov 6, 2009
Time:	9:00 - 4:30
Credit:	0.5
Fee:	\$195, includes networking lunch
Location:	JIBC New Westminster Campus
Early Bird Rate:	\$175 before Sep 30
Instructor:	David Whyte



**David Whyte's** approach reframes leadership through understanding as a series of courageous conversations – with others, with the future, between different parts of the organization, with coworkers

*and customers, and always as a foundation for our sense of self. David is the author is six volumes of poetry and two best-selling books of prose. His most recent work, The Three Marriages: Understanding the Essentials of Work, Self and Relationship, was published in January 2009.*

**For more information about David visit:**  
[www.davidwhyte.com](http://www.davidwhyte.com)

### Leadership Through Storytelling (SPE107)

The ability to tell the right story at the right time is a powerful leadership skill. Stories can engage us in a common cause, create shared meaning, and galvanize us to develop a future vision for a workplace or community. Stories build dialogue around the direction and culture of our organizations. Join award-winning storyteller and author Richard Van Camp in this interactive one-day course. Learn what makes a story powerful, when to tell a story, and how to deliver it. Practice telling your own stories and learn to develop shared stories. This course is an opportunity for any leader who wishes to learn how to bring the craft of storytelling into any situation to unite and inspire others.

**Seating is limited to 40 participants.**

Date:	Nov 27, 2009
Time:	9:00 - 4:30
Credit:	0.5
Fee:	\$195, includes networking lunch
Location:	JIBC Great Northern Way Campus
Instructor:	Richard Van Camp



**Richard Van Camp, BFA, MA,** is a proud member of the Dogrib (Tlicho) Nation from Fort Smith, Northwest Territories and a graduate of the En'owkin International School of Writing. 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.*

**For more information about Richard visit:**  
[www.nativewiki.org/richard\\_van\\_camp](http://www.nativewiki.org/richard_van_camp)

## Special Events

To register for these special events, follow our usual registration procedure, as described on page 138.

### Digital Innovation: New Tools for Engaging Your Constituents (SPE124)

Social Media is dramatically changing the way we build relationships, lead our organizations, and inspire social change. Coupled with new technologies is an increased demand from consumers and clients for accountability, access to information, participation, and ethical and transparent institutional conduct. Yet, despite making financial investments in web tools, many organizations have not made the cultural shift required to capitalize on technology's capacity for creating meaningful public participation or social change. As a senior leader or strategist, this course will help you understand how social media can transform your organization and engage your constituents. You'll hear from leaders who have struggled – and succeeded – in using digital innovation to collaborate across silos, create authentic dialogue with the public, harvest new ideas, and better respond to a rapidly changing world. Understand and overcome the barriers to creating a new organizational

culture of openness and collaboration. Learn what human resource models are needed to support this innovation. You'll leave the course with fresh perspectives and concrete ideas about how your organization can embrace technology to further your social mission.

Seating is limited to 40 participants.

Date:	Mar 5, 2010
Time:	9:00-4:30
Credit:	0.5
Fee:	\$195, includes networking lunch
Location:	JIBC Great Northern Way Campus
Instructor:	Jason Mogus



Jason Mogus is the CEO of Communicopia, an online strategy and design firm supporting organizations working for sustainability and social change. He leads online vision and strategy engagements for clients

including BC Hydro, The Elders, Make Poverty History, Greenpeace Canada and the United Nations Foundation. He is a partner and board member with BC Social Ventures Partners and was a founding board member of Canadian Business for Social Responsibility. In 2001 he was awarded as one of Business in Vancouver's "Top 40 Under 40" entrepreneurs and led Communicopia to receiving the BC Technology Industry Association's first "Leadership in Social Responsibility" Award. He has been featured in international media including the New York Times, CBC Newsworld, and The Guardian. In 2007 his team earned a coveted Webby Award for World's Best Charitable Website.

For more information about Jason visit: [www.communicopia.com](http://www.communicopia.com)



## Courses & Certificates

### Choosing courses and certificates offered by the Centre for Leadership

#### Certificates:

- Foundations of Effective Management and Leadership Certificate (page 64)
- Associate Certificate in Leadership and Conflict Resolution (page 71)
- Instructor Development Certificate (page 72)

#### Electives and general enrolment courses:

- Management and Leadership (page 66)
- Instructor Development (page 73)

### Benefits of being a Certificate Student with the Centre for Leadership

When you enroll in a certificate at the Centre for Leadership you join a learning community and participate in a unique educational experience that combines theory and practice. You can expect to interact with your fellow students through role-play simulations and interactions that help you make sense and build meaning of the course content.

#### Becoming a certificate student will help you:

- gain the leadership or instructional skills you need to excel in your current career;
- enhance your career prospects with a recognized post-secondary credential;
- choose the amount of time you have for taking courses and the speed at which you learn and integrate the new skills;
- join a community of learners through which you will receive valuable resources and advance notice about learning opportunities;
- access the JIBC's extensive collection of books, periodicals, and videos 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.

### How to complete a certificate program offered by the Centre for Leadership

- Enroll in a certificate at any point during your program, before you register for the final assignment or practicum.
- Complete the enrolment form available on our website: [www.jibc.ca/leadership](http://www.jibc.ca/leadership) or email [leadership@jibc.ca](mailto:leadership@jibc.ca)
- There is a \$30 non-refundable certificate enrolment fee (\$50 for the Associate Certificate in Leadership and Conflict Resolution).

Note: if you are a student currently enrolled in the Management and Leadership Development in Community Settings Certificate, see page 75.

### You will find two different lists to help schedule your courses

List 1 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 77.

List 2 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 80.

#### 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 143.

## Special Events 2009 - 2010

The Community & Social Justice Division is pleased to present the following Special Events:

### The Future of Mediation: The end as we know it? (SPE108)

For event description see page 87  
Date(s): Oct 8, 2009  
Instructor: Peter Adler

### The Revisioning of Family Therapy: Race, Culture & Gender in Clinical Practice (SPE102)

For event description see page 23  
Date(s): Oct 29-30, 2009  
Instructor: Dr. Kenneth V. Hardy

### Thresholds of Presence: Courageous Conversations for Difficult Times (SPE111)

For event description see page 61  
Date(s): Nov 6, 2009  
Instructor: David Whyte

### Leadership Through Storytelling (SPE107)

For event description see page 61  
Date(s): Nov 27, 2009  
Instructor: Richard Van Camp

### Don't Panic! Brief Strategic Treatment of Anxiety Disorders (SPE103)

For event description see page 23  
Date(s): Jan 21-22, 2010  
Instructor: Reid Wilson

### Digital Innovation: New Tools for Engaging Your Constituents (SPE124)

For event description see page 62  
Date(s): Mar 5, 2010  
Instructor: Jason Mogus

### Journey through Complex Trauma: Focusing, Treatment & Healing (SPE114)

For event description see page 24  
Date(s): Apr 15-16, 2010  
Instructors: Shirley Turcotte with Alannah Earl Young

### Transforming Communities using Forum Theatre: Empower Your Inner Voice (SPE122)

For event description see page 87  
Date(s): May 6, 2010  
Instructor: David Diamond

### Understanding the Impact of Trauma & Neglect on the Developing Child: Clinical Implications & Application of Neurodevelopmentally-Informed Treatment Strategies (SPE104)

For event description see page 24  
Date(s): Jun 2-3, 2010  
Instructor: Dr. Bruce Perry

For more information visit: [www.jibc.ca/cs/d](http://www.jibc.ca/cs/d) or call 604.528.5608



# 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.
- The certificate program is 14 days, with 10 days of required courses and 4 days of electives.
  - Courses may be taken individually or as part of the certificate.
  - Full attendance is required.
  - We recommend you complete the program within 3 years.
- All courses are available on a contract basis and can be delivered anywhere in the province.

## Transfer credit agreements

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 or email leadership@jibc.ca for details.

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

- Part 1: Leading the Way, FMGMT100 (3 days) (1.5 credits)
- Part 2: Inspiring Teams and Managing Change (Formerly 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)

For more information about the Foundations of Effective Management and Leadership certificate, visit our website at [www.jibc.ca/leadership](http://www.jibc.ca/leadership) or contact the Program Planner at 604.528.5665 or Program Assistant at 604.528.5630 or leadership@jibc.ca

**Note: You can take Parts 1 & 2 (FMGMT250) and Parts 3 & 4 (FMGMT350) combined. See course descriptions for details.**

## Electives

Choose two courses (four days of study) from the following electives offered at one of our three campuses. See page 66 for elective course descriptions.

- Advocacy Skills: the Tools for Change, MGMT185 (2 days) (1 credit) **NEW**
- Appreciative Inquiry, MGMT135 (2 days) (1 credit)
- Coaching for Improved/Enhanced Performance, MGMT332 (2 days) (1 credit)
- Employee Engagement: Tools that Get Results MGMT315 (2 days) (1 credit) (Formerly People Problems: How to Supervise Challenging Employees)
- Engaged Diversity: Transforming Difference in Your Workplace or Community, MGMT187 (2 days) (1 credit) **NEW**
- Flawless Facilitation the First Time, MGMT177 (2 days) (1 credit)
- Fostering Critical Thinking in the Workplace, MGMT184 (2 days) (1 credit) **NEW**
- From a Distance: Leading Virtual and Remote Teams MGMT183 (2 Days) (1 credit) **NEW**
- Introduction to Project Management: Managing the Project and Leading the Team, MGMT166 (2 days) (1 credit)
- Leading and Managing the Generations in Today's Workplace, MGMT156 (2 Days) (1 credit)
- Leading Change in Turbulent Times, MGMT186 (2 Days) (1 credit) **NEW**
- Leading from the Middle, MGMT151 (2 days) (1 credit)
- Leading with Emotional Intelligence, MGMT122 (2 days) (1 credit)
- Maximizing Your Brain Potential: The Modern Leadership Tool MGMT160 (1 day) (.5 credit)
- Mentoring: Building New Leaders, MGMT157 (2 days) (1 credit)
- More than Words: Understanding Body Language, MGMT182 (Formerly Body Language at Work: Advanced Techniques MGMT170) (2 Days) (1 credit)
- Strategic Planning: Getting Strategy Off the Shelf and into Service MGMT179 (2 days) (1 credit)
- Team Building Tactics: Making the Whole Greater than the Sum, MGMT132 (2 days) (1 credit)
- The Quantum Way: Learning from the Future, MGMT155 (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 (1 day) (.5 credits)
- Workplace Communications: It's All About You, MGMT134 (2 days) (1 credit) (Formerly Business Communications: It's All About You)

Note: You can also take Foundations of Collaborative Conflict Resolution (CCR100) and Mediation Skills Level I (CCR180) as elective credits. See Associate Certificate in Leadership and Conflict Resolution on page 71 for more information.

If you work in a not-for-profit setting, you can also take Leading the Way to Continuous Quality Improvement and Workplace Wellness (MDCS260) or Managing Scarce Resources (MDCS270) as electives. Please see page 76 for course descriptions.

You may also be interested in taking the following counselling and capacity building courses as elective credit:

- Best Practices for Aboriginal Supervisors (COUNS172) **NEW**, page 26
- Claiming Our Strength, Struggle and Space: Racialized Women Facilitators and Consultants Building Critical and Responsive Communities (COUNS170) **NEW**, page 27
- Facilitate This! Group Leadership Skills for Youth Workers (C4278) **NEW**, page 36
- Facilitation and Presentation Skills for Aboriginal Leaders (COUNS173) **NEW**, page 30

## Final Assignment

You have six months to submit your final assignment (FMGMT500).

**ABORIGINAL LEADERSHIP CERTIFICATE & DIPLOMA PROGRAM**  
The Aboriginal Leadership Certificate & Diploma programs are designed for those working in leadership and management positions as well as those seeking leadership positions. For more information see page 8.

## Your Suggested Learning Path

1

**START HERE:**  
The following core courses in the certificate program must be completed in the order shown:  
  
Part 1: Leading the Way FMGMT100  
Part 2: Inspiring Teams and Managing Change FMGMT200  
Part 3: The Leader's Role in Effective Employee Relations FMGMT301  
Part 4: The Leader's Role in Human Resource Management FMGMT401  
  
Note: Parts 1 & 2 combined (FMGMT250) and Parts 3 & 4 combined (FMGMT350) are also offered.

2

Complete four days (2 credits) of Management and Leadership electives (see course descriptions beginning on page 66).  
You can complete your electives simultaneously with core courses.

3

Complete your Final Assignment (FMGMT500)  
You have six months to submit your final assignment.

4

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

## Foundations of Effective Management and Leadership REQUIRED COURSES

### Part 1: 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, Patricia Galaczy

Prerequisites:	None
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$390-\$445
Dates & locations:	Page 81

### Part 2: Inspiring Teams and Managing Change (FMGMT200)\*

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 gain a better understanding of team dynamics, examine your role in the change management process, and enhance your own and your staff's decision-making and problem-solving capabilities. Instructor(s): Gina Buchanan, Georganne Oldham, Patricia Galaczy \*(Formerly Leading Through Effective Conflict and Change)

Prerequisites:	FMGMT100
Length:	2 days (14 hours)
Credit:	1
Fee:	\$270-\$325
Dates & locations:	Page 81

Parts 1 and 2 Combined (FMGMT250)

Take Foundations of Effective Management and Leadership Part 1: Leading the Way and Part 2: Inspiring Teams and Managing Change together in this five-day intensive course. Instructor(s): Gina Buchanan; Georganne Oldham, Rick Thomas, Gail Sexsmith, Patricia Galaczy

Prerequisites:	None
Length:	5 days (35 hours)
Credit:	2.5
Fee:	\$665
Dates & locations:	Page 81

Part 3: The Leader’s Role in Effective Employee Relations (FMGMT301)

If you’ve ever had to manage employees with performance issues, 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 performance. Instructor(s): Gail Sexsmith, Bill Mathieson, Fazal Bhimji

Prerequisites:	FMGMT100, FMGMT200 or FMGMT250
Length:	2 days (14 hours)
Credit:	1
Fee:	\$270 - \$300
Dates & locations:	Page 81

Part 4: The Leader’s Role in Human Resource Management (FMGMT401)

This course provides a conceptual framework, technical skills, and practical tools for effective human resource management. 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:	\$390- \$420
Dates & locations:	Page 81

Parts 3 and 4 Combined (FMGMT350)

Take Foundations of Effective Management and Leadership Part 3: The Leader’s Role in Effective Employee Relations and Part 4: The Leader’s Role in Human Resource Management in this five-day intensive course. Instructor(s): Bill Mathieson, Gail Sexsmith, Patricia Galaczy, Fazal Bhimji

Prerequisites:	FMGMT100, FMGMT200 or FMGMT250
Length:	5 days (35 hours)
Credit:	2.5
Fee:	\$665
Dates & locations:	Page 81

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. There are eight topics from which you may choose, and it must be completed within six months of registration. We recommend that you complete your electives before you complete your final assignment. Contact leadership@jibc.ca or 604.528.5631 for more details.

Fee:	\$150
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Leadership Electives

Advocacy Skills: The Tools for Change (MGMT185) NEW

We all have the power to influence our world for the better through improving our advocacy skills. This course is for you if you’re in the not-for-profit sector and wish to improve your skills to advocate for change at any level – from grassroots to large systems. More than ever, when the competition for scarce resources increases, effective advocacy skills become a critical asset. Through an interactive, problem-solving approach, you will gain a thorough understanding of how to influence the policy-making process in your own context and learn to formulate an effective advocacy campaign. Together with others committed to positive community change, you will enhance your ability to lobby and influence key decision makers and gain confidence in your leadership role. Instructor: Laney Bryenton

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 80

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 organization or group. AI is an organizational change and group development approach that focuses on what is working well (appreciative) by engaging people in asking questions and telling stories (inquiry). This shift in focus, from what is often a problem-based approach, to the positive generates life within the organization or 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:	\$265
Dates & locations:	Page 80

Best Practices for Aboriginal Supervisors (COUNS172) NEW

For course description, please see page 26.

Credit:	1
Date(s):	Sep 28-29, 2009 – NWC
Fee:	\$280; group rate, \$260
Instructor:	Mahara Allbrett

Claiming Our Strength, Struggle and Space: Racialized Women Facilitators and Consultants Building Critical and Responsive Communities (COUNS170) NEW

For course description, please see page 27.

Credit:	.5
Date(s):	Oct 23, 2009 – GNWC
Fee:	\$165; group rate, \$155
Instructors:	Benita Bunjun, Rain Daniels

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 develop commitment. Instructor: Maureen Hannah

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 80

Dealing with Overwhelm: New Answers for Today’s Workplace (MGMT143) CONTRACT ONLY

*The course content and delivery can be customized to fit your organization or community’s needs.*

This powerful, highly interactive, and personally focused course is designed for anyone 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. 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

For information call 604.528.5633

Employee Engagement: Tools That Get Results (MGMT315)\*

Discover the techniques and tools to transform problem behavior into a culture of engagement in your workplace. 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. Identify your own role in poor employee performance. Learn to engage your employees so that they can commit to building a healthy, productive work environment. You will focus on specific guidelines and techniques to build effective employee engagement with confidence. Instructor: Joyanne Landers *\*(Formerly People Problems: How to Supervise Challenging Employees)*

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 80

Engaged Diversity: Transforming Difference in Your Community or Workplace (MGMT187) NEW

In our increasingly globalized and interconnected society, diversity is evident everywhere and can no longer be relegated to the sidelines. This highly interactive course will help you move beyond “managing” diversity to developing the knowledge and tools needed to authentically engage with difference and foster inclusion in your community and workplace. You will be introduced to a powerful framework for understanding difference and change. You will reflect on the impact of diversity in your life; learn to maximize the skills, knowledge and commitment of your diverse workforce; and develop strategies that will foster respectful and productive workplaces and communities. Instructor: Eugenia Wang

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 80

Facilitation and Presentation Skills for Aboriginal Leaders (COUNS173) NEW

For course description, please see page 30.

Credit:	1
Date(s):	Apr 8-9, 2010 – NWC
Fee:	\$280; group rate, \$260
Instructor:	Mahara Allbrett

Facilitate This! Group Leadership Skill for Youth Workers (CY278) NEW

For course description, please see page 36.

Credit:	.5
Date:	Jan 29, 2010 – NWC
Fee:	\$165, group rate \$155

Flawless Facilitation the First Time (MGMT177)

Flawless facilitation is the key to successful outcomes in meetings presentations and group processes. 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. Specific facilitation challenges and solutions will be clarified. 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:	\$265
Dates & locations:	Page 80

Fostering Critical Thinking in the Workplace (MGMT184) NEW

Successful leaders have one thing in common – at the core of their learning style is a routine examination and challenging of those taken-for-granted assumptions that inform their approach to decision-making and relationships. In this workshop, you'll explore the value of critical thinking in successful leadership. Using a powerful but simple critical thinking model, you'll learn to identify and explore your assumptions and their link to the effectiveness of your problem solving, decision making, relationship building and management of people and teams. Assess your own thinking styles and appreciate those of others. Use interpersonal and self-assessment tools to develop new perspectives. Gain new tools to handle resistance and persistence when new assumptions are tested. The outcomes will have a direct impact on your working and personal lives and will enhance your personal effectiveness. Instructor: Shawn Ireland

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 80

Foundations of Collaborative Conflict Resolution (CCR100)

See page 102 for course description.

Prerequisite(s):	None
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$535 – \$595
Dates & locations:	Page 120

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 143.

From a Distance: Leading Virtual and Remote Teams (MGMT183) NEW

Advances in workplace technology, a focus on work/life balance, and reduced budgets are all leading to an increase in the prevalence of remote or virtual teams. Virtual team members may work from home, in dispersed offices, or “hot desk” in different offices or regions. This shift is creating challenges to the way we work, manage and assess performance. In this course, you'll learn new skills and perspectives that will help you effectively manage virtual or remote teams, foster the behaviours of high-performing virtual teams, and assess barriers and opportunities for using virtual teams. You'll develop core influence skills to manage the politics of leading virtual teams. You'll define communication needs, coordinate and facilitate solutions to accomplish team tasks, and learn best practices that can be immediately applied to your workplace. Instructor: Shawn Ireland

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 81

Introduction to Project Management: Managing the Project and Leading the Team (MGMT166)

This introduction to project management will help you assume 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 to external stakeholders. 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:	\$285 (includes textbook)
Dates & locations:	Page 82

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:	\$265-\$320
Dates & locations:	Page 82

Leading Change in Turbulent Times (MGMT186) NEW

The ability to not only react to change, but to maintain a sense of control through change processes, is becoming a required competency in today's workplace. In this course, you'll examine the personal and organizational impact of change. Explore new organizational practices that allow you to access the collective wisdom of your team and organization to lead it into the future. Learn what neuroscience has to tell us about how to effect real change in our organization. This course will use a range of case studies, personal reflection, as well as small and large group discussions to help you manage your own reaction to change, and build a team that can adapt – and thrive – in an ever-changing environment. Instructor: Georganne Oldham

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 82

Leading From the Middle (MGMT151)

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:	\$265-\$325
Dates & locations:	Page 82

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 EQ-i® Emotional Quotient Inventory™, and an online assessment by one of the Instructors, who is a certified BarOn EQ-i® Emotional Quotient Inventory™ administrator. Instructor(s): Raj Gill, Maureen Hannah

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$300 (\$265 plus \$35 for EQ-I instrument)
Dates & locations:	Page 82

Make Presentations that Make Things Happen! (MGMT165)

CONTRACT ONLY

The course content and delivery can be customized to fit your organization or community's needs.

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

For information call 604.528.5633

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 approximately 10 million one-thousand page books. Its processing speed is incalculable. Most of us fill less than 50% of that capacity and utilize less than 10% of our 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. 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:	\$185
Dates & locations:	Page 82

Mediation Skills Level I (CCR180)

See page 105 for course description.

Prerequisite(s):	CCR100 or CCR101
Recommended:	CCR170
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$535 – \$575
Dates & locations:	Page 122

Mentoring: Building New Leaders (MGMT157)

Mentoring is an essential component of effective leadership. A mentorship program is integral to the retention of valued employees and to succession planning. This course will provide you with mentorship training to develop, coach and engage your staff. Learn key strategies for effective mentoring that can be applied immediately in your workplace. Encourage and support beneficial change, build trust, use constructive feedback and support ethical decision making in a mentoring context. Learn how to design a formal mentoring program for your workplace and effectively maximize your program. Envision and design dynamic partnerships 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:	\$265
Dates & locations:	Page 82

More than Words: Understanding Body Language (MGMT182) NEW

Many of us are unaware of the true impact we have on others through our body language. This course will help you improve your professional relationships and effectiveness by mastering the skills of non-verbal communication. You will learn how to make contact with positive first impressions, discover subtle interview skills, receive negotiation and presentation tips, develop your cross-cultural awareness, practice active listening, and gain communication strategies to influence others. This activity-driven course aims to increase levels of self-awareness and maximize communication effectiveness, impact and finesse. Instructor: Jason Cressey

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 83

The Quantum Way: Learning from the Future (MGMT155)

What does quantum physics have to do with leadership, organizational behaviour and our daily life? Why do we need a new paradigm for understanding why people and organizations behave the way they do? In these times of global uncertainty, why is trust the key to good morale and high performance? In this course, you will explore the ways in which quantum science yields rich new metaphors and understandings about how human beings in organizations and in communities can thrive, create, and learn together. Experience some of the current “quantum” organizational practices that are transforming the way we think and see the world, and learn about the vast potential that this new paradigm can offer you and your organization. This highly interactive and experiential course is inspired by the work of Margaret Wheatley, Peter Senge and Otto Scharmer. Instructor(s): Patricia Galaczy, Kathryn Thomson

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$300
Dates & locations:	Page 83

Strategic Planning: Getting Strategy Off the Shelf and into Service (MGMT179)

Individuals, teams and organizations plan every day, but the day-to-day challenges at work can upset our capacity to think and plan strategically for success. In this course, you'll explore the principles and concepts of strategic planning within an 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. 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:	\$265
Dates & Locations:	Page 83

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:	\$265
Dates & locations:	Page 83

To Tell the Truth: Dealing with Negativity in the Workplace (MGMT105) CONTRACT ONLY

The course content and delivery can be customized to fit your organization or community's needs.

