



JIBC

School of Community  
& Social Justice

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

# course calendar

SEPTEMBER 2010 - AUGUST 2011

CENTRE FOR ABORIGINAL  
PROGRAMS & SERVICES

CENTRE FOR COUNSELLING  
& COMMUNITY SAFETY

CENTRE FOR LEADERSHIP

CENTRE FOR  
CONFLICT RESOLUTION





# Welcome to the JIBC's School of Community & Social Justice

*At the JIBC School of Community and Social Justice, we meet your educational and professional development needs through our strong commitment to excellence and community.*

**Pam White, Director**

Join thousands of students and graduates who are applying their knowledge and increased understanding of community, organizational and social issues to make the world a better place.

Whether you have a desire to become better at resolving conflict, to become a great leader, to build knowledge and skills to serve your community, or to refine your frontline and counselling skills to provide much needed support to children, youth, and families, there's a place for you in the JIBC School of Community and Social Justice.

Studying at the JIBC will enable you to acquire new skills, experience and knowledge that you can immediately apply in your workplace, your practice and your community. Our faculty members are passionate about what they do and many are practitioners drawn from community and social justice related fields.

As you browse through this calendar you will see new courses and credentials, and special events with world-renowned presenters on leading edge topics.

## ***New for this term:***

We are constantly reviewing and revising our curricula and offerings to respond creatively to the ever-changing environment in which we operate and to meet your need to grow and change.

Here are examples of new and updated credentials:

- Post Baccalaureate Certificate in Complex Trauma and Child Sexual Abuse Intervention – NEW
- Family Resource Program Certificate – NEW
- Creative and Expressive Play Therapy Certificate – NEW
- Associate Certificate in Conflict Coaching – NEW
- Aboriginal Leadership Diploma – NEW
- Instructor Development Certificate – UPDATED

*Also check out new courses offered by the Centre for Aboriginal Programs and Services, as well as increased online learning opportunities in many areas of study.*

*Take the next step – take a closer look at our many courses and credentials by exploring our website ([www.jibc.ca/csjd](http://www.jibc.ca/csjd)) or call one of our friendly staff who are here to serve your learning needs.*

*Pam White, Director*

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### Our Faculty

JIBC faculty are some of the most respected and experienced educators in BC working in their chosen fields.  
Read faculty bios online at [www.jibc.ca/csjd/faculty](http://www.jibc.ca/csjd/faculty)



Monica Ryan-Gamble  
Tsimshian Nation

## Welcome to the Centre for Aboriginal Programs & Services

*The JIBC New Westminster campus is located in Coast Salish territory. In keeping with traditional protocols, we wish to express our gratitude to the Musqueam and Qay'qayt First Nations who have ties to this territory and we wish to acknowledge the unceded territory of all Coast Salish Peoples.*

The programs and the support we provide in the Centre for Aboriginal Programs and Services (CAPS) are consistent with the goals of social justice, including strong governments, wellness and economic self-sufficiency for Aboriginal peoples. 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. The faculty and educational offerings reflect Aboriginal worldviews and perspectives and our courses were developed in consultation with community members, elders and the JIBC Aboriginal Education Advisory Council.

### New to CAPS

- **Funding for Aboriginal learners** – To learn more about the new awards available to Aboriginal students, contact the Student Advisor at [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca).
- **Transfer agreements** – We have articulation agreements in place with a number of BC Colleges and Universities and several courses ladder into other JIBC programs. Courses within the certificates and diploma are transferable to Thompson Rivers University, Kwantlen Polytechnic University, Royal Roads University, University of the Fraser Valley, University of Victoria and Simon Fraser University. The specific transferable courses can be accessed at the BC Transfer Guide website (<http://bctransferguide.ca/search.cfm?mode=s>).
- **New courses** – We have two new courses this term. See page 14 for course descriptions.

### Courses and certificates

Many courses can be taken on an individual basis or as part of a certificate. For details contact the Student Advisor at [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)



#### Funding Available – ask us.

Contact our Student Services office  
to learn more about available  
awards and bursaries.

604 528.5762  
[financialaid@jibc.ca](mailto:financialaid@jibc.ca)  
[www.jibc.ca/student-services](http://www.jibc.ca/student-services)



#### Our Faculty

JIBC faculty are some of the most  
respected and experienced educators  
in BC working in their chosen fields.  
Read faculty bios online at  
[www.jibc.ca/cs/jd/faculty](http://www.jibc.ca/cs/jd/faculty)



## Service and Academic Advising

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 JIBC provides education and training for Aboriginal learners, while welcoming others to learn from Aboriginal worldviews and perspectives.

## The JIBC Aboriginal Education Advisory Council

The Aboriginal Education Advisory Council (AEAC) was formed in June 2002 and it includes Elders, members of diverse Aboriginal communities, professional content experts in the areas of justice and public safety, students, alumni and urban Aboriginal youth. The AEAC is appointed by JIBC President Jack McGee, in consultation with the CAPS Program Director. The AEAC meets quarterly and provides advice and guidance to the JIBC on matters affecting Aboriginal students, curriculum, research and protocols. The Centre for Aboriginal Programs and Services works closely with the AEAC to gain insight and guidance on matters affecting Aboriginal students and communities.

### Meet the Council:

- Fran Auckland, Legal Services Society
- Chief Ian Campbell, Squamish Nation
- Constable Steve Hanuse, Vancouver Police Department
- Sue Hendricks, Director, Community Corrections & Corporate Programs, Ministry of Public Safety & Solicitor General
- Bob Kiyosh, Executive Director, Spirit of the Children Society
- Kathy Louis, Samson Cree Nation, Alberta
- Maurice Nahanee, Squamish Nation
- Elizabeth Robinson, JIBC Student Alumni
- Dave Seaweed, Aboriginal Student Services Coordinator, Douglas College
- Leona Sparrow, Lawyer, Musqueam First Nation
- Lerinda Swain, Program Coordinator, BC Women's Hospital & Health Centre
- Blaine Wiggins, Executive Director, First Nations Emergency Services Society (British Columbia, Canada)
- Richard Willier, Youth Probation Officer, Aboriginal Specialist, Ministry of Children and Family Development

## The Centre for Aboriginal Programs and Services Guiding Principles

Today, social justice in Aboriginal contexts is equated with healing, balance, cleansing and peace. The JIBC Aboriginal logo, created by Haida Gwaii artist James Cowpar, reflects this concept of social justice and the design acknowledges the diversity of Aboriginal peoples. The Aboriginal Education Advisory Council worked closely with the artist to develop the logo, which was officially unveiled at the JIBC on November 19, 2004.



The Aboriginal logo is one symbolic step in making JIBC a welcome place for Aboriginal learners. Several other key initiatives have been implemented at the JIBC. 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 four 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 enhances equitable and collaborative partnerships with Aboriginal Peoples to provide culturally appropriate education and training."*



Aboriginal Education Advisory Council meeting at JIBC (March 19, 2010)

Front Row, L - R: Constable Jewell Gillies, Susan Hendricks, Elizabeth Robinson, Roberta Tait, Bridget Malcom

Back Row, L - R: Kathy Louis, Blaine Wiggins, Leona Sparrow, Michelle LaFlamme, Richard Willier



## Capacity Building

*In order to meet the needs identified by Aboriginal communities and build capacity within our communities, we offer customized training, community-based delivery of our programs including the Aboriginal Leadership Certificate and Diploma as well as the Justice and Public Safety Career Preparatory Program.*

We work closely with community members and assist you and your organization in developing and enhancing leadership skills, communication and conflict resolution skills, effective management and community safety by offering the following courses:

- Project Management (pg. 11)
- Aboriginal Leadership Development (pg. 10)
- Dispute Resolution 1 and 2 (pg. 10)
- Philosophy, Values and Ethics of Aboriginal Leadership (pg. 10)
- Effective Presentations, Writing and Listening Skills (pg. 13)
- Cultural Awareness: History and Impact of Colonization (pg. 14)
- The Gladue Decision: Implications for Community Supervision and Development (pg. 14)
- Justice in Aboriginal Communities (pg. 14)
- Circle Processes for Community Wellness (pg. 14)

### Community-based delivery of programs

The JIBC has had a long and successful history developing training and education programs for Aboriginal peoples, directly delivered to communities. We work with you on assessing your unique educational needs and customize curriculum to meet those needs. Following are some training highlights:

- 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 intergenerational and other trauma

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

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

Contact us today to discuss your community's needs and interests and we will work with you to develop a program that will build capacity in justice and public safety areas in your community!

### For more information

**Tami Pierce,**  
**Program Coordinator**  
**Centre for Aboriginal Programs & Services**  
**604.528.5522 or [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)**  
**[www.jibc.ca/aboriginal](http://www.jibc.ca/aboriginal)**

Pictured above: In October 2009 the pilot course ABL106 Cultural Awareness: History & Impact of Colonization was offered to JIBC faculty and staff. Shown above are the ABL106 students, guest speakers Constable Chris Gosselin, Christine Parnell-Smith, Dianne Garner and Barry Warhaft, along with instructors Wenona Victor and Kerry McKenzie. See page 14 for course description.



Constable Jewell Gillies with  
Gingolx youth group. (2009)

## JUSTICE AND PUBLIC SAFETY CAREER PREPARATORY PROGRAM FOR ABORIGINAL LEARNERS – **CONTRACT ONLY**

### **"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. Currently this certificate is only available on a contract basis to communities. Courses transfer to University and ladder into the JIBC Law Enforcement Studies Diploma.*

**\*On June 6, 2008, JIBC President Jack McGee 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 Elder Rena Greene (Sto:lo), meaning the sacred bond between teachers and learners.**

JIBC President, Jack McGee, presents Rena Greene, (Sto:lo) with the 2009 Justice Institute of British Columbia's Friend & Associate Award in recognition of her commitment to Aboriginal learners.



## **How to complete the program**

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

### **Program Tuition**

- \$3,500 (approximately)

Tuition fee will vary for each community delivery. Contact us directly for a complete budget re: delivering this program in your community.

## **1 START HERE:**

### **TERM ONE**

- 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)

## **2 TERM TWO**

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

## **3 Graduation Ceremony**

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



## COURSE DESCRIPTIONS

### Term One

#### 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, which will help prepare you to pass the physical tests required for admission into the various workgroups

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, economic, 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

#### 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, and Advanced Driving Skills - Level 2 (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

Credits: 3

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

This course will familiarize you with municipal, provincial and federal 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 in 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 community-based delivery of this program, please contact:**

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



### We deliver!

Bring our customized training to your workplace or community.  
See page 4 for details.

## Words of Wisdom from Leadership Learner

*"What I like best about the JIBC is the opportunity to work with support staff and instructors who truly want you to succeed in your program. I have completed several courses and programs here and the experience has been consistent. The instructors show respect and do all they can to see you complete your program. If needed, the instructors will offer support outside of class hours, and as a First Nation student I appreciate this level of support.*

*I have worked with 23 Sto:lo communities, and in many different roles, however, I found that after 15 years, I needed to increase my knowledge in many different areas. Every class in the Aboriginal Leadership Certificate Program has been very valuable to me. This program is helping me to be a successful leader in my position as a Community Relations Manager with Chehalis Indian Band. The Community Wellness, Dispute Resolution and Change Management courses were some of my favourites and I don't think I would have acquired any of the skills on the job. Being able to take the program as a part time learner has allowed me to implement the skills in the workplace immediately. The program has also provided a greater understanding of the diversity in First Nation communities.*

*When I applied to take the program my goal was not to be a leader. I have held so many different positions while working in Sto:lo communities and worked with many different Chiefs, Councillors and partner organizations. I wanted to know how to work effectively with First Nation leaders. The courses have helped me to recognize my values and strengths and I am looking forward to being a role model for the youth that I work with in the Sto:lo territory. I believe that education is important. I have learned much from the fellow students about the realities of the journey of becoming a leader in their community or place of work.*

*This program has opened the door to a future that I never thought I could have. Thank you JIBC. "*

– Dianne Garner  
Community Relations Manager  
Chehalis Indian Band





## 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) a:

- community worker
- justice worker
- health/education or social development officer
- administrator
- supervisor
- manager
- community liaison worker
- coordinator
- elected Chief or Council member

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 certificate and diploma are delivered face-to-face at the JIBC New Westminster campus on a part-time basis, with the workplace as an extension of the classroom.

In addition, we offer the Aboriginal Leadership Certificate Program in partnership with Aboriginal communities, directly in your community and can customize course delivery and curriculum to suit your community's needs. To date we have offered the certificate to the Nisga'a Village government through WWNI (2008/09), to Prince Rupert through First Nations Training and Development Centre (2009/10), and will deliver to Northern Lights College, Dawson Creek (2010/11). Visit [www.jibc.ca/aboriginal](http://www.jibc.ca/aboriginal) for details.

### For more information

**Tami Pierce,**  
**Program Coordinator**  
**Centre for Aboriginal Programs & Services**  
**604.528.5522 or [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)**  
**[www.jibc.ca/aboriginal](http://www.jibc.ca/aboriginal)**

### 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 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, we will notify you. Then you should contact Student Services Centre at 604.528.5590 and register directly with them.
- There is a \$25 non-refundable application fee.

#### Entrance Requirements:

- English 12, or equivalency with a C+ minimum average
- 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: \$2,885
- Individual course fee: \$280
- Workplace-based practicum: \$365

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 the Financial Aid Advisor directly for details at 604.528.5672 or [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)

#### Class Schedule:

**Evenings 6:00-9:30**  
**Weekends 10:00-5:30**

The following courses are offered at our New Westminster campus and are listed in date order.

## How to complete the certificate

### 1 START HERE:

The 30-credit certificate offers one course per month.

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

We strongly recommend you complete the courses in the order they are offered during the year:

- Writing and Research Skills (ABLD 113)
- 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)

### 3 Graduation Ceremony

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

### Not ready to commit?

If you are not ready to commit to the whole certificate, we encourage you to take a few classes to see what the Aboriginal Leadership Certificate is all about.

## 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 9,10,16,17, 2010 (evening)  
and  
Sep 11,12,18,19, 2010 (weekend)  
Fee: \$280

## 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 14,15,21,22, 2010 (evening)  
and  
Oct 16,17,23,24, 2010 (weekend)  
Fee: \$280

## CERTIFICATE STUDENT BENEFITS

*By becoming a certificate or diploma student you join a learning community and participate in a unique educational experience.*

- access to funding opportunities;
- networking with a cohort of other new and emerging leaders;
- enhancing your career prospects
- block transfer of credits for both the certificate and diploma programs
- access to the JIBC's extensive collection of books, periodicals and videos; and
- celebrating your success with friends and family when you graduate at the JIBC convocation ceremony.

**For more information: 604.528.5647**

### 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. **Note:** this course is only available to those enrolled in the certificate program.

Credits: 3  
Date(s): Nov 18,19,25,26, 2010 (evening)  
and  
Nov 20,21,27,28, 2010(weekend)  
Fee: \$280

### 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 that will help you effectively overcome the obstacles to reaching successful agreements. You will explore how withheld feelings impede the process of resolving a conflict. You will examine theory, skills, and approaches for managing and responding to anger, unreasonable demands, attacks, and outbursts. Topics such as anger triggers and self-management will be explored. You will focus on getting past unfinished business by clearing judgments, acknowledging hurt, reducing defensiveness, and working towards a trusting relationship. **Prerequisite:** Dispute Resolution, Level 1 (ABLD114) **Note:** this course is only available to those enrolled in the certificate program.

Credits: 3  
Date(s): Jan 6,7,13,14, 2011 (evening)  
and  
Jan 8,9,15,16, 2011 (weekend)  
Fee: \$280

### Aboriginal Leadership Development (ABLD112)

Effective leadership is the key Aboriginal communities' need to stay 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 3,4,10,11, 2011 (evening)  
and  
Feb 5,6,12,13, 2011(weekend)  
Fee: \$280

### 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 you will also explore the complementary roles of leadership required for effective organizations.

Credits: 3  
Date(s): Mar 3,4,10,11, 2011 (evening)  
and  
Mar 5,6,12,13, 2011 (weekend)  
Fee: \$280

### Aboriginal Justice and Governance Models (ABLD115)

This course examines 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 contemporary context.

Credits: 3  
Date(s): Apr 7,8,14,15, 2011 (evening)  
and  
Apr 9,10,16,17,2011 (weekend)  
Fee: \$280

### 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 12,13,19,20, 2011 (evening)  
and  
May 14,15,21,22, 2011 (weekend)  
Fee: \$280



## 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. The course 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 effective communication.

Credits: 3  
Date(s): Jun 9,10,16,17, 2011 (evening) and  
Jun 11,12,18,19, 2011 (weekend)  
Fee: \$280

## 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 by choosing either the workplace-based practicum or the final integrated essay. In either option you are required to demonstrate how the learning objectives in each course have been applied in your personal and professional life. **Note:** this course is only available to those enrolled in the certificate program and successfully completed the core courses.

Credits: 3  
Date(s): Jul 2011  
Fee: \$365



## Learner Services Fee

The JIBC charges a Learner Services Fee (LSF) of \$5.00 per course credit to a maximum of 6 credits per course (\$30.00). The fee applies to credit courses only and is collected at the time of enrolment. The LSF is used to enhance library, technology and other services for the benefit of students at all JIBC locations. Course fees listed do not include LSF.

## Update From a Graduate...

*It has been over a year since I completed the Aboriginal Leadership Certificate and I can attest that the skills and concepts that I gained through the program have brought forth positive changes within my personal and professional life. Since completing the certificate I have accepted a position in Saskatchewan with Correctional Services of Canada.*



*I have used the tools that I acquired through the certificate to successfully complete a few significant achievements:*

- Gang intervention Project – working with community and former gang members;
- Coordinated the first information fair for Métis and Aboriginal Offenders;
- Elected onto the Prince Albert District Committee as the secretary;
- Co-chair of the Regional Women committee in Prince Albert, Saskatchewan;
- Working with Chief Delbert Wapass to create a link between Correctional Services of Canada to promote a partnership in relation to Section 81 and Section 84 for Aboriginal offenders;
- Coordinating a tour of River bend, Wahlpeton and Willow Cree for the purpose of the community gaining an understanding of the "Healing Lodge Concept", this includes the Tribal Council, Justice workers and NDAP working in the communities throughout Saskatchewan; and completed various ceremonies in the community.