This course addresses the pressing concerns of dealing with the chronically negative, difficult, or challenging employee, colleague, or boss. Explore the symptoms of negative behaviour. Identify the emotional, mental, and physical consequences of not addressing negativity in the workplace; learn strategies for reducing the risks of speaking openly and truthfully. Instructor(s): Georganne Oldham, Kathryn Thomson

For information call 604.528.5633

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:	\$265
Dates & locations:	Page 83

Working Effectively with Boards of Directors (MGMT180)

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: Jeffrey Rotin

Prerequisites:	None
Length:	1 day (7 hours)
Credit:	.5
Fee:	\$185
Dates and Locations:	Page 83

Workplace 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 on the phone. Instructor: Vals Fauquier *\*(Formerly Business Communications: It's All About You)*

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 83



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 65)
- Foundations of Effective Management and Leadership, Part 2: Inspiring Teams and Managing Change, FMGMT200 (2 days) (page 65)
- Foundations of Collaborative Conflict Resolution, CCR100 (3 days) (page 102)
- Mediation Skills Level I, CCR180 (3 days) (page105)
- Assessment: Associate Certificate in Leadership and Conflict Resolution, ALCR299 (written, mail-in) (page 99)

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. 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: Inspiring Teams and Managing 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 88) and come back for professional development.



# Instructor Development Certificate

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

- The certificate program is 15 days, with 9 days of required courses and 6 days of electives.
- Courses may be taken individually or as part of the certificate.
- Full attendance is required.
- We recommend you complete the program within 3 years.

All courses are available on a contract basis and can be delivered anywhere in the province.

### 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 up to 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 Planner, at 604.528.5665, or Program Assistant at 604.528.5630 or [leadership@jibc.ca](mailto:leadership@jibc.ca)

### Under Development:

A new online course on facilitating online learning! This 42-hour course will be of interest if you are new to instructing in online courses, want to move your existing classroom skills to the online environment, or are interested in understanding the pedagogy of online instruction.

Watch for exciting changes to our existing course "Development and Delivery of Online Learning," which will move to an online format and focus on course design.

Contact [leadership@jibc.ca](mailto:leadership@jibc.ca) for more information, and watch for more announcements soon!

## Your suggested learning path

### START HERE:

The following core courses in the certificate program 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)

### Complete six days of electives (3 credits)

See course descriptions beginning on page 73. 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.

Many Instructor Development electives are offered only once a year and require prerequisites - be sure to take these details into consideration when planning your courses.

For more information contact: [leadership@jibc.ca](mailto:leadership@jibc.ca) or 604.528.5665

### Complete your practicum:

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

### Graduation Ceremony

Stay connected! Come back for professional 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. Participants will be required to prepare and deliver short instructional sessions. Enrolment is limited to a maximum of 12. Instructors: Doug Kerr; Eugenia Wang, Colleen Vaughan

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$350 (includes textbook)
Dates & locations:	Page 82

### 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:	\$330
Dates & locations:	Page 82

### Fundamentals of Instructional Planning (ID210)

Understand your role in planning 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: Doug Kerr

Prerequisites:	ID110, ID120
Length:	2 days (14 hours)
Credit:	1
Fee:	\$380 (includes textbook)
Dates & locations:	Page 81

### Instructional Skills Practicum (ID260)

In this course, you will have the opportunity to implement and integrate the skills 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 then have four weeks to develop a 30-minute training session to be delivered to your peers during the two-day 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 the two practicum days. Instructor: Ruth Faber

Prerequisites:	ID110, ID120, ID210
Length:	3 days (21 hours plus 1 hour individual coaching)
Credit:	1.5
Fee:	\$560
Dates & Locations:	Page 82

## ELECTIVES AND GENERAL ENROLMENT COURSES

The following courses may be used as electives in the Instructor Development Certificate. Some are also open for general enrolment.

The courses can be customized for your organization, agency, or group.

### 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 organization or group. AI is an organizational change and group development approach that focuses on what is working well (appreciative) by engaging people in asking questions and telling stories (inquiry). This shift in focus, from what is often a problem-based approach to the positive generates life within the organization or group, enabling it to move more effectively towards its goals. This course may also be used as an elective in the Foundations of Effective Management and Leadership Certificate program. Instructors: Doug Kerr, Kathryn Thomson

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 80

### Conducting a Training Needs Assessment (ID203)

A needs assessment is a systematic exploration of the way things are and the way they should be and 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
Recommended:	ID210
Length:	2 days (14 hours)
Credit:	1
Fee:	\$330
Dates & locations:	Page 80

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 program 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: Kylie Hutchinson

Prerequisites:	ID110, ID120
Recommended:	ID210
Length:	2 days (14 hours)
Credit:	1
Fee:	\$330
Dates & locations:	Page 80

Facilitation and Presentation Skills for Aboriginal Leaders (COUNS173) NEW

For course description, please see page 30.

Credit:	1
Date(s):	Apr 8-9, 2010 – NWC
Fee:	\$280; group rate, \$260
Instructor:	Mahara Allbrett

Flawless Facilitation the First Time (MGMT177)

Flawless facilitation is the key to successful outcomes in meetings presentations and group processes. 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. Specific facilitation challenges and solutions will be clarified. Enrolment is limited to 16. This course may also be used as an elective in the Foundations of Effective Management and Leadership Certificate program. Instructor: Leila Rahemtulla

Prerequisites:	None
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 80

Ideas for Active Learning (ID201)

Using active learning in the classroom engages learners and helps with retention. 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 instructional abilities by ensuring retention and transfer by choosing appropriate hands-on activities. Enrolment is limited to 16. Instructor: Leila Rahemtulla

Prerequisites:	ID110, ID210
Length:	2 days (14 hours)
Credit:	1
Fee:	\$380 (includes textbook)
Dates & locations:	Page 81

Make Presentations that Make Things Happen! (MGMT165)

CONTRACT ONLY

The course content and delivery can be customized to fit your organization or community's needs.

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 energy that ensures a powerful presentation. This course may also be used as an elective in the Foundations of Effective Management and Leadership Certificate program. Instructor: Doug Kerr

For information call 604.528.5633

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 143.

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

Prerequisites:	ID110
Recommended:	ID120
Length:	2 days (14 hours)
Credit:	1
Fee:	\$330
Dates & locations:	Page 82

"I really enjoyed this course, well paced, covered a lot of grounds in two days! Everyone had an opportunity to participate with their own questions and experience. I have learned new skills and will surely practice them at work!"

– Lise Ferland  
Garth Homer Society



IMPORTANT NOTICE for Students Enrolled in the Management and Leadership Development for Community Settings Certificate

We are no longer accepting new registrations into the Management and Leadership Development for Community Settings Certificate. If you are currently registered in this certificate, please be aware that we are scheduling limited courses and recommend you complete your required Modules 2-8 in the 2009-2010 calendar year. If you're not able to do that, don't worry – you can meet the same goals you had with the MDCS certificate by laddering into the Foundations of Effective Management and Leadership Certificate. Please contact the Centre for Leadership for more information.

You can take your MDCS courses out of sequence and register for your electives at any time. To find out more about changes to the Management and Leadership Development for Community Settings Certificate, and to explore the best options to get the education and training you need, please contact the Centre for Leadership at 604.528.5665 or leadership@jibc.ca

Required courses:

- Module 1 is no longer offered
- 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)

Final Assignments

Complete your first assignment (MDCS245) after completion of Modules 1-4. Complete your final assignment (MDCS285) after completing Modules 5-8. If you are completing your Modules out of sequence, please contact the Centre for Leadership to discuss your assignment schedule.

Electives:

To see a list of Management and Leadership Electives, see page 86.

Required courses for the Management and Leadership Development for Community Settings Certificate:

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:	\$265
Dates & locations:	Page 82

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
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 82

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
Length:	2 days (14 hours)
Credit:	1
Fee:	\$265
Dates & locations:	Page 82

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 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  
Length: 2 days (14 hours)  
Credit: 1  
Fee: \$265  
Dates & locations: Page 82

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. This course can be taken as a general elective or as part of the Management and Leadership Development in Community Settings Certificate. Instructor: David Livingstone

Prerequisites: None  
Length: 2 days (14 hours)  
Credit: 1  
Fee: \$265  
Dates & locations: Page 82

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. This course can be taken as a general elective or as part of the Management and Leadership Development in Community Settings Certificate. Instructor: Bruce Hardy

Prerequisites: None  
Length: 2 days (14 hours)  
Credit: 1  
Fee: \$265  
Dates & locations: Page 82

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: Martha Joy

Prerequisites: MDCS110  
Length: 2 days (14 hours)  
Credit: 1  
Fee: \$265  
Dates & locations: Page 83

Management and Leadership Development for Community Settings Assignment Project 2 (MDCS285)

To integrate the knowledge and skills gained 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

To see a list of management and leadership electives, see page 66.

Centre for Leadership Course Listings by Location

DATE	COURSE		INSTRUCTOR	FEE	PAGE
JIBC - GREAT NORTHERN WAY CAMPUS – VANCOUVER					
Sep 21-23	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Gail Sexsmith	\$390	65
Oct 19	Working Effectively with Boards of Directors	MGMT180	Jeffrey Rotin	\$185	70
Oct 26-28	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Rick Thomas	\$390	65
Nov 17-18	Engaged Diversity: Transforming Difference in Your Community or Workplace <b>NEW</b>	MGMT187	Eugenia Wang	\$265	67
Nov 27	Leadership Through Storytelling <b>SPECIAL EVENT</b>	SPE107	Richard Van Camp	\$195	61
Dec 14-15	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Georganne Oldham	\$270	65
Jan 11-12	Leading and Managing the Generations in Today's Workplace	MGMT156	Kathi Irvine	\$265	68
Mar 5	Digital Innovation: New Tools For Engaging Your Constituents <b>SPECIAL EVENT</b>	SPE124	Jason Mogus	\$195	62
Mar 24-26	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Rick Thomas	\$390	65
Apr 14-15	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Georganne Oldham	\$270	65
May 10-11	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	Jason Cressey	\$265	70
May 17-18	Leading Change in Turbulent Times <b>NEW</b>	MGMT186	Georganne Oldham	\$265	68
JIBC - NEW WESTMINSTER CAMPUS					
Oct 5-6	Coaching for Improved/Enhanced Performance	MGMT332	Maureen Hannah	\$265	67
Oct 5-9	Foundations of Effective Management and Leadership Parts 1 & 2	FMGMT250	Georganne Oldham (Part 1) /Gina Buchanan (Part 2)	\$655	66
Oct 15-16	Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness	MDCS260	David Livingstone	\$265	76
Oct 15-16	Flawless Facilitation the First Time	MGMT177	Leila Rahemtulla	\$265	67
Oct 19-20	Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations	FMGMT301	Fazal Bhimji	\$270	66
Oct 20-21	Advocacy Skills: The Tools for Change <b>NEW</b>	MGMT185	Laney Bryenton	\$265	66
Oct 22-23	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Gina Buchanan	\$270	65
Oct 26-27	Leading Change in Turbulent Times <b>NEW</b>	MGMT186	Georganne Oldham	\$265	68
Oct 29-30	Instructional Skills Level 1	ID110	Eugenia Wang	\$350	73
Nov 2-3	Module 2: Leading Through Effective Communication	MDCS120	Parm Poonia	\$265	75
Nov 2-3	Appreciative Inquiry	MGMT135	Doug Kerr	\$265	66
Nov 4-5	Leading from the Middle	MGMT151	Doug Kerr	\$265	69
Nov 5-6	Leading with Emotional Intelligence *(\$265 + \$35 assessment tool)	MGMT122	Raj Gill/ Maureen Hannah	\$300*	69
Nov 5-6	Strategic Planning: Getting Strategy Off the Shelf and Into Service	MGMT179	Rick Thomas	\$265	70
Nov 6	Thresholds of Presence: Courageous Conversations for Difficult Times <b>SPECIAL EVENT</b>	SPE111	David Whyte	\$195/\$175	61
Nov 9-10	Workplace Communications: It's All About You	MGMT134	Vals Fauquier	\$265	70
Nov 12-13	Turning Down the Heat: Being Reasonable with Unreasonable People	MGMT159	Joyanne Landers	\$265	70
Nov 16-17	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	Jason Cressey	\$265	70
Nov 18-19	More than Words: Understanding Body Language	MGMT182	Jason Cressey	\$265	69
Nov 18-20	Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resource Management	FMGMT401	Patricia Galaczy	\$390	66
Nov 23-24	Conducting a Training Needs Assessment	ID203	Ruth Faber	\$330	73

DATE	COURSE	INSTRUCTOR	FEE	PAGE
JIBC - NEW WESTMINSTER CAMPUS				
Nov 23-25	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100 Gina Buchanan	\$390	65
Nov 26-27	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200 Georganne Oldham	\$270	65
Dec 1-2	Instructional Skills Level 1	ID110 Doug Kerr	\$350	73
Dec 3-4	Instructional Skills Level 2	ID120 Leila Rahemtulla	\$330	73
Dec 3-4	Module 3: Leading Effective Teams	MDCS230 Martha Joy	\$265	75
Dec 3-4	Introduction to Project Management: Managing the Project and Leading the Team	MGMT166 Doug Kerr	\$285	68
Dec 7-8	From a Distance: Leading Virtual and Remote Teams <b>NEW</b>	MGMT183 Shawn Ireland	\$265	68
Dec 10-11	Module 7: Managing Scarce Resources	MDCS270 Bruce Hardy	\$265	76
Jan 7-8	Module 4: Mastering Effective Employee Relations	MDCS240 Bill Mathieson	\$265	75
Jan 11-13	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100 Georganne Oldham	\$390	65
Jan 11-12	Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations	FMGMT301 Gail Sexsmith	\$270	66
Jan 14-15	Fundamentals of Instructional Planning	ID210 Leila Rahemtulla	\$380	73
Jan 18-19	Employee Engagement: Tools That Get Results	MGMT315 Joyanne Landers	\$265	67
Jan 20-21	Fostering Critical Thinking in the Workplace <b>NEW</b>	MGMT184 Shawn Ireland	\$265	68
Jan 21-22	Module 8: Managing a Change Environment	MDCS280 Martha Joy	\$265	76
Jan 25, Mar 1-2	Instructional Skills Practicum Assessment	ID260 Ruth Faber	\$560	73
Jan 25-29	Foundations of Effective Management and Leadership Parts 3 & 4	FMGMT350 Gail Sexsmith (Part 3) / Patricia Galaczy (Part 4)	\$655	66
Feb 1-2	Mastering the Complexity of Group Dynamics	ID101 Lee-Anne Ragan	\$330	74
Feb 1-2	Module 5: Managing Human Resources	MDCS250 Patricia Galaczy	\$265	76
Feb 2-3	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200 Gina Buchanan	\$270	65
Feb 4-5	Instructional Skills Level 1	ID110 Colleen Vaughan	\$350	73
Feb 8-9	Instructional Skills Level 2	ID120 Leila Rahemtulla	\$330	73
Feb 8-10	Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resource Management	FMGMT401 Patricia Galaczy	\$390	66
Feb 9-10	Mentoring: Building New Leaders	MGMT157 Maureen Hannah/ Ann Naymie	\$265	69
Feb 17-19	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100 Gail Sexsmith	\$390	65
Mar 1-2	Coaching for Improved/Enhanced Performance	MGMT332 Maureen Hannah	\$265	67
Mar 4-5	Leading from the Middle	MGMT151 Doug Kerr	\$265	69
Mar 4-5	Flawless Facilitation the First Time	MGMT177 Leila Rahemtulla	\$265	67
Mar 18-19	Introduction to Project Management: Managing the Project and Leading the Team	MGMT166 Doug Kerr	\$285	68
Mar 18-19	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200 Patricia Galaczy	\$270	65
Mar 22	Working Effectively with Boards of Directors	MGMT180 Jeffrey Rotin	\$185	70
Mar 23	Maximizing Your Brain Potential: The Modern Leadership Tool	MGMT160 Kathryn Priest-Peries	\$185	69
Mar 29-30	Advocacy Skills: The Tools for Change <b>NEW</b>	MGMT185 Laney Bryenton	\$265	66
Apr 6-7	Instructional Skills Level 1	ID110 Doug Kerr	\$350	73
Apr 8-9	Instructional Skills Level 2	ID120 Leila Rahemtulla	\$330	73

DATE	COURSE	INSTRUCTOR	FEE	PAGE
JIBC - NEW WESTMINSTER CAMPUS				
Apr 8-9	Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations	FMGMT301 Fazal Bhimji	\$270	66
Apr 8-9	Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness	MDCS260 David Livingstone	\$265	76
Apr 12-14	Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resource Management	FMGMT401 Patricia Galaczy	\$390	66
Apr 15-16	The Quantum Way: Learning from the Future	MGMT155 Patricia Galaczy/ Kathryn Thomson	\$300	70
Apr 19-20	Module 5: Managing Human Resources	MDCS250 Patricia Galaczy	\$265	76
Apr 19-20	Engaged Diversity: Transforming Difference in Your Community or Workplace <b>NEW</b>	MGMT187 Eugenia Wang	\$265	67
Apr 22-23	Ideas for Active Learning	ID201 Leila Rahemtulla	\$380	74
Apr 22-23	Appreciative Inquiry	MGMT135 Kathryn Thomson	\$265	66
Apr 26-28	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100 Georganne Oldham	\$390	65
Apr 26-27	Module 4: Mastering Effective Employee Relations	MDCS240 Bill Mathieson	\$265	75
Apr 29-30	Module 7: Managing Scarce Resources	MDCS270 Bruce Hardy	\$265	76
Apr 29-30	Leading with Emotional Intelligence * (\$265 + \$35 assessment tool)	MGMT122 Raj Gill/ Maureen Hannah	\$300*	69
May 3-4	Turning Down the Heat: Being Reasonable with Unreasonable People	MGMT159 Joyanne Landers	\$265	70
May 5-6	Workplace Communications: It's All About You	MGMT134 Vals Fauquier	\$265	70
May 6-7	Fundamentals of Instructional Planning	ID210 Leila Rahemtulla	\$380	73
May 10-11	Instructional Skills Level 1	ID110 Eugenia Wang	\$350	73
May 12-14	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100 Gina Buchanan	\$390	65
May 17-18	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200 Gina Buchanan	\$270	65
May 20-21	Strategic Planning: Getting Strategy Off the Shelf and Into Service	MGMT179 Rick Thomas	\$265	70
May 26-27	Mentoring: Building New Leaders	MGMT157 Maureen Hannah/ Ann Naymie	\$265	69
May 27-28	Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations	FMGMT301 Fazal Bhimji	\$270	66
May 28, Jun 28-29	Instructional Skills Practicum Assessment	ID260 Ruth Faber	\$560	73
May 31-Jun 1	Evaluating Training Programs	ID220 Kylie Hutchinson	\$330	74
May 31-Jun 1	Employee Engagement: Tools That Get Results	MGMT315 Joyanne Landers	\$265	67
Jun 2-3	From a Distance: Leading Virtual and Remote Teams <b>NEW</b>	MGMT183 Shawn Ireland	\$265	68
Jun 3-4	Module 8: Managing a Change Environment	MDCS280 Martha Joy	\$265	76
Jun 7-11	Foundations of Effective Management and Leadership Parts 1 & 2	FMGMT250 Gail Sexsmith (Part 1) /Georganne Oldham (Part 2)	\$655	66
Jun 9-10	Fostering Critical Thinking in the Workplace <b>NEW</b>	MGMT184 Shawn Ireland	\$265	68
Jun 14-15	Instructional Skills Level 1	ID110 Doug Kerr	\$350	73
Jun 14-18	Foundations of Effective Management and Leadership Parts 3 & 4	FMGMT350 Fazal Bhimji (Part 3) / Patricia Galaczy (Part 4)	\$655	66
Jun 16-17	Instructional Skills Level 2	ID120 Leila Rahemtulla	\$330	73

Centre for Leadership  
Course Listings by Location

DATE	COURSE		INSTRUCTOR	FEE	PAGE
JIBC - NEW WESTMINSTER CAMPUS					
Jun 17-18	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Gina Buchanan	\$270	65
Jun 21-23	Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resource Management	FMGMT401	Patricia Galaczy	\$390	66
JIBC - VICTORIA CAMPUS					
Sep 24-25	Leading and Managing the Generations in Today's Workplace	MGMT156	Kathi Irvine	\$320	68
Feb 3-5	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Patricia Galaczy	\$445	65
Mar 4-5	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Georganne Oldham	\$325	65
Apr 19-20	Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations	FMGMT301	Gail Sexsmith	\$300	66
May 3-4	Leading from the Middle	MGMT151	Doug Kerr	\$325	69
May 17-19	Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resource Management	FMGMT401	Patricia Galaczy	\$420	66
Jun 3-4	More than Words: Understanding Body Language	MGMT182	Jason Cressey	\$325	69

Centre for Leadership  
Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Advocacy Skills: The Tools for Change, MGMT185 <b>NEW</b>	Oct 20-21, 2009	New Westminster	Laney Bryenton	\$265	66
	Mar 29-30, 2010	New Westminster	Laney Bryenton	\$265	
Appreciative Inquiry, MGMT135	Nov 2-3, 2009	New Westminster	Doug Kerr/ Kathryn Thomson	\$265	66
	Apr 22-23, 2010	New Westminster	Doug Kerr/ Kathryn Thomson	\$265	
Coaching for Improved/Enhanced Performance, MGMT332	Oct 5-6, 2009	New Westminster	Maureen Hannah	\$265	67
	Mar 1-2, 2010	New Westminster	Maureen Hannah	\$265	
Conducting a Training Needs Assessment, ID203	Nov 23-24, 2009	New Westminster	Ruth Faber	\$330	73
Digital Innovation: New Tools for Engaging Your Constituents, SPE124 <b>SPECIAL EVENT</b>	Mar 5, 2010	Great Northern Way	Jason Mogus	\$195	62
Employee Engagement: Tools That Get Results MGMT315	Jan 18-19, 2010	New Westminster	Joyanne Landers	\$265	67
	May 31-Jun 1, 2010	New Westminster	Joyanne Landers	\$265	
Engaged Diversity: Transforming Difference in Your Community or Workplace, MGMT187 <b>NEW</b>	Nov 17-18, 2009	Great Northern Way	Eugenia Wang	\$265	67
	Apr 19-20, 2010	New Westminster	Eugenia Wang	\$265	
Evaluating Training Programs, ID220	May 31-Jun 1, 2010	New Westminster	Kylie Hutchinson	\$330	74
Flawless Facilitation the First Time, MGMT177	Oct 15-16, 2009	New Westminster	Leila Rahemtulla	\$265	67
	Mar 4-5, 2010	New Westminster	Leila Rahemtulla	\$265	
Fostering Critical Thinking in the Workplace, MGMT184 <b>NEW</b>	Jan 20-21, 2010	New Westminster	Shawn Ireland	\$265	68
	Jun 9-10, 2010	New Westminster	Shawn Ireland	\$265	

Centre for Leadership  
Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Foundations of Effective Management and Leadership Part 1: Leading the Way, FMGMT100	Sep 21-23, 2009	Great Northern Way	Gail Sexsmith	\$390	65
	Oct 26-28, 2009	Great Northern Way	Rick Thomas	\$390	
	Nov 23-25, 2009	New Westminster	Gina Buchanan	\$390	
	Jan 11-13, 2010	New Westminster	Georganne Oldham	\$390	
	Feb 3-5, 2010	Victoria	Patricia Galaczy	\$445	
	Feb 17-19, 2010	New Westminster	Gail Sexsmith	\$390	
	Mar 24-26, 2010	Great Northern Way	Rick Thomas	\$390	
	Apr 26-28, 2010	New Westminster	Georganne Oldham	\$390	
	May 12-14, 2010	New Westminster	Gina Buchanan	\$390	
Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change, FMGMT200	Oct 22-23, 2009	New Westminster	Gina Buchanan	\$270	65
	Nov 26-27, 2009	New Westminster	Georganne Oldham	\$270	
	Dec 14-15, 2009	Great Northern Way	Georganne Oldham	\$270	
	Feb 2-3, 2010	New Westminster	Gina Buchanan	\$270	
	Mar 4-5, 2010	Victoria	Georganne Oldham	\$325	
	Mar 18-19, 2010	New Westminster	Patricia Galaczy	\$270	
	Apr 14-15, 2010	Great Northern Way	Georganne Oldham	\$270	
	May 17-18, 2010	New Westminster	Gina Buchanan	\$270	
	Jun 17-18, 2010	New Westminster	Gina Buchanan	\$270	
Foundations of Effective Management and Leadership Parts 1 & 2, FMGMT250	Oct 5-9, 2009	New Westminster	Georganne Oldham (Part 1) /Gina Buchanan (Part 2)	\$655	66
	Jun 7-11, 2010	New Westminster	Gail Sexsmith (Part 1) / Georganne Oldham (Part 2)	\$655	
Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations, FMGMT301	Oct 19-20, 2009	New Westminster	Fazal Bhimji	\$270	66
	Jan 11-12, 2010	New Westminster	Gail Sexsmith	\$270	
	Apr 8-9, 2010	New Westminster	Fazal Bhimji	\$270	
	Apr 19-20, 2010	Victoria	Gail Sexsmith	\$300	
	May 27-28, 2010	New Westminster	Fazal Bhimji	\$270	
Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resource Management, FMGMT401	Nov 18-20, 2009	New Westminster	Patricia Galaczy	\$390	66
	Feb 8-10, 2010	New Westminster	Patricia Galaczy	\$390	
	Apr 12-14, 2010	New Westminster	Patricia Galaczy	\$390	
	May 17-19, 2010	Victoria	Patricia Galaczy	\$420	
	Jun 21-23, 2010	New Westminster	Patricia Galaczy	\$390	
Foundations of Effective Management and Leadership Parts 3 & 4, FMGMT350	Jan 25-29, 2010	New Westminster	Gail Sexsmith (Part 3) / Patricia Galaczy (Part 4)	\$655	66
	Jun 14-18, 2010	New Westminster	Fazal Bhimji (Part 3) / Patricia Galaczy (Part 4)	\$655	
From a Distance: Leading Virtual and Remote Teams, MGMT183 <b>NEW</b>	Dec 7-8, 2009	New Westminster	Shawn Ireland	\$265	68
	Jun 2-3, 2010	New Westminster	Shawn Ireland	\$265	
Fundamentals of Instructional Planning, ID210	Jan 14-15, 2010	New Westminster	Leila Rahemtulla	\$380	73
	May 6-7, 2010	New Westminster	Leila Rahemtulla	\$380	
Ideas for Active Learning, ID201	Apr 22-23, 2010	New Westminster	Leila Rahemtulla	\$380	74