*Contacting former chiefs to create a bundle for the Leadership Program is my personal goal. Completing the Aboriginal Leadership Diploma would meet the educational requirement to become an Aboriginal Project Officer with the Corrections Services Canada. I am looking forward to getting started on the Aboriginal Leadership Diploma.*

*Thank you to Minerva Foundation and to the staff members and board involved in the Aboriginal Leadership Certificate & Diploma Programs.*

*In The Spirit of Support,  
Purple Eagle Spirit Dancing Buffalo Woman  
Giselle Henry-Pete*



Aboriginal Leadership Certificate students with Sto:lo Elder Renae Greene and Joanne Jefferson, Director, Dept of Justice, Sto:lo Nation (2010).

## ABORIGINAL LEADERSHIP DIPLOMA

*The Aboriginal Leadership Certificate is a prerequisite to the diploma. The diploma builds on the content of the certificate and includes a final integrative project, seven core courses, and six credits of electives.*

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

Please contact the Centre for Aboriginal Programs & Services at 604.528.5522 or [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)

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

### New Westminster Campus Tuition

- Diploma fee: \$4,616 (does not include LSF or electives)
- Individual course fee: \$577

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 the Financial Aid Advisor directly for details at 604.528.5672 or [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)

### How to complete the diploma

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

Talk to us about offering this diploma in your community!

To learn more about CAPS faculty visit [www.jibc.ca/aboriginal](http://www.jibc.ca/aboriginal)

Aboriginal Instructor,  
Harry Nyce (Nisga'a).



## How to complete the diploma

### 1 START HERE:

Complete the Aboriginal Leadership Certificate

### 2 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)

### 3 Final Integrative Project (ABLD250)

### 4 Electives (six credits from any JIBC academy or division) See Individual Courses listed on page 14 for suggested electives

### 5 Honouring Ceremony & Convocation

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

## COURSE DESCRIPTIONS

*The following courses are the core courses in the Aboriginal Leadership Diploma, offered at our New Westminster campus. They are listed here in chronological order.*

**New Westminster class schedule:  
9:00 a.m. to 5:00 p.m.**

### 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 used 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  
Date(s): Jan 7-9 & 14-16, 2011  
Fee: \$597

### 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 needed to facilitate and manage productive meetings.

Credits: 3  
Date(s): Feb 4-6 & 11-13, 2011  
Fee: \$597

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

Credits: 3  
Date(s): Mar 4-6 & 11-13, 2011  
Fee: \$577

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

Credits: 3  
Date(s): Apr 8-10 & 15-17, 2011  
Fee: \$577

 **Funding Available  
– ask us.**

Contact our student services office  
to learn more about available  
awards and bursaries.  
604.528.5762  
financialaid@jibc.ca  
www.jibc.ca/studentsservices

### Aboriginal Management and Practice (ABLD201)

Management is often defined as getting things done with 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  
Date(s): May 13-15 & 20-22, 2011  
Fee: \$577

### 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  
Date(s): Jun 10-12 & 17-19, 2011  
Fee: \$577

## 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  
Date(s): Jul 8-10 & 15-17, 2011  
Fee: \$577

## Final Integrative Project (ABLD250)

The focus of the final integrative project will be a presentation in which you will 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  
Date(s): Aug 15-Nov 15, 2011  
Fee: \$577

## For more information:

Centre for Aboriginal Programs & Services  
604.528.5647 or [aboriginal@jibc.ca](mailto:aboriginal@jibc.ca)  
[www.jibc.ca/aboriginal](http://www.jibc.ca/aboriginal)

# Individual Courses

*The following courses can be taken on an individual basis or as electives in the Aboriginal Leadership Diploma.*

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

**NEW**

This course will focus on the historical, economic, 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 safer 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.

Credit: 3  
Fee: \$510  
Date(s): Sep 22-24 and Oct 6-8, 2010 – NWC  
Feb 16-18 and Mar 16-18, 2011 – NWC  
Instructors: Wenona Victor

## 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.

Credit: 1.5  
Fee: \$434  
Date(s): Oct 18-Nov 5, 2010 – **ONLINE**  
Mar 28-Apr 15, 2011 – **ONLINE**  
Instructor: Wenona Victor

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

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

Credits: 1.5  
Fee: \$434  
Date(s): Nov 15-Dec 3, 2010 – **ONLINE**  
May 2-20, 2011 – **ONLINE**  
Instructor: TBD

## Circles for Community Wellness (ABL107) **NEW**

*"CIRCLES ASSUME A UNIVERSAL WISH TO BE CONNECTED TO OTHERS IN A GOOD WAY."  
(The Little Book of Circle Processes, Pranis)*

The circle is not just a shape; it is a process that has been used for generations across many cultures and disciplines to create possibilities for wellness. The physical format of the circle symbolizes values such as shared leadership, accountability, connection, inclusion and equality while ideally promoting a space for deep sharing and resolution. This course is for people working in community, educational and justice contexts who are interested in applying circles in their professional practices.

You will learn about the historical use of circles, such as peacemaking circles, sentencing circles, healing circles, and honouring circles. The philosophy and protocols of using circles will be discussed and some of the challenges to using circles will also be explored. Practical skills will be offered for opening, facilitating and closing circles.

Credit: 1.5  
Fee: \$434  
Date(s): Feb 7-9, 2011 – NWC  
Jun 13-15, 2011 – NWC  
Instructor: Teresa Howell



# Additional Courses and Certificates of Interest from the Centre for Counselling & Community Safety

*The following is a sampling of courses and certificates offered in 2010-2011 through the Centre for Counselling & Community Safety. Some courses may be used as electives in certificate programs, such as the Aboriginal Leadership Diploma.*

## Best Practices for Aboriginal Supervisors (COUNS172)

For a course description, please see page 21.

Credit: 1  
Date(s): Sep 27-28, 2010 – NWC  
Fee: \$286; group rate, \$266

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

For a course description, please see page 33.

Credit: .5  
Date(s): Oct 14, 2010 – NWC  
Feb 3, 2011 – NWC  
Fee: \$156; group rate, \$146

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



For a course description, please see page 33.

Credit: 1.5  
Date(s): Oct 18-Dec 6, 2010 – **ONLINE**  
Fees: \$383; group rate, \$353

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

For a course description, please see page 33.

Credit: .5  
Date(s): Nov 4, 2010 – NWC  
Apr 14, 2011 – NWC  
Fee: \$138; group rate, \$128

## Unspoken Truths About Suicide: A Personal Look At Suicide Through the Eyes of Those Who Attempt or Complete Suicide (COUNS176) **NEW**

For a course description, please see page 22.

Credit(s): 1.5  
Date(s): Nov 25-27, 2010 – NWC  
Fee: \$408; group rate, \$378

## Indigenous Women and Women of Colour Facilitating for Responsive Organizations and Communities (COUNS170)

For a course description, please see page 22.

Credit: .5  
Date(s): Nov 26, 2010 – GNWC  
Fee: \$168; group rate, \$158

## Who Am I? Understanding the Role of Identity in Marginalized Youth Experiences (CY277)

For a course description, please see page 30.

Credit(s): 1  
Date(s): Nov 30 - Dec 1, 2010 – NWC  
Fee: \$286; group rate, \$266

*For more information on the above courses contact: 604.528.5628 or counselling@jibc.ca*

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

For a course description, please see page 24.

Credit: 1  
Date(s): Apr 7-8, 2011 – NWC  
Fee: \$286; group rate, \$266 (tbc)

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

For a course description, please see page 29.

Credit(s): .5  
Date(s): Apr 15, 2011 – NWC  
Fee: \$168; group rate, \$158

## Understanding and Responding to Girls and High-Risk Drinking (CY279) **NEW**

For a course description, please see page 31.

Credit: .5  
Dates: Apr 27, 2011 – NWC  
Fee: \$168; group rate, \$158

## Nature as Healer: Exploring Ecopsychology (COUNS148) **NEW**

For a course description, please see page 21.

Credit: .5  
Date(s): Nov 4, 2010 – NWC  
Apr 21, 2011 – NWC  
Fee: \$168; group rate, \$158

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

For a course description, please see page 24.

Credit: .5  
Date(s): May 19, 2011 – VIC  
Fee: \$161; group rate, \$151

## Complex Traumatic Stress Disorders: Advances in Conceptualization and Evidence-Based Treatments (SPE155)

For a course description, please see page 19.

Credit: 1  
Date(s): Oct 27-29, 2010 – NWC  
Fee: \$345; group rate, \$325  
Early Bird: \$325; group rate, \$305

## CENTRE FOR COUNSELLING & COMMUNITY SAFETY CERTIFICATES IN ABORIGINAL TRAUMA

**NEW: Aboriginal Focusing-Oriented Therapy and Complex Trauma Certificate – Starting September 2010**  
This advanced 21-day (10.5 credit) program uses Focusing-Oriented Therapy as a safe and effective method of working with clients who experience complex trauma. This highly interactive and experiential program is taught from an Aboriginal perspective. See page 37 for details.

### Aboriginal Trauma Certificate (TS111) – Contract Only

This 20-day (10 credit) program will provided you with increased knowledge, skills and awareness on ways to effectively support Aboriginal survivors of inter-generational, as well as personal trauma. See page 42 for details.

**For more information: 604.528.5628 or counselling@jibc.ca**

# Schedule at a Glance

## Aboriginal Programs and Services

DATE	TIME	COURSES	FEE	PAGE
<b>Aboriginal Leadership Certificate Program</b>				
Sep 9, 2010	4:00 p.m. – 6:00 p.m.	Student Orientation	N/A	
Sep 9-10 (evening) Sep 11-12 (weekend) Sep 16-17 (evening) Sep 18-19 (weekend)	6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m. 6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m.	Writing and Research (ABLD113)	\$280	9
Oct 14-15 (evening) Oct 16-17 (weekend) Oct 21-22 (evening) Oct 23-24 (weekend)	6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m. 6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m.	Individual and Community Wellness in Aboriginal Contexts (ABLD111)	\$280	9
Nov 18-19 (evening) Nov 20-21 (weekend) Nov 25-26 (evening) Nov 27-28 (weekend)	6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m. 6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m.	Introduction to Dispute Resolution: Level 1 (ABLD114)	\$280	10
Jan 6-7 (evening) Jan 8-9 (weekend) Jan 13-14 (evening) Jan 15-16 (weekend)	6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m. 6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m.	Dispute Resolution, Level 2: Overcoming the Past (ABLD117)	\$280	10
Feb 3-4 (evening) Feb 5-6 (weekend) Feb 10-11 (evening) Feb 12-13 (weekend)	6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m. 6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m.	Aboriginal Leadership Development (ABLD112)	\$280	10
Mar 3-4 (evening) Mar 5-6 (weekend) Mar 10-11 (evening) Mar 12-13 (weekend)	6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m. 6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m.	Change Management in Aboriginal Organizations (ABLD116)	\$280	10
Apr 7-8 (evening) Apr 9-10 (weekend) Apr 14-15 (evening) Apr 16-17 (weekend)	6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m. 6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m.	Aboriginal Justice and Governance (ABLD115)	\$280	10
May 12-13 (evening) May 14-15 (weekend) May 19-20 (evening) May 21-22 (weekend)	6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m. 6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m.	Philosophy, Values and Ethics of Aboriginal Leadership (ABLD110)	\$280	10
Jun 9-10 (evening) Jun 11-12 (weekend) Jun 16-17 (evening) Jun 18-19 (weekend)	6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m. 6 p.m. – 9:30 p.m. 10 a.m. – 5:30 p.m.	Introduction to Project Management (ABLD118)	\$280	10
Oct 2010 – Jul 2011	TBD	Practicum (ABLD150) Learners are encouraged to begin their practicum early in the program	\$365	10
NOTE: Tuition does not include texts fees or LSF (Learner Service Fees = \$5/credit). Tuition for the certificate is \$2885 plus LSF All sessions are face-to-face at our New Westminster campus and scheduled from 6:00 p.m. to 9:30 p.m. (weekday evenings) and 10:00 a.m. to 5:30 p.m. (weekends).				
For more information or to register please contact the Centre for Aboriginal Programs & Services at 604.528.5522 or email <a href="mailto:aboriginal@jibc.ca">aboriginal@jibc.ca</a>				

## Schedule at a Glance

# Aboriginal Programs and Services

DATE	TIME	COURSES	FEE	PAGE
<b>Aboriginal Leadership Diploma Program</b>				
TBD	1:00 p.m. – 4:00 p.m.	Student Orientation	N/A	
Jan 7-9 & 14-16, 2011	8:30 a.m. to 4:30 p.m.	Aboriginal Organizational Development (ABLD200)	\$597	13
Feb 4-6 & 11-13, 2011	8:30 a.m. to 4:00 p.m.	Presentation Skills & Storytelling (ABLD202)	\$597	13
Mar 4-6 & 11-13, 2011	8:30 a.m. to 4:00 p.m.	Dispute Resolution Level III: Managing Group Conflict (ABLD203)	\$597	13
Apr 8-10 & 15-17, 2011	8:30 a.m. to 4:00 p.m.	Dispute Resolution, Level IV: Team Negotiation (ABLD204)	\$597	13
May 13-15 & 20-22, 2011	8:30 a.m. to 4:00 p.m.	Aboriginal Management & Practice (ABLD201)	\$597	13
Jun 10-12 & 17-19, 2011	8:30 a.m. to 4:00 p.m.	Aboriginal Human Resource Management (ABLD205)	\$597	13
Jul 8-10 & 15-17, 2011	8:30 a.m. to 4:00 p.m.	Principles of Financial Management (ABLD206)	\$597	14
Aug 15-Nov 15, 2011	8:30 a.m. to 4:00 p.m.	Final Integrative Project (ABLD250)	\$597	14

DATE	LOCATION	COURSE	FEE	PAGE
<b>INDIVIDUAL COURSES FOR ABORIGINAL LEARNERS</b>				
Nov 15-Dec 3, 2010 May 2-26, 2010	<b>ONLINE</b>	The Gladue Decision: Implications for Community Supervision and Development (ABL105)	\$434	14
Oct 18-Nov 5, 2010 Mar 28-Apr 15, 2010	<b>ONLINE</b>	Justice Issues in Aboriginal Communities (ABL104)	\$434	14
Sep 22-24 and Oct 6-8, 2010 Feb 16-18 and Mar 16-18, 2010	NWC	Cultural Awareness: History and Impact of Colonization (ABL106) <b>NEW</b>	\$510	14
Feb 7-9, 2010 Jun 13-15, 2010	NWC	Circles for Community Wellness (ABL107) <b>NEW</b>	\$434	14
Mar 11, 2011	NWC	Women Leading Change <b>SPECIAL EVENT</b>	TBD	



### WOMEN IN LEADERSHIP CONFERENCE – LEADING ACROSS BOUNDARIES

MARCH 11, 2011  
NEW WESTMINSTER CAMPUS

**SAVE  
THE  
DATE!**

Celebrate 100 years of International Women's Day by joining us for this unique conference featuring speakers on topics such as:

- Intergenerational mentoring
- Women leaders in justice and public safety
- Women and resiliency
- Bridging Aboriginal and Non-Aboriginal communities

Sign up to receive early-bird registration discounts and updated conference information.

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



## Welcome to the Centre for Counselling & Community Safety

*The Centre for Counselling & Community Safety (CCCS) offers a wide range of courses and certificates 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. See page 20.

### **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. See pages 53 and 56.

### **Customized Training Solutions**

In tough economic times, it can be challenging to focus on training and supporting your team. Successful workplace training builds staff skills, strengthens performance, and gives you and your team confidence in a shared future together. The shared experience of taking a course together means team learning extends beyond the classroom.

You can provide workplace training that makes a difference by bringing our practical, immediately applicable courses and certificates to your organization. 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 or two day course, or reap the benefits of a certificate program.

Our customized training is a cost-effective, practical and efficient way to provide essential counselling, capacity building and leadership your staff and organization needs, now and in the future.

Call us to further your organization's learning today.

### **For information on customized solutions contact:**

**Centre for Counselling & Community Safety**

**Program Coordinator**

**604.528.5628 [counselling@jibc.ca](mailto:counselling@jibc.ca)**



### **Our Faculty**

JIBC faculty are some of the most respected and experienced educators in BC working in their chosen fields. Read faculty bios online at [www.jibc.ca/csjd/faculty](http://www.jibc.ca/csjd/faculty)



# Special Events

To register for these special events, follow our usual registration procedure, as described on page 127.

## Complex Traumatic Stress Disorders: Advances in Conceptualization and Evidence-Based Treatments (SPE155)

*Complex traumatic stress disorders develop in the aftermath of chronic cumulative trauma, particularly severe child abuse and neglect. They are also associated with relational insecurity and disorganization in primary attachment relationships that often occur prior to the more overt traumatization.*

The objective of this course is to provide participants with an increased understanding of the nature, diagnosis, and treatment of these conditions and disorders, drawing upon recent clinical consensus and empirical findings. Topics to be covered include description of the diagnostic criteria for complex traumatic stress disorders (including developmental trauma disorder) in children and adults; preliminary treatment guidelines based on the growing clinical consensus and evidence base; and specific strategies and approaches, especially those directed towards affect regulation, ego-enhancement, symptom stabilization, and the maintenance of the individual's functioning. The importance of the therapeutic relationship to the treatment will be stressed. This overview is based on the presenter's recently published books, *Healing the Incest Wound: Adult Survivors in Therapy*, revised edition and *Treating Complex Traumatic Stress Disorders: An Evidence Based Guide*, co-edited with Dr. Julian Ford.

Date(s): Oct 28-29, 2010 – NWC  
Fee: \$345; group rate, \$325  
Early Bird Rate: \$325; group rate, \$305 (before Sep 30, 2010)



Christine A. Courtois is a psychologist in independent practice and founder and principal of Christine A. Courtois, PhD & Associates, PLC in

Washington, DC. She is co-founder and past Clinical and Training Director of The Center: Posttraumatic Disorders Program at the Psychiatric Institute of Washington (1991-2006). Dr. Courtois has recently co-edited, with Julian Ford, *Treating complex traumatic stress disorders: An evidence-based guide* (2009). She has authored three other books, *Recollections of sexual abuse: Treatment principles and guidelines* (1999), *Adult survivors of child sexual abuse: A workshop model* (1993), and *Healing the incest wound: Adult survivors in therapy* (1988), to be published in March 2010. Dr. Courtois is currently Associate Editor of the American Psychological Association Division 56 journal, *Psychological Trauma: Theory, Research, Practice, and Policy*.