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Instructional Skills Level 1, ID110	Oct 29-30, 2009	New Westminster	Eugenia Wang	\$350	73
	Dec 1-2, 2009	New Westminster	Doug Kerr	\$350	
	Feb 4-5, 2010	New Westminster	Colleen Vaughan	\$350	
	Apr 6-7, 2010	New Westminster	Doug Kerr	\$350	
	May 10-11, 2010	New Westminster	Eugenia Wang	\$350	
	Jun 14-15, 2010	New Westminster	Doug Kerr	\$350	
Instructional Skills Level 2, ID120	Dec 3-4, 2009	New Westminster	Leila Rahemtulla	\$330	73
	Feb 8-9, 2010	New Westminster	Leila Rahemtulla	\$330	
	Apr 8-9, 2010	New Westminster	Leila Rahemtulla	\$330	
	Jun 16-17, 2010	New Westminster	Leila Rahemtulla	\$330	
Instructional Skills Practicum Assessment, ID260	Jan 25, Mar 1-2, 2010	New Westminster	Ruth Faber	\$560	73
	May 28, Jun 28-29, 2010	New Westminster	Ruth Faber	\$560	
Introduction to Project Management: Managing the Project and Leading the Team, MGMT166	Dec 3-4, 2009	New Westminster	Doug Kerr	\$285	68
	Mar 18-19, 2010	New Westminster	Doug Kerr	\$285	
Leadership Through Storytelling, SPE107 <b>SPECIAL EVENT</b>	Nov 27, 2009	Great Northern Way	Richard Van Camp	\$195	61
Leading and Managing the Generations in Today's Workplace, MGMT156	Sep 24-25, 2009	Victoria	Kathi Irvine	\$320	68
	Jan 11-12, 2010	Great Northern Way	Kathi Irvine	\$265	
Leading Change in Turbulent Times, MGMT186 <b>NEW</b>	Oct 26-27, 2009	New Westminster	Georganne Oldham	\$265	68
	May 17-18, 2010	Great Northern Way	Georganne Oldham	\$265	
Leading from the Middle, MGMT151	Nov 4-5, 2009	New Westminster	Doug Kerr	\$265	69
	Mar 4-5, 2010	New Westminster	Doug Kerr	\$265	
	May 3-4, 2010	Victoria	Doug Kerr	\$325	
Leading with Emotional Intelligence, MGMT122 (* fee includes \$35 assessment tool)	Nov 5-6, 2009	New Westminster	Raj Gill/Maureen Hannah	\$300*	69
	Apr 29-30, 2010	New Westminster	Raj Gill/Maureen Hannah	\$300*	
Mastering the Complexity of Group Dynamics, ID101	Feb 1-2, 2010	New Westminster	Lee-Anne Ragan	\$330	74
Maximizing Your Brain Potential: The Modern Leadership Tool, MGMT160	Mar 23, 2010	New Westminster	Kathryn Priest-Peries	\$185	69
Mentoring: Building New Leaders, MGMT157	Feb 9-10, 2010	New Westminster	Maureen Hannah/ Ann Naymie	\$265	69
	May 26-27, 2010	New Westminster	Maureen Hannah/ Ann Naymie	\$265	
Module 2: Leading Through Effective Communication, MDCS120	Nov 2-3, 2009	New Westminster	Parm Poonia	\$265	75
Module 3: Leading Effective Teams, MDCS230	Dec 3-4, 2009	New Westminster	Martha Joy	\$265	75
Module 4: Mastering Effective Employee Relations, MDCS240	Jan 7-8, 2010	New Westminster	Bill Mathieson	\$265	75
	Apr 26-27, 2010	New Westminster	Bill Mathieson	\$265	
Module 5: Managing Human Resources, MDCS250	Feb 1-2, 2010	New Westminster	Patricia Galaczy	\$265	76
	Apr 19-20, 2010	New Westminster	Patricia Galaczy	\$265	
Module 6: Leading the Way to Continuous Quality Improvement and Workplace Wellness, MDCS260	Oct 15-16, 2009	New Westminster	David Livingstone	\$265	76
	Apr 8-9, 2010	New Westminster	David Livingstone	\$265	
Module 7: Managing Scarce Resources, MDCS270	Dec 10-11, 2009	New Westminster	Bruce Hardy	\$265	76
	Apr 29-30, 2010	New Westminster	Bruce Hardy	\$265	

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Module 8: Managing a Change Environment, MDCS280	Jan 21-22, 2010	New Westminster	Martha Joy	\$265	76
	Jun 3-4, 2010	New Westminster	Martha Joy	\$265	
More than Words: Understanding Body Language, MGMT182	Nov 18-19, 2009	New Westminster	Jason Cressey	\$265	69
	Jun 3-4, 2010	Victoria	Jason Cressey	\$325	
The Quantum Way: Learning from the Future, MGMT155	Apr 15-16, 2010	New Westminster	Patricia Galaczy/ Kathryn Thomson	\$300	70
Strategic Planning: Getting Strategy Off the Shelf and Into Service, MGMT179	Nov 5-6, 2009	New Westminster	Rick Thomas	\$265	70
	May 20-21, 2010	New Westminster	Rick Thomas	\$265	
Team Building Tactics: Making the Whole Greater than the Sum, MGMT132	Nov 16-17, 2009	New Westminster	Jason Cressey	\$265	70
	May 10-11, 2010	Great Northern Way	Jason Cressey	\$265	
Thresholds of Presence: Courageous Conversations for Difficult Times, SPE111 <b>SPECIAL EVENT</b>	Nov 6, 2009	New Westminster	David Whyte	\$195, Early Bird Rate \$175 Before Sep 30, 2009	61
Turning Down the Heat: Being Reasonable with Unreasonable People, MGMT159	Nov 12-13, 2009	New Westminster	Joyanne Landers	\$265	70
	May 3-4, 2010	New Westminster	Joyanne Landers	\$265	
Working Effectively with Boards of Directors, MGMT180	Oct 19, 2009	Great Northern Way	Jeffrey Rotin	\$185	70
	Mar 22, 2010	New Westminster	Jeffrey Rotin	\$185	
Workplace Communications: It's All About You, MGMT134	Nov 9-10, 2009	New Westminster	Vals Fauquier	\$265	70
	May 5-6, 2010	New Westminster	Vals Fauquier	\$265	

“A great course – the course material was realistic and transferable into the work environment. I would recommend this to anyone currently in, or considering a management position, whether you are new to the position or not.”

– Heather Strength  
Wawanesa Mutual Insurance Company



## Welcome to the Centre for Conflict Resolution

*Our conflict resolution courses and programs are the most comprehensive in Canada and are delivered in 19 locations across 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 designed to help you communicate more creatively and to provide you with new skills and knowledge that will 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.

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## Centre for Conflict Resolution

### CUSTOMIZED TRAINING SOLUTIONS – ANY TIME, ANYWHERE

*Develop Your Learning Organization*

*Targeted and well-facilitated education and training is an essential component in developing a learning organization. Collaborative approaches and interpersonal skills such as conflict resolution, giving and receiving feedback, negotiation, coaching, facilitation and communication are best acquired in a group learning environment.*

*Develop your organization's leadership capacity and performance with a unique program for your workforce 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.*

*"Like the other people in the session, I was very impressed by the instructor's knowledge, warmth, and understanding. The instructor was exceptionally good at adjusting the program to meet the emerging needs and interests of the group, and very adept at figuring out the audience."*

*– David Hulbert Fisher, Administrator  
Surrey School District*

#### A few of our clients:

- Terminal Systems Inc.
- Canadian Food Inspection Agency
- Carcross/Tagish First Nation
- Catalyst Paper
- Health Canada
- Earl's Restaurants
- Radical Entertainment
- BC Housing
- 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
- Navigating Challenging Conversations
- 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 98 for more conflict resolution courses.

We can also deliver conflict resolution certificates for your organization. See page 88 for a list of certificates.

#### For information on customized solutions contact:

#### CENTRE FOR CONFLICT RESOLUTION

**Program Coordinator,  
Customized Training Solutions,  
604.528.5615  
ccrcustomized@jibc.ca**

## Special Events

*To register for these special events, follow our usual registration procedure, as described on page 138.*

### The Future of Mediation: The end as we know it? (SPE108)

Join mediators and conflict resolution practioners from across North America in a provocative dialogue. Take advantage of this rare opportunity to participate in shaping the future of mediation by finding better ways to move forward.

The dialogue is predicated upon Peter Adler's white paper: *The End of Mediation: a ramble on why the field will fail and mediators will thrive over the next two decades.* (a copy of the paper will be send to all registered participants prior to the event).

According to Adler, the field of mediation has grown, but into many specializations, which divide mediators, making it difficult to come together and discuss the field overall. This raises some fundamental questions: As practitioners, do we invest energy in legitimizing our profession and defending the borders of our field? How might this limit the potential of mediation?

The dialogue will create a space for participants to step back, share stories, and gain insights into the hopes and

expectations of others regarding the future of mediation practices and processes.

Experienced practioners, academics and students of conflict resolution will engage in a highly interactive discussion about the future of mediation - a much needed but rarely enacted conversation.

Come ready to have your stereotypes of the role of mediation challenged and to be open to perspectives that may be different from your own Learn from each other and make a substantial contribution to the field of mediation.

Who Should Attend: Mediators and conflict resolution practioners, academics and students engaged in the practice, teaching, research and study of mediation and conflict resolution.

#### Limited to 40 participants.

Date:	Oct 8, 2009
Fee:	\$125, includes networking lunch
Location:	Great Northern Way Campus
Instructor:	Peter Adler



**Peter S. Adler, Ph.D.** is President of The Keystone Center, which applies consensus-building and scientific information to energy, environmental, and health-related policy problems.

*Adler's specialty is multi-party negotiation and problem solving. He has extensive experience in land planning issues, construction issues, water problems, marine and coastal affairs, and strategic resource management.*

*Peter has held executive positions with the Hawaii Justice Foundation, the Hawaii Supreme Court's Center for Alternate Dispute Resolution and the Neighborhood Justice Center. He has been awarded the Roberston-Cunninghame Scholar in Residence Fellowship at the University of New England, New South Wales, Australia, a Senior Fellowship at the Western Justice Center, and was a consultant to the U.S. Institute for Environmental Conflict Resolution.*

*He is the author of Eye of the Storm Leadership (2008) and other books, articles and monographs.*

### Transforming Communities Using Forum Theatre: Empower Your Inner Voice (SPE122)

We are very excited to bring David Diamond, Artistic Director of Headlines Theatre to the JIBC. David will speak about his years of experience working successfully with Aboriginal and other communities across the province using Forum Theatre.

David will be addressing community empowerment and this interactive workshop will include an exploration of the exercise "Cops in the Head".

Cops in the Head is an investigation of internal voices that stop us from achieving our goals. Often our internal voices, our fears and oppressions prevent us from living fully and in the moment. In this one-day course, after a half-day of group building work, you will learn about those internal voices that have embedded themselves in our psyche. Cops in the Head are the voices of people

who put up stop signs and say, "you can't do that", "you're stupid", "you're no good" etc. – people who have somehow blocked us and over time have taken up residence inside us, affecting the way we listen, see and act.

This course helps individuals and communities identify these voices and liberate themselves in a creative and entertaining way. You will leave feeling inspired, motivated and empowered to make concrete and practical changes in your life and community.

Date:	May 6, 2010 – NWC
Fee:	\$125; group rate, \$110 includes networking lunch
Early Bird Rate:	<b>\$110; group rate, \$100 before Mar 31, 2010</b>
Location:	JIBC New Westminster Campus
Instructor:	David Diamond



**David Diamond** has directed over 380 community specific theatre projects on issues such as racism, gender roles, violence, addiction, self-esteem, First Nations' Residential Schools,

*globalization, language reclamation and many, many others.*

*David has directed workshops throughout BC, Canada and internationally. He has been involved in the writing and/or directing of all of Headlines' main stage plays, including NO`XYA` (Our Footprints), Out of the Silence, Mamu, Squeegie, Corporate U, Don't Say a Word, Here and Now and the Legislative Theatre project, Practicing Democracy. He has pioneered the development of live, interactive Forum Television and web casting.*

*Diamond is a graduate of the University of Alberta with a BFA in acting. He worked as a professional actor in theatre, television and film throughout Western Canada until 1981 when he co-founded Headlines Theatre.*

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 89)
- Associate Certificate in Workplace Conflict (page 90)
- Negotiation (page 92)
- Mediation/Third-Party Intervention (page 94)
- Family Mediation (page 96)

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

Enroll in a certificate and 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 – or complete more than one certificate;
- gain membership in the Community of Learners – a listserv and website, through which you will receive advance notice about learning and professional opportunities.
- 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; 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 or conres@jibc.ca

How to complete a Certificate in Conflict Resolution

- Download a certificate enrolment package from our website at 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 either the Associate Certificate in Workplace Conflict or 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 89-97.

- 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 and three to six months to complete an associate certificate.
- The cost of completing a certificate varies depending on the specialization you choose. You can expect to pay around \$2,000 to \$2,400 for either of the Associate Certificates and 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.



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 65)
- Foundations of Effective Management and Leadership, Part 2: Inspiring Teams and Managing Change, FMGMT200 (2 days) (page 65)
- Foundations of Collaborative Conflict Resolution, CCR100 (3 days) (page 102) (Formerly Dealing with Interpersonal Conflict, CR110A)
- Mediation Skills Level I, CCR180 (3 days) (page 105)
- Assessment: Associate Certificate in Leadership and Conflict Resolution, ALCR299 (written, mail-in) (page 99)

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. 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: Inspiring Teams and Managing 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 88) and come back for professional development.

### 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.

Attend our either in person or by telephone conference (for those sessions indicated as such). All sessions are held **6:00pm-8:00pm**.

To reserve a space or for more information contact: 604.528.5608 or 1.888.799.0801 or conres@jibc.ca

DATE	LOCATION
2009	
Sep 23	Victoria – JIBC Campus
Oct 7	Langara College
Oct 7	Kelowna – JIBC Campus
Oct 21	Prince George – College of New Caledonia
Oct 28	New Westminster – JIBC Campus & Teleconference
Nov 4	Edmonton – Kings University
2010	
Mar 3	Langara College
Mar 3	Victoria – JIBC Campus
Mar 10	New Westminster - JIBC Campus & Teleconference
Apr 15	Calgary – University of Calgary
Jun 16	New Westminster – JIBC Campus & Teleconference
Aug 25	New Westminster – JIBC Campus & Teleconference



## 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.*

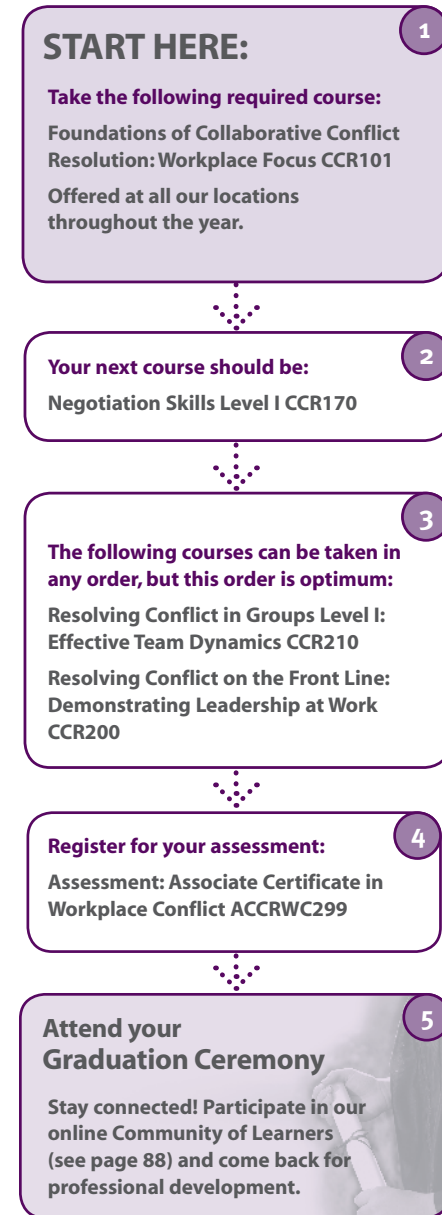
**The certificate is comprised of four courses that focus on effectively managing conflict in the workplace and an assessment:**

- Foundations of Collaborative Conflict Resolution: Workplace Focus, CCR101 (3 days) (Formerly Resolving Conflict in the Workplace, CR110B) (page 102)
- Negotiation Skills Level 1, CCR170 (3 days) (page 106)
- Resolving Conflict in Groups Level 1: Effective Team Dynamics, CCR210 (2 days) (page 107)
- Resolving Conflict on the Front Line: Demonstrating Leadership at Work, CCR200 (3 days) (page 107) (Formerly Conflict on the Front Line: Leaders as Conflict Resolvers, CR128)
- Assessment: Associate Certificate in Workplace Conflict, ACCRWC299 (mail-in) (page 99)

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





## 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

**At community colleges and universities:**  
Burns Lake  
Fort St. James  
Fort St. John  
Kamloops  
Kelowna  
Nanaimo  
Nechako/Vanderhoof  
Penticton  
Prince George  
Quesnel  
Vancouver  
Calgary, Alberta  
Edmonton, Alberta

See page 109 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](mailto:ccrplar@jibc.ca)

## Conflict Resolution Courses at Langara College

This year the Centre for Conflict Resolution is offering something for everyone at Langara College. If you live or work in Greater Vancouver and evening or weekends courses suit your busy lifestyle, please check out the Fall 2009 and Spring 2010 schedules. We have also included a weekday summer session called Summer 2010.

### Fall 2009 (evenings/weekends)

If you are working on a Centre for Conflict Resolution certificate, check out the advanced required courses and electives scheduled this semester.

### Spring 2010 (evenings/weekends)

If you are interested in earning your Associated Certificate in Workplace Conflict, or are working on it already, this semester is for you.

### Summer 2010 (weekdays)

If you haven't taken any conflict resolution training, check out these four general interest courses with no prerequisites. They are bundled together in such a way that you may wish to consider taking a set of courses that are scheduled in the same week.

FALL 2009	
CCR100 - Foundations of Collaborative Conflict Resolution (CRN70287)	Mon-Thurs Sep 28-Oct 1/09 6:00-9:30 pm Sat Oct 3/09 8:30 am-4:30 pm
CCR180 - Mediation Skills Level I (CRN70288)	Mon-Thurs Oct 19-22/09 6:00-9:30 pm Sat Oct 24/09 8:30 am-4:30 pm
CCR190 - Dealing with Anger (CRN70289)	Mon-Thurs Nov 16-19/09 6:00-9:30 pm Sat Nov 21/09 8:30 am-4:30 pm
CCR202 - Shifting from Positions to Interests (CRN70290)	Sat Dec 5/09 8:30 am-4:30 pm Tues & Thurs Dec 8 & 10/09 6:00-9:30 pm Sat Dec 12/09 8:30 am-4:30 pm
SPRING 2010	
CCR101 - Foundations of Collaborative Conflict Resolution: Workplace Focus (CRN50018)	Mon-Thurs Mar 1-4/10 6:00-9:30 pm Sat Mar 6/10 8:30 am-4:30 pm
CCR170 - Negotiation Skills Level I (CRN50019)	Mon-Thurs Apr 19-22/10 6:00-9:30 pm Sat Apr 24/10 8:30 am-4:30 pm
CCR210 - Resolving Conflict in Groups Level I: Effective Team Dynamics (CRN60015)	Wed-Thurs May 26-27/10 6:00-9:30 pm Sat Mar 29/10 8:30 am-4:30 pm
CCR200 - Conflict on the Front Line: Demonstrating Leadership at Work (CRN60016)	Mon-Thurs Jun 21-24/10 6:00-9:30 pm Sat Jun 26/10 8:30 am-4:30 pm
SUMMER 2010	
CCR105 - Asserting Yourself in Conflict Situations (CRN50018)	Mon-Tues Jul 12-13/10 8:30 am- 4:30 pm
CCR108 - Managing the Hostile Individual (CRN50019)	Thurs-Fri Jul 15-16/10 8:30 am - 4:30 pm
CCR102 - Building Your Communication Toolbox (CRN60018)	Mon-Tues Aug 23-24/10 8:30 am - 4:30 pm
CCR111 - Coaching Strategies: Developing People to Resolve Conflict (CRN60020)	Thurs-Fri Aug 26-27/10 8:30 - 4:30 pm

**To register for these JIBC courses offered at Langara College, call Langara directly at 604.323.5322.**



LANGARA  
COLLEGE

Continuing Studies

100 W. 49th Avenue  
Vancouver

### Associate Certificate in Workplace Conflict (Spring 2010)

CCR101: Foundations of Collaborative Conflict Resolution: Workplace Focus, 3 days (Formerly Resolving Conflict in the Workplace, CR110B)

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

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 or CCR180), 3 days

To enroll in the program or for your assessment, please contact the JIBC directly.

### ONLINE REGISTRATION

For courses held at JIBC campuses you can register 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 Student Services Centre.

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



# 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 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 a collaborative 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. Certificate enrolment fee: \$250.

## Specialization in Negotiation: 18 Credits

See Learning Path For Suggested Course Sequencing, page 93.

### 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 - 21 hours over a 6 week time frame) 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)
  - Coaching Strategies Developing People to Resolve Conflict, CCR111 (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 AND/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)
- 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 in Groups Level II: Facilitating the Collaborative Process, CCR260 (Calgary only)
- 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)

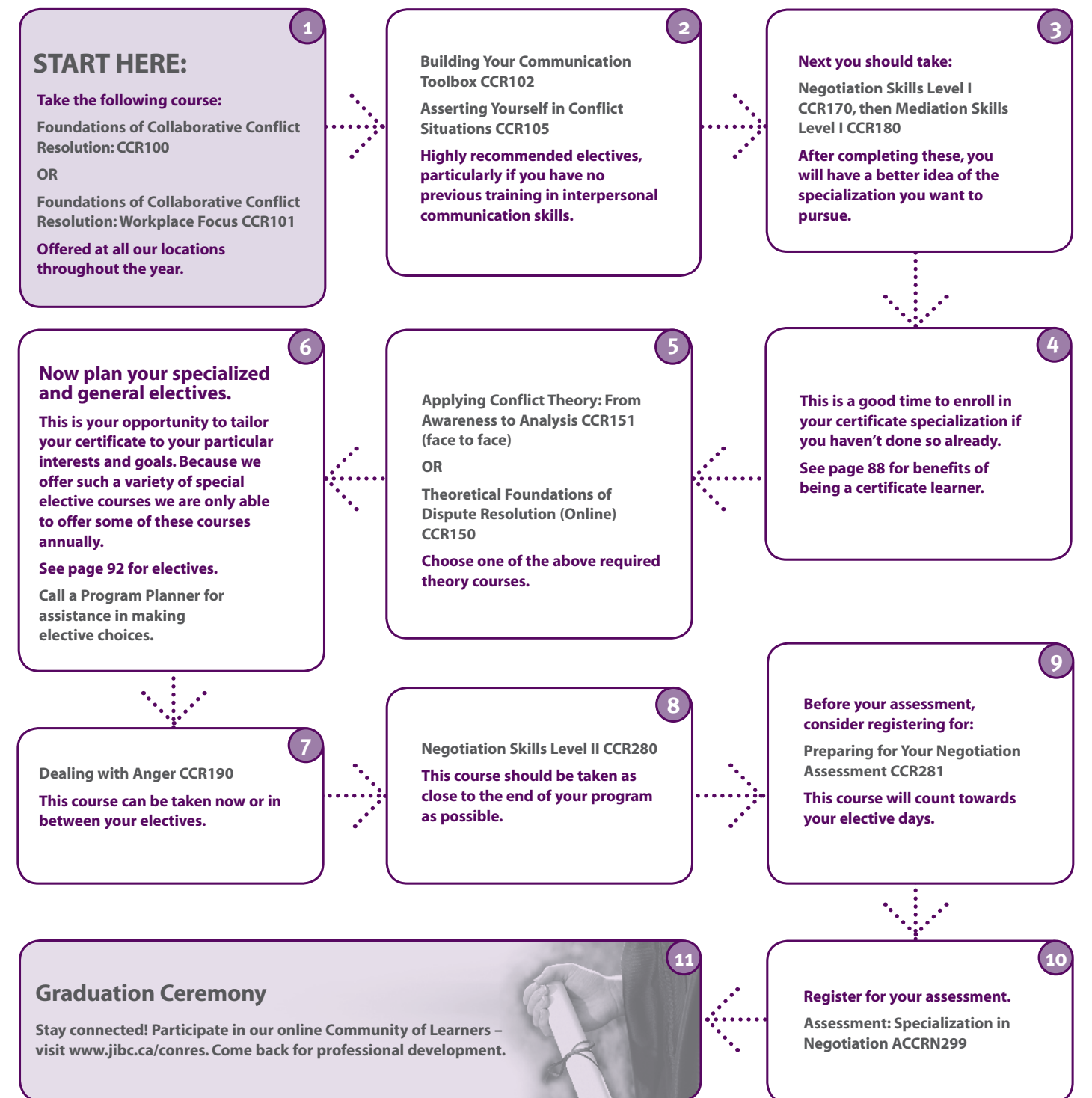
### Other electives – any courses

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 89 for details.

## Your Suggested Learning Path



## About the Certificate Assessment Process

The final assessment for this specialization consists of Assessment: Negotiation (ACCRN299). You must have successfully completed all the required courses 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 99).

# 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 144).

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 144. 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. Certificate enrolment fee: \$250.

## Specialization in Mediation/Third-Party Intervention: 18 Credits

See Learning Path For Suggested Course Sequencing, page 95.

### 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 – 21 hours over a 6 week time frame) **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)
- 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 AND/OR CCR180:

- The Art of Reframing, CCR208 (1 day)
- Asking Better Questions, CCR204 (1 day)
- Civil Procedure, CCR211 (2 days – 14 hours over an 8 week time frame) **Online**
- Dealing with Defensiveness in Conflict, CCR205 (3 days)
- Defining Issues and Setting the Agenda, CCR201 (2 days)
- Dynamics of Power, CCR206 (3 days)
- Identifying Control and Abuse in Pre-Mediation, CCR271 (1 day) (CCR190 is also a prerequisite)
- 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 in Groups Level II: Facilitating the Collaborative Process, CCR260 (**Calgary only**)
- 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 – 7 hours over 3 weeks) **Online**
- Ethical Dilemmas for Mediators in Alberta, CCR297 (1 day – 7 hours over 3 weeks) **Online**
- Mediation Skills Level III, CCR295 (2 days)
- Preparing for Your Mediation Assessment (Reality Check), CCR291 (1 day) (CCR280 is also a prerequisite)

#### Other Electives

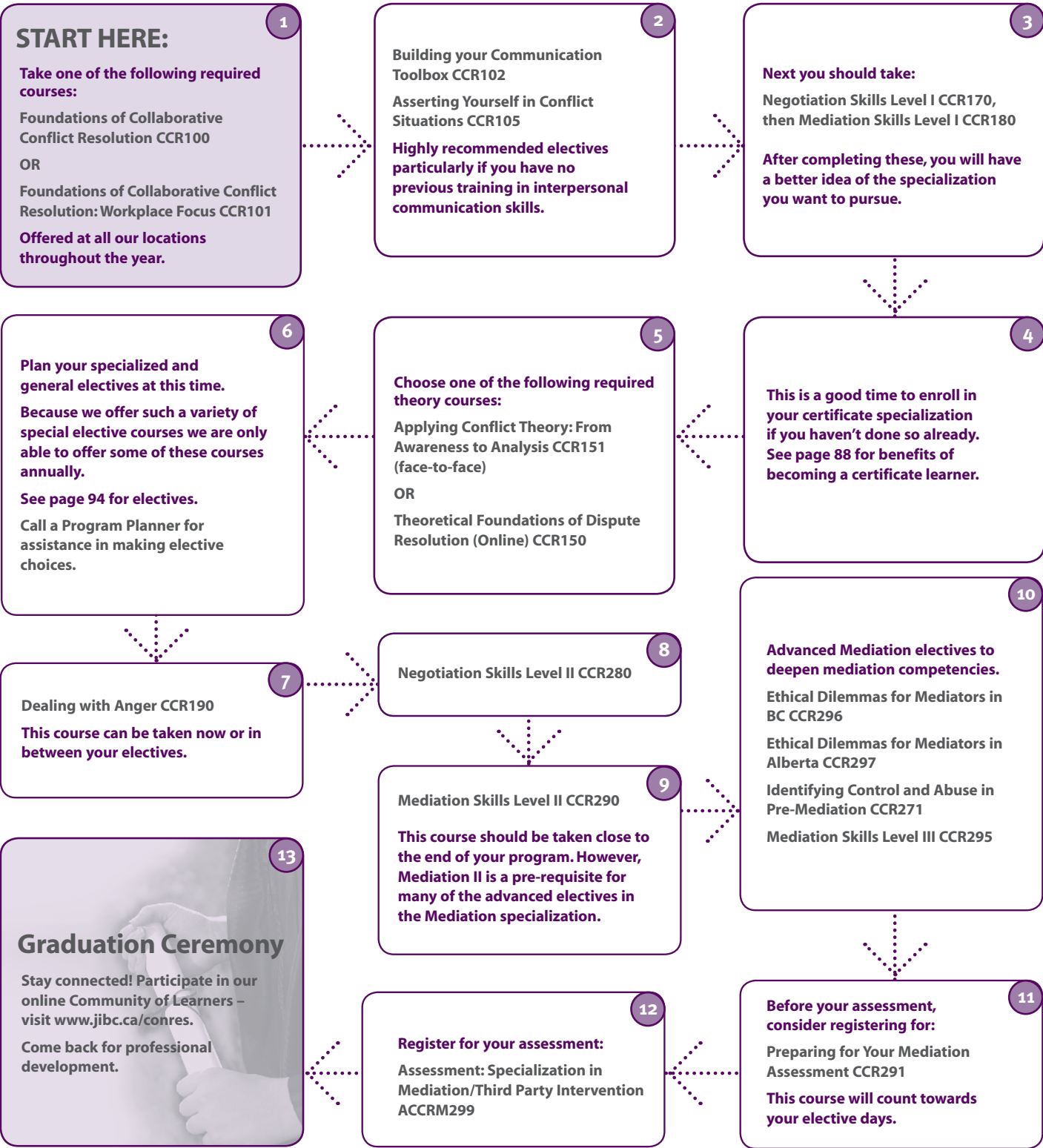
Choose your remaining one day from any conflict resolution elective course in the calendar, including online courses from the Family Mediation Certificate.

#### 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 99 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 all the required courses 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 99).



## 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 all delivered online while the majority of 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. Certificate enrolment fee: \$175.

Register directly for any courses in the Family Mediation Certificate through the JIBC's Student Services Centre: 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 97.

#### 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) (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)
- Mediation Skills Level II, CCR290 (5 days)
- Ethical Dilemmas for Mediators in British Columbia, CCR296 (1 day) **Online**
- OR**
- Ethical Dilemmas for Mediators in Alberta, CCR297 (1 day) **Online**

One-day (7 hours) online courses are completed over 2 weeks. Except CCR296 and CCR297 which are completed over 3 weeks.

Three-day (21 hours) online courses take 6 to 7 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)
- 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 99 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 144 for information on how to apply for equivalency credit.

### 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
- Family Violence: Impact on Separation and Divorce CORR605 (3 days) **Online**

#### About Online Courses:

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

#### Register for your assessment:

- 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.

### 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:

Program Planner  
604.528.5618 ccrassessments@jibc.ca

#### Mediating the Financial Aspects of Separation (CCR292)

This stand-alone advanced course and will be most useful to family mediators wishing to obtain the core preparation for becoming a comprehensive mediator as defined by Family Mediation Canada. See page 105 for a full course description and list of prerequisites.

Note: This course is not associated with any CCR certificate or credential.

#### 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) **Online OR**
- Ethical Dilemmas for Mediators in Alberta CCR297 (1 day)
- Multicultural Issues in Family Justice (FAM109) (1 day) **Online**

#### 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 (2 days)

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).



## Centre for Conflict Resolution

In this section, there are three different lists to help schedule your courses.

**List 1** 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 109.

**List 2** 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 118.

**List 3** is sorted by Course Number. See page 126.

## 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:	\$535 – \$550
Dates & locations:	Page 118

*“Hands down one of the best courses I have ever taken. These are not just business skills but also life skills. A real eye opener.”*

– Rod Daniels, Senior Liability Advisor  
Petro-Canada

### 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 – \$225
Dates & locations:	Page 118

### 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 – \$195
Dates & locations:	Page 118

### 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:	\$355 – \$450
Dates & locations:	Page 118

### 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 knowledge and skills gained 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 until you have completed all the required courses.

To enroll, contact [ccrassessments@jibc.ca](mailto:ccrassessments@jibc.ca) **604.528.5609** 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 (ACCRWC299)

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 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 until you have completed all the required courses.

To enroll, contact [ccrassessments@jibc.ca](mailto:ccrassessments@jibc.ca) **604.528.5609** 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 [ccrassessments@jibc.ca](mailto:ccrassessments@jibc.ca) **604.528.5609** 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.

Prerequisite(s):	CCR100 or CCR101, and CCR150 or CCR151, and CCR170, CCR180, CCR190, CCR280, CR290
Fee:	\$515 – \$530
Dates & locations:	Page 118

**Note:** You cannot register for your assessment until successfully completing all required courses, 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% 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.

Prerequisite(s):	CCR100 or CCR101, and CCR150 or CCR151, and CCR170, CCR180, CCR190, CCR280
Fee:	\$415 – \$430
Dates & locations:	Page 119

**Note:** You cannot register for your assessment until successfully completing all required courses, 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:	\$355 – \$395
Dates & locations	Page 119

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, 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:	\$355 – \$450
Dates & locations:	Page 119

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 97
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

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 143.

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:	2 days (14 hours completed over 8 weeks)
Credit:	1.0
Fee:	\$355
Dates:	Page 119

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:	\$355 – \$395
Dates & locations:	Page 119

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 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:	\$535 – \$575
Dates & locations:	Page 119

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 saving face 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 (saving face), listening becomes more difficult and positions become entrenched. Left unaddressed, defensiveness can stalemate the discussion. A 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:	\$535 – \$550
Dates & locations:	Page 120

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:	\$355 – \$425
Dates & locations:	Page 120

Developing Your Cultural Fluency (CCR121) CONTRACT ONLY

*The course content and delivery can be customized to fit your organization or community’s needs.*

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, 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?

For information call 604.528.5615

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.

Instructor:	Joan Balmer
Prerequisite(s):	CCR100 or CCR101 and CCR170 or CCR180
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$535
Dates & locations:	Page 120

Effective Teamwork: From Conflict to Collaboration (CCR126) CONTRACT ONLY

*The course content and delivery can be customized to fit your organization or community’s needs.*

Collaboration within a team requires a high degree of self-awareness and a substantial set of interpersonal communications skills 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 how to recognize, and avoid, the assumptions that group members make about themselves and others as they work together. These assumptions 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.

For information call 604.528.5615

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 97
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 97
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) ONLINE 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, CCR190, CCR290
Length:	1 day (7 hours completed over 3 weeks)
Credit:	0.5
Fee:	\$190
Dates & locations:	Page 120

Ethical Dilemmas for Mediators in British Columbia (CCR296) ONLINE

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, CCR190, CCR290
Length:	1 day (7 hours completed over 3 weeks)
Credit:	0.5
Fee:	\$175
Dates & locations:	Page 120

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:	2 days (14 hours) to be completed over 4 weeks
Credit:	1.0
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 97
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 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:	\$535 – \$595
Dates & locations:	Page 120

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 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:	\$535 – \$575
Dates & locations:	Page 121

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

See page 65 for course description.

Prerequisites:	None
Length:	3 days (21 hours)
Credit:	1.5
Fee:	\$390-\$445
Dates & locations:	Page 81

Foundations of Effective Management and Leadership, Part 2: Inspiring Teams and Managing Change (FMGMT200)

See page 65 for course description.

Prerequisites:	FMGMT100
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$270-\$325
Dates & locations:	Page 81

Getting Buy-in Through Collaborative Decision-Making (CCR124) CONTRACT ONLY

*The course content and delivery can be customized to fit your organization or community's needs.*

Traditional approaches to decision-making often leave people uncomfortable with the process, dissatisfied with the results and uncommitted to the implementation of agreements. This program will provide you with strategies designed to reach committed agreements. As a leader, you need to know when and how to involve others the decision-making process, from the formulation of plans through to successful implementation. In this highly practical and interactive course, you will learn how to enhance your ability to assess a given situation and determine how much participation is critical for success. By exploring actual decisions in your workplace, you will use a practical model to determine when and how to involve others in the decision process. Finally you will practice applied skills in case simulations and workplace scenarios.

For information call 604.528.5615

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:	\$355-\$395
Dates & locations:	Page 121

Handling Conflict on the Telephone (CCR103) CONTRACT ONLY

*The course content and delivery can be customized to fit your organization or community's needs.*

Dealing with angry people and trying to resolve conflict over the telephone can be particularly challenging. 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.

For information call 604.528.5615

ONLINE REGISTRATION

For courses held at JIBC campuses you can register 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 Student Services Centre.

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

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 121

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 97
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 covers 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 97
Length:	21 hours to be completed over 6 weeks
Credit:	1.5
Fee:	\$478.50
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

Please note: This course will not deal with the division of property or making a formal agreement.

Leading and Managing with Influence: Overcoming Resistance (CCR122) CONTRACT ONLY

The course content and delivery can be customized to fit your organization or community's needs.

As a senior leader or manager in your organization, you strive to create a culture of creative, joint solutions that lead to successful action-taking. Learn how to bring out the best in members of your team, who will in turn bring out the best in others. You will learn how to create an environment in which people have more confidence and trust in one another and work more productively and creatively with one another. By becoming an “influential leader”, you will gain greater confidence in your own ability and capacity for making a real difference as you expand your Circle of Influence. You will achieve commitment to shared goals rather than grudging compliance with someone else's decisions. This workshop will be a co-learning experience in which each participant supports and encourages the learning of others in an environment of spontaneity, candour and thought-provoking challenge.

For information call 604.528.5615

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 and Nikki de Carteret

Prerequisite(s):	CCR100 or CCR101
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$355
Dates & locations:	Page 121

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:	\$355 – \$395
Dates & locations:	Page 122

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 97
Length:	7 hours to be completed over 2 weeks
Credit:	0.5
Fee:	\$285.50
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 mediators to take particular approaches. 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:	\$395 – \$395
Dates & locations:	Page 122

Mediating the Financial Aspects of Separation (CCR292) BLENDED NEW

This advanced mediation course covers the legal, financial and psychological background, as well as specific skills and tools to help you help couples negotiate the terms of their financial separation. The substantive knowledge needed to mediate financial separation will be delivered through an online course format followed by three-days of intensive coached implementation and integration in a classroom setting. This course will be most useful to family mediators wishing to obtain the core preparation for becoming a comprehensive mediator as defined by Family Mediation Canada. Potential students who have not taken the pre-requisite courses from the JIBC but have education, training and experience in family mediation may contact the Centre for Conflict Resolution to discuss pre-requisite waivers or equivalency credit. This course is delivered face-to-face and online – with 21 hours of course work completed online and three days of course work completed in class.

**Please note:** This course is not associated with any Centre for Conflict Resolution certificate or credential. It is a stand-alone advanced course and will be most useful to family mediators wishing to complete the core preparation for becoming a comprehensive mediator as defined by Family Mediation Canada.

Prerequisite(s):	CORR606, CORR605, FAM112, CCR100 OR CCR101, CCR170, CCR180, CCR190, CCR290
Length:	6 days (42 hours – 3 days online completed over 6 weeks and 3 days in the classroom)
Credit:	3.0
Fee:	\$1,025
Dates & locations:	Page 122

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 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:	\$535 – \$575
Dates & locations:	Page 122

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 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 – \$895
Dates & locations:	Page 122

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, producing and using 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 122

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 97
Length:	7 hours to be completed over 2 weeks
Credit:	0.5
Fee:	\$282.50
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

Navigating Challenging Conversations (CCR128)  
CONTRACT ONLY

The course content and delivery can be customized to fit your organization or community's needs.

Learn to define and communicate successful outcomes in your difficult conversations while preparing to convey your message in a thoughtful and respectful manner. You will also learn how to manage an array of emotional responses with tact and sensitivity, and to end a challenging conversation that sets the stage for future collaboration. When it comes to conflict, the 80-20 rule holds true; challenging conversations represent the minority of our workplace interactions while consuming a vast amount of our mental energy. Yet, if we take the time to prepare in a structured and thoughtful way, and practice our skills before the fact, we can greatly reduce our anxiety while increasing the likelihood for a positive outcome to even our most difficult conversations.

For information call 604.528.5615

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:	\$370 – \$425
Dates & locations:	Page 122

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 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:	\$535 – \$595
Dates & locations:	Page 123

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 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 – \$895
Dates & locations:	Page 123

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 member. 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 DVD will be provided for you to record your role-playing exercise.

Prerequisite(s):	CCR100 or CCR101 and CCR150 or CCR151 and CCR170, CCR180, CCR190, CCR280, CCR290
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$350 – \$370
Dates & locations:	Page 123

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 DVD will be provided for you to record your role-playing exercise.

Prerequisite(s):	CCR100 or CCR101 and CCR150 or CCR151 and CCR170, CCR180, CCR190, and CCR280
Length:	1 day (7 hours)
Credit:	0.5
Fee:	\$300 – \$315
Dates & locations:	Page 124

ONLINE REGISTRATION

For courses held at JIBC campuses you can register 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 Student Services Centre.

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

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 you will be asked to reflect on it 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:	Page 124

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 – \$450
Dates & locations:	Page 124

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Resolving Conflict in Groups Level II: Facilitating The Collaborative Process (CCR260)  
UNIVERSITY OF 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-playing 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:	\$425
Dates & locations:	Page 124

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 analyzing 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. A DVD will be provided for you to record your role-playing exercise.

\*(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:	\$535 - \$575
Dates & locations:	Page 124

Respectful Communication In a Changing Workplace (CCR120)  
CONTRACT ONLY

The course content and delivery can be customized to fit your organization or community's needs.

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 within ethnic and gender groups, decrease incidences of harassment and increase resolution of conflict.

For information call 604.528.5615

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 - \$225
Dates & Locations:	Page 125

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 skilled coaches.

Prerequisite(s):	CCR100 or CCR101, and CCR180
Length:	2 days (14 hours)
Credit:	1.0
Fee:	\$370
Dates & locations:	Page 125

Sharpening Your Edge in Negotiation (CCR127) CONTRACT ONLY

The course content and delivery can be customized to fit your organization or community's needs.

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.

For information call 604.528.5615

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 – \$795
Dates & locations:	Page 125

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:	\$282.50
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 effects 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:	3 days (21 hours completed over 6 weeks)
Credit:	1.5
Fee:	\$535
Dates:	Page 125

“Absolutely loved this course. Revitalized my spirit to help refocus in my work wherever that will take me!”

– Laura Whieldon,  
Licensing Officer  
Fraser Health Authority

Centre for Conflict Resolution Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
ALBERTA ARBITRATION & MEDIATION SOCIETY - KING'S UNIVERSITY COLLEGE - EDMONTON					
Sep 28-30	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Sharon Wilson	\$575	102
Oct 20-22	Negotiation Skills Level I	CCR170	Gloria Lechky	\$575	106
Nov 16-17	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Paula Drouin	\$425	107
Dec 2-4	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	TBA	\$575	107
Dec 9	Roleplay Practice Clinic	CCR175	TBA	\$225	107
Feb 17-19	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Alan Edwards	\$575	102
Mar 15-17	Negotiation Skills Level I	CCR170	Sharon Wilson	\$575	106
Apr 15-16	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Gloria Lechky	\$425	107
May 12-14	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	TBA	\$575	107
Jun 8	Roleplay Practice Clinic	CCR175	TBA	\$225	107
COLLEGE OF NEW CALEDONIA - BURNS LAKE					
Mar 17-19	Mediation Skills Level I	CCR180	Sherri Calder	\$550	105
Jun 1-2	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Ron Monk	\$450	107
COLLEGE OF NEW CALEDONIA - FORT ST JAMES					
Mar 2-4	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Janice Bateman	\$550	102
COLLEGE OF NEW CALEDONIA - MACKENZIE					
Nov 26-27	Building Your Communication Toolbox	CCR102	Sherri Calder	\$450	100
COLLEGE OF NEW CALEDONIA - NECHAKO/VANDERHOOF					
May 11-12	Asserting Yourself in Conflict Situations	CCR105	Kerry Palmer	\$450	98
COLLEGE OF NEW CALEDONIA - PRINCE GEORGE					
Oct 27-29	Foundations of Collaborative Conflict Resolution	CCR100	Sandra Rossi	\$550	102
Nov 23-25	Negotiation Skills Level I	CCR170	Sandra Rossi	\$550	106
Mar 29-30	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Nancy McPhee	\$450	107
Apr 21-23	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Linda Dobson Sayer	\$550	107
Jun 22-24	Foundations of Collaborative Conflict Resolution	CCR100	Sandra Rossi	\$550	102
COLLEGE OF NEW CALEDONIA - QUESNEL					
Nov 5-6	Asserting Yourself in Conflict Situations	CCR105	Jim Toogood	\$450	98
JIBC - CHILLIWACK CAMPUS					
Nov 2-4	Foundations of Collaborative Conflict Resolution	CCR100	Jory Faibish	\$535	102
Nov 26-27	Building Your Communication Toolbox	CCR102	Janice Bateman	\$355	100
Mar 2-3	Asserting Yourself in Conflict Situations	CCR105	Pam Penner	\$355	98
Mar 29-31	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jane Roberts	\$535	102
Apr 28-30	Negotiation Skills Level I	CCR170	Sherri Calder	\$535	106
May 18-19	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Sue Wazny	\$355	107
Jun 1-3	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Mario Govorchin	\$535	107
JIBC - GREAT NORTHERN WAY CAMPUS – VANCOUVER					
Nov 17-19	Foundations of Collaborative Conflict Resolution	CCR100	Dale Zaiser	\$535	102
Nov 30-Dec 2	Mediation Skills Level I	CCR180	Deborah White	\$535	105
Mar 16-18	Negotiation Skills Level I	CCR170	Jim Toogood	\$535	106
Mar 25-26	Building Your Communication Toolbox	CCR102	Deborah White	\$355	100
May 11-13	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Nancy McPhee	\$535	102