## Mindsight: The Science of Personal and Relational Transformation - Practical Strategies, Tools and Techniques for the Mindful Therapist (SPE116)

*As we continue to discover more about the deeply social nature of the brain, human service professionals are moving towards remarkable new insights into what traditional notions of "mindfulness" mean in the context of human relationships. It is becoming ever clearer that it is the clinician's own level of awareness and neural integration that is at the heart of the therapeutic process.*

Dr. Daniel Siegel will focus on how neuroscience can complement traditional contemplative practices and explore how to enhance deeper levels of integration in ourselves and in those we care for professionally. You will learn about the nine levels of neural integration and how to work at each level, both in your own self-development and with others. You will explore the new findings about the mirror neuron system and how the various circuits involved in emotional resonance and empathy can enhance your understanding of others and of yourself. Dr. Siegel will pay special attention to the role of "mindsight" – the interweaving of insight and empathy – and how it leads to changes in self regulation, attuned communication, and mental well-being.

Offered in partnership with the North American Society of Adlerian Psychology and the Adler School of Professional Psychology. For more information: [www.jibc.ca/cs/jd](http://www.jibc.ca/cs/jd) or <http://www.alfredadler.org>

Date(s): May 11-12, 2011 – Victoria Conference Centre, Victoria  
Fee: \$375; group rate, \$345 (plus HST)  
Early Bird Rate: \$345; group rate, \$325 (before Apr 11, 2011)



Dr. Siegel is the author of the internationally acclaimed academic text, *The Developing Mind* (Guilford, 1999), and is the founding

editor for the Norton Professional Series on Interpersonal Neurobiology. His book (with Mary Hartzell, M.Ed.), *Parenting from the Inside Out: How a Deeper Self-Understanding Can Help You Raise Children Who Thrive* (Tarcher/Penguin, 2003) reveals the applications of this newly emerging view of the mind, the brain, and human relationships for a parenting audience. The *Mindful Brain: Reflection and Attunement in the Cultivation of Well-Being* (Norton, 2007), is a professionally-geared text exploring the nature of mindful awareness as a process that harnesses the social circuitry of the brain as it promotes mental, physiologic, and relational health. His first work for a general audience is *Mindsight* (Bantam/Random House, 2009), a synthesis of science and story that provides a readily accessible exploration of the practical steps to apply the power of the mind to integrate the brain and promote well-being in everyday life.





## 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.*

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

- Nature as Healer: Exploring Ecopsychology (COUNS148) – pg 21
- Understanding and Responding to Girls and High-Risk Drinking (CY279) – pg 31
- Unspoken Truths About Suicide: A Personal Look At Suicide Through the Eyes of Those Who Attempt or Complete Suicide (COUNS176) – pg 22
- Change is Possible: Working with Men Who Abuse in Relationships (COUNS187) – pg 23
- Aboriginal Focusing-Oriented Therapy and Complex Trauma Certificate – pg 36
- Expressive Play Therapy Certificate – pg 26
- Family Resource Program Certificate – pg 38
- Post-Baccalaureate Certificate in Complex Trauma and Child Sexual Abuse Intervention – pg 40

## LOOKING FOR A COURSE IN YOUR COMMUNITY?



A number of our courses are also available at the following JIBC campus locations:

#### **Chilliwack Campus – CHWK** **45300 Vimy Avenue**

- Understanding Children & Youth Who Have Experienced Trauma (CY240) – see page 28.
- Counselling Skills: The Art of Asking Effective Questions (EP587) – see page 23.
- Motivational Interviewing – Level 1 (AD204) – see page 34.

#### **Great Northern Way Campus – GNWC** **555 Great Northern Way, Vancouver**

- Indigenous Women and Women of Colour Facilitating for Responsive Organizations and Communities (COUNS170) – see page 22.
- Aboriginal Focusing-Oriented Therapy and Complex Trauma Certificate – see page 36.

#### **Okanagan Campus – KEL** **825 Walrod Street, Kelowna**

- Understanding Substance Use (AD400) – see page 33.
- Everything You Ever Wanted to Know About the DSM-IV-TR – Level 1 (TS123) – see page 28.

#### **Victoria Campus – VIC** **910 Government Street**

- Understanding Substance Use (AD400) – see page 33.
- Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation (TS120) – see page 28.

*All Counselling and Capacity Building courses are available on a contract basis. For more information or to request other offerings in your area, contact the Program Coordinator at 604.528.5628 or [counselling@jibc.ca](mailto:counselling@jibc.ca).*



### Group Rate

A group rate is available for Centre for Counselling & Community Safety Courses.

This rate applies where three or more persons from the same organization register at the same time.



### Learner Services Fee

The JIBC charges a Learner Services Fee (LSF) of \$5.00 per course credit to a maximum of 6 credits per course (\$30.00). The fee applies to credit courses only and is collected at the time of enrolment. The LSF is used to enhance library, technology and other services for the benefit of students at all JIBC locations. Course fees listed do not include LSF.

## Understanding Substance Use (AD400)

For a course description, please see pages 33.

Date(s): Sep 17-18, 2010 – NWC  
Sep 20-Oct 29, 2010 – **ONLINE**  
Nov 25-26, 2010 – KEL  
Jan 21-22, 2011 – NWC  
Feb 7-Mar 18, 2011 – **ONLINE**  
Apr 28-29, 2011 – VIC  
Fee: \$270; group rate, \$250 – NWC & **ONLINE**  
\$345; group rate, \$325 – KEL & VIC  
Instructor: Michelle Hawco

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

For a course description, please see page 14.

Fee: \$510  
Date(s): Sep 22-24 and Oct 6-8, 2010 – NWC  
Feb 16-18 and Mar 16-18, 2011 – NWC  
Instructors: Wenona Victor

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

For a course description, please see pages 33.

Date(s): Sep 24-25, 2010 – NWC  
Jan 28-29, 2011 – NWC  
Apr 11-May 20, 2011 – **ONLINE**  
Fee: \$270; group rate, \$250  
Instructor: Michael Koo

## Best Practices for Aboriginal Supervisors (COUNS172)

In this two-day course, you will clarify your own definition of best practices from an Aboriginal perspective. You will explore the importance of providing and receiving healthy, affirmative supervision. In a respectful, supportive environment, you 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. We will use experiential exercises to explore different models of supervision.

Date(s): Sep 27-28, 2010 – NWC  
Fee: \$286; group rate, \$266  
Instructor: Mahara Allbrett

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

This course is for anyone working with temporary workers, immigrants, and refugees. We will examine theories of adjustment and transition, and intercultural theory, and specifically, explore how to effectively support newcomers to ensure their successful transition to Canada as well as look at factors that hinder or ease adjustment. While this course is grounded in theory, it will be experiential, self-reflective and participatory, and will be taught within a social justice framework.

Date(s): Oct 4, 2010 – NWC  
Fee: \$168; group rate, \$158  
Instructor: Natasha Aruliah

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

For a course description, please see page 33.

Date(s): Oct 14, 2010 – NWC  
Feb 3, 2011 – NWC  
Fee: \$156; group rate, \$146  
Instructor: Teresa Howell

## Clinical Supervision: Innovative Practices (EP278)

Becoming a clinical supervisor can be a natural and gratifying evolution of one's career as a therapist. 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 14-15, 2010 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Monica Franz

## Assessment Practices (AD403)

For a course description, please see page 33.

Date(s): Oct 15-16, 2010 – NWC  
Feb 4-5, 2011 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Rob Axsen

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

For a course description, please see page 33.

Date(s): Oct 18-Dec 6, 2010 – **ONLINE**  
Fees: \$383; group rate, \$353  
Instructors: Nancy Poole, Jan Lutke

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

For a course description, please see page 33.

Date(s): Oct 22-23, 2010 – NWC  
Feb 11-12, 2011 – NWC  
Fee: \$270; group rate, \$250  
Instructors: Yvonne Savard, Munir Velji

## Fostering and Encouraging Client Responsibility (EP524)

In this two-day course you will learn practical ways to assist clients who describe themselves as stuck or overly dependent on others, systems or people. You will learn about the language of personal responsibility, the role collusion plays and how you can use metaphors 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 26-27, 2010 – NWC  
Fee: \$260; group rate, \$240  
Instructor: Elaine Stoll

## Nature as Healer: Exploring Ecopsychology (Couns148) **NEW**

This course explores the theory and practice of ecopsychology, including experiential activities both indoors and outdoors, and will enable you to discover concepts and skills that will support you and your clients 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 as they find deep and meaningful connection to all life.

Date(s): Nov 4, 2010 – NWC  
Apr 21, 2011 – NWC  
Fee: \$168; group rate, \$158  
Instructor: Toni Pieroni

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

For a course description, please see page 33.

Date(s): Nov 4, 2010 – NWC  
Apr 14, 2011 – NWC  
Fee: \$138; group rate, \$128  
Instructor: Nancy Poole or Tina Antrobus or  
Cristine Urquhart

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

For a course description, please see page 28.

Date(s): Nov 5-6, 2010 – VIC  
Feb 4-5, 2011 – NW  
Fee: \$318; group rate, \$298–VIC  
\$286; group rate, \$266–VIC  
Instructors: Yvonne Haist, Lisa Mortimore

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

For a course description, please see page 34.

Date(s): Nov 5-6, 2010 – NWC  
Mar 4-5, 2011 – NWC  
Feb 24-25, 2011 – CHWK  
Fee: \$270; group rate, \$250 – NWC  
\$295; group rate, \$275 – CHWK  
Instructor: Rob Axsen

### Interconnected Risk (AD405)

For a course description, please see page 34.

Date(s): Nov 12-13, 2010 – NWC  
Mar 18-19, 2011 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Michael Koo

### Innovative Practice in Group Clinical Supervision (COUNS171)

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, you will apply paradigms of practice to your particular agency settings and client populations. Topics 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 15-16, 2010 – NWC  
Fee: \$286; group rate, \$266  
Instructor: Monica Franz

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

For a course description, please see page 34.

Date(s): Nov 18, 2010 – NWC  
Mar 17, 2011 – NWC  
Fee: \$138; group rate, \$128  
Instructors: Mark Haden, Ken Tupper

### Concurrent Disorders Planning – Level 1 (AD410)

For a course description, please see page 35.

Date(s): Nov 19-20, 2010 – NWC  
Apr 8-9, 2011 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Debbie Suian

### Facilitating Parenting Groups: Essential Skills (EP586)

If you facilitate a parenting group, this course will provide 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. You will obtain tips on presenting materials to minimize defensive reactions from group participants.

Date(s): Nov 23-24, 2010 – NWC  
Fee: \$250; group rate, \$230  
Instructor: Elaine Stoll

### Unspoken Truths About Suicide: A Personal Look At Suicide Through the Eyes of Those Who Attempt or Complete Suicide (COUNS176)\* **NEW**

In this course, you will explore ways of understanding what people go through before, during and after a suicide attempt, by examining the rationale suicidal persons use to eventually take or attempt to end their own life. You will look through the eyes of those who chose death by examining suicide letters, poems and drawings to gain insight into their thoughts and feelings prior to their attempt to end their life. You will also address the effects of a suicide attempt on the survivors, their family and community.

(\*Formerly COUNS151 *Unspoken Truth About Suicide: Detection and Intervention Strategies Within First Nations and Inuit Communities*)

Date(s): Nov 25-27, 2010 – NWC  
Fee: \$408; group rate, \$378  
Instructor: Tony Martens

### Indigenous Women and Women of Colour Facilitating for Responsive Organizations and Communities (COUNS170)\*

In this course, you will critically examine the complexities of facilitation by Indigenous/Aboriginal/First Nations/Metis/Inuit women and Women of Colour in communities and organizations. Using an anti-oppression and intersectional framework, participants will consider specific tools and strategies that sustain and build organizational capacity. In addition, participants will identify and engage with key facilitation strengths and challenges that arise in organizations and communities.

(\*Formerly *Claiming Our Strength, Struggle and Space! Radicalized Women Facilitators and Consultants Building Critical and Responsive Communities*)

Date(s): Nov 26, 2010 – GNWC  
Fee: \$168; group rate, \$158  
Instructor: Benita Bunjun, Rain Daniels

### Mindfulness-Based Counselling (COUNS166)

Mindfulness has shown a positive impact on brain functioning and psychological well-being. In this course, you will explore mindfulness and compassion practices for yourself and learn strategies to help clients use mindfulness practice for self-management. The characteristics of mindfulness-based counselling are being centered in the present moment, radical friendliness, acceptance, and compassion to all experiences. You will also explore its usefulness in cultivating therapeutic presence and empathy, and develop greater experience in personal and professional applications of mindfulness practices.

Date(s): Dec 1, 2010 – NWC  
Fee: \$138; group rate, \$128  
Instructor: Jennifer Rodrigues

### Community Voices/Contemporary Issues (AD407)

For a course description, please see page 35.

Date(s): Dec 4, 2010 – NWC  
Apr 15, 2011 – NWC  
Fee: \$138; group rate, \$128  
Instructor: Tom Hetherington



## Becoming a More Effective Counsellor (EP508)

This course explores the characteristics of an effective counsellor and gives you an uncomplicated way to understand human behaviour. We will identify strategies for talking to clients about the essential steps that lead to change and 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 counsellor.

Date(s): Dec 9-10, 2010  
Fee: \$250; group rate, \$230 – NWC  
Instructor: Elaine Stoll

## Behaviour Change Counselling in Community Settings (COUNS126)

Behaviour Change Counselling is an adaptation of Motivational Interviewing (MI), 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 behaviour change.

Date(s): Jan 18, 2011 – NWC  
Fee: \$153; group rate, \$143  
Instructor: Rob Axsen

## Change is Possible: Working with Men Who Abuse in Relationships (COUNS187) **NEW**

Counselling men who perpetrate violence and abuse in relationships is difficult work. To be effective, it is necessary for both a strong therapeutic alliance and a focus on accountability to co-exist. Emotional and physical safety of the partner and children must remain at the forefront while helping the man to work toward change. In this course, participants will explore principles of best practice in both group and individual work.

Dates: Jan 24-25, 2011  
Fee: \$270; group rate, \$250  
Instructor: Jane Katz

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

For a course description, please see page 30.

Date(s): Feb 3, 2011 – NWC  
Fee: \$156; group rate, \$146  
Instructor: Elaine Stoll

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

Asking effective questions is an art and 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 client conversations. Being more creative in how and what you ask helps the client engage with you.

Date(s): Feb 17-18, 2011 – CHWK  
Jun 2-3, 2011 – NWC  
Fee: \$285; group rate, \$265 – CHWK  
\$260; group rate, \$240 – NWC  
Instructor: Elaine Stoll

## Working with Complicated Grief (COUNS102) [ADVANCED]

This course explores the 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 how to distinguish the difference between complicated grief and post-traumatic stress disorder (PTSD).

Date(s): Mar 3, 2011 – NWC  
Fee: \$138; group rate, \$128  
Instructor: Kathryn Priest-Peries

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

For a course description, please see page 25.

Date(s): Mar 3-4, 2011 – NWC  
Fee: \$286; group rate, \$266  
Instructor: Sabine Silberberg

## 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.

Dates: Apr 4-5, 2011  
Fee: \$270; group rate, \$250  
Instructor: Jane Katz

## EXPRESSIVE PLAY THERAPY CERTIFICATE – NEW Starting Oct 19, 2010



This much anticipated certificate is here, featuring the work of Marie-José Dhaese, PhD, ATR, CET. See page 26 for full course descriptions and certificate details.

- Expressive Play Therapy Methods – Level 1 (CY204)
- Expressive Play Therapy Methods – Level 2 (CY104A)
- Sandplay Therapy – Level 1 (CY265)
- Sandplay Therapy – Level 2 (CY266)
- Expressive Play Therapies to Help the Grieving Child (COUNS163)
- Final Project/Consultation Group (COUNS299)

All courses, with the exception COUNS299 can be taken individually or as part of the certificate.

**Register now. Limited seats.**

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

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, keep a group focused and handle challenging participants. We will also discuss how to incorporate Aboriginal culture into workshops or presentations during a short presentation on day 2, after which you will receive feedback within a safe, supportive, warm and fun environment.

Date(s): Apr 7-8, 2011 – NWC  
Fee: \$286; group rate, \$266  
Instructor: Mahara Allbrett

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

For a course description, please see page 29.

Date(s): Apr 15, 2011 – NWC  
Fee: \$168; group rate, \$158  
Instructor: Mark Weinberg



### 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
CHWK	Chilliwack Campus 45300 Vimy Avenue
KEL	Okanagan Campus 825 Walrod Street, Kelowna

All classes are scheduled 9:00a.m. to 4:30p.m. Monday to Friday unless otherwise noted.

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

Are you teaching effective problem-solving skills to your clients? 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 29, 2011 – NWC  
Fee: \$138; group rate, \$128  
Instructor: Elaine Stoll

## 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. 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 19, 2011 – VIC  
Fee: \$161; group rate, \$151  
Instructors: Carrie Reid, Carol White

## For more information

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

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

## 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. 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 27-28, 2011 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Rob Axsen

## Stronger Together: Groups For Women (COUNS155)

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. 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 6-7, 2011 – NWC  
Fee: \$270; group rate, \$250  
Instructors: Jill Cory, Karen McAndless-Davis

## Additional courses of interest from the Centre for Aboriginal Programs and Services

### Circles for Community Wellness (ABL 107) NEW

For a course description, please see page 14.

Date(s): Feb 7-9, 2011 – NWC  
Jun 13-15, 2011 – NWC  
Fee: \$434  
Instructor: Teresa Howell

## Justice Issues in Aboriginal Communities (ABL104) ONLINE

For a course description, please see page 14.