Centre for Conflict Resolution  
Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
JIBC - GREAT NORTHERN WAY CAMPUS – VANCOUVER					
May 25-26	Asserting Yourself in Conflict Situations	CCR105	Jim Toogood	\$355	98
Jun 9-11	Dealing with Anger	CCR190	Jane Roberts	\$535	100
Aug 11-13	Foundations of Collaborative Conflict Resolution	CCR100	Pam Penner	\$535	102
Aug 23-25	Mediation Skills Level I	CCR180	Kerry Palmer	\$535	105
JIBC - KELOWNA CAMPUS					
Oct 26-28	Foundations of Collaborative Conflict Resolution	CCR100	Janice Bateman	\$550	102
Nov 26-27	Building Your Communication Toolbox	CCR102	Kerry Palmer	\$395	100
Mar 2-4	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kerry Palmer	\$550	102
Apr 21-23	Dealing with Anger	CCR190	Sue Wazny	\$550	100
May 17-18	Asserting Yourself in Conflict Situations	CCR105	Janice Bateman	\$395	98
JIBC - MAPLE RIDGE - CAMPUS					
Oct 19-21	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Sherri Calder	\$535	102
Nov 18-20	Foundations of Collaborative Conflict Resolution	CCR100	Jane Roberts	\$535	102
Nov 30-Dec 2	Mediation Skills Level I	CCR180	Jim Toogood	\$535	105
Feb 17-18	Building Your Communication Toolbox	CCR102	Kerry Palmer	\$355	100
Mar 3-5	Foundations of Collaborative Conflict Resolution	CCR100	Jory Faibish	\$535	102
Apr 20-21	Managing the Hostile Individual	CCR108	Mario Govorchin	\$355	104
May 3-5	Dealing with Anger	CCR190	Pam Penner	\$535	100
Jun 10-11	Coaching Strategies: Developing People to Resolve Conflict	CCR111	Linda Dobson Sayer	\$355	100

Centre for Conflict Resolution  
Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
JIBC - NEW WESTMINSTER - CAMPUS					
Sep 9-11	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jane Roberts	\$535	102
Sep 14-15	Building Your Communication Toolbox	CCR102	Raj Dhasi	\$355	100
Sep 16-18	Negotiation Skills Level I	CCR170	Jory Faibish	\$535	106
Sep 21-23	Foundations of Collaborative Conflict Resolution	CCR100	Derm McNulty	\$535	102
Sep 24-25	Asserting Yourself in Conflict Situations	CCR105	Pam Penner	\$355	98
Sep 25	Preparing for Your Mediation Assessment	CCR291	Lee Turnbull	\$350	106
Sep 28-30	Mediation Skills Level I	CCR180	Sherri Calder	\$535	105
Sep 30-Oct 2	Dealing with Anger	CCR190	Stacey Holloway	\$535	100
Oct 2	Preparing for Your Negotiation Assessment	CCR281	Deborah White	\$300	106
Oct 5-7	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jim Toogood	\$535	102
Oct 8	Roleplay Practice Clinic	CCR175	Sherri Calder	\$165	107
Oct 14-16	Negotiation Skills Level I	CCR170	Kerry Palmer	\$535	106
Oct 19	Assessment: Mediation Third/Party	ACCRM299	Centre Assessor	\$515	99
Oct 19-21	Dynamics of Power	CCR206	Joan Balmer	\$535	101
Oct 21-23	Foundations of Collaborative Conflict Resolution	CCR100	Kelly Henderson	\$535	102
Oct 22-23	Mediation Skills Level III	CCR295	Ron Monk	\$370	105
Oct 26	Assessment: Negotiation	ACCRN299	Centre Assessor	\$415	99
Oct 26-28	Mediation Skills Level I	CCR180	Raj Dhasi	\$535	105
Oct 27-28	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Nancy McPhee	\$355	107
Oct 29	Preparing for Your Mediation Assessment	CCR291	Linda Dobson Sayer	\$350	106
Oct 29-30	Asserting Yourself in Conflict Situations	CCR105	Mario Govorchin	\$355	98
Oct 29-30	Separate Meetings: Pre-Mediation & Caucusing	CCR209	Donna Soules	\$370	108
Nov 2-4	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Derm McNulty	\$535	102
Nov 2-6	Mediation Skills Level II	CCR290	Deborah White	\$850	105
Nov 5-6	Balancing Empathy and Assertion	CCR172	Joan Balmer	\$355	99
Nov 9-10	Managing the Hostile Individual	CCR108	Mario Govorchin	\$355	104
Nov 12-13	Building Your Communication Toolbox	CCR102	Kelly Henderson	\$355	100
Nov 13	Preparing for Your Negotiation Assessment	CCR281	Dale Zaiser	\$300	106
Nov 16	Assessment: Mediation Third/Party	ACCRM299	Centre Assessor	\$515	99
Nov 16-18	Dealing with Anger	CCR190	Janice Bateman	\$535	100
Nov 18-20	Negotiation Skills Level I	CCR170	Pam Penner	\$535	106
Nov 20	The Art of Reframing	CCR208	Deborah White	\$165	98
Nov 23-25	Applying Conflict Theory: From Awareness to Analysis	CCR151	Brian Frank	\$535	98
Nov 23-27	Negotiation Skills Level II	CCR280	Ron Monk	\$850	106
Nov 26-27	Asserting Yourself in Conflict Situations	CCR105	Jane Roberts	\$355	98
Nov 26-27	Mediating Civil & Court-Based Cases	CCR214	Jim Toogood	\$355	104
Nov 30	Preparing for Your Negotiation Assessment	CCR281	Mario Govorchin	\$300	106
Nov 30-Dec 2	Shifting from Positions to Interests	CCR202	Sherri Calder	\$550	108
Dec 1	Preparing for Your Mediation Assessment	CCR291	Lee Turnbull	\$355	106
Dec 2-4	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Janice Bateman	\$535	102
Dec 3	Assessment: Negotiation	ACCRN299	Centre Assessor	\$415	99



### 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 109 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:**

Burns Lake  
Fort St. James  
Fort St. John  
Kamloops  
Kelowna  
Nanaimo  
Nechako/Vanderhoof  
Penticton  
Prince George  
Quesnel  
Vancouver  
Calgary, Alberta  
Edmonton, Alberta

Centre for Conflict Resolution  
Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
JIBC - NEW WESTMINSTER - CAMPUS					
Dec 3-4	Negotiating with Difficult People: Making It Hard to Say No	CCR207	Ron Monk	\$370	106
Dec 7-9	Negotiation Skills Level I	CCR170	Mario Govorchin	\$535	106
Dec 7-9	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Linda Dobson Sayer	\$535	107
Dec 10-11	Building Your Communication Toolbox	CCR102	Jory Faibish	\$355	100
Dec 10-11	Coaching Strategies: Developing People to Resolve Conflict	CCR111	Linda Dobson Sayer	\$355	100
Dec 14-15	Defining Issues and Setting the Agenda	CCR201	Ron Monk	\$355	101
Dec 14-16	Foundations of Collaborative Conflict Resolution	CCR100	Raj Dhasi	\$535	102
Dec 16	Assessment: Negotiation	ACCRN299	Centre Assessor	\$415	99
Dec 16	Identifying Control & Abuse in Pre-Mediation	CCR271	Ron Monk	\$175	103
Dec 16-18	Dealing with Anger	CCR190	Sue Wazny	\$535	100
Dec 17	Assessment: Mediation Third/Party	ACCRM299	Centre Assessor	\$515	99
Dec 17-18	Asserting Yourself in Conflict Situations	CCR105	Deborah White	\$355	98
Jan 6-8	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Gary Harper	\$535	102
Jan 13-15	Negotiation Skills Level I	CCR170	Kelly Henderson	\$535	106
Jan 15	Preparing for Your Negotiation Assessment	CCR281	Nancy McPhee	\$300	106
Jan 18-20	Foundations of Collaborative Conflict Resolution	CCR100	Mario Govorchin	\$535	102
Jan 20-22	Mediation Skills Level I	CCR180	Pam Penner	\$535	105
Jan 22	Preparing for Your Mediation Assessment	CCR291	Deborah White	\$350	106
Jan 25-26	Asserting Yourself in Conflict Situations	CCR105	Derm McNulty	\$355	98
Jan 27-29	Dealing with Anger	CCR190	Raj Dhasi	\$535	100
Feb 1-3	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jory Faibish	\$535	102
Feb 3-5	Dealing with Defensiveness in Conflict	CCR205	Donna Soules	\$535	100
Feb 4-5	Building Your Communication Toolbox	CCR102	Sherri Calder	\$355	100
Feb 8	Assessment: Negotiation	ACCRN299	Centre Assessor	\$415	99
Feb 8-10	Applying Conflict Theory: From Awareness to Analysis	CCR151	Brian Frank	\$535	98
Feb 10-12	Negotiation Skills Level I	CCR170	Janice Bateman	\$535	106
Feb 11	Preparing for Your Negotiation Assessment	CCR281	Deborah White	\$300	106
Feb 15	Assessment: Mediation Third/Party	ACCRM299	Centre Assessor	\$515	99
Feb 15-17	Foundations of Collaborative Conflict Resolution	CCR100	Nancy McPhee	\$535	102
Feb 16-18	Mediation Skills Level I	CCR180	Ron Monk	\$535	105
Feb 18-19	Asserting Yourself in Conflict Situations	CCR105	Raj Dhasi	\$355	98
Feb 19	Preparing for Your Mediation Assessment	CCR291	Ron Monk	\$350	106
Feb 23-25	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Deborah White	\$535	102
Mar 1-May 1	Mediating the Financial Aspects of Separation (Attendance includes both in-class and online course work.)	CCR292	Linda Bonnell & Betty Ife	\$1,025	105
Mar 1	Assessment: Negotiation	ACCRN299	Centre Assessor	\$415	99
Mar 1	Roleplay Practice Clinic	CCR175	Raj Dhasi	\$165	107
Mar 1-3	Foundations of Collaborative Conflict Resolution	CCR100	Sue Wazny	\$535	102
Mar 2	Preparing for Your Negotiation Assessment	CCR281	Nancy McPhee	\$300	106
Mar 3-5	Dealing with Anger	CCR190	Joan Balmer	\$535	100
Mar 4-5	Asserting Yourself in Conflict Situations	CCR105	Stacey Holloway	\$355	98

Centre for Conflict Resolution  
Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
JIBC - NEW WESTMINSTER - CAMPUS					
Mar 8	Assessment: Mediation Third/Party	ACCRM299	Centre Assessor	\$515	99
Mar 8-12	Mediation Skills Level II	CCR290	Linda Dobson Sayer	\$850	105
Mar 8-9	Managing the Hostile Individual	CCR108	Mario Govorchin	\$355	104
Mar 9-11	Mediation Skills Level I	CCR180	Dale Zaiser	\$535	105
Mar 10-12	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kelly Henderson	\$535	102
Mar 12	Preparing for Your Mediation Assessment	CCR291	Deborah White	\$350	106
Mar 15-17	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Linda Dobson Sayer	\$535	107
Mar 15-19	Negotiation Skills Level II	CCR280	Mario Govorchin	\$850	106
Mar 19	Asking Better Questions	CCR204	Gordon Sloan	\$175	98
Mar 22	Assessment: Negotiation	ACCRN299	Centre Assessor	\$415	99
Mar 22-23	Asserting Yourself in Conflict Situations	CCR105	Janice Bateman	\$355	98
Mar 22-24	Foundations of Collaborative Conflict Resolution	CCR100	Sue Wazny	\$535	102
Mar 24-26	Shifting from Positions to Interests	CCR202	Sherri Calder	\$550	108
Mar 25	Preparing for Your Negotiation Assessment	CCR281	Dale Zaiser	\$300	106
Mar 26	Preparing for Your Mediation Assessment	CCR291	Linda Dobson Sayer	\$350	106
Mar 29	Assessment: Mediation Third/Party	ACCRM299	Centre Assessor	\$515	99
Mar 29-30	Balancing Empathy and Assertion	CCR172	Joan Balmer	\$355	99
Mar 29-31	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Stacey Holloway	\$535	102
Mar 29-31	Mediation Skills Level I	CCR180	Derm McNulty	\$535	105
Apr 7-9	Foundations of Collaborative Conflict Resolution	CCR100	Deborah White	\$535	102
Apr 12-13	Giving & Receiving Constructive Feedback	CCR171	Deborah White	\$355	103
Apr 14-16	Negotiation Skills Level I	CCR170	Raj Dhasi	\$535	106
Apr 19-20	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Deborah White	\$355	107
Apr 19-21	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jory Faibish	\$535	102
Apr 21	Assessment: Negotiation	ACCRN299	Centre Assessor	\$415	99
Apr 22-23	Building Your Communication Toolbox	CCR102	Raj Dhasi	\$355	100
Apr 26	Assessment: Mediation Third/Party	ACCRM299	Centre Assessor	\$515	99
Apr 26-28	Mediation Skills Level I	CCR180	Sue Wazny	\$535	105
Apr 29-30	Asserting Yourself in Conflict Situations	CCR105	Jim Toogood	\$355	98
Apr 29-30	Separate Meetings: Pre-Mediation & Caucusing	CCR209	Gordon White	\$370	108
May 3-5	Foundations of Collaborative Conflict Resolution	CCR100	Linda Dobson Sayer	\$535	102
May 4-6	Dealing with Anger	CCR190	Mario Govorchin	\$535	100
May 7	Preparing for Your Negotiation Assessment	CCR281	Deborah White	\$300	106
May 10-14	Mediation Skills Level II	CCR290	Donna Soules	\$850	105
May 17-19	Negotiation Skills Level I	CCR170	Linda Dobson Sayer	\$535	106
May 18-20	Dynamics of Power	CCR206	Joan Balmer	\$535	101
May 20	Preparing for Your Mediation Assessment	CCR291	Deborah White	\$350	106
May 26-28	Mediation Skills Level I	CCR180	Jory Faibish	\$535	105
May 27	Assessment: Negotiation	ACCRN299	Centre Assessor	\$415	99
May 27-29	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Sherri Calder	\$535	102

Centre for Conflict Resolution  
Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
JIBC - NEW WESTMINSTER - CAMPUS					
May 31-Jun 1	Managing the Conflict Within	CCR173	Joan Balmer/ Nikki de Carteret	\$355	104
Jun 1-3	Foundations of Collaborative Conflict Resolution	CCR100	Kelly Henderson	\$535	102
Jun 3-9	Negotiation Skills Level II	CCR280	Dale Zaiser	\$850	106
Jun 7	Assessment: Mediation Third/Party	ACCRM299	Centre Assessor	\$515	99
Jun 7-9	Applying Conflict Theory: From Awareness to Analysis	CCR151	Brian Frank	\$535	98
Jun 8	Preparing for Your Negotiation Assessment	CCR281	Lee Turnbull	\$300	106
Jun 10-11	Mediation Skills Level III	CCR295	Donna Soules	\$370	105
Jun 14-15	Mediating Civil & Court-Based Cases	CCR214	Jim Toogood	\$355	104
Jun 14-16	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Derm McNulty	\$535	102
Jun 16-18	Negotiation Skills Level I	CCR170	Nancy McPhee	\$535	106
Jun 17-18	Building Your Communication Toolbox	CCR102	Pam Penner	\$355	100
Jun 21-22	Asserting Yourself in Conflict Situations	CCR105	Sherri Calder	\$355	98
Jun 21-23	Mediation Skills Level I	CCR180	Janice Bateman	\$535	105
Jun 23-25	Foundations of Collaborative Conflict Resolution	CCR100	Deborah White	\$535	102
Jun 24-25	Defining Issues and Setting the Agenda	CCR201	Ron Monk	\$355	101
Jun 25	Preparing for Your Mediation Assessment	CCR291	Lee Turnbull	\$350	106
Jul 5	Assessment: Negotiation	ACCRN299	Centre Assessor	\$415	99
Jul 5-7	Shifting from Positions to Interests	CCR202	Donna Soules	\$550	108
Jul 7-9	Foundations of Collaborative Conflict Resolution	CCR100	Raj Dhasi	\$535	102
Jul 8	Roleplay Practice Clinic	CCR175	Kerry Palmer	\$165	107
Jul 9	Preparing for Your Negotiation Assessment	CCR281	Lee Turnbull	\$300	106
Jul 12	Assessment: Mediation Third/Party	ACCRM299	Centre Assessor	\$515	99
Jul 12-14	Dealing with Defensiveness in Conflict	CCR205	Donna Soules	\$535	100
Jul 14-16	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Stacey Holloway	\$535	102
Jul 16	Preparing for Your Mediation Assessment	CCR291	Linda Dobson Sayer	\$350	106
Jul 19-20	Asserting Yourself in Conflict Situations	CCR105	Sue Wazny	\$355	98
Jul 19-21	Negotiation Skills Level I	CCR170	Dale Zaiser	\$535	106
Jul 19-21	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Linda Dobson Sayer	\$535	107
Jul 21-23	Mediation Skills Level I	CCR180	Jane Roberts	\$535	105
Jul 22-23	Coaching Strategies: Developing People to Resolve Conflict	CCR111	Linda Dobson Sayer	\$355	100
Jul 26	Assessment: Negotiation	ACCRN299	Centre Assessor	\$415	99
Jul 26-28	Dealing with Anger	CCR190	Sherri Calder	\$535	100
Aug 4-6	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Dale Zaiser	\$535	102
Aug 5	Preparing for Your Negotiation Assessment	CCR281	Nancy McPhee	\$300	106
Aug 6	Preparing for Your Mediation Assessment	CCR291	TBA	\$350	106
Aug 9	Assessment: Mediation Third/Party	ACCRM299	Centre Assessor	\$515	99
Aug 9-10	Managing the Hostile Individual	CCR108	Mario Govorchin	\$355	104
Aug 9-13	Mediation Skills Level II	CCR290	Ron Monk	\$850	105
Aug 16-17	Asserting Yourself in Conflict Situations	CCR105	Derm McNulty	\$355	99
Aug 16-18	Negotiation Skills Level I	CCR170	Jim Toogood	\$535	106

Centre for Conflict Resolution  
Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
JIBC - NEW WESTMINSTER - CAMPUS					
Aug 18-19	Negotiating with Difficult People: Making It Hard to Say No	CCR207	Sherri Calder	\$370	106
Aug 19-20	Building Your Communication Toolbox	CCR102	Jane Roberts	\$355	100
Aug 23	Assessment: Negotiation	ACCRN299	Centre Assessor	\$415	99
Aug 23-27	Negotiation Skills Level II	CCR280	Deborah White	\$850	106
Aug 25-27	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Nancy McPhee	\$535	102
Aug 30	Assessment: Mediation Third/Party	ACCRM299	Centre Assessor	\$515	99
Aug 30-Sep 1	Dealing with Anger	CCR190	Jory Faibish	\$535	100
Aug 31-Sep 2	Foundations of Collaborative Conflict Resolution	CCR100	Jim Toogood	\$535	102
JIBC - VICTORIA CAMPUS					
Sep 23-25	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Brian Frank	\$550	102
Sep 28-30	Negotiation Skills Level I	CCR170	Gordon White	\$550	106
Oct 5-7	Foundations of Collaborative Conflict Resolution	CCR100	Brian Frank	\$550	102
Oct 14-16	Mediation Skills Level I	CCR180	Linda Dobson Sayer	\$550	105
Oct 19-21	Dealing with Anger	CCR190	Nancy McPhee	\$550	100
Oct 22-23	Giving & Receiving Constructive Feedback	CCR171	Deborah White	\$395	103
Oct 28-30	Applying Conflict Theory: From Awareness to Analysis	CCR151	Brian Frank	\$550	98
Nov 2-3	Asserting Yourself in Conflict Situations	CCR105	Linda Dobson Sayer	\$395	98
Nov 4-6	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Brian Frank	\$550	102
Nov 16-20	Mediation Skills Level II	CCR290	Gordon White	\$850	105
Nov 23-24	Building Your Communication Toolbox	CCR102	Linda Dobson Sayer	\$395	100
Nov 26	Preparing for Your Negotiation Assessment	CCR281	Nancy McPhee	\$315	106
Nov 27	Preparing for Your Mediation Assessment	CCR291	Donna Soules	\$370	106
Nov 30-Dec 2	Foundations of Collaborative Conflict Resolution	CCR100	Linda Dobson Sayer	\$550	102
Dec 8	Roleplay Practice Clinic	CCR175	Juan Barker	\$180	107
Jan 19-21	Foundations of Collaborative Conflict Resolution	CCR100	Donna Soules	\$550	102
Jan 27-29	Negotiation Skills Level I	CCR170	Nancy McPhee	\$550	106
Feb 1	Assessment: Negotiation	ACCRN299	Centre Assessor	\$430	99
Feb 2	Assessment: Mediation Third/Party	ACCRM299	Centre Assessor	\$530	99
Feb 3-5	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Ron Monk	\$550	102
Feb 8-10	Mediation Skills Level I	CCR180	Donna Soules	\$550	105
Feb 11-12	Asserting Yourself in Conflict Situations	CCR105	Nancy McPhee	\$395	98
Feb 23-24	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Ron Monk	\$395	107
Mar 3-5	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Linda Dobson Sayer	\$550	102
Mar 15-17	Negotiation Skills Level I	CCR170	Ron Monk	\$550	106
Mar 18-19	Building Your Communication Toolbox	CCR102	Gordon White	\$395	100
Mar 22-24	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Ron Monk	\$550	107
Mar 25-26	Negotiating with Difficult People: Making It Hard to Say No	CCR207	Ron Monk	\$395	106
Mar 29-31	Foundations of Collaborative Conflict Resolution	CCR100	Linda Dobson Sayer	\$550	102
Apr 9	Roleplay Practice Clinic	CCR175	Julia Menard	\$180	107
Apr 12-14	Dealing with Anger	CCR190	Gordon White	\$550	100
Apr 19-23	Negotiation Skills Level II	CCR280	Nancy McPhee	\$850	106

## Centre for Conflict Resolution

### Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
JIBC - VICTORIA CAMPUS					
Apr 26	Preparing for Your Negotiation Assessment	CCR281	Nancy McPhee	\$315	106
Apr 27	Preparing for Your Mediation Assessment	CCR291	Linda Dobson Sayer	\$370	106
Apr 30	Asking Better Questions	CCR204	Gordon Sloan	\$195	98
May 5-6	Balancing Empathy and Assertion	CCR172	Joan Balmer	\$395	99
May 10-12	Applying Conflict Theory: From Awareness to Analysis	CCR151	Brian Frank	\$550	98
May 13-14	Asserting Yourself in Conflict Situations	CCR105	Gordon White	\$395	98
May 17-19	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Ron Monk	\$550	102
May 26-28	Dealing with Defensiveness in Conflict	CCR205	Donna Soules	\$550	100
May 31	Assessment: Negotiation	ACCRN299	Centre Assessor	\$430	99
Jun 1	Assessment: Mediation Third/Party	ACCRM299	Centre Assessor	\$530	99
Jun 2-4	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Brian Frank	\$550	102
Jun 8-10	Negotiation Skills Level I	CCR170	Ron Monk	\$550	106
Jun 16-17	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Donna Soules	\$395	107
Jun 23-25	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Linda Dobson Sayer	\$550	107
Jul 12-14	Foundations of Collaborative Conflict Resolution	CCR100	Ron Monk	\$550	102
Jul 28-29	Building Your Communication Toolbox	CCR102	Nancy McPhee	\$395	100
Aug 11-13	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Donna Soules	\$550	102
LANGARA COLLEGE - VANCOUVER					
Sep 28-Oct 3	Foundations of Collaborative Conflict Resolution	CCR100	Jane Roberts	\$535	102
Oct 19-24	Mediation Skills Level I	CCR180	Pam Penner	\$535	105
Nov 16-21	Dealing with Anger	CCR190	Jory Faibish	\$535	100
Dec 5-12	Shifting from Positions to Interests	CCR202	Sherri Calder	\$535	108
Mar 1-6	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jane Roberts	\$535	102
Apr 19-24	Negotiation Skills Level I	CCR170	Pam Penner	\$535	106
May 26-29	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Deborah White	\$355	107
Jun 21-26	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Dale Zaiser	\$535	107
Jul 12-13	Asserting Yourself in Conflict Situations	CCR105	Gordon White	\$355	98
Jul 15-16	Managing the Hostile Individual	CCR108	Mario Govorchin	\$355	104
Aug 23-24	Building Your Communication Toolbox	CCR102	Jory Faibish	\$355	100
Aug 26-27	Coaching Strategies: Developing People to Resolve Conflict	CCR111	Linda Dobson Sayer	\$355	100
NORTHERN LIGHTS COLLEGE - FT ST JOHN					
Oct 27-29	Foundations of Collaborative Conflict Resolution	CCR100	Gordon White	\$595	102
Mar 23-25	Negotiation Skills Level I	CCR170	Pam Penner	\$595	106
OKANAGAN COLLEGE - KELOWNA					
Aug 8-10	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Janice Bateman	\$550	102
Aug 11-13	Negotiation Skills Level I	CCR170	Kerry Palmer	\$550	106
OKANAGAN COLLEGE - PENTICTON					
May 3-4	Building Your Communication Toolbox	CCR102	Kerry Palmer	\$450	100
May 5-7	Foundations of Collaborative Conflict Resolution	CCR100	Janice Bateman	\$550	102
ONLINE					
Oct 5-Nov 29	Civil Procedure	CCR211	Terry Harris	\$355	100
Oct 19-Nov 29	Theoretical Foundations of Dispute Resolution	CCR150	Roshan Danesh	\$535	108