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



## CREATIVE AND EXPRESSIVE THERAPIES

*Complementary healing practices, art and play therapies 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.*

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

This course is designed for those who integrate some form of art making into their clinical work, but who are not formally trained art therapists. You will learn the prevailing theories of art therapy and their applications. 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 25-26, 2010 – NWC  
Fee: \$275; group rate, \$255  
Instructor: Monica Franz

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

This course is for practitioners who are interested in using expressive arts therapy – including movement, visual arts, music, writing and theatre – to foster connection and engagement in their work with adults living with addiction. This course is grounded in a harm reduction perspective. You will develop an enhanced understanding of art interventions that are focused on meeting clients where they are. This course is interactive and will include large experiential components using art modalities.

Date(s): Mar 3-4, 2011 – NWC  
Fee: \$286; group rate, \$266  
Instructor: Sabine Silberberg

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

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 12-13, 2011 – NWC  
Fee: \$275; group rate, \$255  
Instructor: Monica Franz



### Continuing Education Credits

Most of our courses and special events have been pre-approved or are eligible for continuing education credits with the following professional associations:

- Canadian Counselling Association
- Canadian Psychological Association
- Canadian Professional Counsellors Association

Questions? [counselling@jibc.ca](mailto:counselling@jibc.ca)



### How to Register

Contact the Student Services Centre at: 604.528.5590 or 1.877.528.5591  
register online: <http://learning.jibc.ca>  
or see page 127 for details.



## EXPRESSIVE PLAY THERAPY CERTIFICATE **NEW**

*This 14-day (7 credit) program is designed for frontline practitioners including counsellors, therapists, clinical social workers, and other practitioners currently working in the field with children, youth, adults, families and communities, who wish to enhance their skills and knowledge in expressive play and sandplay therapeutic interventions. The course content is appropriate for those learners with a minimum of a Bachelors degree or equivalent work/study experience, seeking to enhance their knowledge and develop new skills.*

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)

### How to apply

- We recommend that you apply at least two months before the certificate begins, as it can take up to five working days to process an application. Once an applicant is accepted, we suggest registering at least one month before the classes begin as the number of seats are limited.
- Download an application form from [www.jibc.ca/cccs](http://www.jibc.ca/cccs).
- Include your resume and a work 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 \$50 non-refundable application fee.
- If you have completed CY104, CY104A, CY265, or CY266 within the past three years, they will be credited towards the new certificate program. Please indicate in the appropriate section of the application form if you have taken any or all of the above listed courses.

### How the certificate and courses are offered

Courses may be taken individually or as part of the certificate, with the exception of COUN5299. All courses can also be customized for your organization, agency, or group.

### How to complete the certificate

As of September 2010, new participants must complete the courses within a two-year period. Full attendance is required.

### Program fee

The total cost to complete the certificate at our New Westminster campus: \$1,950.

### For more information

**Program Coordinator**  
604.528.5628 or [counselling@jibc.ca](mailto:counselling@jibc.ca)  
**Program Assistant**  
604.528.5875 or [counselling@jibc.ca](mailto:counselling@jibc.ca)

## 1 START HERE:

Complete the prerequisite,  
Expressive Play Therapy  
Methods (CY104)

## 2 The following sequence is recommended:

Expressive Play Therapy Methods – Level 2 (CY104A)  
Sandplay Therapy – Level 1 (CY265)  
Sandplay Therapy – Level 2 (CY266)  
Expressive Play Therapies to Help the Grieving Child (COUN5163)  
Final Project/Consultation Group (COUN5299)

## 3 Graduation Ceremony

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



*Marie-José Dhaese, PhD, ATR, CET, RPT-S,*

is an adult, child, and family therapist and a clinical consultant in private practice. She is a Registered Clinical Counsellor, a Registered Art Therapist, a Certified Expressive Therapist, and a Registered and Certified Play Therapist Supervisor. Marie-José is celebrating 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. She has developed her own approach within the field of play therapy (Holistic Expressive Therapy) and founded the Centre for Expressive Therapy, an approved continuing education provider with the Association for Play Therapy and the Canadian Association for Child and Play Therapy. The Centre is located on in the Parksville area on Vancouver Island, and has become a place of retreat and learning for helping professionals from all over North America.



## COURSES

*These courses, with the exception of COUNS299, can be taken individually or as part of the Expressive Play Therapy Certificate. To take individual courses, please contact the Program Coordinator at 604.528.5628 or counselling@jibc.ca.*

### 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. You will come to understand expressive play therapy as a holistic and integrative practice that addresses the physical, emotional, cognitive, and spiritual needs of children in therapy.

Date(s): Oct 19-20, 2010 – NWC  
Jul 19-20, 2011 – NWC  
Fee: \$275; group rate, \$255  
Instructor: Marie-José Dhaese

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

This advanced 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. The afternoons will be spent practicing the material learned in the morning through role-playing. **Prerequisite(s):** Expressive Play Therapy Methods Level 1 (CY104).

Date(s): Oct 21-22, 2010 – NWC  
Jul 21-22, 2011 – NWC  
Fee: \$275; group rate, \$255  
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 1 (CY265)

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, setting up a sandplay area, and the many ways sandplay therapy (dry sand, wet sand, and water play) can be used. You will have an opportunity to make and witness sandplay images. Please bring a small tray filled with sand, corn flour, or birdseed and at least 15 to 20 figurines/small objects. **Strongly Recommended:** Expressive Play Therapy Methods - Level 1 (CY104) and Level 2 (CY104A).

Date(s): Mar 29-30, 2011 – NWC  
Fee: \$275; group rate, \$255  
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 go into more depth into the use of sandplay therapy 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. Both adult and child process and imagery will be addressed and participant imagery will be debriefed. Please bring a small tray filled with sand, corn flour, or birdseed and at least 15 to 20 figurines/small objects. **Prerequisite(s):** Sandplay Therapy – Level 1 (CY265)

Date(s): Mar 31-Apr 1, 2011 – NWC  
Fee: \$275; group rate, \$255  
Instructor: Marie-José Dhaese

### Expressive Play Therapy for the Grieving Child (COUNS163)\*

The content of this three-day 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 be considering the crucial role of attachment in the mother-child relationship, the effects of the loss of a primary attachment on a child's emotional well-being. 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:** Expressive Play Therapy Methods - Level 1 (CY104) and Level 2 (CY104A). *\*(Replaces COUNS132 Expressive Therapies to Help the Grieving Child)*

Date(s): April 28-30, 2011 – NWC  
Fee: \$410; group rate, \$390  
Instructor: Marie-José Dhaese

### Final Project/Consultation Group (COUNS299) NEW

Participants will be provided with a unique opportunity to integrate the expressive play therapy theory and practice taught in the program. Participants will prepare a detailed presentation of a therapeutic session. This will be an in-depth, small-group exploration and feedback will be given on clinical work. Full participation in this course is required for candidates to receive the certificate of achievement. Note: This course is only available to those enrolled in the certificate program.

Date(s): May 11-13, 2011  
Fee: \$410; group rate, \$390  
Instructor: Marie-José Dhaese



## 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.*

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

This course explores the impact of trauma across the developmental lifespan of children and adolescents, and considers the impact of the intersections of gender, culture, sexuality, community, and the resulting coping strategies. You will learn how to support and evaluate the 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 also be discussed.

Date(s): Nov 1-2, 2010 – CHWK  
May 16-17, 2011 – NWC  
Fee: \$295; group rate, \$275 – CHWK  
\$270; group rate, \$250 – NWC  
Instructors: Cheryl Bell-Gadsby, Natalie Clark

### Nature as Healer: Exploring Ecopsychology (COUNS148) **NEW**

For a course description, please see page 21.

Date(s): Nov 4, 2010 – NWC  
Apr 21, 2011 – NWC  
Fee: \$168; group rate, \$158  
Instructor: Toni Pieroni

### 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. You will learn somatic interventions for working with ANS and regulation in therapeutic and frontline work.

Date(s): Nov 5-6, 2010 – VIC  
Feb 4-5, 2011 – NWC  
Fee: \$318; group rate, \$298 – VIC  
\$286; group rate, \$266 – NWC  
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 in order to better serve clients who are receiving services within the mental health system. You will examine the Diagnostic and Statistical Manual of Mental Disorders: DSM-IV-TR and review basic psychiatric diagnostic terminology. You will also discuss common diagnostic categories such as mood, anxiety and personality disorders, and the role of non-medical mental health professionals in the diagnostic process.

Date(s): Nov 16-17, 2010 – NWC  
Mar 10-11, 2011 – KEL  
Apr 12-13, 2011 – NWC  
Fee: \$270; group rate, \$250 – NWC  
\$345; group rate, \$325 – KEL  
Instructor: Evan Lopes or Jocelyn Lymburner

### 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 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). As well, you will discuss available guidelines for best-practice approaches in integrative treatment models.

Date(s): Dec 2-3, 2010 – NWC  
May 5-6, 2011 – NWC  
Fee: \$270, group rate, \$250  
Instructor: Joe Solanto

**i** *Can't come to us?  
We'll come  
to you!*

Bring our customized training to  
your workplace or community.  
See page 18 for details.

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

If you are a professional working in a mental health or school setting, this introductory course will help you develop a basic understanding of mental health diagnoses for children and youth. It provides an introduction to the Diagnostic and Statistical Manual of Mental Disorders: DSM-IV-TR and to the relevant diagnostic theories and applications in mental health practice with children and youth. As well, it provides a balanced presentation of the benefits and pitfalls of mental health diagnoses, and the ways that the DSM-IV-TR can be used responsibly.

Date(s): Feb 7-8, 2011 – NWC  
Fee: \$268; group rate, \$248  
Instructor: Evan Lopes

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

This course is designed for health and mental health professionals. Cutting and other self-injurious behaviours are on the increase among adolescents and young adults. In this course, you will gain an understanding of the causes of these behaviours as well as explore tried and tested helping strategies. The course aims to provide an understanding of the origins and experience of self-injurious behaviours, as well as practical tools that can be used to help in recovery from self-harm.

Date(s): Apr 15, 2011 – NWC  
Fee: \$168; group rate, \$158  
Instructor: Mark Weinberg

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

For a course description, please see page 24.

Date(s): May 19, 2011 – VIC  
Fee: \$161; group rate, \$151  
Instructors: Carrie Reid, Carol White

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

In this course, 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 to 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.

Date(s): Jun 9, 2011 – NWC  
Fee: \$152; group rate, \$142  
Instructors: Nancy Poole, Cristine Urquhart



## CERTIFICATES IN MENTAL HEALTH AND TRAUMA

*Looking for credential specializing in mental health and trauma?*

**NEW – Aboriginal Focusing-Oriented Therapy and Complex Trauma Certificate** – Starting September 2010  
See page 36 for details.

**NEW – Post Baccalaureate Certificate in Complex Trauma and Child Sexual Abuse Intervention**  
See page 40 for details.

**Aboriginal Trauma Certificate (TS111) – Contract Only**  
See page 42 for details.

For more information: 604.582.5628





## 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.

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

For a course description, please see page 27.

Date(s): Oct 19-20, 2010 – NWC  
Jul 19-20, 2011 – NWC  
Fee: \$275; group rate, \$255  
Instructor: Marie-José Dhaese

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

For a course description, please see page 27.

Date(s): Oct 21-22, 2010 – NWC  
Jul 21-22, 2011 – NWC  
Fee: \$275; group rate, \$255  
Instructor: Marie-José Dhaese

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

For a course description, please see page 28.

Date(s): Nov 1-2, 2010 – CHWK  
May 16-17, 2011 – NWC  
Fee: \$295; group rate, \$275 – CHWK \$270;  
group rate, \$250 – NWC  
Instructors: Cheryl Bell-Gadsby, Natalie Clark

### Who Am I? Understanding the Role of Identity in Marginalized Youth Experiences (CY277)\*

This course is designed for professionals working with youth, in particular, marginalized youth, including Aboriginal, immigrant and lesbian, gay, bisexual or transgender (LGBT) youth. 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, such as bullying, gangs and suicide. While this course is grounded in theory, it is also experiential, self-reflective and participatory, and taught within a social justice framework.

*\*(Formerly CY277 Who Am I? Youth and Identity: Creating Positive and Meaningful Experiences)*

Date(s): Nov 30-Dec 1, 2010 – NWC  
Fee: \$286; group rate, \$266  
Instructors: Natasha Aruliah

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

In this course, you will pick up new (and fun) methods and activities for leading youth groups, exchange knowledge with your peers, and learn the theory and value of peer support amongst youth. This course will focus on creating and fostering inclusive groups with a peer support model; the roles, responsibilities and methods of a group facilitator; and the stages of group development. Participants will practice their new skills so they can work confidently with youth groups.

Date(s): Jan 28, 2011 – NWC  
Fee: \$168; group rate, \$158  
Instructors: Romi Chandra, Elsie Kipp

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

The content of this course 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. Developing strategies for sorting through the multiple agendas brought to the table will ensure you aren't colluding with the parents/caregivers. You will learn how to effectively focus your attention as well as their attention in the intense dynamic that accompanies helping parents.

Date(s): Feb 3, 2011 – NWC  
Fee: \$156; group rate, \$146  
Instructor: Elaine Stoll

### Continuing Education Credits

Most of our courses and special events have been pre-approved or are eligible for continuing education credits with the following professional associations:

- Canadian Counselling Association
- Canadian Psychological Association
- Canadian Professional Counsellors Association

Questions? [counselling@jibc.ca](mailto:counselling@jibc.ca)



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

For a course description, please see page 29.

Date(s): Feb 7-8, 2011 – NWC  
Fee: \$268; group rate, \$248  
Instructor: Evan Lopes

### 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 27.

Date(s): Mar 29-30, 2011 – NWC  
Fee: \$275; group rate, \$255  
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 27.

Date(s): Mar 31-Apr 1, 2011 – NWC  
Fee: \$275; group rate, \$255  
Instructor: Marie-José Dhaese

### Understanding and Responding to Girls and High-Risk Drinking (CY279)

#### NEW

In this course, you will explore girls' and younger women's experiences with alcohol and other high-risk coping. The course highlights the girls' own voices, as they speak directly about their experiences and concerns about their health and drinking through multimedia film and art. You will examine current research, and specific strategies for working with girls who are differently situated and marginalized in communities across Canada, both urban and rural, will also be shared. Girls' drinking will be explored within an intersectional framework that considers the impact of experiences of racism, sexism, abuse, sexual exploitation, body image and violence on girls and their coping and resistance.

Dates: Apr 27, 2011 – NWC  
Fee: \$168; group rate, \$158  
Instructor: Natalie Clark

### Expressive Play Therapy For The Grieving Child (COUNS163)\*

For a course description, please see page 27.

*\*(Replaces COUNS132 Expressive Therapies to Help the Grieving Child,)*

Date(s): Apr 28-30, 2011 – NWC  
Fee: \$410; group rate, \$390  
Instructor: Marie-José Dhaese

### For more information

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

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



### NEW – POST-BACCALAUREATE CERTIFICATE IN COMPLEX TRAUMA AND CHILD SEXUAL ABUSE INTERVENTION

*The Post-Baccalaureate Certificate in Complex Trauma and Child Sexual Abuse Intervention values theoretical, experiential and applied learning that is learner centered and informed by current research and practice.*

The program takes an integrative approach to the assessment and treatment of complex trauma and child sexual abuse, drawing on the most current clinical and evidence-based material on effective complex trauma intervention, as well as the most recent research on attachment, neurobiology, memory and dissociation. This 30-day (15 credit) program is situated within an understanding of culturally relevant practice and how multiple identities, social locations and historical contexts inform theory and practice. See page 40 for details.

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



## Certificate Programs

### SUBSTANCE USE CERTIFICATE

*The Substance Use Certificate is a 20-day (10 credit) program. 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

This program will be of interest to 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, as it can take up to five working days to process an application. Once an applicant is accepted, we suggest registering at least one month before the classes begin as the number of seats are limited.
- Download an application form from [www.jibc.ca/cccs](http://www.jibc.ca/cccs).

- Include your resume and a work 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 \$50 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.

#### Program fee

The total cost to complete at our New Westminster campus: \$2,760

Candidates for this program may also be eligible for JIBC bursaries. For details visit: [http://www.jibc.ca/studentServices/aid\\_bursaries.htm](http://www.jibc.ca/studentServices/aid_bursaries.htm) or call 604.528.5762

### 1 START HERE:

Complete the prerequisite, Understanding Substance Use (AD400) (see course description on page 33).

### 2 Complete the required courses in any order. The following sequence is recommended (see course descriptions beginning on page 33).

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

### 3 Complete the final assignment within six weeks of completing the final course.

### 4 Graduation Ceremony

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

### For more information

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

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

## 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 counselling@jibc.ca.*

### Understanding Substance Use (AD400)



This course provides an overview of current key concepts and models in the field of substance use applying the bio-psycho-social-spiritual model, the stages of change model as well as the harm-reduction approach to practice. 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 can also be taken online. Online activities are interactive and include presentations, readings, website explorations, discussions and the completion of learning activities. No previous online learning experience is required to participate in this course. This 14-hour course spans six weeks, and participants are required to participate in two teleconference calls.

This is a prerequisite for further courses in the Substance Use Certificate.

Date(s): Sep 17-18, 2010 – NWC  
Sep 20-Oct 29, 2010 – **ONLINE**  
Nov 25-26, 2010 – KEL  
Jan 21-22, 2011 – NWC  
Feb 7-Mar 18, 2011 – **ONLINE**  
Apr 28-29, 2011 – VIC  
Fee: \$270; group rate, \$250 – NWC & **ONLINE**  
\$345; group rate, \$325 – KEL & VIC  
Instructor: Michelle Hawco



**Get creative!**

We can customize specific courses and programs to suit your organization's needs. See page 18 for details.

### 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 and current developments at the federal and provincial level. Exploration of the major components of the system, resources and strategies to access will be explored. This course can also be taken online. During the 14-hour online course, which spans six weeks, you will participate in online activities such as written presentations, readings, website explorations, email discussions and completion of a learning journal.