## Centre for Conflict Resolution

### Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
ONLINE					
Feb 8-28	Ethical Dilemmas for Mediators in BC	CCR296	Lee Turnbull	\$175	102
Feb 8-Mar 21	Theoretical Foundations of Dispute Resolution	CCR150	Roshan Danesh	\$535	108
Mar 8-May 2	Civil Procedure	CCR211	Terry Harris	\$355	100
Mar 22-April 11	Ethical Dilemma's for Mediators in Alberta	CCR297	Deborah Sword	\$175	102
May 10-Jun 20	Theoretical Foundations of Dispute Resolution	CCR150	Roshan Danesh	\$535	108
ONLINE & JIBC NEW WESTMINSTER CAMPUS					
Mar 1-May 1	Mediating the Financial Aspects of Separation (Attendance includes both in-class and online course work.)	CCR292	Linda Bonnell & Betty Ife	\$1,025	105
VANCOUVER ISLAND UNIVERSITY - NANAIMO					
Nov 18-20	Dealing with Anger	CCR190	Ron Monk	\$550	100
May 6-7	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Nancy McPhee	\$395	107
UNIVERSITY OF CALGARY					
Sep 28-30	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kerry Brown	\$575	102
Oct 8	Role Play Practice Clinic	CCR175	Janice Kelner	\$225	107
Oct 26-28	Foundations of Collaborative Conflict Resolution	CCR100	Bob Slocombe	\$575	102
Nov 2-4	Negotiation Skills Level I	CCR170	Kerry Brown	\$575	106
Nov 16-18	Introduction to Family Justice Services in Alberta	CORR609	Cheryl Scott	\$575	103
Nov 19-20	Building Your Communication Toolbox	CCR102	Patricia Tolpannen	\$425	100
Nov 25-27	Mediation Skills Level I	CCR180	Bob Slocombe	\$575	105
Nov 30-Dec 1	Negotiating With Difficult People: Making it Hard to Say No	CCR207	Sharon Wilson	\$425	106
Dec 2-4	Dealing with Anger	CCR190	Barbara McNeil	\$575	100
Dec 7-11	Negotiation Skills Level II	CCR280	Cheryl Scott	\$895	106
Jan 25-27	Foundations of Collaborative Conflict Resolution	CCR100	Deborah Sword	\$575	102
Feb 2-4	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Patricia Tolpannen	\$575	102
Feb 10	Role Play Practice Clinic	CCR175	Deborah Sword	\$225	107
Feb 22-23	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Bob Slocombe	\$425	107
Feb 24-25	Defining Issues and Setting the Agenda	CCR201	Barbara McNeil	\$425	101
Mar 1-3	Negotiation Skills Level I	CCR170	Patricia Tolpannen	\$575	106
Mar 9-10	Asserting Yourself in Conflict Situations	CCR105	Bob Slocombe	\$425	98
Mar 16-17	Reflection in Conflict	CCR251	Cheryl Scott	\$425	107
Mar 24-25	Building Your Communication Toolbox	CCR102	Kerry Brown	\$425	100
Apr 7-9	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	CCR200	Josie Stiles	\$575	107
Apr 14-16	Shifting from Positions to Interests	CCR202	Sherri Calder	\$795	108
Apr 21-22	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	CCR260	Barbara McNeil	\$425	107
May 3-5	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Deborah Sword	\$575	102
May 10-12	Mediation Skills Level I	CCR180	Sharon Wilson	\$575	105
May 13	The Art of Reframing	CCR208	Sharon Wilson	\$225	98
May 17-18	Building Your Communication Toolbox	CCR102	Richard Foggo	\$425	100
May 31-Jun 4	Mediation Skills Level II	CCR290	Cheryl Scott	\$895	105
Jun 7-9	Negotiation Skills Level I	CCR170	Richard Foggo	\$575	106
Jun 10	Roleplay Practice Clinic	CCR175	Janice Kelner	\$225	107

Centre for Conflict Resolution  
Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR	FEE	PAGE
Applying Conflict Theory: From Awareness to Analysis, CCR151	Oct 28-30	Victoria	Brian Frank	\$550	98
	Nov 23-25	New Westminster	Brian Frank	\$535	
	Feb 8-10	New Westminster	Brian Frank	\$535	
	May 10-12	Victoria	Brian Frank	\$550	
	Jun 7-9	New Westminster	Brian Frank	\$535	
The Art of Reframing, CCR208	Nov 20	New Westminster	Deborah White	\$165	98
	May 13	U of C	Sharon Wilson	\$225	
Asking Better Questions, CCR204	Mar 19	New Westminster	Gordon Sloan	\$175	98
	Apr 30	Victoria	Gordon Sloan	\$195	
Asserting Yourself in Conflict Situations, CCR105	Sep 24-25	New Westminster	Pam Penner	\$355	98
	Oct 29-30	New Westminster	Mario Govorchin	\$355	
	Nov 2-3	Victoria	Linda Dobson Sayer	\$395	
	Nov 5-6	CNC - Quesnel	Jim Toogood	\$450	
	Nov 26-27	New Westminster	Jane Roberts	\$355	
	Dec 17-18	New Westminster	Deborah White	\$355	
	Jan 25-26	New Westminster	Derm McNulty	\$355	
	Feb 11-12	Victoria	Nancy McPhee	\$395	
	Feb 18-19	New Westminster	Raj Dhasi	\$355	
	Mar 2-3	Chilliwack	Pam Penner	\$355	
	Mar 4-5	New Westminster	Stacey Holloway	\$355	
	Mar 9-10	U of C	Bob Slocombe	\$425	
	Mar 22-23	New Westminster	Janice Bateman	\$355	
	Apr 29-30	New Westminster	Jim Toogood	\$355	
	May 11-12	CNC - Nechako/ Vanderhoof	Kerry Palmer	\$450	
	May 13-14	Victoria	Gordon White	\$395	
	May 17-18	Kelowna	Janice Bateman	\$395	
	May 25-26	Vancouver	Jim Toogood	\$355	
	Jun 21-22	New Westminster	Sherri Calder	\$355	
	Jul 12-13	Langara - Vancouver	Gordon White	\$355	
	Jul 19-20	New Westminster	Sue Wazny	\$355	
	Aug 16-17	New Westminster	Derm McNulty	\$355	
Assessments: Mediation Third/Party, ACCRM299	Oct 19	New Westminster	Centre Assessor	\$515	99
	Nov 16	New Westminster	Centre Assessor	\$515	
	Dec 17	New Westminster	Centre Assessor	\$515	
	Feb 2	Victoria	Centre Assessor	\$530	
	Feb 15	New Westminster	Centre Assessor	\$515	
	Mar 8	New Westminster	Centre Assessor	\$515	
	Mar 29	New Westminster	Centre Assessor	\$515	
	Apr 26	New Westminster	Centre Assessor	\$515	
	Jun 1	Victoria	Centre Assessor	\$530	
	Jun 7	New Westminster	Centre Assessor	\$515	
	Jul 12	New Westminster	Centre Assessor	\$515	
	Aug 9	New Westminster	Centre Assessor	\$515	
	Aug 30	New Westminster	Centre Assessor	\$515	

Centre for Conflict Resolution  
Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR	FEE	PAGE
Assessments: Negotiation, ACCRN299	Oct 26	New Westminster	Centre Assessor	\$415	99
	Dec 3	New Westminster	Centre Assessor	\$415	
	Dec 16	New Westminster	Centre Assessor	\$415	
	Feb 1	Victoria	Centre Assessor	\$430	
	Feb 8	New Westminster	Centre Assessor	\$415	
	Mar 1	New Westminster	Centre Assessor	\$415	
	Mar 22	New Westminster	Centre Assessor	\$415	
	Apr 21	New Westminster	Centre Assessor	\$415	
	May 27	New Westminster	Centre Assessor	\$415	
	May 31	Victoria	Centre Assessor	\$430	
	Jul 5	New Westminster	Centre Assessor	\$415	
	Jul 26	New Westminster	Centre Assessor	\$415	
	Aug 23	New Westminster	Centre Assessor	\$415	
Balancing Empathy and Assertion, CCR172	Nov 5-6	New Westminster	Joan Balmer	\$355	99
	Mar 29-30	New Westminster	Joan Balmer	\$355	
	May 5-6	Victoria	Joan Balmer	\$395	
Building Your Communication Toolbox, CCR102	Sep 14-15	New Westminster	Raj Dhasi	\$355	100
	Nov 12-13	New Westminster	Kelly Henderson	\$355	
	Nov 19-20	U of C	Patricia Tolpannen	\$425	
	Nov 23-24	Victoria	Linda Dobson Sayer	\$395	
	Nov 26-27	Chilliwack	Janice Bateman	\$355	
	Nov 26-27	Kelowna	Kerry Palmer	\$395	
	Nov 26-27	CCR - Mackenzie	Sherri Calder	\$450	
	Dec 10-11	New Westminster	Jory Faibish	\$355	
	Feb 4-5	New Westminster	Sherri Calder	\$355	
	Feb 17-18	Maple Ridge	Kerry Palmer	\$355	
	Mar 18-19	Victoria	Gordon White	\$395	
	Mar 24-25	U of C	Kerry Brown	\$425	
	Mar 25-26	Vancouver	Deborah White	\$355	
	Apr 22-23	New Westminster	Raj Dhasi	\$355	
	May 3-4	OC - Penticton	Kerry Palmer	\$450	
	May 17-18	U of C	Richard Foggo	\$425	
	Jun 17-18	New Westminster	Pam Penner	\$355	
	Jul 28-29	Victoria	Nancy McPhee	\$395	
	Aug 19-20	New Westminster	Jane Roberts	\$355	
	Aug 23-24	Langara - Vancouver	Jory Faibish	\$355	
Civil Procedure, CCR211	Oct 5-Nov 29	Online	Terry Harris	\$355	100
	Mar 8-May 2	Online	Terry Harris	\$355	
Coaching Strategies: Developing People to Resolve Conflict, CCR111	Dec 10-11	New Westminster	Linda Dobson Sayer	\$355	100
	Jun 10-11	Maple Ridge	Linda Dobson Sayer	\$355	
	Jul 22-23	New Westminster	Linda Dobson Sayer	\$355	
	Aug 26-27	Langara - Vancouver	Linda Dobson Sayer	\$355	
Dealing with Anger, CCR190	Sep 30-Oct 2	New Westminster	Stacey Holloway	\$535	100
	Oct 19-21	Victoria	Nancy McPhee	\$550	
	Nov 16-18	New Westminster	Janice Bateman	\$535	
	Nov 16-21	Langara - Vancouver	Jory Faibish	\$535	
	Nov 18-20	VIU - Nanaimo	Ron Monk	\$550	

Centre for Conflict Resolution  
Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR	FEE	PAGE
Dealing with Anger, CCR190 CONTINUED	Dec 2-4	U of C	Barbara McNeil	\$575	100
	Dec 16-18	New Westminster	Sue Wazny	\$535	
	Jan 27-29	New Westminster	Raj Dhasi	\$535	
	Mar 3-5	New Westminster	Joan Balmer	\$535	
	Apr 12-14	Victoria	Gordon White	\$550	
	Apr 21-23	Kelowna	Sue Wazny	\$550	
	May 3-5	Maple Ridge	Pam Penner	\$535	
	May 4-6	New Westminster	Mario Govorchin	\$535	
	Jun 9-11	Vancouver	Jane Roberts	\$535	
	Jul 26-28	New Westminster	Sherri Calder	\$535	
	Aug 30-Sep 1	New Westminster	Jory Faibish	\$535	
Dealing with Defensiveness in Conflict, CCR205	Feb 3-5	New Westminster	Donna Soules	\$535	100
	May 26-28	Victoria	Donna Soules	\$550	
	Jul 12-14	New Westminster	Donna Soules	\$535	
Defining Issues and Setting the Agenda, CCR201	Dec 14-15	New Westminster	Ron Monk	\$355	101
	Feb 24-25	U of C	Barbara McNeil	\$425	
	Jun 24-25	New Westminster	Ron Monk	\$355	
Dynamics of Power, CCR206	Oct 19-21	New Westminster	Joan Balmer	\$535	101
	May 18-20	New Westminster	Joan Balmer	\$535	
Ethical Dilemma's for Mediators in Alberta, CCR297	Mar 22-April 11	Online	Deborah Sword	\$175	102
Ethical Dilemmas for Mediators in BC, CCR296	Feb 8-28	Online	Lee Turnbull	\$175	102
Foundations of Collaborative Conflict Resolution, CCR100	Sep 21-23	New Westminster	Derm McNulty	\$535	102
	Sep 28-Oct 3	Langara - Vancouver	Jane Roberts	\$535	
	Oct 5-7	Victoria	Brian Frank	\$550	
	Oct 21-23	New Westminster	Kelly Henderson	\$535	
	Oct 26-28	Kelowna	Janice Bateman	\$550	
	Oct 26-28	U of C	Bob Slocombe	\$575	
	Oct 27-29	CNC - Prince George	Sandra Rossi	\$550	
	Oct 27-29	NLC - Ft St John	Gordon White	\$595	
	Nov 2-4	Chilliwack	Jory Faibish	\$535	
	Nov 17-19	Vancouver	Dale Zaiser	\$535	
	Nov 18-20	Maple Ridge	Jane Roberts	\$535	
	Nov 30-Dec 2	Victoria	Linda Dobson Sayer	\$550	
	Dec 14-16	New Westminster	Raj Dhasi	\$535	
	Jan 18-20	New Westminster	Mario Govorchin	\$535	
	Jan 19-21	Victoria	Donna Soules	\$550	
	Jan 25-27	U of C	Deborah Sword	\$575	
	Feb 15-17	New Westminster	Nancy McPhee	\$535	
	Mar 1-3	New Westminster	Sue Wazny	\$535	
	Mar 3-5	Maple Ridge	Jory Faibish	\$535	
	Mar 22-24	New Westminster	Sue Wazny	\$535	
	Mar 29-31	Victoria	Linda Dobson Sayer	\$550	
	Apr 7-9	New Westminster	Deborah White	\$535	
	May 3-5	New Westminster	Linda Dobson Sayer	\$535	
	May 5-7	OC - Penticton	Janice Bateman	\$550	
	Jun 1-3	New Westminster	Kelly Henderson	\$535	

Centre for Conflict Resolution  
Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR	FEE	PAGE
Foundations of Collaborative Conflict Resolution, CCR100 CONTINUED	Jun 22-24	CNC - Prince George	Sandra Rossi	\$550	102
	Jun 23-25	New Westminster	Deborah White	\$535	
	Jul 7-9	New Westminster	Raj Dhasi	\$535	
	Jul 12-14	Victoria	Ron Monk	\$550	
	Aug 11-13	Vancouver	Pam Penner	\$535	
	Aug 31-Sep 2	New Westminster	Jim Toogood	\$535	
Foundations of Collaborative Conflict Resolution: Workplace Focus, CCR101	Sep 9-11	New Westminster	Jane Roberts	\$535	102
	Sep 23-25	Victoria	Brian Frank	\$550	
	Sep 28-30	AAMS - Edmonton	AAMS to provide	\$575	
	Sep 28-30	U of C	Kerry Brown	\$575	
	Oct 5-7	New Westminster	Jim Toogood	\$535	
	Oct 19-21	Maple Ridge	Sherri Calder	\$535	
	Nov 2-4	New Westminster	Derm McNulty	\$535	
	Nov 4-6	Victoria	Brian Frank	\$550	
	Dec 2-4	New Westminster	Janice Bateman	\$535	
	Jan 6-8	New Westminster	Gary Harper	\$535	
	Feb 1-3	New Westminster	Jory Faibish	\$535	
	Feb 2-4	U of C	Patricia Tolpannen	\$575	
	Feb 3-5	Victoria	Ron Monk	\$550	
	Feb 17-19	AAMS - Edmonton	AAMS to provide	\$575	
	Feb 23-25	New Westminster	Deborah White	\$535	
	Mar 1-6	Langara - Vancouver	Jane Roberts	\$535	
	Mar 2-4	Kelowna	Kerry Palmer	\$550	
	Mar 2-4	CNC - Fort St James	Janice Bateman	\$550	
	Mar 3-5	Victoria	Linda Dobson Sayer	\$550	
	Mar 10-12	New Westminster	Kelly Henderson	\$535	
	Mar 29-31	Chilliwack	Jane Roberts	\$535	
	Mar 29-31	New Westminster	Stacey Holloway	\$535	
	Apr 19-21	New Westminster	Jory Faibish	\$535	
	May 3-5	U of C	Deborah Sword	\$575	
	May 11-13	Vancouver	Nancy McPhee	\$535	
	May 17-19	Victoria	Ron Monk	\$550	
	May 27-29	New Westminster	Sherri Calder	\$535	
	Jun 2-4	Victoria	Brian Frank	\$550	
	Jun 14-16	New Westminster	Derm McNulty	\$535	
	Jul 14-16	New Westminster	Stacey Holloway	\$535	
	Aug 4-6	New Westminster	Dale Zaiser	\$535	
	Aug 8-10	OC - Kelowna	Janice Bateman	\$550	
	Aug 11-13	Victoria	Donna Soules	\$550	
	Aug 25-27	New Westminster	Nancy McPhee	\$535	
Giving & Receiving Constructive Feedback, CCR171	Oct 22-23	Victoria	Deborah White	\$395	103
	Apr 12-13	New Westminster	Deborah White	\$355	
Identifying Control & Abuse in Pre-Mediation, CCR271	Dec 16	New Westminster	Ron Monk	\$175	103
Introduction to Family Justice Services in Alberta, CCR609	Nov 16-18	U of C	Cheryl Scott	\$575	103
Managing the Conflict Within, CCR173	May 31-Jun 1	New Westminster	Joan Balmer/Nikki de Carteret	\$355	104

Centre for Conflict Resolution  
Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR	FEE	PAGE
Managing the Hostile Individual, CCR108	Nov 9-10	New Westminster	Mario Govorchin	\$355	104
	Mar 8-9	New Westminster	Mario Govorchin	\$355	
	Apr 20-21	Maple Ridge	Mario Govorchin	\$355	
	Jul 15-16	Langara - Vancouver	Mario Govorchin	\$355	
	Aug 9-10	New Westminster	Mario Govorchin	\$355	
Mediating Civil & Court-Based Cases, CCR214	Nov 26-27	New Westminster	Jim Toogood	\$355	104
	Jun 14-15	New Westminster	Jim Toogood	\$355	
Mediating the Financial Aspects of Separation, CCR292	Mar 1-May 1	Blended	Linda Bonnell/ Betty Ife	\$1,025	105
Mediation Skills Level I, CCR180	Sep 28-30	New Westminster	Sherri Calder	\$535	105
	Oct 14-16	Victoria	Linda Dobson Sayer	\$550	
	Oct 19-24	Langara - Vancouver	Pam Penner	\$535	
	Oct 26-28	New Westminster	Raj Dhasi	\$535	
	Nov 25-27	U of C	Bob Slocombe	\$575	
	Nov 30-Dec 2	Vancouver	Deborah White	\$535	
	Nov 30-Dec 2	Maple Ridge	Jim Toogood	\$535	
	Jan 20-22	New Westminster	Pam Penner	\$535	
	Feb 8-10	Victoria	Donna Soules	\$550	
	Feb 16-18	New Westminster	Ron Monk	\$535	
	Mar 9-11	New Westminster	Dale Zaiser	\$535	
	Mar 17-19	CNC - Burns Lake	Sherri Calder	\$550	
	Mar 29-31	New Westminster	Derm McNulty	\$535	
	Apr 26-28	New Westminster	Sue Wazny	\$535	
	May 10-12	U of C	Sharon Wilson	\$575	
	May 26-28	New Westminster	Jory Faibish	\$535	
	Jun 21-23	New Westminster	Janice Bateman	\$535	
	Jul 21-23	New Westminster	Jane Roberts	\$535	
	Aug 23-25	Vancouver	Kerry Palmer	\$535	
Mediation Skills Level II, CCR290	Nov 2-6	New Westminster	Deborah White	\$850	105
	Nov 16-20	Victoria	Gordon White	\$850	
	Mar 8-12	New Westminster	Linda Dobson Sayer	\$850	
	May 10-14	New Westminster	Donna Soules	\$850	
	May 31-June 4	U of C	Cheryl Scott	\$895	
	Aug 9-13	New Westminster	Ron Monk	\$850	
Mediation Skills Level III, CCR295	Oct 22-23	New Westminster	Ron Monk	\$370	105
	Jun 10-11	New Westminster	Donna Soules	\$370	
Negotiating with Difficult People: Making It Hard to Say No, CCR207	Nov 30-Dec 1	U of C	Sharon Wilson	\$425	106
	Dec 3-4	New Westminster	Ron Monk	\$370	
	Mar 25-26	Victoria	Ron Monk	\$395	
	Aug 18-19	New Westminster	Sherri Calder	\$370	

Centre for Conflict Resolution  
Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR	FEE	PAGE
Negotiation Skills Level I, CCR170	Sep 16-18	New Westminster	Jory Faibish	\$535	106
	Sep 28-30	Victoria	Gordon White	\$550	
	Oct 14-16	New Westminster	Kerry Palmer	\$535	
	Oct 20-22	AAMS - Edmonton	AAMS to provide	\$575	
	Nov 2-4	U of C	Kerry Brown	\$575	
	Nov 18-20	New Westminster	Pam Penner	\$535	
	Nov 23-25	CNC - Prince George	Sandra Rossi	\$550	
	Dec 7-9	New Westminster	Mario Govorchin	\$535	
	Jan 13-15	New Westminster	Kelly Henderson	\$535	
	Jan 27-29	Victoria	Nancy McPhee	\$550	
	Feb 10-12	New Westminster	Janice Bateman	\$535	
	Mar 1-3	U of C	Patricia Tolpannen	\$575	
	Mar 15-17	Victoria	Ron Monk	\$550	
	Mar 15-17	AAMS - Edmonton	AAMS to provide	\$575	
	Mar 16-18	Vancouver	Jim Toogood	\$535	
	Mar 23-25	NLC - Ft St John	Pam Penner	\$595	
	Apr 14-16	New Westminster	Raj Dhasi	\$535	
	Apr 19-24	Langara - Vancouver	Pam Penner	\$535	
	Apr 28-30	Chilliwack	Sherri Calder	\$535	
	May 17-19	New Westminster	Linda Dobson Sayer	\$535	
	Jun 7-9	U of C	Richard Foggo	\$575	
	Jun 8-10	Victoria	Ron Monk	\$550	
	Jun 16-18	New Westminster	Nancy McPhee	\$535	
	Jul 19-21	New Westminster	Dale Zaiser	\$535	
	Aug 11-13	OC - Kelowna	Kerry Palmer	\$550	
	Aug 16-18	New Westminster	Jim Toogood	\$535	
Negotiation Skills Level II, CCR280	Nov 23-27	New Westminster	Ron Monk	\$850	106
	Dec 7-11	U of C	Cheryl Scott	\$895	
	Mar 15-19	New Westminster	Mario Govorchin	\$850	
	Apr 19-23	Victoria	Nancy McPhee	\$850	
	Jun 3-9	New Westminster	Dale Zaiser	\$850	
	Aug 23-27	New Westminster	Deborah White	\$850	
Preparing for Your Mediation Assessment, CCR291	Sep 25	New Westminster	Lee Turnbull	\$350	106
	Oct 29	New Westminster	Linda Dobson Sayer	\$350	
	Nov 27	Victoria	Donna Soules	\$370	
	Dec 1	New Westminster	Lee Turnbull	\$355	
	Jan 22	New Westminster	Deborah White	\$355	
	Feb 19	New Westminster	Ron Monk	\$350	
	Mar 12	New Westminster	Deborah White	\$350	