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

Date(s): Sep 24-25, 2010 – NWC  
Jan 28-29, 2011 – NWC  
Apr 11-May 20, 2011 – **ONLINE**  
Fee: \$270; group rate, \$250  
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 how movements of Canada's colonial process (e.g. residential schools) impact Aboriginal clients presenting in substance use settings. This knowledge will assist service providers working within Aboriginal communities affected by the change in culture, family systems, and substance-related birth defects. **Prerequisite(s):** Understanding Substance Use (AD400), or equivalent experience.

Date(s): Oct 14, 2010 – NWC  
Feb 3, 2011 – NWC  
Fee: \$156; group rate, \$146  
Instructor: Teresa Howell

### Assessment Practices (AD403)

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

Date(s): Oct 15-16, 2010 – NWC  
Feb 4-5, 2011 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Rob Axsen

### Fetal Alcohol Spectrum Disorder (AD120)



This online course is for frontline 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. 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.

This 21-hour course spans seven weeks. Participants are required to complete all the course readings, regularly post comments, and submit a final assignment.

Date(s): Oct 18-Dec 6, 2010 – **ONLINE**  
Fees: \$383; group rate, \$353  
Instructors: Jan Lutke, Nancy Poole

### 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 use and the consequences (effects, side effects, lethality) of mixing psychotropic medications with street drugs. **Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Oct 22-23, 2010 – NWC  
Feb 11-12, 2011 – NWC  
Fee: \$270; group rate, \$250  
Instructors: Yvonne Savard, Munir Velji

### 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. Topics include understanding FASD across the lifespan, BC resources for diagnosis and support, and a range of prevention models that support women of child-bearing years.

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

Date(s): Nov 4, 2010 – NWC  
Apr 14, 2011 – NWC  
Fee: \$138; group rate, \$128  
Instructor: Nancy Poole or Tina Antrobus or Cristine Urquhart

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

You will develop an overview of Motivational Interviewing (MI) practice, and 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 developing change plans. Note: It will be beneficial to have taken Assessment Practices (AD403). **Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Nov 5-6, 2010 – NWC  
Mar 4-5, 2011 – NWC  
Feb 24-25, 2011 – CHWK  
Fee: \$270; group rate, \$250 – NWC  
\$295; group rate, \$275 – CHWK  
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.

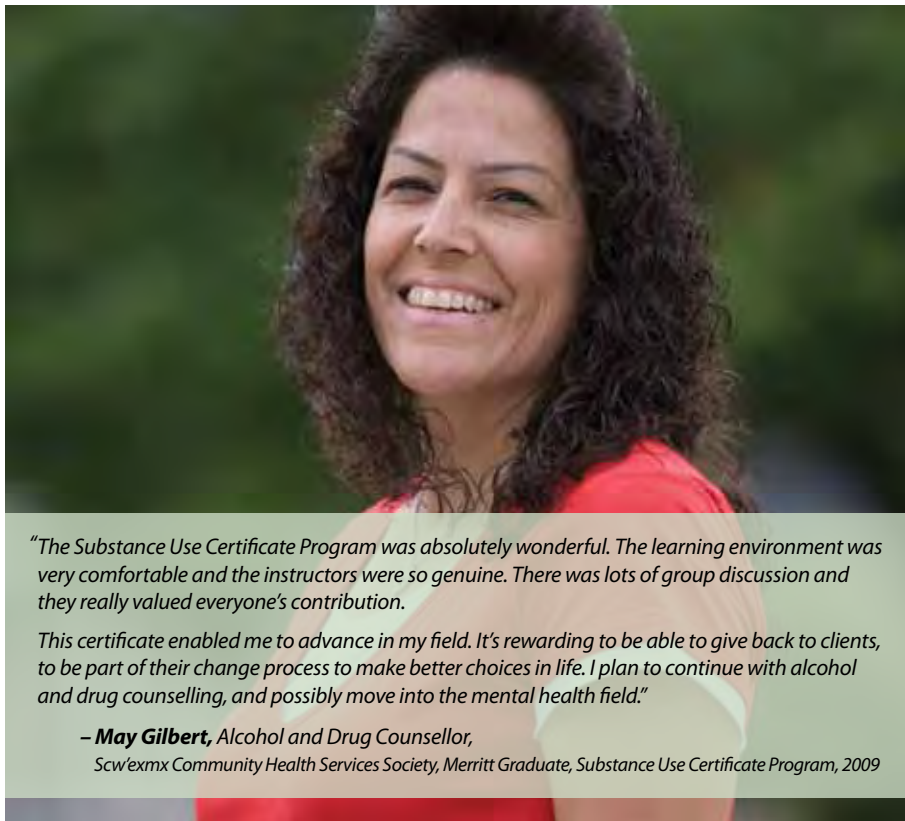
**Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Nov 12-13, 2010 – NWC  
Mar 18-19 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Michael Koo

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

This course explores the drug policy reform movement and the consequences of the global war on drugs. You will learn about problems with current drug control approaches, evidence-based drug policy alternatives, and the concept of a regulated drug market based on human rights and public health principles. The lessons learned from alcohol and tobacco policy will also be discussed. **Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Nov 18, 2010 – NWC  
Mar 17, 2011 – NWC  
Fee: \$138; group rate, \$128  
Instructors: Mark Haden, Ken Tupper



*"The Substance Use Certificate Program was absolutely wonderful. The learning environment was very comfortable and the instructors were so genuine. There was lots of group discussion and they really valued everyone's contribution.*

*This certificate enabled me to advance in my field. It's rewarding to be able to give back to clients, to be part of their change process to make better choices in life. I plan to continue with alcohol and drug counselling, and possibly move into the mental health field."*

**– May Gilbert, Alcohol and Drug Counsellor,**  
*Scw'xmx Community Health Services Society, Merritt Graduate, Substance Use Certificate Program, 2009*



## Concurrent Disorders Planning – Level 1 (AD410)

This course covers key issues in treatment planning, including definitions, terms, and classification systems; the relationship between mental health and addiction; and basic principles of screening, assessment, and treatment planning. Course format focuses on experiential learning, with an emphasis on the role of service providers as agents of change. **Prerequisite(s):** Understanding Substance Use (AD400).

Date(s): Nov 19-20, 2010 – NWC  
Apr 8-9, 2011 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Debbie Suian

## 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 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). As well, you will discuss available guidelines for best-practice approaches in integrative treatment models.

Date(s): Dec 2-3, 2010 – NWC  
May 5-6, 2011 – NWC  
Fee: \$270; group rate, \$250  
Instructor: Joe Solanto

## 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, 2010 – NWC  
Apr 15, 2011 – NWC  
Fee: \$138; group rate, \$128  
Instructor: Tom Hetherington

### For more information

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

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

## 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.*

Register now – limited seating available. 604.528.5590 or 1.877.528.5591

### Funding Available – ask us.

Contact our student services office  
to learn more about available  
awards and bursaries.  
604 528.5762  
[financialaid@jibc.ca](mailto:financialaid@jibc.ca)  
[www.jibc.ca/studentservices](http://www.jibc.ca/studentservices)

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Above: Instructors Alannah Earl Young & Shirley Turcotte

## ABORIGINAL FOCUSING-ORIENTED THERAPY AND COMPLEX TRAUMA CERTIFICATE **NEW**

*The Focusing-Oriented Therapy and Complex Trauma certificate is an advanced 21-day (10.5 credit) program that uses Focusing-oriented therapy as a safe and effective method of working with clients who experience complex trauma.*

The program emphasizes both knowledge and application through classroom instruction, clinical practice (logged and supervised therapy sessions) and clinical supervision/observation. This highly interactive and experiential program is taught from an Aboriginal perspective.

### What is Focusing-Oriented Therapy?

Focusing-Oriented Therapy (FOT) is a body-centred and person-centred approach to healing, developed three decades ago at the University of Chicago by Dr. Eugene Gendlin. FOT 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 caused by accident, sexual, physical, emotional abuse or neglect. FOT has been especially well received in Aboriginal communities because of its humanistic, person-centred approach to healing, which reflects the core values of respect and non-interference.

For more information about FOT, visit [www.focusing.org](http://www.focusing.org).

### Who should attend

This program will benefit counsellors and therapists who are interested in developing clinical treatment techniques and strategies essential to healing of traumatic life situations presented by many clients. Focusing-Oriented Therapy is particularly helpful to counsellors and therapists who work with residential school survivors, addictions, and survivors of sexual, physical and emotional abuse. The program especially benefits counsellors and therapists who work in Aboriginal agencies and/or communities or in various other cross-cultural situations/settings. This program is taught from an Aboriginal perspective.



### How to Register

Contact the Student Services Centre at: 604.528.5590 or 1.877.528.5591  
register online: <http://learning.jibc.ca>  
or see page 127 for details.

### How to apply

- We recommend that you apply at least two months before the certificate begins, as it can take up to five working days to process an application. Once an applicant is accepted, we suggest registering at least one month before the classes begin as the number of seats are limited.
- Download an application form from [www.jibc.ca/cccs](http://www.jibc.ca/cccs)
- Include a letter of intent, your resume and a work 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 \$50 non-refundable application fee.
- Students are selected based on their letter of intent, previous education, training, and/or experience and the strength of their reference. Please note that paraprofessionals who have been working in the field without formal training will also be considered.

### 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 [counselling@jibc.ca](mailto:counselling@jibc.ca).

In addition to the certificate received from the JIBC, program graduates are eligible for international certification as a Focusing-Oriented therapist, from the Focusing Institute of New York.

### Clinical practice and supervision

This program component provides the students with clinical skills and feedback about their level of practice throughout the program. You will log and document a minimum of 80 therapy sessions that you have led and attend regular supervision sessions. You will also submit one videotape upon completion of the program for evaluation by the course instructors to demonstrate the required level of competency for certification.

## Observation

In the observation component, which is ongoing throughout the program, you will gain experience in how to offer feedback from the client perspective to peers in a professional and constructive manner. As well, you will experience and effectively observe and reflect on the therapeutic process and will debrief in clinical supervision sessions.

## Program fee

Total cost to complete the program is \$4,165. (includes training materials)

Individual course fee: \$595 (includes training materials)

Candidates for this program may also be eligible for JIBC bursaries. For details visit: [http://www.jibc.ca/studentServices/aid\\_bursaries.htm](http://www.jibc.ca/studentServices/aid_bursaries.htm) or call 604.528.5762

### 1 START HERE:

Complete the courses in the following sequence (see course descriptions beginning on page 37):

- 2
  - **Complex Trauma**  
Sep 23-25, 2010 – GNWC
  - **Basic Focusing Oriented Therapy**  
Oct 21-23, 2010 – GNWC
  - **Intermediate Focusing Oriented Therapy**  
Dec 2-4, 2010 – GNWC
  - **Advanced Focusing Oriented Therapy**  
Jan 27-29, 2011 – GNWC
  - **Depression Grieving and Complex Trauma**  
Mar 3-5, 2011 – GNWC
  - **Clinical Spirituality and Complex Trauma**  
May 5-7, 2011 – GNWC
  - **Dreams and Complex Trauma**  
Jun 2-4, 2011 – GNWC

### 3 Graduation Ceremony

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

## COURSES

*Courses are designed and taught from an Aboriginal perspective. Some content may be moved from one course to another to best fit the group needs for optimal learning.*

### Complex Trauma (CT301)

You will learn about the impacts, and assessments of complex trauma within self, family, communities and systems (residential schools, governments, agencies). You will explore the dynamics and interruption of traumatic bonding; Aboriginal treatment models and attitudes for Focusing-Oriented Therapy (FOT), including how to prepare a safe ground for unraveling trauma; vicarious trauma and intergenerational trauma.

Date(s): Sep 23-25, 2010 – GNWC

### Basic Focusing-Oriented Therapy and Complex Trauma (CT302)

You will consider neurological research and its implications on trauma treatment from an Aboriginal perspective. You will learn about the resilience of our brains and bodies to hold and release trauma and how to approach trauma experiences from a post-traumatic growth perspective. The Medicine Wheel is used to demonstrate ways of working with clients to recognize and unravel trauma. Basic FOT therapy techniques are introduced.

Date(s): Oct 21-23, 2010 – GNWC

### Intermediate Focusing-Oriented Therapy (CT303)

You will learn how to work more deeply with regression, dissociation and ego states; how to ground clients from psychotic breaks and/or out of control emotions; and self-injury from an Aboriginal perspective. The importance of nature and animals in treatment is also introduced. You will continue to practice and deepen your skills in FOT.

Date(s): Dec 2-4, 2010 – GNWC

## For more information

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

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

### Advanced Focusing-Oriented Therapy (CT304)

You will learn to identify and practice helping clients move through memory, intergenerational, and vicarious flashbacks and abreactions. You will explore how unresolved current and historical traumas play out in relationships. You will continue to practice and deepen your skills in FOT and develop implicit body-centred observation skills.

Date(s): Jan 27-29, 2011 – GNWC

### Depression, Grieving and Complex Trauma (CT305)

You will learn to assess various aspects and complexities of depression and personality disorders to determine the best treatment approaches. Suffering, grieving and grief rituals are explored. You will continue to practice and deepen your skills in FOT and start learning how to “flush” complex memory and intergenerational trauma in FOT sessions.

Date(s): Mar 3-5, 2011 – GNWC

### Clinical Spirituality and Complex Trauma (CT306)

This course introduces you to spiritual healing techniques and boundaries for working with complex, intergenerational and vicarious trauma. Whole body Focusing-Oriented Therapy techniques are also introduced.

Date(s): May 5-7, 2011 – GNWC

### Dreams and Complex Trauma (CT307)

You will develop skills to connect with dreams and nightmares to help unravel complex trauma, intergenerational trauma and vicarious trauma. This course will also synthesize FOT theory and skills developed throughout the program.

Date(s): Jun 2-4, 2011 – GNWC

## Instructors

- Program Elder: Gerald George, Sto:lo Nation
- Lead Instructor, Program Supervisor and Clinical Supervisor: Shirley Turcotte
- Lead Instructor: Alannah Young
- Instructors: Tamara Dicks, Alexis Phillips and Shaun Phillips

For instructor information visit [www.jibc.ca/cccs/about/faculty](http://www.jibc.ca/cccs/about/faculty)



## FAMILY RESOURCE PROGRAM CERTIFICATE NEW

*The Centre for Counselling and Community Safety, in partnership with the BC Association of Family Resource Programs, is offering the Family Resource Program Certificate.*



The 12-day (6 credit) Family Resource Program Certificate is experiential and cognitive, competency-based training for workers who support and assist parents of young children in dealing with a wide range of challenges including child development, economic stress, adaptation to a new country and culture, separation and divorce, family violence, or mental health issues. You will complete a unique offering of courses that will increase your ability to address family functioning and assist parents or caregivers with their children's social, cognitive, emotional and physical development.

### Who should attend

The Family Resource Program Certificate is for family support practitioners, particularly those in prevention-focused parent /child engagement programs, including:

- Practitioners currently working in the Family Resource Program Field
- Individuals seeking careers in Family Resource Programs and related fields such as early learning centres
- Practitioners working in other fields who want to expand their knowledge in the areas of prevention-focused family support

### How to apply

We recommend that you apply at least two months before the certificate begins, as it can take up to five working days to process an application. Once an applicant is accepted, we suggest registering at least one month before the classes begin as seating is limited.

- Download an application form from [www.jibc.ca/cccs](http://www.jibc.ca/cccs)
- Include your resume and a work 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 \$50 non-refundable application fee.

### 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 [counselling@jibc.ca](mailto:counselling@jibc.ca).

### How to complete the certificate

Participants must attend and complete all courses within the assigned timeline below. Successful completion of all readings, learning journals, group projects and written assignments is required to receive the certificate.

### Program fee

The certificate is currently available at no cost to eligible employees working in Family Resource Programs (FRP), however seats are limited. Please note, subsidies do not cover application fees, travel, and accommodation expenses. Other individuals working in related fields may also apply, but priority will be given to employees working in funded FRP programs.

### For more information

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

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

## 1 START HERE:

Complete the courses in the following sequence (see course descriptions beginning on page 39).

- Roots and Principles of Family Resource Programs in Canada (FMRS101)
- Family Resource Program Approach to Practice (FMRS102)
- Child Development (FMRS103)
- The Skilled Practitioner: Communicating Effectively (FMRS104)
- Understanding Family Diversity (FMRS105)
- Working with Vulnerable Families (FMRS106)
- Supporting Families of Children with Special Needs (FMRS107)
- Program Planning and Evaluation (FMRS108)

2 Complete the final assignment within two weeks of completing the final core course.

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



## COURSES

### Roots and Principles of Family Resource Programs in Canada (FMRS101)

This course covers the fundamental characteristics of Family Resource Programs and the social movements, values and practices that have influenced the development of programs in Canada. It covers the key principles used Canada-wide and the niche and core service areas of parent/child engagement programs. You will discuss the six valued practices of family resource programming. This course is a prerequisite for all courses in the Family Resource Program Certificate.

Date(s): Oct 20-21, 2010 – NWC

### Family Resource Program Approach to Practice (FMRS102)

This course examines the key FRP approaches to practice while exploring how personal values, beliefs and biases affect your work with families. You will examine the links between ECD research and the intended FRP outcomes for children, parents and communities. The importance of reflective practice and how it can be applied to your work will be examined. You will also discuss the legal and ethical responsibilities in the areas of confidentiality, privacy and responding to child protection concerns.

Date(s): Oct 22-23, 2010 – NWC

### Child Development (FMRS103)

You will learn how your work can promote positive childhood outcomes by examining the neuroscience of early brain development and the impact of the environment on healthy child development. This course covers the typical developmental stages of children between 0-6 years while analyzing strategies to facilitate mastery of key developmental tasks. You will discuss the physical, emotional, psychological and behavioural indicators of serious issues and identify specific strategies to support parents in addressing these issues.

Date(s): Nov 17, 2010 – NWC

### The Skilled Practitioner: Communicating Effectively (FMRS104)

This course examines the core communication skills: active listening, communicating empathy, effective use of questions and clear messaging. You will learn how to apply communication skills to situations with families with particular attention to basic conflict resolution skills. You will also learn how to differentiate between “rescuing” behaviours and providing strength-based support.