Centre for Conflict Resolution  
Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR	FEE	PAGE
Preparing for Your Mediation Assessment, CCR291	Mar 26	New Westminster	Linda Dobson Sayer	\$350	106
	Apr 27	Victoria	Linda Dobson Sayer	\$370	
	May 20	New Westminster	Deborah White	\$350	
	Jun 25	New Westminster	Lee Turnbull	\$350	
	Jul 16	New Westminster	Linda Dobson Sayer	\$350	
	Aug 6	New Westminster	TBA	\$350	
Preparing for Your Negotiation Assessment, CCR281	Oct 2	New Westminster	Deborah White	\$300	106
	Nov 13	New Westminster	Dale Zaiser	\$300	
	Nov 26	Victoria	Nancy McPhee	\$315	
	Nov 30	New Westminster	Mario Govorchin	\$300	
	Jan 15	New Westminster	Nancy McPhee	\$300	
	Feb 11	New Westminster	Deborah White	\$300	
	Mar 2	New Westminster	Nancy McPhee	\$300	
	Mar 25	New Westminster	Dale Zaiser	\$300	
	Apr 26	Victoria	Nancy McPhee	\$315	
	May 7	New Westminster	Deborah White	\$300	
	Jun 8	New Westminster	Lee Turnbull	\$300	
	Jul 9	New Westminster	Lee Turnbull	\$300	
	Aug 5	New Westminster	Nancy McPhee	\$300	
Reflection in Conflict, CCR251	Mar 16-17	U of C	Cheryl Scott	\$425	107
Resolving Conflict in Groups Level I: Effective Team Dynamics, CCR210	Oct 27-28	New Westminster	Nancy McPhee	\$355	107
	Nov 16-17	AAMS - Edmonton	AAMS to provide	\$425	
	Feb 22-23	U of C	Bob Slocombe	\$425	
	Feb 23-24	Victoria	Ron Monk	\$395	
	Mar 29-30	CNC - Prince George	Nancy McPhee	\$450	
	Apr 15-16	AAMS - Edmonton	AAMS to provide	\$425	
	Apr 19-20	New Westminster	Deborah White	\$355	
	May 6-7	VIU - Nanaimo	Nancy McPhee	\$395	
	May 18-19	Chilliwack	Sue Wazny	\$355	
	May 26-29	Langara - Vancouver	Deborah White	\$355	
	Jun 1-2	CNC - Burns Lake	Ron Monk	\$450	
	Jun 16-17	Victoria	Donna Soules	\$395	
Resolving Conflict in Groups Level II: Facilitating the Collaborative Process, CCR260	Apr 21-22	U of C	Barbara McNeil	\$425	107
Resolving Conflict on the Front Line: Demonstrating Leadership at Work, CCR200	Dec 2-4	AAMS - Edmonton	AAMS to provide	\$575	107
	Dec 7-9	New Westminster	Linda Dobson Sayer	\$535	
	Mar 15-17	New Westminster	Linda Dobson Sayer	\$535	
	Mar 22-24	Victoria	Ron Monk	\$550	
	Apr 7-9	U of C	Josie Stiles	\$575	
	Apr 21-23	CNC - Prince George	Linda Dobson Sayer	\$550	
	May 12-14	AAMS - Edmonton	AAMS to provide	\$575	
	Jun 1-3	Chilliwack	Mario Govorchin	\$535	
	Jun 21-26	Langara - Vancouver	Dale Zaiser	\$535	
	Jun 23-25	Victoria	Linda Dobson Sayer	\$550	
	Jul 19-21	New Westminster	Linda Dobson Sayer	\$535	

Centre for Conflict Resolution  
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COURSE	DATE	LOCATION	INSTRUCTOR	FEE	PAGE
Role-play Practice Clinic, CCR175	Oct 8	New Westminster	Sherri Calder	\$165	107
	Oct 8	U of C	Janice Kelner	\$225	
	Dec 8	Victoria	Juan Barker	\$180	
	Dec 9	AAMS - Edmonton	AAMS to provide	\$225	
	Feb 10	U of C	Deborah Sword	\$225	
	Mar 1	New Westminster	Raj Dhasi	\$165	
	Apr 9	Victoria	Julia Menard	\$180	
	Jun 8	AAMS - Edmonton	AAMS to provide	\$225	
	Jun 10	U of C	Janice Kelner	\$225	
	Jul 8	New Westminster	Kerry Palmer	\$165	
Separate Meetings: Pre-Mediation & Caucusing, CCR209	Oct 29-30	New Westminster	Donna Soules	\$370	108
	Apr 29-30	New Westminster	Gordon White	\$370	
Shifting from Positions to Interests, CCR202	Nov 30-Dec 2	New Westminster	Sherri Calder	\$550	108
	Dec 5-12	Langara - Vancouver	Sherri Calder	\$535	
	Mar 24-26	New Westminster	Sherri Calder	\$550	
	Apr 14-16	U of C	Sherri Calder	\$795	
	Jul 5-7	New Westminster	Donna Soules	\$535	
Theoretical Foundations of Dispute Resolution, CCR150	Oct 19-Nov 29	Online	Roshan Danesh	\$535	108
	Feb 8-Mar 21	Online	Roshan Danesh	\$535	
	May 10-Jun 20	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 109 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:**

Burns Lake  
Fort St. James  
Fort St. John  
Kamloops  
Kelowna  
Nanaimo  
Nechako/Vanderhoof  
Penticton  
Prince George  
Quesnel  
Vancouver  
Calgary, Alberta  
Edmonton, Alberta

Centre for Conflict Resolution
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ACCRN299	Assessment: Negotiation	99
ACCRW299	Assessment: Associate Certificate in Workplace Conflict	99
AFM299	Assessment: Family Mediation Certificate	99
ALCR299	Assessment: Associate Certificate in Leadership and Conflict Resolution	99
CCR100	Foundations of Collaborative Conflict Resolution	102
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	102
CCR102	Building Your Communication Toolbox	100
CCR103	Handling Conflict on the Telephone	103
CCR105	Asserting Yourself in Conflict Situations	98
CCR108	Managing the Hostile Individual	104
CCR111	Coaching Strategies: Developing People to Resolve Conflict	100
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CCR121	Developing Your Cultural Fluency	101
CCR122	Leading and Managing with Influence: Overcoming Resistance	104
CCR124	Getting Buy-in Through Collaborative Decision-Making	103
CCR126	Effective Teamwork: From Conflict to Collaboration	101
CCR127	Sharpening Your Edge in Negotiation	108
CCR128	Navigating Challenging Conversations	106
CCR150	Theoretical Foundations of Dispute Resolution	108
CCR151	Applying Conflict Theory: From Awareness to Analysis	98
CCR170	Negotiation Skills Level 1	106
CCR171	Giving & Receiving Constructive Feedback	103
CCR172	Balancing Empathy and Assertion	99
CCR173	Managing the Conflict Within	104
CCR175	Role Play Practice Clinic	107
CCR180	Mediation Skills Level I	105
CCR190	Dealing with Anger	100
CCR200	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	107
CCR201	Defining Issues and Setting the Agenda	101

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CCR204	Asking Better Questions	98
CCR205	Dealing with Defensiveness in Conflict	100
CCR206	Dynamics of Power	101
CCR207	Negotiating with Difficult People: Making It Hard to Say No	106
CCR208	The Art of Reframing	98
CCR209	Separate Meetings: Pre-Mediation & Caucusing	108
CCR210	Resolving Conflict in Groups Level I: Effective Team Dynamics	107
CCR211	Civil Procedure	100
CCR214	Mediating Civil & Court-Based Cases	104
CCR251	Reflection in Conflict	107
CCR260	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	107
CCR271	Identifying Control & Abuse in Pre-Mediation	103
CCR280	Negotiation Skills Level II	106
CCR281	Preparing for Your Negotiation Assessment	106
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CCR295	Mediation Skills Level III	105
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CORR606	Introduction to Family Justice Services in BC	104
CORR609	Introduction to Family Justice Services in Alberta	103
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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. Joan 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])

Kristen Mikkelsens, BSW, MA, 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. Kristen's Master of Arts is in Indigenous Governance her and Bachelor of Social Work has an Indigenous Specialization. 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. Kristen 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., BA, MBA, has extensive experience in project management, including working with Human Resources Development Canada. He has instructed at WVN/UNBC for more than 10 years, teaching courses in First Nations Studies and in Arts. Harry is from the Nisga'a Village of Gitwinksihlkw and is currently the village government's Chief Executive Officer. (Introduction to Project Management [ABLD118])

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, 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, BFA, MA, is a proud member of the Dogrib (Tlicho) Nation from Fort Smith, Northwest Territories and a graduate of the En'owkin International School of Writing. 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

Mahara Allbrett, belongs to the T'Sleil Waututh Nation and is a counsellor, group facilitator and spiritual healer at the Aboriginal Wellness Program. Mahara has 24 years experience working in the field of counselling and facilitation. She received 2 years on the job training as a Trainer of Addictions Counselors at the Nechi Institute and is a graduate of Pacific Coast Family Therapy training. Mahara has taught workshops across Canada and in the United States almost exclusively on topics related to First Nations issues and was in private practice for eleven years. She is also a Reiki Master. (Best Practices for Aboriginal Supervisors [COUNS172]; Facilitation and Presentation Skills for Aboriginal Leaders [COUNS173])

Tina Antrobus, BA, has 10 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. Tina 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])

Natasha Aruliah, BA, M.Ed. (Counselling Psychology), has worked with international students, new immigrants, refugees, aboriginal people and people of colour in Canada and Internationally. She has designed and facilitated programs for a variety of settings; community, healthcare and educational. Currently she facilitates and consults in the areas of equity, diversity and social justice, teaches on the Certificate in Intercultural Studies at the University of British Columbia, facilitates groups at Helping Spirits Lodge (Aboriginal centre) and is leading anti-racism initiatives within the Vancouver School Board. Previous clients have included the Ministry of Community, Aboriginal and Women's Services, and Health Canada. (Welcome to Canada: Working Effectively with Newcomers [COUNS168]; Who Am I? Youth and Identity: Creating Positive and Meaningful Experiences [CY277])

**Rob Axsen**, BA (Hon.), has over 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];Behaviour Change Counselling in Community Settings [Couns126])

**Elizabeth Barbeau** consults to government and non-profit social service organizations throughout British Columbia. She has over 25 years experience as an educator and trainer, with expertise in accreditation, policy analysis, and standards development. Elizabeth has a Ph.D. in Education and in addition to instructing at the JIBC she instructs in the Department of Child and Youth Care Counselling at Douglas College. She lives in East Vancouver with her young son.

**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])

**Benita Bunjun**, BA, MA, has been a community consultant and facilitator for the past 10 years working with social justice organizations to build healthy sustainable organizations. She is currently an Interdisciplinary Studies PhD candidate at the University of British Columbia researching organizational culture, intersectionality and power relations. Benita has been active in the women’s and social justice movement at the national, provincial and local levels, including her involvement with the Vancouver Status of Women for the last 9 years as Administrator /Fundraiser, Project Coordinator and Coordinating Collective member. She currently teaches in Women’s and Gender Studies at the UBC. (Claiming Our Strength, Struggle and Space: Racialized Women Facilitators and Consultants Building Critical and Responsive Communities [COUNS170])

**Romi Chandra**, Youth Community Developer, at 17, Romi helped establish the first Gay/Straight Alliance in BC at his Maple Ridge high school. Throughout the past decade he’s worked with youth at the LGBT Community Centre; at the North Shore Multicultural Society and at Vancouver Coastal Health’s Condomania/Planetahead. He has co-authored 4 resource manuals; HRSDC’s guide for queer youth employment; PrideSpeak, a helpful guide to presenting anti-homophobia workshops; Community Based Research Centre’s Totally Outright, for the course content development team and Evolve: No One Gets Left Behind, a train the trainers anti-oppression training manual. Romi finds his strength in empowering others to help themselves. (Facilitate This! Group Leadership Skills for Youth Workers[CY278])

**Jas Cheema**, MA (International and Intercultural Communications), has been instrumental in building bridges and fostering a cross-cultural understanding between ethnic communities and is presently the Diversity Manager for Surrey Health. Jas has been an active Hospice Volunteer for the last 8 years. 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])

**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])

**Jill Cory**, BA, has 25 years experience working in women’s shelters and facilitating women’s support groups. Her current work at BC Women’s Hospital links women’s 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. Their work has been presented across Canada and the US. (Stronger Together: Groups For Women [COUNS155])

**Robin Cox**, PhD, 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. Robin 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 21 years. 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. 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])

**Rain Daniels**, BA, is a mixed heritage Indigenous woman who has worked with Indigenous people and communities and the non-Indigenous community for the last 18 years in a variety of capacities including front line work, training, educational workshops, and community and organizational development. For the last 5 years, she has worked exclusively in community and organizational development with a focus on anti-oppression, anti-racism, intersectionality and negotiating tensions within groups and communities. Rain’s personal vision is to enhance the potential of individuals and groups within these contexts. (Claiming Our Strength, Struggle and Space: Racialized Women Facilitators and Consultants Building Critical and Responsive Communities [COUNS170])

**Marie-José Dhaese**, PhD, ATR, CET, RPT-S, is an adult, child, and family therapist and a clinical consultant in private practice. Marie-José recently celebrated 35 years as a therapist and 25 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])

**Monica Franz**, MA, BCATR, RCAT, is a clinical counsellor, clinical supervisor, and Registered Art Therapist in private practice. She teaches a master’s level course in clinical supervision at City University and has facilitated numerous courses for the Justice Institute of British Columbia. (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]; Advanced Innovative Practices in Clinical Supervision [EP288])

**David Freeman**, MSW, RSW, CTS, has over 30 years of CIS intervention and trauma treatment experience. He is in his 12th 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])

**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])

**John Gotowiec**, has been working in the social services field for the past 24 years. He is the Coordinator of the West Coast Alternate Program, a collaborative school project with the VSB and PCRS specifically designed for students living with Fetal Alcohol Spectrum Disorder. He is also the FASD Trainer for the Surrey and Vancouver FASD Collaboration Roundtable. John has presented to a wide range of community partners and professionals on what FASD is and the behaviours associated with it as well as strategies in working with this population. (Working with Youth Certificate)

**Glen Grigg**, PhD, RCC, 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**, MSW, 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 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 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])

**Michelle Hawco** BA (Women’s Studies), MBA worked in Ontario from 1989-1995 providing direct client care to youth and their families. She has extensive experience in individual and family counselling, mental health and addiction, and employment readiness training. Michelle began working for PLEA Community Services Society of BC in 1995. She oversees PLEA’s withdrawal management program, supported recovery program, and residential addiction treatment programs. (Understanding Substance Use [AD400])

**Tom Hetherington**, MSW, has 35 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 over 30 years of experience in a variety of acute care settings focusing 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. Susan’s private practice centres 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 voluntary and court-mandated adult men and women, as well as with adolescents. Jane has many years of experience developing programs and providing training and supervision of group facilitators. 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])

**Elsie Kipp**, BA, Kinex Youth Initiative Program Coordinator, has spent the last 12 years working with a variety of educational projects, not-for-profit organizations and political action groups as administrator, facilitator or program developer. She has worked with the provincial government’s BC Opportunities Tour, Sto:lo Nation’s Peer Dialogues Project, Volunteer Vancouver, and Vancouver Co-op Radio. Currently, Elsie coordinates projects to support and involve young people in meaningful manner. She is especially passionate about battling the ‘isms: sexism, racism, heterosexism, classism, ageism and ableism and any work that helps young people understand the important contributions they can make in their communities. (Facilitate This! Group Leadership Skills for Youth Workers [CY278])

**Michael Koo**, MA, RCC, is a registered clinical counselor in private practice. He brings 15 years experience working with people in various group educational settings. Michael has worked with high-risk adults and youth struggling with substance misuse in both outpatient and residential treatment settings. His passion for learning is informed by his personal and professional training at the Haven Institute known for its integrated East-West psychology paradigm. Michael’s collaborative approach is informed by Narrative and Energy Psychology therapies. (A Continuum of Care: Prevention to Harm Reduction [AD401] and Interconnected Risk [AD405])

**Evan Lopes**, BA, (honours), MA, PhD is a registered psychologist with many years experience in counselling and therapy, psychopathology, 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**, former 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; Clinical Manger for the Canada Northwest FASD Research Network. She also sits on numerous provincial and federal advisory committees. 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])

**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. 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. He 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 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])

**Karen McAndless-Davis**, BA, MDiv, 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. Their work has been presented across Canada and the US. (Stronger Together: Groups For Women [COUNS155])

**Maureen McEvoy**, MA, RCC, has been in private practice for over 20 years. She works with individuals, couples and groups and 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. Maureen 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])

**Dan Mitchell** MA, CCC 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 Cyber Counselling Levels – 1 and 2, certification programs delivered through the University of Toronto’s Faculty of Social Work. (Cyber Counselling – is It For You? [COUNS159])

**Lisa Mortimore**, MA, RCC has 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. (Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation [TS120])

**Laurie Pearce**, MSW, MA, PhD, has specialized in disaster management and traumatic stress for over 25 years. She is a member of the Association of Traumatic Stress Specialists, the World Association of Disaster and Emergency Medicine, the Emergency Medicine, the Canadian Risk and Hazards Network 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])

**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. Nancy is also undertaking doctoral studies related to online communities of practice with University of South Australia. (Fetal Alcohol Spectrum Disorder: Increasing Our Understanding [AD409]; Integrating Our Response on Substance Use and Trauma in Women [AD216]; Fetal Alcohol Spectrum Disorder [AD120])

**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. Kathy 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. (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, 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, Leadership Diploma Program)

**Maggie Reidy**, MEd, (in counselling), 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])

**Jennifer Rodrigues**, Ed D, RCC, is an experienced therapist and clinical supervisor with particular knowledge of Buddhist psychology and mindfulness practices for anxiety and depression management and works as a counsellor at the University of British Columbia. Jennifer has designed and facilitated anxiety management groups that use mindfulness based approaches, and taught counselling skills at Vancouver Community College and at City University. Her research into how Buddhist practices are embodied in therapeutic practice has been published in a book entitled Presence, Clarity and the Space of Receptivity in Counselling. (Mindfulness-Based Counselling [#COUNS166])

**Yvonne Savard**, RPN, RN, BScN, MAED\CI, has over 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. Yvonne 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])

**Sabine Silberberg**, MA (Hon.), RCAT, CAGS has been working as a clinical counsellor, registered art therapist, and expressive arts therapist at the Dr. Peter Centre for the past 9 years. Her main focus is on resource-based approaches with people affected by multiple challenges, living with active addiction, mental health concerns, and the impact of stigma and marginalization. Sabine’s private practice focus includes arts-based supervision, workshop facilitation and educational presentations. She also works as an instructor with Langara College and the European Graduate School (Switzerland) in Expressive Arts Therapy programs. Presently she is completing a PhD at the European Graduate School. (Using Expressive Arts Therapy in Harm-Reduction Based Work [COUNS169])

**Jeff Sim**, BEd, 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 over 25 years of policing experience to the classroom. (Bylaw Enforcement and Investigative Skills Certificate, Level 1 [EP209])

**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. Kathy has had 26 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 frontline staff to respond to the high incidence of violence and suicidal, addictive, and other self-harming behaviours within their communities. (Responding to Trauma and Post-Traumatic Stress Reactions [EP251]; Trauma and Addictions: Assessment and Treatment Issues [TS225]; Aboriginal Trauma Certificate)

**Lisa Solanto** is a holistic counsellor, 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)

**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], Facilitating Parenting Groups [EP586]; Becoming a More Effective Counsellor [EP508])

**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 over 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])

**Kenneth Tupper**, PhD Candidate, 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 currently 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 works collaboratively with the provincial team to translate knowledge on women and substance use, and to support service providers across British Columbia in their work with women. She is one of 700 trainers worldwide who belong to the Motivational Interviewing Network of Trainers (MINT). Cristine has been involved in the areas of addiction and mental health for over 10 years. (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 and has 17 years of experience in the counselling and mental health field. Munir 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. Debbie also teaches Counselling at Vancouver Community College and works for Pacific Community Resources Society in the Fraser Valley training foster parents. She has 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. Bill is currently consulting with a number of First Nation communities throughout BC on health and social issues. He has facilitated and instructed courses in mental health and addiction recovery in various locations. (All My Relations: Working with Aboriginal Clients in Substance Use Recovery [AD129]; Vision Quest: Healing and Recovery in Aboriginal Substance Use Treatment [AD130])

**Lukas Walther**, Coordinator of British Columbia’s Transgender Health Program, has provided trans-relevant education, materials and support to health and social service providers for over 12 years. As a certified Addictions Counselor, ongoing member of World Professional Association for Transgender Health, and cofounder of BC FTM Network, his wealth of professional and personal (trans) experiences offers vast material for irony, insight and in-depth discussion. His interweaving of technical/ clinical aspects of care with first-hand involvement creates context and clarity. Lukas is a skilled educator, utilizing common threads of human nature and wit to ignite true empathy and understanding concerning extremely complex matters. (Caring for Transgendered Youth: Guidelines for Health and Social Service Providers sing Expressive Arts Therapy in Harm-Reduction Based Work [CY276])

**Eugenia Wang**, MEd, is an independent consultant with over 15 years of experience in the public and non-profit sectors in Canada, the United States, Central America, and East Asia. She is a skilled facilitator, trainer, and educator with expertise in the areas of diversity, social justice, intercultural communication, and creating collaborative spaces for strategic partnerships and dialogue. Gina is also a Certified Canadian Immigration Consultant and provides advice and representation on Canadian visa and immigration cases.

**Mark Weinberg**, BA, B.Soc.Sci (Hons) MA, PhD, is a psychologist and Team Leader, Behavioural Services at DDMHS, a specialist mental health team within the Fraser Health Region. His doctoral research looked at optimal helping strategies for people living with self-harm. He has consulted extensively to Self-harm Finally Ends, British Columbia (SAFE-BC) and has provided workshops on cutting to counselling services at organizations such as Simon Fraser University and the University of British Columbia. Mark has worked extensively with families and caregivers of people who self-harm, as well as directly with consumers. (Working With People Who Self-Harm [TS126])

**Carol White** has worked as a community-based counsellor for over 20 years and 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])

**Maggie Ziegler**, MA, Registered Clinical Counsellor, has over 30 years experience as a trauma clinician and educator, both in British Columbia and internationally. She has a long history as a JIBC instructor and has been involved with the development of numerous certificate courses. Increasingly seeing links between traumatized people and the traumatized earth, she began studying ecopsychology and for the past 8 years has facilitated workshops and retreats that explore our connection to all life. Recently Maggie presented on trauma psychology and ecopsychology at an international eco-conference for the helping professions. (Connecting People and the Planet: Exploring Ecopsychology [COUNS167])

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. Gina’s 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.).

**Laney Bryenton** is an independent consultant and trainer with a particular interest in community development, organizational health/team building and values based leadership. In her career in the disability field, Laney spent many years mentoring grassroots community advocates and was keenly involved in a variety of large scale, successful lobby and advocacy efforts to bring about positive social change for our community’s vulnerable citizens.

**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**, MEd, 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, Ruth has designed and facilitated a variety of group programs in community settings.

**Vals Fauquier** is a consultant and educator offering unique courses and workshops in essential communication skills, leadership empowerment, and transition management. With extensive experience in both the private and not-for-profit sectors, she brings facilitation and training to organizations seeking new perspectives for change with a focus on the holistic aspects of organizational and personal wellness.

**Patricia Galaczy**, BA, M.I.R. is an educator, coach and consultant who has successfully trained leaders for over 10 years. Specializing in Human Resource Management, Skillful Communication, Healthy Group Relationships, Leadership, Visioning and Community Building, Patricia cultivates potential by engaging groups and individuals in strategic inquiry and authentic dialogue.

**Raj Gill**, BSc, 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.

**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, MEd, 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.

**Kylie Hutchinson**, BSc (Health Studies), has been an evaluator and trainer in private practice since 1997. She specializes in planning and evaluation for government and non-profit agencies working in the areas of health and social services. Kylie is also an instructor for the Canadian Evaluation Society and a member of the American Evaluation Association.

**Dr. Shawn Ireland**, EdD, MA, MS, is a clinical psychologist by training, with 27 years’ experience in organization development. His expertise includes action-learning initiatives in support of personal and organization development including managing change, coaching, management of virtual teams, project leadership, and fostering critical thinking. He has worked extensively around the world with a variety of organizations, including international Fortune 500 companies, local government bodies, domestic government departments, and charitable organizations. He is presently an instructor at Simon Fraser University and in the Graduate School, University Canada West, in Vancouver.

**Kathi Irvine**, MA is an accomplished business consultant 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.C.E. (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.