Date(s): Nov 18, 2010 – NWC

### Understanding Family Diversity (FMRS105)

This course identifies the social, economic, cultural and structural diversity of families while describing the specific approaches, strategies and programs to facilitate inclusion. You will increase your understanding of the impact of immigration, and adaptation to a new culture on family life and parenting. You will learn about the impact of discrimination and how to apply this understanding to your work. You will also learn the specific historical and social context of Aboriginal children and families in BC. This course examines the family life cycle, stages of parenting and the impact of poverty, low literacy, trauma, physical/mental disabilities and family violence on the child's mastery of developmental tasks.

Date(s): Nov 19-20, 2010 – NWC

### Working with Vulnerable Families (FMRS106)

This course will cover the attitudes and values required to work effectively with vulnerable families and the skills needed to support these families. You will examine parenting styles and their impact on disciplinary practices. You will learn the difference between effective forms of discipline, inappropriate punishment, and your role in modeling appropriate discipline strategies. This course examines the various forms of abuse as well as signs and indicators. You will discuss the practitioner's responsibility and the importance of accessing resources to ensure children are safe from abuse and neglect.

Date(s): Jan 19, 2011 – NWC

### Supporting Families of Children with Special Needs (FMRS107)

This course examines the scope of special needs of the children who are likely to attend FRP programs. You will learn specific approaches that promote engagement and inclusion of children with various special needs. Examination of the research will provide an understanding of how practitioners can support parents in addressing challenges arising from their child's needs, and how you can design a space that facilitates involvement and inclusion.

Date(s): Jan 20, 2011 – NWC

### Program Planning and Evaluation (FMRS108)

This course examines the use of logic models to design effective programs. You will learn the importance of connections and partnerships among service providers in program planning and evaluation. The purpose, methods and differences of monitoring and evaluation will be covered. You will discuss the significance of policies and procedures based on program standards to ensure accountability, appropriate risk management and effective performance. You will also have an opportunity to synthesize your knowledge and skills learned in the certificate through case study presentations.

Date(s): Jan 21-22, 2011 – NWC



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- Once your application has been approved, please register directly with the Student Services Centre at 604.528.5590.

## How the certificate and courses are offered

The certificate is a blend of online, face-to-face and self-directed study. 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

Complete all courses within a two-year period. Successful completion of all assignments and full attendance is required to receive a Post-Baccalaureate Certificate in Complex Trauma and Child Sexual Abuse Intervention Certificate.

You can also choose to leave the certificate program after completing all designated trauma courses and receive a Post-Baccalaureate Certificate of Achievement in Complex Trauma.

The Post-Baccalaureate Certificate of Achievement in Complex Trauma is the prerequisite for the Child Sexual Abuse courses and the Post-Baccalaureate Certificate in Complex Trauma and Child Sexual Abuse Intervention.

## Program fee

The total cost to complete the Post-Baccalaureate Certificate in Complex Trauma and Child Sexual Abuse Intervention is \$5250. For individual course fees please see course descriptions.

Candidates for this program may also be eligible for JIBC bursaries. For details visit: [http://www.jibc.ca/studentServices/aid\\_bursaries.htm](http://www.jibc.ca/studentServices/aid_bursaries.htm) or call 604.528.5762

## For more information

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

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

**For course dates and instructor information, visit**  
[www.jibc.ca/cccs](http://www.jibc.ca/cccs)

## POST-BACCALAUREATE CERTIFICATE IN COMPLEX TRAUMA AND CHILD SEXUAL ABUSE INTERVENTION NEW

*The Post-Baccalaureate Certificate in Complex Trauma and Child Sexual Abuse Intervention values theoretical, experiential and applied learning that is learner-centered and informed by current research and practice.*

The program takes an integrative approach to the assessment and treatment of complex trauma and child sexual abuse, drawing on the most current clinical and evidence-based material on effective complex trauma intervention, as well as the most recent research on attachment, neurobiology, memory and dissociation. This 30-day (15 credit) program is situated within an understanding of culturally relevant practice and how multiple identities, social locations and historical contexts inform theory and practice.

## Who should attend

Counsellors, therapists, psychologists, clinical social workers, mental-health, child and youth care and other practitioners with a bachelors or master's degree or equivalent work/study experience who are working with child, adolescent and/or adult survivors of complex trauma and child sexual abuse will benefit from this certificate program.

## What you will learn

You will gain a current and comprehensive understanding of the key theoretical and clinical approaches underlying best practices in the complex trauma field. You will develop clinical skills in assessment, treatment planning, and clinical interventions that will enable you to work effectively with a wide range of clients from diverse social locations experiencing complex trauma reactions, including a specific knowledge for treating survivors of sexual abuse.

## How to apply

- We recommend that you apply at least two months before the certificate begins, as it can take up to five working days to process an application. Once an applicant is accepted, we suggest registering at least one month before the classes begin as seating is limited.
- A minimum of a Bachelors degree in counselling, clinical social work, psychology or a related discipline together with relevant work experience in complex trauma and/or child abuse is required. Applicants without a Bachelors degree with the equivalent combination of three to five years of education, training and work experience in a related discipline such as psychology, social work and/or counselling, working with child, youth and/or adult survivors of trauma will also be considered.
- Download an application form from [www.jibc.ca/cccs](http://www.jibc.ca/cccs)
- Include your resume, work letter of reference, transcript and \$50 non-refundable application fee with your application form.

## 1 START HERE:

Complete the online course,  
Theoretical Foundation in  
Complex Trauma (CT501)

## 2 Complete the required courses in the sequence below.

- Assessment and Treatment Planning in Complex Trauma (CT502)
- Intervention and Skill Building in Complex Trauma (CT503)
- Somatics in Complex Trauma (CT504)
- Complex Trauma Integrated Project (CT520)
- Child Sexual Abuse Intervention (CSA530)
- Clinical Consultation in Complex Trauma and Sexual Abuse (CTCSA550)

## 3 Graduation Ceremony

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

## COURSES

*These courses can be taken individually  
or as part of the certificate.*

### Theoretical Foundation In Complex Trauma (CT501) ONLINE

This 3-credit, 6-day equivalent online course orients you to the theory, literature, philosophy, evidence-based research and central working models for recovery that underpin the current approach to the field of complex trauma. The course locates the field of traumatic stress within social and historical movements and changing assumptions. Models of healing include Aboriginal approaches, and the needs of survivors of diverse social locations (ethnicity, culture, age, sexuality, gender, etc.) are explored throughout the course. The impact of the work, and the need for practitioner self-care, threads throughout this course. The course is one online session per week for 12 weeks.

Fee: \$1,050

### Assessment and Treatment Planning in Complex Trauma (CT502)

This 5-day course provides you with detailed and practical explorations of assessment and treatment planning with child, youth and adult complex trauma survivors. You will learn and practice multiple assessment approaches, including structured instruments, informal assessment interviewing and the therapeutic relationship as an assessment tool. Assessment of the multiple dimensions of family and social identity, including Aboriginal approaches to assessment and the systems within which the child, youth or adult survivor lives are also emphasized. You will find the course rich in diverse case examples, hands-on practice and therapist self-awareness.

Fee: \$875

### Intervention and Skill Building in Complex Trauma (CT503)

Building on the theory, assessment and treatment planning knowledge gained in the previous two courses, this 5-day course offers you very practical and highly participatory classroom sessions for learning the skills and competencies necessary for each stage of intervention with complex trauma survivors. Specific focuses include safety and containment skills, processing and integration of traumatic memory, interventions to manage dissociative processes and building effective clinical relationships, including across differences of social identity and social location.

Fee: \$875

### Somatics in Complex Trauma (CT504)

This highly experiential 2-day course introduces you to the foundational principles and practices of somatic work, an essential skill in working to repair the dysregulated nervous system of complex trauma survivors. You will engage with several conceptual frameworks, and learn somatic assessment and intervention tools. This practical and highly participatory course will help you develop many skills that can be adapted to diverse populations.

Fee: \$350

### Complex Trauma Integrated Project (CT520)

This self-directed 2-day course is intended to expand and integrate your learning in the Complex Trauma Program. In consultation with faculty members, you will develop a proposal for your own study project or research, which will result in a written paper of 8-10 pages.

Fee: \$350

### Child Sexual Abuse Intervention (CSA530)

This 3-day course will provide you with an opportunity to integrate and expand course material on complex trauma with sexual abuse. You will gain an historical overview of child sexual abuse, the evolution of social, legal and clinical responses to this issue including an exploration of debates about memory. Treatment approaches and skill development relevant to survivors of diverse backgrounds, including Aboriginal survivors, are woven throughout the course. Best clinical practice, including a focus on responding to dissociative survivors, is defined, demonstrated and practiced by the learners.

Fee: \$1225

### Clinical Consultation in Complex Trauma and Sexual Abuse (CTCSA550)

This 3-day course provides the opportunity to present a detailed assessment and treatment plan for a complex trauma survivor, as well as a presentation of your recorded clinical work. You will also be engaged in reviewing and providing feedback on the work of other students.

Fee: \$525

### Funding Available – ask us.

Contact our Student Services office  
to learn more about available  
awards and bursaries.

604.528.5762  
financialaid@jibc.ca  
www.jibc.ca/studentsservices

# Customized Contract Certificate Programs and Courses

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

Cost-effective, convenient and organization specific, CCCS will work with you to design, develop and deliver courses or certificates that are tailored to your unique needs. (Most CCCS courses listed in the course calendar can be customized.)

The following certificate programs and courses are available on a contract basis only and can also be customized for your organization and staff.

## ABORIGINAL TRAUMA CERTIFICATE (TS111)

*This 20-day (10 credit) 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 of 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 frontline social service providers, or management/leadership personnel working primarily with rural or urban Aboriginal clients;
- are currently supporting clients/communities to cope with the effects of intergenerational and personal trauma;
- are 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.

### For more information

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

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

### How to complete the certificate

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

### Instructors

- Program Elder: Louisa Smith
- Lead Instructor: Joe Solanto
- Instructors: Carrie Reid and Lisa Solanto

L-R Carrie Reid, Joe Solanto and Louisa Smith.  
For instructor information visit  
[www.jibc.ca/cccs/about/faculty](http://www.jibc.ca/cccs/about/faculty)



## START HERE:

### 1 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.

### 2 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.

### 3 WEEK 3

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

### 4 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.

### 5 Graduation Ceremony

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





## WORKING WITH YOUTH CERTIFICATE (WWY101)

*The Working with Youth Certificate program was developed with the help of managers and frontline staff working with children, youth, and their families. This 20-day (10 credit) certificate program is based on several theoretical frameworks with a focus on the practical application of these theories to the workplace.*

### Who should attend

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

### 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.



**We'll follow you to work!**

Bring our customized training to your workplace. See page 18 for details.

### 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.

## NEW



### POST-BACCALAUREATE CERTIFICATE IN COMPLEX TRAUMA AND CHILD SEXUAL ABUSE INTERVENTION

Theoretical, experiential and applied learning. See page 40 for details.

## START HERE:

### 1 WEEK 1

This course 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.

### 2 WEEK 2

This course 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.

### 3 WEEK 3

This course 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.

### 4 WEEK 4

This course 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.

### 5 Graduation Ceremony

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



## FEMINIST MANAGEMENT CERTIFICATE PROGRAM (FMCP100)

*This program is the result of a multi-year collaborative partnership between the Ending Violence Association of BC (EVA), the BC/Yukon Society of Transition Houses (BCYSTH), and the Centre for Counselling and Community Safety at the JIBC. The 20-day (10 credit) program has been designed for women who have been in a management role in their organization for at least four years.*

### Who should attend

This program will benefit 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 composed of 11 modules, to be completed over four one-week trainings, and a final assignment for the last week of the program.

### For more information

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

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

## 1 START HERE:

### WEEK 1

#### Module 1

Feminist Analysis and Practice in Management

#### Module 2

Human Resource Development and Management

## 2 WEEK 2

#### Module 3

Managing Conflict in Organizations

#### Module 4

Feminist Decision-Making

#### Module 5

Supervision in a Feminist Context

## 3 WEEK 3

#### Module 6

Creating Healthy Workplaces

#### Module 7

Values-Based Strategic Planning and Policy Development

## 4 WEEK 4

#### Module 8

Financial Management

#### Module 9

Promoting healthy Board/Staff (Collective) Relationships

#### Module 10

Program Evaluation for Women-Serving Agencies

#### Module 11

Creative Fundraising and Proposal Writing

## 5 Graduation Ceremony

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

# Schedule at a Glance

## Counselling and Capacity Building

DATE	COURSES	LOCATION	FEE	PAGE
<b>SPECIAL EVENTS</b>				
Oct 28-29, 2010	Complex Traumatic Stress Disorders: Advances in Conceptualization and Evidence-Based Treatments (SPE155)	NWC	\$345; group rate, \$325 <b>Early Bird: \$325; group rate, \$305 (before Sep 30, 2010)</b>	19
May 11-12, 2011	Mindsight: The Science of Personal and Relational Transformation – Practical Strategies, Tools and Techniques for the Mindful Therapist (SPE116)	Victoria Conference Centre	\$375; group rate, \$345 <b>Early Bird rate: \$345; group rate, \$325 (before Arr 11, 2011)</b>	19
<b>COUNSELLING AND CAPACITY BUILDING</b>				
Sep 17-18, 2010 Sep 20-Oct 29, 2010 Jan 21-22, 2011 Feb 7-Mar 18, 2011 Nov 25-26, 2010 Apr 28-29, 2011	Understanding Substance Use (AD400)	NWC <b>ONLINE</b> NWC <b>ONLINE</b> KEL VIC	\$270; group rate, \$250 \$270; group rate, \$250 \$270; group rate, \$250 \$270; group rate, \$250 \$345; group rate, \$325 \$345; group rate, \$325	33
Sep 24-25, 2010 Jan 28-29, 2011 Apr 11-May 20, 2011	A Continuum of Care: Prevention to Harm Reduction (AD401)	NWC NWC <b>ONLINE</b>	\$270; group rate, \$250 \$270; group rate, \$250 \$270; group rate, \$250	33
Sep 27-28, 2010	Best Practices for Aboriginal Survivors (COUNS172)	NWC	\$286; group rate, \$266	21
Oct 4-15, 2010	Welcome to Canada: Working Effectively with Newcomers (COUNS168)	NWC	\$168; group rate, \$158	21
Oct 14, 2010 Feb 3, 2011	All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)	NWC NWC	\$156; group rate, \$146 \$156; group rate, \$146	33
Oct 14-15, 2010	Clinical Supervision: Innovative Practices (EP278)	NWC	\$260; group rate, \$240	21
Oct 15-16, 2010 Feb 4-5, 2011	Assessment Practices (AD403)	NWC NWC	\$270; group rate, \$250 \$270; group rate, \$250	33
Oct 18-Dec 6, 2010	Fetal Alcohol Spectrum Disorder (AD120)	<b>ONLINE</b>	\$383; group rate, \$353	33
Oct 22-23, 2010 Feb 11-12, 2011	Understanding Pharmacology from a Counsellor's Perspective (EP308)	NWC NWC	\$270; group rate, \$250 \$270; group rate, \$250	33
Oct 26-27, 2010	Fostering & Encouraging Client Responsibility (EP524)	NWC	\$260; group rate, \$240	21
Nov 4, 2010 Apr 21, 2011	Nature as Healer: Exploring Ecopsychology (COUNS148) <b>NEW</b>	NWC NWC	\$168; group rate, \$158 \$168; group rate, \$158	21
Nov 4, 2010 Apr 14, 2011	Fetal Alcohol Spectrum Disorder: Increasing our Understanding (AD409)	NWC NWC	\$138; group rate, \$128 \$138; group rate, \$128	33
Nov 5-6, 2010 Feb 4-5, 2011	Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation (TS120)	VIC NWC	\$318; group rate, \$298–VIC \$286; group rate, \$266–NWC	28
Nov 5-6, 2010 Mar 4-5, 2011 Feb 24-25, 2011	Motivational Interviewing in Practice – Level 1 (AD204)	NWC NWC CHWK	\$270; group rate, \$250 \$270; group rate, \$250 \$295; group rate, \$275	34

# Schedule at a Glance

## Counselling and Capacity Building

DATE	COURSES	LOCATION	FEE	PAGE
<b>COUNSELLING AND CAPACITY BUILDING CONTINUED</b>				
Nov 12-13, 2010 Mar 18-19, 2011	Interconnected Risk (AD405)	NWC NWC	\$270; group rate, \$250 \$270; group rate, \$250	34
Nov 15-16, 2010	Innovative Practice in Group Clinical Supervision (COUNS171)	NWC	\$286; group rate, \$266	22
Nov 18, 2010 Mar 17, 2011	Compassion and Policy: The Heart and Mind of Drug Policy Reform (AD408)	NWC NWC	\$138; group rate, \$128 \$138; group rate, \$128	34
Nov 19-20, 2010 Apr 8-9, 2011	Concurrent Disorders Planning – Level 1 (AD410)	NWC NWC	\$270; group rate, \$250 \$270; group rate, \$250	35
Nov 23-24, 2010	Facilitating Parenting Groups: Essential Skills (EP586)	NWC	\$250; group rate, \$230	22
Nov 25-27, 2010	Unspoken Truths About Suicide: A Personal Look At Suicide Through the Eyes of Those Who Attempt or Complete Suicide (COUNS176) <b>NEW</b>	NWC	\$408; group rate, \$378	22
Nov 26, 2010	Indigenous Women and Women of Colour Facilitating for Responsive Organizations and Communities (Couns170) <b>NEW</b>	GNWC	\$168; group rate, \$158	22
Dec 1, 2010	Mindfulness-Based Counselling (COUNS166)	NWC	\$138; group rate, \$128	22
Dec 4, 2010 Apr 15, 2011	Community Voices/Contemporary Issues (AD407)	NWC NWC	\$138; group rate, \$128 \$138; group rate, \$128	35
Dec 9-10, 2010	Becoming a More Effective Counsellor (EP508)	NWC	\$250; group rate, \$230	23
Jan 18, 2011	Behavior Change Counselling in Community Settings (COUNS126)	NWC	\$153; group rate, \$143	23
Jan 24-25, 2011	Change is Possible: Working with Men Who Abuse in Relationships (COUNS187) <b>NEW</b>	NWC	\$270; group rate, \$250	23
Feb 3, 2011	Working More Effectively with Parents and Other Caregivers (CY267)	NWC	\$156; group rate, \$146	30
Feb 17-18, 2011 Jun 2-3, 2011	Counselling Skills: The Art of Asking Effective Questions (EP587)	CHWK NWC	\$285; group rate, \$265 \$260; group rate, \$240	23
Mar 3, 2011	Working with Complicated Grief (COUNS102) <b>[ADVANCED]</b>	NWC	\$138; group rate, \$128	23
Mar 3-4, 2011	Using Expressive Arts Therapy in Harm-Reduction Based Work (COUNS169)	NWC	\$286; group rate, \$266	25



### How to Register

Contact the Student Services Centre at:  
604.528.5590 or 1.877.528.5591  
register online: <http://learning.jibc.ca>  
or see page 127 for details.