**Doug Kerr**, BA, MEd, has provided training programs for business, industry, all levels of government, and social profit organizations for over 30 years. He focuses his practice on instructional skills; supervisory, management, and executive development; commercial negotiation skills; appreciative inquiry; and executive coaching. Doug also teaches undergraduate and graduate courses in leadership and management at post-secondary institutions in BC and Yukon.

**Joyanne Landers**, BA, MEd, Teacher’s Certificate, has gained a solid reputation across Canada over the past 27 years as a facilitator, trainer and coach. She builds on her wide-ranging experience guiding people in the public and private sectors to create shifts in the way they relate to their work, their colleagues, and their clients. Joyanne’s work focuses on leadership, team building and client service.

**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, has delivered workshops on leadership, ethics, teambuilding, mentoring, vision/mission, and creativity in BC and Alberta. She manages Special Projects for the BC School Superintendents Association and has designed collaborative dialogue programs for schools in BC. Ann is an instructor for Vancouver Film School and Emily Carr University focusing on cinema.

**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 public, private and non-profit organizations to facilitate needed change and provide the necessary skill development to implement those changes.

**Parm Poonia**, BA Honours, has been working in community development, community-based education and research, and program management for more than 15 years. Her focus has been in the areas of HIV/AIDS, settlement 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, mission-centered service delivery and policy development.

**Kathryn 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. Kathy 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**, MEd, BSW, PITC, is an educator and interactive trainer. Specializing in cross-cultural conflict resolution, training trainers and communications training, Lee-Anne’s work has taken her worldwide. With over 19 years experience designing and delivering training in the corporate and not-for-profit sectors, she deftly adapts workshops to meet client’s specific needs. She promises no ‘group groans’ (embarrassing or silly activities) but rather will have you laughing (being engaged), learning and leading (applying newfound practical skills).

**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, Jeff’s 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. Leila 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. She delivers facilitation, consulting, coaching, and adult education services that help organizations, teams, and individuals achieve superior results.

**Rick Thomas**, EdD, is a human resources development/learning strategist, facilitator, and keynote speaker. He has led various educational and leadership programs and has facilitated strategic initiatives in a variety of sectors. Rick’s passion and expertise revolves around enhancing corporate atmosphere through inspirational leader and team development, facilitation, culture transformation and keynote presentations.

**Kathryn Thomson**, BEd, MA, works with organizations undergoing change, restructuring or transition. She teaches leadership and communication skills, diversity, business writing, and team building.

**Colleen Vaughan**, MEd, 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.

**Eugenia Wang**, MEd, is an independent consultant with over 15 years of experience in the public and non-profit sectors in Canada, the United States, Central America, and East Asia. She is a skilled facilitator, trainer, and educator with expertise in the areas of diversity, social justice, intercultural communication, and creating collaborative spaces for strategic partnerships and dialogue. Gina is also a Certified Canadian Immigration Consultant and provides advice and representation on Canadian visa and immigration cases.

*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. Joan 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-BUILDER 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 her work on dispute resolution and collaborative practices within corporate, legal, and family settings. Her 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), is an organizational consultant and one of the few coaches worldwide who carry a Master Certified Coach designation. Linda specializes in conflict resolution (resolution coaching, mediation) and leadership development. She has extensive experience within both public and private sectors, is a mediator for the ICF Ethics Committee, the Director General of a multicultural Board of Directors, and coaches parents of kids with cancer. Linda is passionate about helping others resolve differences and optimize potential through strategic conversations.

**Jory C. Faibish**, Cert. ConRes., is a Certified Mediator (MDABC) and a practicing Architect. He is also a member of the BC Civil Mediation Roster and 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.

**Michael Fogel**, LL.B., J.D., MEd, CMed, has been concentrating on mediating and facilitating and adult education in the field of negotiation, mediation and conflict resolution. He presents in-house senior management and leadership programs in many private and public sector corporations and organizations. He also works with many organizations and institutions that are involved in significant change and/or engaged in processes for transforming corporate culture and systems.

**Brian Frank**, Cert. ConRes. BA, Cert. Med., since 1991 has been a mediator and educator with special interests in conflict theory, positive psychology, and spirituality. Utilizing several theoretical models, he has worked extensively with families and organizations to both manage and transform conflict into an opportunity for growth and change.

**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.

**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., RN, BScN, MEd (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., CMed, 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, (Leadership) is an educator and facilitator with 30 years of experience working with people. Her work includes clients from the private and public sectors as well as non-profit organizations. Her interest is in creating space for people to connect through processes such as open space, world café and appreciative inquiry. Nancy’s vibrant style, sense of humour and common-sense approach to learning makes building personal awareness fun and relevant.

**Ron Monk**, Cert. ConRes. D.Tech., is a mediator, facilitator and trainer in conflict resolution, mediation, negotiation and communication skills. His background is in broadcast communications, not-for-profit management and government. Ron has maintained a mediation practice since 1987. His work encompasses organizations, government agencies, workplaces, family, child protection and intercultural and multi-party/group facilitation. He is a mentor in the Child Protection Mediation Practicum 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 Kerry 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.

**Arthur Ridgeway**, PhD, is a registered psychologist who works as a consultant and facilitator. He specializes in the design and implementation of strategic interventions aimed at effecting personal, professional and organizational change. Dr. Ridgeway leads public seminars and in-house programs on leadership development, team building, communication, conflict resolution and negotiation. His unique blend of skill and expertise, combined with the use of practical examples and humour, makes him particularly effective.

**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. Jane 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. Gordon 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, RCC, 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., MEd (Couns Psych), Cert. FMC Comp. Fam. Med, CMed, 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**, Cert. ConRes. MSc., Dip. Leadership, has worked extensively as a workplace educator and intervener for over 15 years. Her practice includes educational programs, workplace mediation, organizational facilitation, executive performance coaching, formal harassment investigation, and critical incident stress debriefing and management.

**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. Gordon's 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. Dale 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.



**THOMPSON RIVERS  
UNIVERSITY**  
KAMLOOPS, BC

**NEW THIS FALL:**  
*JIBC Conflict Resolution  
Courses at Thompson  
Rivers University!*

The JIBC's Centre for Conflict Resolution and Thompson Rivers University are pleased to announce a newly formed partnership that brings conflict resolution courses to Kamloops!

**Thompson Rivers University**  
900 McGill Road  
Kamloops BC V2C 5N3

To register call: 250-828-5035  
www.tru.ca

**Centre for Conflict Resolution  
– Alberta - Calgary**

**Kerry Brown**, BComm., Certificate in Conflict Management, is a mediator, facilitator and trainer. She 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**, MEd, 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. Richard 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**, BSc, 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.

**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. Robert 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. Patricia is currently the Executive Director of the Calgary Police Commission.

**Sharon Wilson**, Cert. ConRes., Chartered Mediator (National Designation). In addition to her dispute resolution practice, Sharon has been instructing and coaching in interest-based conflict resolution programs at the Colleges and Universities since 1992. In business for over 35 years, her experience includes; 17 years of mediating bilateral and multi-party disputes, designing conflict management systems for organizations, and facilitating interest-based bargaining, providing services in the corporate world and in all levels of Government. Sharon also instructs in Edmonton.

**Centre for Conflict Resolution  
– Alberta – Edmonton**

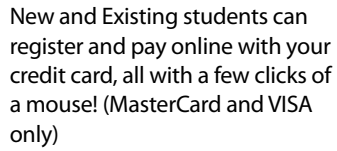
**Paula Drouin**, CMed, Cert. ConRes., Cert. Arbitration, MA (Human Security and Peacebuilding), is an inspirational educator who brings to the learning environment extensive experience working in high conflict situations; an ability to create authentic meaningful dialogue; and a comfort level with adversarial parties that is contagious. Paula has a passion for grassroots justice initiatives and has international experience assessing restorative justice processes and court mediation programs.

**Alan Edwards**, AAMS Certificate in Conflict Management. His private practice focuses primarily on workplace conflict and violence, including return to work, supervisor/employee, death threats, and situations involving violence. He is very active in Restorative Justice, particularly in the areas of victim offender mediation in cases of serious crime, and also in training development and delivery. Alan has 10 years experience developing and delivering training in Canada and the US for mediators, lawyers, court workers, government, and restorative justice practitioners on topics such as conflict resolution, mediation and violence.

**Gloria Lechky**, MBA (CED), CMed AAMS member since 1998 is an instructor with AAMS and JIBC and mediator, trainer, and conflict coach with the Department of National Defence (DND). She works with groups and individuals involved in various workplace conflict situations such as relationship, grievance and harassment complaints. Gloria's background in Administrative Management provides more than 20 years knowledge and experience in transportation, construction, and oilfield service industries.

*“This was a day very well spent with an instructor who engaged my interest in what she had to share and it has engaged my enthusiasm for what I have been doing for a while - I feel reenergized!”*

*– Lesley Nicholas-Beck,  
Family Support Outreach Worker  
Maple Adolescent Treatment Centre*



## Registration Information

***JIBC Student Services Centre***

**Email:** [register@jibc.ca](mailto:register@jibc.ca).  
Inquiries only; we do not accept email registrations.

**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) or
  - (3) By phone, call 604.528.5590 or 1.877.528.5591 or
  - (4) By fax/mail, fill out the Course Registration Form on page 139.
  - (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:

Fax: 604.528.5653

**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.**

# 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](mailto: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

[illegible]

*Last name	*First name	Middle name or initial
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[illegible]

The following is my: ☐ Work address ☐ Home address

\*Street name and address

\*City/Town
\*Province/State
\*Country

*Postal Code / Zipcode	Email Address	Fax (    )
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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)				
<b>TOTAL FEE</b>				

**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: 

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 Expiry Date MM/YY: 

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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.

Registration: 604.528.5590 or 1.877.528.5591 | [www.iibc.ca/csrd](http://www.iibc.ca/csrd) | General Inquiries: 604.528.5608 or 1.888.799.0801

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Registration: 604.528.5590 or 1.877.528.5591 | [www.ijbc.ca/csld](http://www.ijbc.ca/csld) | General Inquiries: 604.528.5608 or 1.888.799.0801

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## Learner Info

### Class times

Class times vary. Confirm the class times when you register and check your registration confirmation for details.

### JIBC Campus locations

#### Greater Vancouver

##### New Westminster Campus (main campus)

715 McBride Boulevard at 8th Avenue, New Westminster

##### Vancouver Campus – Great Northern Way

Suite 102, 555 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 **XX**. 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*

#### Vancouver Island



##### Vancouver Island University - Nanaimo

900 Fifth Street, Nanaimo

Registration and information:  
www.mala.ca/ccs or 1.866.734.6252  
www.mala.ca/ccs

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

#### Vancouver



##### Langara College – Vancouver

100 West 49th Avenue, Vancouver

Registration and information: 604.323.5322  
www.langara.bc.ca/cs/

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

#### Okanagan Valley



##### Thompson Rivers University – Kamloops

900 McGill Road

Registration and course information:  
604.528.5608 or 1.888.799.0801 or  
www.jibc.ca/conres



##### Okanagan College – Kelowna

1000 KLO Road, Kelowna

Registration and information: 250.862.5480

Toll-free: 1.888.638.0058  
www.okanagan.bc.ca  
Fax: 250.862.5434

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

Fax: 250.490.3953

Course information: 604.528.5608 or  
1.888.799.0801 or 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

Course information: 604.528.5608 or  
1.888.799.0801 or 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

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

##### College of New Caledonia – MacKenzie

540 Hospital Road, MacKenzie

Registration and information: 250.997.7200

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

##### College of New Caledonia – Nechako/Vanderhoof

RR2, 3231 Hospital Road, Vanderhoof

Registration and information: 250.567.3200

Fax: 250.567.3217  
www.cnc.bc.ca

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

#### College of New Caledonia – Prince George

3330-22nd Avenue, Prince George

Registration and information: 250.562.2131  
www.cnc.bc.ca

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

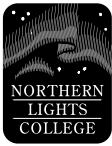
##### College of New Caledonia – Quesnel

100 Campus Way, Quesnel

Registration and information: 250.991.7500  
www.cnc.bc.ca

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

#### Peace Region



##### 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  
www.nlc.bc.ca

Course information: 604.528.5608 or  
1.888.799.0801 or 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  
Fax: 403.284.5702  
http://conted.ucalgary.ca/business/  
professionaldesignations

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

#### Edmonton, Alberta



##### Alberta Arbitration & Mediation Society (AAMS)

King's University College  
9125 -50th Street, Edmonton, AB

*Register directly with AAMS  
(not King's University College)*

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

*“Excellent instructor! Extremely informative while soliciting continuous feedback from the class. Enjoyed his style and facilitation.”*

*– Danna Dunnage, District Sales Manager  
Neptune Food Service Inc.*



## Learner Services

### Information desk

**i** 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 lost and found, 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**  
604.528.5633 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 2010 for all 2009 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 Student Services Centre 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 Student Services Centre 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 Student Services Centre 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, 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 faculty members who are available to coach on a private basis. For more information, contact: [604.528.5608](mailto:604.528.5608) [conres@jibc.ca](mailto:conres@jibc.ca)

### 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).

### Helpful resources

#### Mediator Accreditation

Practitioner organizations offer an accreditation process for mediators include:

##### BC Arbitration and Mediation Institute

Phone: 604.736.6614 or 1.877.332.2264  
[www.amibc.org](http://www.amibc.org)

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

##### Alberta Arbitration and Mediation Society

Phone: 780.433.4881 or 1-800-232-7214  
[www.aams.ab.ca](http://www.aams.ab.ca)

##### Family Mediation Canada

Accreditation requires a certain number of hours of training and practical experience and the successful completion of a skills based assessment. Phone: 519.585.3118 or 1.877.FMC.2005 Email: [fmc@fmc.ca](mailto:fmc@fmc.ca)  
[www.fmc.ca](http://www.fmc.ca)

##### BC Mediator Roster (Civil and Family)

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

For more information:  
*British Columbia Mediator Roster Society*  
P.O. Box 9222 Stn. Prov. Govt.  
Victoria, BC V8W 9J1

Phone: 1.888.713.0433  
Fax: 250.387.1189  
Email: [mediators@mediator-roster.bc.ca](mailto:mediators@mediator-roster.bc.ca)

[www.mediator-roster.bc.ca](http://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 more information:  
Phone: 604.684.1300  
Fax: 604.684.1306  
Email: [info@courtmediation.com](mailto: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, BC V6Z 2C5*

[www.courtmediation.com/contact.php](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  
Email: [info@drpracticum.com](mailto: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, BC V6Z 2C5*

[www.courtmediation.com/contact.php](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 more information:  
Phone: 604.516.0788  
Fax: 604.516.0708  
Email: [fmpp@telus.net](mailto:fmpp@telus.net)

Mailing address: *Family Mediation Practicum Project 2nd Floor, 519 Seventh Street New Westminster, BC V3M 6A7*

[www.courtmediation.com/contact.php](http://www.courtmediation.com/contact.php)

# 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)

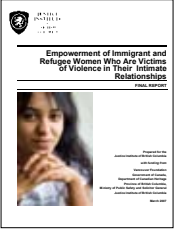


This award-winning video shows a fictitious critical incident and illustrates the stages of critical incident stress support that precede and follow it.

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

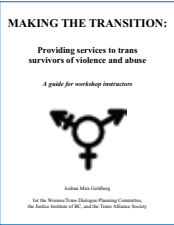
## In Her Own Time: Measures of Empowerment for Women Who Have Experienced Violence Training video (or DVD)



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 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

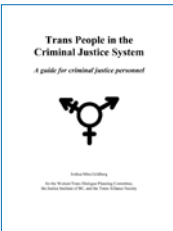


Conflict resolution is an incredibly powerful tool to teach high school students. Given the recent safe school, anti-violence, and anti-bullying initiatives, teaching young people specific skills they can use to empower themselves are crucial. These classroom ready resources are based on the internationally 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

Use this form to order publications and videos listed on pages 166-168. Forward the completed form by mail or fax to:  
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)

	NO. OF COPIES (please indicate DVD or Video)	\$ AMOUNT
<input type="checkbox"/> The Aid to Safety Assessment and Planning (ASAP) <input type="checkbox"/> Manual \$55		
<input type="checkbox"/> Balancing Conflicting Interests: A Counsellor’s Guide to the Legal Process <input type="checkbox"/> Manual \$65		
<input type="checkbox"/> Charting New Waters: Violence Against Women with Disabilities <input type="checkbox"/> Video <input type="checkbox"/> DVD and Facilitator’s Guide    \$80		
<input type="checkbox"/> Video <input type="checkbox"/> DVD only \$65		
<input type="checkbox"/> Commercial Sexual Exploitation: Innovative Ideas for Working with Children and Youth <input type="checkbox"/> Manual \$55		
<input type="checkbox"/> Critical Incident Stress Debriefing <input type="checkbox"/> Video <input type="checkbox"/> DVD only \$50		
<input type="checkbox"/> Empowerment of Immigrant and Refugee Women Who Are Victims of Violence in Their Intimate Relationships <input type="checkbox"/> Report \$20		
<input type="checkbox"/> Facing Diversity: Responding to Violence Against Women from Diverse Cultures <input type="checkbox"/> Video <input type="checkbox"/> DVD and Instructor’s Guide    \$80		
<input type="checkbox"/> DVD only \$65		
<input type="checkbox"/> Helping Children Whose Parents Have a Mental Illness: A Toolkit for Counsellors <input type="checkbox"/> Manual \$80		
<input type="checkbox"/> In Her Own Time: Measures of Empowerment for Women Who Have Experienced Violence <input type="checkbox"/> Video <input type="checkbox"/> DVD \$50		
<input type="checkbox"/> Sexual Assault – Victim Service Worker Handbook <input type="checkbox"/> Handbook \$55		
<input type="checkbox"/> Telling the Untold Stories <input type="checkbox"/> Video <input type="checkbox"/> DVD and Facilitator’s Guide    \$75		
<input type="checkbox"/> Video <input type="checkbox"/> DVD only \$55		
<input type="checkbox"/> Teaching Conflict Resolution to Youth – Classroom Ready Resources <input type="checkbox"/> Teacher’s Module \$125 <input type="checkbox"/> Student Manual \$20		
<input type="checkbox"/> Trans People in the Criminal Justice System: A Guide for Criminal Justice Personnel <input type="checkbox"/> Manual \$10		
<input type="checkbox"/> Violence Against Women in Relationships – Victim Service Work Handbook <input type="checkbox"/> Handbook \$55		
	Total:	
	PST:	
	GST:	
PST is not required if package is used for educational purposes.	Amount enclosed:	

NAME: \_\_\_\_\_

COMPANY/AGENCY: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

PHONE/FAX: \_\_\_\_\_ DATE: \_\_\_\_\_

Enclosed is my payment by:

☐ Cheque or money order. Cheque issued by: \_\_\_\_\_ (make payable to the JIBC)

☐ MasterCard Exp 

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☐ VISA 

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 Exp 

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Name on card: \_\_\_\_\_ Authorization Number: \_\_\_\_\_

# 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.

# Contact Information

## Student Services Centre

Student Services & Information ..... 604.528.5590  
Register for courses ..... 604.528.5590 (local calls)  
..... 1.877.528.5591 (toll-free – long distance only)  
..... register@jibc.ca  
Student Services Advisor ..... 604.528.5588 or 604.528.5587  
*Information on programs, career paths, and services for students with disabilities*

## 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  
Kathy Wilson, Receptionist ..... 604.528.5608 (local calls)  
..... 1.888.799.0801 (toll-free – long distance only)

## Marketing & Special Events

Sandy Beauchesne, Marketing & Special Events Advisor ..... 604.528.5612 or csjd@jibc.ca  
Tesa Dolzanski, Marketing and Research Assistant ..... 604.582.5632 or cccs@jibc.ca  
..... www.jibc.ca/csjd

## Centre for Aboriginal Programs & Services

Michelle LaFlamme, 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

Caroline White, Program Director ..... 604.528.5620 or cccs@jibc.ca  
Tesa Dolzanski, Marketing and Research Assistant ..... 604.582.5632 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.*

### Child Welfare Practitioner Training

*The Child Welfare Practitioner Training is only open to employees of the Ministry of Children and Family Development (MCFD) who have been hired to provide child protection or guardianship services. You must be an employee of the Ministry in order to register for this program.*

Cori Wong-Hemmings, Program Coordinator ..... 604.528.5583 or childwelfare@jibc.ca  
Charlene Pennington, Program Assistant ..... 604.528.5834 or childwelfare@jibc.ca  
Tammy Chambers, Program Assistant ..... 604.528.5685 or childwelfare@jibc.ca

### Child and Youth Mental Health Programs and Adoption Training

*The Clinical Supervision, Child and Youth Mental Health Orientation, Adoption Trainings are only open to employees of the Ministry of Children and Family Development (MCFD). To register for these programs, please contact your regional training office.*  
Susan Forest, Program Coordinator ..... 604.528.5711 or counsellinggpc@jibc.ca  
Heather Matson, Program Assistant ..... 604.528.5573 or counselling@jibc.ca

Community Safety

Bylaw Enforcement and Investigative Skills Certificate; Critical Incident Stress Management Certificate;

Victim Services Practitioner Courses and Certificate

Laura Glover, Program Coordinator .....	604.528.5641
Corinne Gushue, Program Assistant .....	604.528.5684
Bylaw Enforcement and Investigative Skills .....	bylaw@jibc.ca
Critical Incident Stress Management .....	cism@jibc.ca
Victim Services Practitioner .....	vsp@jibc.ca

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

Susan Forest, Program Coordinator .....	604.528.5711 or counsellingpc@jibc.ca
Lucy Jong, Program Assistant .....	604.528.5875 or counselling@jibc.ca
Program Coordinator Customized Training .....	604.528.5628 or CounsellingCustomized@jibc.ca
Vicki Morrison, Program Assistant Customized Training .....	604.528.5833 or CounsellingCustomized@jibc.ca

Centre for Leadership

Course and Certificate Contacts, Customized Training Solutions, Prior Learning Assessment Recognition

Allison Felker, Program Coordinator .....	604.528.5633 or leadership@jibc.ca
Kellie Smith, Program Planner .....	604.528.5665 or leadership@jibc.ca
Nenita Capili, Program Assistant, Management & Leadership .....	604.528.5631 or leadership@jibc.ca
Linda Davies, Program Assistant Instructor Development .....	604.528.5630 or leadership@jibc.ca

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
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 ccrcld@jibc.ca
Cynthia Smith, Program/ Editorial Assistant Regional Delivery .....	604.528.5825 or csjd@jibc.ca
Elly Macmaster, Program Assistant, Assessments .....	604.528.5609 or csjd@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 2009-2010

The Community & Social Justice Division is pleased to present the following Special Events:

The Future of Mediation:  
The end as we know it? (SPE108)

For event description see page 87

Date(s): Oct 8, 2009

Instructor: Peter Adler

Digital Innovation:  
New Tools for Engaging  
Your Constituents (SPE124)

For event description see page 62

Date(s): Mar 5, 2010

Instructor: Jason Mogus

The Revisioning of Family Therapy:  
Race, Culture & Gender in Clinical  
Practice (SPE102)

For event description see page 23

Date(s): Oct 29-30, 2009

Instructor: Dr. Kenneth V. Hardy

Journey through Complex  
Trauma: Focusing, Treatment  
& Healing (SPE114)

For event description see page 24

Date(s): Apr 15-16, 2010

Instructors: Shirley Turcotte with  
Alannah Earl Young

Thresholds of Presence:  
Courageous Conversations  
for Difficult Times (SPE111)

For event description see page 61

Date(s): Nov 6, 2009

Instructor: David Whyte

Transforming Communities  
using Forum Theatre: Empower  
Your Inner Voice (SPE122)

For event description see page 87

Date(s): May 6, 2010

Instructor: David Diamond

Leadership Through Storytelling  
(SPE107)

For event description see page 61

Date(s): Nov 27, 2009

Instructor: Richard Van Camp

Understanding the Impact  
of Trauma & Neglect on the  
Developing Child: Clinical  
Implications & Application of  
Neurodevelopmentally-Informed  
Treatment Strategies (SPE104)

For event description see page 24

Date(s): Jun 2-3, 2010

Instructor: Dr. Bruce Perry

Don't Panic! Brief Strategic Treatment  
of Anxiety Disorders (SPE103)

For event description see page 23

Date(s): Jan 21-22, 2010

Instructor: Reid Wilson

For more information visit: [www.jibc.ca/csjd](http://www.jibc.ca/csjd) or call 604.528.5608



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## 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 Management  
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



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#### **Send labels to:**

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New Westminster, BC V3L 5T4 Located in Coast Salish territory.