## Schedule at a Glance Counselling and Capacity Building

DATE	COURSES	LOCATION	FEE	PAGE
<b>COUNSELLING AND CAPACITY BUILDING CONTINUED</b>				
Apr 4-5, 2011	Facilitating Effective Group Process (COUNS110)	NWC	\$270; group rate, \$250	23
Apr 7-8, 2011	Facilitation and Presentation Skills for Aboriginal Leaders (COUNS173)	NWC	\$286; group rate, \$266	24
Apr 15, 2011	Working With People Who Self-Harm (TS126)	NWC	\$168; group rate, \$158	29
Apr 29, 2011	Teaching Problem-Solving Skills to Clients (EP286)	NWC	\$138; group rate, \$128	24
May 19, 2011	On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)	VIC	\$161; group rate, \$151	24
May 27-28, 2011	Motivational Interviewing in Practice – Level 2 (COUNS205) [ADVANCED]	NWC	\$270; group rate, \$250	24
Jun 6-7, 2011	Stronger Together: Groups For Women (COUNS155)	NWC	\$270; group rate, \$250	24



### WOMEN IN LEADERSHIP CONFERENCE – LEADING ACROSS BOUNDARIES

MARCH 11, 2011  
NEW WESTMINSTER CAMPUS

**SAVE  
THE  
DATE!**

Celebrate 100 years of International Women's Day by joining us for this unique conference featuring speakers on topics such as:

- Intergenerational mentoring
- Women leaders in justice and public safety
- Women and resiliency
- Bridging Aboriginal and Non-Aboriginal communities

Sign up to receive early-bird registration discounts and updated conference information.

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

# Schedule at a Glance

## Counselling and Capacity Building

DATE	COURSES	LOCATION	FEE	PAGE
<b>CREATIVE &amp; EXPRESSIVE THERAPIES</b>				
Nov 25-26, 2010	Introduction to Art Therapy for Counsellors and Therapists (CY250)	NWC	\$275; group rate, \$255	25
Mar 3-4, 2011	Using Expressive Arts Therapy in Harm-Reduction Based Work (COUNS169)	NWC	\$286; group rate, \$266	25
May 12-13, 2011	Art Therapy in Early Stages of Addiction Recovery (AD210)	NWC	\$275; group rate, \$255	25
<b>EXPRESSIVE PLAY THERAPY CERTIFICATE – NEW</b>				
Oct 19-20, 2010 Jul 19-20, 2011	Expressive Play Therapy Methods – Level 1 (CY104)	NWC NWC	\$275; group rate, \$255 \$275; group rate, \$255	27
Oct 21-22, 2010 Jul 21-22, 2011	Expressive Play Therapy Methods – Level 2 (CY104A)	NWC NWC	\$275; group rate, \$255 \$275; group rate, \$255	27
Mar 29-30, 2011	Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 1 (CY265)	NWC	\$275; group rate, \$255	27
Mar 31-Apr1, 2011	Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 2 (CY266)	NWC	\$275; group rate, \$255	27
Apr 28-30, 2011	Expressive Play Therapy for the Grieving Child (formerly Couns132 Expressive Therapies to Help the Grieving Child)	NWC	\$410; group rate, \$390	27
May 11-13, 2011	Final Project/Group Consultation (COUNS299) <b>NEW</b>	NW	\$410; group rate, \$390	27
<b>MENTAL HEALTH AND TRAUMA</b>				
Nov 1-2, 2010 May 16-17, 2011	Understanding Children and Youth Who Have Experienced Trauma (CY240)	CHWK NWC	\$295; group rate, \$275 \$270; group rate, \$250	28
Nov 4, 2010 Apr 21, 2011	Nature as Healer: Exploring Ecopsychology (COUNS148) <b>NEW</b>	NWC NWC	\$168; group rate, \$158 \$168; group rate, \$158	21
Nov 5-6, 2010 Feb 4-5, 2011	Trauma, the Body, and the Autonomic Nervous System: Using Somatic Psychology for Resolution and Regulation (TS120)	VIC NWC	\$318; group rate, \$298–VIC \$286; group rate, \$266–NWC	28
Nov 16-17, 2010 Mar 10-11, 2011 Apr 12-13, 2011	Everything You Ever Wanted to Know About the DSM-IV-TR – Level 1 (TS123)	NWC KEL NWC	\$270; group rate, \$250 \$345; group rate, \$325 \$270; group rate, \$250	28
Dec 2-3, 2010 May 5-6, 2011	Trauma and Addictions: Assessment and Treatment Issues (TS225)	NWC NWC	\$270, group rate, \$250 270, group rate, \$250	28
Feb 7-8, 2011	Using the DSM-IV-TR with Children and Youth – Introductory Level (MH008)	NWC	\$268; group rate, \$248	29
Apr 15, 2011	Working With People Who Self-Harm (TS126)	NWC	\$168; group rate, \$158	29
May 19, 2011	On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations (COUNS138)	VIC	\$161; group rate, \$151	24
Jun 9, 2011	Integrating Our Response on Substance Use and Trauma in Women (AD216)	NWC	\$152; group rate, \$142	29

## Schedule at a Glance Counselling and Capacity Building

DATE	COURSES	LOCATION	FEE	PAGE
<b>WORKING WITH CHILDREN AND YOUTH</b>				
Oct 19-20, 2010 Jul 19-20, 2011	Expressive Play Therapy Methods – Level 1 (CY104)	NWC NWC	\$275; group rate, \$255 \$275; group rate, \$255	27
Oct 21-22, 2010 Jul 21-22, 2011	Expressive Play Therapy Methods – Level 2 (CY104A)	NWC NWC	\$275; group rate, \$255 \$275; group rate, \$255	27
Nov 1-2, 2010 May 16-17, 2011	Understanding Children and Youth Who Have Experienced Trauma (CY240)	CHWK NWC	\$295; group rate, \$275 \$270; group rate, \$250	28
Nov 30 - Dec 1, 2010	Who Am I? Understanding the Role of Identity in Marginalised Youth Experiences (CY277)	NWC	\$286; group rate, \$266	30
Jan 28, 2011	Facilitate This! Group Leadership Skills for Youth Workers (CY278)	NWC	\$168; group rate, \$158	30
Feb 3, 2011	Working More Effectively with Parents and Other Caregivers (CY267)	NWC	\$156; group rate, \$146	30
Feb 7-8, 2011	Using the DSM-IV-TR with Children and Youth – Introductory Level (MH008)	NWC	\$268; group rate, \$248	29
Mar 29-30, 2011	Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 1 (CY265)	NWC	\$275; group rate, \$255	27
Mar 31-Apr1, 2011	Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 2 (CY266)	NWC	\$275; group rate, \$255	27
Apr 27, 2011	Understanding and Responding to Girls and High-Risk Drinking (CY270) <b>NEW</b>	NWC	\$168; group rate, \$158	31
Apr 28-30, 2011	Expressive Play Therapy for the Grieving Child	NWC	\$410; group rate, \$390	27

### CERTIFICATES IN MENTAL HEALTH AND TRAUMA

*Looking for credential specializing in mental health and trauma?*

**NEW – Aboriginal Focusing-Oriented Therapy and Complex Trauma Certificate** – Starting September 2010  
See page 36 for details.

**NEW – Post Baccalaureate Certificate in Complex Trauma and Child Sexual Abuse Intervention**  
See page 40 for details.

**Aboriginal Trauma Certificate (TS111) – Contract Only**  
See page 42 for details.

For more information: 604.582.5628

# Schedule at a Glance

## Counselling and Capacity Building

ONLINE COURSE				
Sep 20-Oct 29, 2010 Feb 7-Mar 18, 2011	Understanding Substance Use (AD400)	ONLINE ONLINE	\$270; group rate, \$250 \$270; group rate, \$250	33
Oct 18-Dec 6, 2010	Fetal Alcohol Spectrum Disorder (AD120)	ONLINE	\$383; group rate, \$353	33
Apr 11-May 20, 2011	A Continuum of Care: Prevention to Harm Reduction (AD401)	ONLINE	\$270; group rate, \$250	33
DATE	COURSES	LOCATION	FEE	PAGE
CERTIFICATE PROGRAMS				
SUBSTANCE USE CERTIFICATE – CORE COURSES				
Sep 17-18, 2010 Sep 20-Oct 29, 2010 Nov 25-26, 2010 Jan 21-22, 2011 Feb 7-Mar 18, 2011 Apr 28-29, 2011	Understanding Substance Use (AD400)	NWC ONLINE KEL NWC ONLINE VIC	\$270; group rate, \$250 \$270; group rate, \$250 \$345; group rate, \$325 \$270; group rate, \$250 \$270; group rate, \$250 \$345; group rate, \$325	33
Sep 24-25, 2010 Jan 28-29, 2011 Apr 11-May 20, 2011	A Continuum of Care: Prevention to Harm Reduction (AD401)	NWC NWC ONLINE	\$270; group rate, \$250 \$270; group rate, \$250 \$270; group rate, \$250	33
Oct 14, 2010 Feb 3, 2011	All My Relations: Working with Aboriginal Clients in Substance Use Recovery (AD129)	NWC NWC	\$156; group rate, \$146 \$156; group rate, \$146	33
Oct 15-16, 2010 Feb 4-5, 2011	Assessment Practices (AD403)	NWC NWC	\$270; group rate, \$250 \$270; group rate, \$250	33
Oct 18-Dec 6, 2010	Fetal Alcohol Spectrum Disorder (AD120)	ONLINE	\$383; group rate, \$353	33
Oct 22-23, 2010 Feb 11-12, 2011	Understanding Pharmacology from a Counsellor's Perspective (EP308)	NWC NWC	\$270; group rate, \$250 \$270; group rate, \$250	33
Nov 4, 2010 Apr 14, 2011	Fetal Alcohol Spectrum Disorder: Increasing our Understanding (AD409)	NWC NWC	\$138; group rate, \$128 \$138; group rate, \$128	33
Nov 5-6, 2010 Mar 4-5, 2011 Feb 24-25, 2011	Motivational Interviewing in Practice – Level 1 (AD204)	NWC NWC CHWK	\$270; group rate, \$250 \$270; group rate, \$250 \$295; group rate, \$275	34
Nov 12-13, 2010 Mar 18-19, 2011	Interconnected Risk (AD405)	NWC NWC	\$270; group rate, \$250 \$270; group rate, \$250	34
Nov 18, 2010 Mar 17, 2011	Compassion and Policy: The Heart and Mind of Drug Policy Reform (AD408)	NWC NWC	\$138; group rate, \$128 \$138; group rate, \$128	34
Nov 19-20, 2010 Apr 8-9, 2011	Concurrent Disorders Planning – Level 1 (AD410)	NWC NWC	\$270; group rate, \$250 \$270; group rate, \$250	35
Dec 2-3, 2010 May 5-6, 2011	Trauma and Addictions: Assessment and Treatment Issues (TS225)	NWC NWC	\$270; group rate, \$250 \$270; group rate, \$250	35
Dec 4, 2010 Apr 15, 2011	Community Voices/Contemporary Issues (AD407)	NWC NWC	\$138; group rate, \$128 \$138; group rate, \$128	35



# Schedule at a Glance

## Counselling and Capacity Building

DATE	COURSES	LOCATION	FEE	PAGE
<b>ABORIGINAL FOCUSING-ORIENTED THERAPY AND COMPLEX TRAUMA CERTIFICATE - NEW</b>				
Sep 23-25, 2010	Complex Trauma (CT301)	GNWC	\$595	37
Oct 21-23, 2010	Basic Focusing-Oriented Therapy and Complex Trauma (CT302)	GNWC	\$595	37
Dec 2-4, 2010	Intermediate Focusing-Oriented Therapy (CT303)	GNWC	\$595	37
Jan 27-29, 2011	Advanced Focusing-Oriented Therapy (CT304)	GNWC	\$595	37
Mar 3-5, 2011	Depression, Grieving and Complex Trauma (CT305)	GNWC	\$595	37
May 5-7, 2011	Clinical Spirituality and Complex Trauma (CT306)	GNWC	\$595	37
Jun 2-4, 2011	Dreams and Complex Trauma (CT307)	GNWC	\$595	37
<b>FAMILY RESOURCE PROGRAM CERTIFICATE - NEW</b>				
Oct 20-21, 2010	Roots and Principles of Family Resource Programs in Canada (FMRS101)	NWC	The certificate is currently available at no cost to eligible employees working in Family Resource Programs, however seats are limited. Please note, subsidies do not cover application fees, travel, and accommodation expenses. Other individuals working in related fields may also apply, but priority will be given to employees working in funded FRP programs	39
Oct 22-23, 2010	Family Resource Program Approach to Practice (FMRS102)	NWC		39
Nov 17, 2010	Child Development (FMRS103)	NWC		39
Nov 18, 2010	The Skilled Practitioner: Communicating Effectively (FMRS104)	NWC		39
Nov 19-20, 2010	Understanding Family Diversity (FMRS105)	NWC		39
Jan 19, 2011	Working with Vulnerable Families (FMRS106)	NWC		39
Jan 20, 2011	Supporting Families of Children with Special Needs (FMRS107)	NWC		39
Jan 21- 22, 2011	Program Planning and Evaluation (FMRS108)	NWC		39

## EXPRESSIVE PLAY THERAPY CERTIFICATE – NEW

Starting Oct 19, 2010

This much anticipated certificate is here, featuring the work of Marie-José Dhaese, PhD, ATR, CET. See page 26 for full course descriptions and certificate details.

- Expressive Play Therapy Methods - Level 1 (CY204)
- Expressive Play Therapy Methods – Level 2 (CY104A)
- Sandplay Therapy – Level 1 (CY265)
- Sandplay Therapy – Level 2 (CY266)
- Expressive Play Therapies to Help the Grieving Child (COUNS163)
- Final Project/Consultation Group (COUNS299)

All courses, with the exception COUNS299 can be taken individually or as part of the certificate.

**Register now. Limited seats.**

# Schedule at a Glance

## Counselling and Capacity Building

DATE	COURSES	LOCATION	FEE	PAGE
<b>POST-BACCALAUREATE CERTIFICATE IN COMPLEX TRAUMA AND CHILD SEXUAL ABUSE INTERVENTION NEW</b>				
	Theoretical Foundation in Complex Trauma (CT501)	ONLINE	\$1,050	41
	Assessment and Treatment Planning in Complex Trauma (CT502)		\$875	41
	Intervention and Skill Building in Complex Trauma (CT503)		\$875	41
	Somatics in Complex Trauma (CT504)		\$350	41
	Complex Trauma Integrated Project (CT520)		\$350	41
	Child Sexual Abuse Intervention (CSA530)		\$1225	41
	Clinical Consultation in Complex Trauma and Sexual Abuse (CTCSA550)		\$525	41
<b>CUSTOMIZED CONTRACT ONLY CERTIFICATES AND COURSES</b>				
	Aboriginal Trauma Certificate (TS111)			42
	Working with Children and Youth Certificated (WWY101)			43
	Feminist Management Certificate (FMCP100)			44
	Making the Transition: Providing Service to Trans Survivors of Violence and Abuse			52



### 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
CHWK	Chilliwack Campus 45300 Vimy Avenue
KEL	Okanagan Campus 825 Walrod Street, Kelowna

All classes are scheduled 9:00a.m. to 4:30p.m. Monday to Friday unless otherwise noted.

## 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: 604.528.5620 or [cccs@jjbc.ca](mailto:cccs@jjbc.ca)**



## Community Safety

### CRITICAL INCIDENT STRESS MANAGEMENT CERTIFICATE

*This 14-day (7 credit) program 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 and 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 a 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 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 \$50 non-refundable application fee.

#### How to complete the certificate

To successfully complete the certificate, you must attend the training in full, achieve 70 per cent 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.

#### Program fee

The total cost to complete the Critical Incident Stress Management Certificate is \$2,515.

#### For more information

**Program Coordinator**  
604.528.5711

**Program Assistant**  
604.528.5833 Email: [cism@jibc.ca](mailto:cism@jibc.ca)

#### 1 START HERE:

Courses in Block 1 must be completed in the following order: (see course descriptions beginning on page 54)

- Introduction to Critical Incident Stress Management (CISM100)
- Diversity and Trauma (CISM101)
- Demobilization and Defusing (CISM102)
- Critical Incident Stress Debriefing (CISM103)

#### 2 Block 2 courses may be taken in any order: (see course descriptions beginning on page 54)

- 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).

#### 3 Graduation Ceremony

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

## 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 28, 2010 – NWC  
Mar 17, 2011 – NWC  
Fee: \$186; group rate, \$176  
Instructor: Laurie Pearce or David Freeman

#### 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 29, 2010 – NWC  
Fee: \$186; group rate, \$176  
Instructor: TBA

#### 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. **Prerequisite(s):** Diversity and Trauma (CISM101).

Date(s): Oct 30-31, 2010 – NWC  
Fee: \$281; group rate, \$261  
Instructor: David Freeman

#### Critical Incident Stress Debriefing (CISM103)

In this course, you will examine the debriefing process, dynamics that may emerge, as well as 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. 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 19-21, 2010 – NWC  
Fee: \$408; group rate, \$388  
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.*

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

This course builds on Block 1 and 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 18, 2011 – NWC  
Fee: \$186; group rate, \$176  
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. In this course 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 19, 2011 – NWC  
Fee: \$186; group rate, \$176  
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 20, 2011 – NWC  
Fee: \$186; group rate, \$176  
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 8, 2011 – NWC  
Fee: \$186; group rate, \$176  
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 9, 2011 – NWC  
Fee: \$186; group rate, \$176  
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 10, 2011 – NWC  
Fee: \$186; group rate, \$176  
Instructor: Bruce Ramsay

## Role-Play Simulation (CISM206)

Successful completion of this course completes your requirements for the Critical Incident Stress Management Certificate and 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): Apr 11, 2011 – NWC  
Fee: \$308; group rate, \$288  
(includes actors and script design)  
Instructors: Laurie Pearce, Bruce Ramsay or David Freeman



## Learner Services Fee

The JIBC charges a Learner Services Fee (LSF) of \$5.00 per course credit to a maximum of 6 credits per course (\$30.00). The fee applies to credit courses only and is collected at the time of enrolment. The LSF is used to enhance library, technology and other services for the benefit of students at all JIBC locations. Course fees listed do not include LSF.



## Group Rate

A group rate is available for Centre for Counselling & Community Safety Courses.

This rate applies where three or more persons from the same organization register at the same time.





## BYLAW ENFORCEMENT AND INVESTIGATIVE SKILLS CERTIFICATE

*This 10-day (5 credit) 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

This program will benefit 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 per cent or higher on the written assessments, and meet competencies outlined for the mock trials.

### Program fee

The total cost to complete the Bylaw Enforcement and Investigative Skills Certificate Levels 1 and 2 is \$1,928.

### For more information

**Program Coordinator**  
604.528.5711

**Program Assistant**  
604.528.5833 Email: [bylaw@jibc.ca](mailto:bylaw@jibc.ca)

### 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 25-29, 2010 - GNWC  
Nov 1-5, 2010 - GNWC  
Time: 8:30 a.m. - 4:30 p.m.  
Fee: \$949  
Instructor: Jeff Sim or Michael Lane

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

Level 2 is an advanced, five-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 22-26, 2010 - GNWC  
Time: 8:30 a.m. - 4:30 p.m.  
Fee: \$949  
Instructor: Ellen Gerber

## Schedule at a Glance

### Community Safety

DATE	COURSES	LOCATION	FEE	PAGE
<b>CRITICAL INCIDENT STRESS MANAGEMENT CERTIFICATE</b>				
<b>BLOCK 1</b>				
Oct 28, 2010 Mar 17, 2011	Introduction to Critical Incident Stress Management (CISM100)	NWC NWC	\$186; group rate, \$176 \$186; group rate, \$176	54
Oct 29, 2010	Diversity and Trauma (CISM101)	NWC	\$186; group rate, \$176	54
Oct 30-31, 2010	Demobilization and Defusing (CISM102)	NWC	\$281; group rate, \$261	54
Nov 19-21, 2010	Critical Incident Stress Debriefing (CISM103)	NWC	\$408; group rate, \$388	54
<b>BLOCK 2</b>				
Mar 18, 2011	Post-Critical Incident Stress Reactions (CISM200)	NWC	\$186; group rate, \$176	54
Mar 19, 2011	Psychological First Aid (CISM201)	NWC	\$186; group rate, \$176	54
Mar 20, 2011	Managing Responses to Community Disasters (CISM202)	NWC	\$186; group rate, \$176	54
Apr 8, 2011	Effective Team Participation (CISM203)	NWC	\$186; group rate, \$176	54
Apr 9, 2011	Trauma, Children, and Youth (CISM204)	NWC	\$186; group rate, \$176	55
Apr 10, 2011	Vicarious Traumatization (CISM205)	NWC	\$186; group rate, \$176	55
Apr 11, 2011	Role-Play Simulation (CISM206)	NWC	\$308; group rate, \$288	55
<b>BYLAW ENFORCEMENT AND INVESTIGATIVE SKILLS CERTIFICATE</b>				
Oct 25-29, 2010 Nov 1-5, 2010	Bylaw Enforcement and Investigative Skills Certificate, Level 1 (EP209)	GNWC	\$949	56
Nov 22-26, 2010	Bylaw Enforcement and Investigative Skills Certificate, Level 2 (EP210)	GNWC	\$949	56

**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
CHWK	Chilliwack Campus 45300 Vimy Avenue
KEL	Okanagan Campus 825 Walrod Street, Kelowna

**All classes are scheduled 9:00a.m. to 4:30p.m. Monday to Friday unless otherwise noted.**

## UNDER DEVELOPMENT

*A newly revised Bylaw Enforcement  
and Investigative Skills certificate!*

*This two-level certificate will consist of two weeks, Level 1 and 2, and will combine classroom and online learning.*

*Watch our website for these exciting changes, coming in January 2011.*

**www.jibc.ca/cccs**



## Welcome to the Centre for Leadership

*In rapidly changing and complex times, leaders in all sectors need to equip themselves with new skills and training to successfully manage their teams and organization, and plan for the future.*

*Whether you're an emerging leader looking for new skills and experiences to open 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.*

### Why choose courses from the Centre for Leadership?

- Our courses in leadership and instructor development target specific competencies such as facilitation, performance management, leading change, motivating teams and engaging diversity.
- Our applied, experiential learning model means that you will learn practical, hands-on skills and perspectives you can use immediately.
- You can take individual courses at your own pace, or sign up for one of our certificate programs: the Foundations of Effective Management and Leadership Certificate (page 61), Associate Certificate in Leadership and Conflict Resolution (page 66), or Instructor Development Certificate (page 67).
- You will learn from expert faculty members who combine theory with practice to deliver content applicable to your organization.
- All of our courses can be offered at your workplace on contract – contact us to find out how (see page 59 for contact information).
- Take advantage of the latest learning technologies. Join us for “Leadership in Action: Moving Principles into Practice” (MGMT190), a hands-on learning lab using the latest in simulation technology (page 64) or take Instructor Development courses online (page 69).

**To find out more about Centre for Leadership courses and certificates, go to [www.jibc.ca/leadership](http://www.jibc.ca/leadership), or call us at 604.528.5608.**



### Questions?

Contact us 604.528.5608,  
1.888.799.0801 or [leadership@jibc.ca](mailto:leadership@jibc.ca)



### Our Faculty

JIBC faculty are some of the most  
respected and experienced educators  
in BC working in their chosen fields.  
Read faculty bios online at  
[www.jibc.ca/csjd/faculty](http://www.jibc.ca/csjd/faculty)



## INCREASE YOUR RETURN ON INVESTMENT – BRING COURSES TO YOUR WORKPLACE!

*In tough economic times, your training and education dollars must be invested wisely. Successful workplace training builds staff skills, strengthens performance, and gives you and your team confidence in a future together. The shared experience of taking a course together means team learning extends beyond the classroom.*

You can provide workplace training that makes a difference by bringing our practical, immediately applicable courses and certificates to your organization. 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 a certificate program.

Our customized training is a cost-effective, practical and efficient way to provide essential management, leadership and instructional skills your staff and organization needs, now and in the future.



*"Leadership development is a key driver of the City's people and organizational development strategy and we've partnered with the JIBC to offer the Associate Certificate of Leadership and Conflict Resolution to our existing and future leaders.*

*The feedback so far has been fantastic. Through the cohort model of learning together, participants are developing relationships with others across the organization which is so important to break down silos and barriers and help us become more effective. Most importantly the program is a great opportunity for change; change in how we do our work, how we relate to each other and ultimately change in how we lead at the City, right now and in the future."*

**– Monica Affleck**

People and Organizational Development Advisor – City of Abbotsford

### Our clients include:

- AFCC Automotive Fuel Cell Cooperation Corp
- BC Association for Community Living
- BC BioMedical Laboratories
- BC Safety Authority
- BC Teachers' Federation
- Community Social Services Employers' Association
- City of Abbotsford
- Community Corrections
- Department of Canadian Heritage
- District of Saanich
- Fraser Valley Regional Library
- Northern Shuswap Tribal Council
- RainCity Housing and Support Society
- WorkSafeBC

### Our most popular customized courses:

- Appreciative Inquiry
- Flawless Facilitation the First Time
- Fostering Critical Thinking in the Workplace
- Foundations of Effective Management and Leadership Part 1: Leading the Way
- Instructor Development
- Introduction to Project Management
- Team Building Tactics: Making the Whole Greater Than the Sum

*We can also deliver our certificate programs at your organization – see page 60 for a list of certificates.*

*For more information about bringing JIBC courses to your workplace, contact Allison Felker, Coordinator, Centre for Leadership at 604.528.5633 or [leadership@jibc.ca](mailto:leadership@jibc.ca)*

### How to Register

Contact the Student Services Centre at:  
604.528.5590 or 1.877.528.5591  
register online: <http://learning.jibc.ca>  
or see page 127 for details.



*In this section, courses are listed in three different ways*

**List 1** Course descriptions follow the overview of the certificate programs and are listed alphabetically by course name.

**List 2** is organized based on location. This will meet your needs if you know you are going to take all of your courses at one particular location. See page 70.

**List 3** is sorted by course name. This is a comprehensive list of dates and locations sorted by course name, and will suit your needs if you are interested in taking particular courses. See page 74.

## Courses & Certificates

*The Centre for Leadership offers the following courses and certificates:*

### **Certificates:**

- Foundations of Effective Management and Leadership Certificate (page 61)
- Associate Certificate in Leadership and Conflict Resolution (page 66)
- Instructor Development Certificate (page 67)

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

- Management and Leadership (page 62)
- Instructor Development (page 68)

### *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 \$50 non-refundable certificate enrolment fee.



### *New This Year!*

Join us for “Leadership in Action: Moving Principles into Practice” MGMT190, a hands-on learning lab using the latest in simulation technology. See page 64.



## CERTIFICATE STUDENT BENEFITS

- Join a community of learners on Facebook and receive articles and resources on current leadership issues and advance notice about JIBC 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

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



# 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.*

## Who should attend

This certificate will be beneficial to emerging leaders in the public, private or not-for-profit sector, and seasoned managers interested in building new skills and developing fresh leadership perspectives.

## How the courses are offered

- The certificate program is 14 days, with 10 days of required courses and four days of electives.
- You can take courses individually or complete a certificate.
- Learn at your own pace – take courses when they fit your schedule.
- Full attendance is required.
- We recommend you complete the program within three years.

*We can also deliver our certificate programs and courses at your organization – see page 60 for a list of certificates or contact Allison Felker, Coordinator, Centre for Leadership at 604.528.5633 or [leadership@jibc.ca](mailto:leadership@jibc.ca)*

The required courses must be completed in the following order:

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

Note: You can take Parts 1 & 2 in one week by registering for FMGMT250. See course descriptions for details and check our course schedules for courses scheduled back to back.

### Final Assignment (FMGMT500)

You have six months from the time you register to submit your final assignment.

## Electives

Choose two courses (four days of study) from the following electives offered at one of our three campuses. See page 63 for elective course descriptions.

Building Leadership Resiliency, MGMT191 (2 days) (1 credit) **NEW**

Coaching for Improved/Enhanced Performance, MGMT332 (2 days) (1 credit)

Financial Management for Community Organizations, MGMT189 (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)

From a Distance: Leading Remote or Dispersed Teams, MGMT183 (2 days) (1 credit)

Inclusive Leadership: Valuing Diversity in Your Workplace, MGMT192 (2 days) **NEW**

Introduction to Project Management: Managing the Project and Leading the Team, MGMT166 (2 days) (1 credit)

Leadership in Action: Moving Principles into Practice, MGMT190 (2 days) (1 credit) **NEW**

Leading Change in Turbulent Times, MGMT186 (2 Days) (1 credit)

Leading from the Middle, MGMT151 (2 days) (1 credit)

More than Words: Understanding Body Language, MGMT182 (2 Days) (1 credit)

People Problems: How to Supervise Challenging Employees, MGMT315 (2 days) (1 credit)

Team Building Tactics: Making the Whole Greater than the Sum, MGMT132 (2 days) (1 credit)

Workplace Communications: It's All About You, MGMT134 (2 days) (1 credit)

Workplace Ethics, MGMT193 (2 days) (1 credit) **NEW**

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 66 for more information.



## 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) is also offered.

**2 Complete four days (2 credits) of Management and Leadership electives (see course descriptions beginning on page 63).**

You can complete your electives simultaneously with core courses.

**3 Complete your Final Assignment (FMGMT500)**

### 4 Graduation Ceremony

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

## Foundations of Effective Management and Leadership

*The following courses are required to complete the Foundations of Effective Management and Leadership Certificate. They are also open to general enrolment.*

### 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.

Length: 3 days (21 hours)

Credit: 1.5

Fees, Dates & Locations: Page 74

### 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 course, you will gain a better understanding of team dynamics, examine your role in the change management process, enhance your own and your staff's decision-making and problem-solving capabilities, and learn to foster a climate of innovation and creativity.

**Prerequisites:** FMGMT100

Length: 2 days (14 hours)

Credit: 1

Fees, Dates & Locations: Page 74

### Parts 1 and 2 Combined (FMGMT250)

In this five-day intensive course, you can take Foundations of Effective Management and Leadership Part 1: Leading the Way and Part 2: Inspiring Teams and Managing Change in one week.

Length: 5 days (35 hours)

Credit: 2.5

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### 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 employment and labour legislation, knowledge of relevant industry standards, the principles of due process, and the opportunity to apply them to workplace scenarios. The course focuses on specific guidelines and techniques to help you meet the challenge of dealing with performance.

**Prerequisites:** FMGMT100, FMGMT200 or FMGMT250

Length: 2 days (14 hours)

Credit: 1

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### 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. **Prerequisites:** FMGMT100, FMGMT200 or FMGMT250, FMGMT301

Length: 3 days (21 hours)

Credit: 1.5

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### 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. Contact [leadership@jibc.ca](mailto:leadership@jibc.ca) or 604.528.5608 for more details.

Fee: \$153



## Electives and General Management and Leadership courses

*The following courses can be taken as electives for the Foundations of Management and Leadership Certificate, or as individual courses.*

### Appreciative Inquiry (MGMT135) **CONTRACT ONLY**

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

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. Instructors: Doug Kerr, Kathryn Thomson.

For more information, call 604.528.5633.

### Building Leadership Resiliency (MGMT191) **NEW**

Many of us long to be more effective and purposeful in our work, but find ourselves depleted by challenging work environments and demanding schedules. In this course, you'll discover and cultivate the personal and organizational attitudes and skills needed to build your own leadership resiliency and better support the resiliency of your team. Improve your sense of well-being as a leader, and enhance the work experiences of yourself and others. Through exploring the "I" tools – Inspiration, Intentionality, Imagination, Integrity, Innovation and Invitation – you will develop a tool kit that energizes your approach to work, helps connect your heart and mind with your purpose, and moves you and others on the path towards work/life harmony. Instructor: Laney Bryenton

Length: 2 days (14 hours)  
Credits: 1  
Fees, Dates & Locations: Page 74

### Coaching for Improved/Enhanced Performance (MGMT332)

Develop 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

Length: 2 days (14 hours)  
Credit: 1  
Fees, Dates & Locations: Page 74

### 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.*

Stress and other mental disorders such as anxiety and depression are fast becoming the leading workplace disability in Canada. This powerful, highly interactive, and personally focused course is designed for anyone in search of new ways to deal with feeling overwhelmed. 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. Instructors: Vals Fauquier, Georganne Oldham

For more information, call 604.528.5633

### Financial Management for Community Organizations (MGMT189) **NEW**

This course is ideal for managers and directors in the not-for-profit sector who want to learn practical financial management and budgeting skills. You will develop a better understanding of the fundamentals of budgeting and interpreting financial statements. You will review financial reporting requirements of funders and examine monitoring processes. You will also learn how to best communicate financial information to your board, staff and community. We will be discussing both

long-term and short-term financial problems and the corresponding solutions. This course will feature case studies of program and organizational budgets, and opportunities to address your specific budget issues. At the end of this course, you will be able to make better decisions about your organization's future using financial information. Instructor: Bruce Hardy

Length: 2 days (14 hours)  
Credit: 1  
Fees, Dates & Locations: Page 74

### 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 communication; 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

Length: 2 days (14 hours)  
Credit: 1  
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### Fostering Critical Thinking in the Workplace (MGMT184)

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. Fee does not include textbook. Instructor: Shawn Ireland

Length: 2 days (14 hours)  
Credit: 1  
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### From a Distance: Leading Remote or Dispersed Teams (MGMT183)

Advances in workplace technology, a focus on work/life balance, and reduced budgets are all leading to an increase in the prevalence of remote teams. 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 remote teams, foster high-performance team behaviour, and assess barriers to and opportunities for success. You’ll develop core skills to manage the politics of leading teams from a distance. 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

Length: 2 days (14 hours)  
Credit: 1  
Fees, Dates & Locations: Page 75

### Inclusive Leadership: Valuing Diversity in Your Workplace (MGMT192) **NEW**

When you left for work this morning what did you leave behind? A workplace can only be truly diverse and inclusive if all people who work there can bring their full selves. In a world that is rapidly changing, becoming increasingly globalized, interconnected and complex, leaders need to effectively work with diversity and create inclusive organizations in order to succeed. This two-day course will explore issues of culture and difference, and how they impact managing diversity and creating an inclusive workplace. In particular, you will reflect on your own experience and understanding of diversity, how that influences your interactions, and have the opportunity to challenge your assumptions and stereotypes. You will move beyond “managing” diversity as merely a business imperative, to developing the knowledge and tools needed to value difference and foster inclusion. Instructor: Natasha Aruliah

Length: 2 days (14 hours)  
Credits: 1  
Fees, Dates & Locations: Page 75

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

This course 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, structure, work estimates, project schedules and budgets. For optimal benefits, bring an anticipated project to work on throughout the course. Fee does not include textbook. Instructor: Doug Kerr

Length: 2 days (14 hours)  
Credit: 1  
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### Leadership In Action: Moving Principles into Practice (MGMT190) **NEW**

In this immersive, interactive two-day course you’ll have the unique opportunity to put leadership theory into practice in real-time. You will participate in a simulated workplace scenario in our applied learning lab, where you can apply core leadership skills such as decision-making, teamwork, human resource management, and crisis leadership – and see the immediate results of your choices. Learn a critical thinking model that will further your ability to make key decisions. Coaches will be available to give feedback on your strengths as a leader and to help you identify areas for further development. This course takes place in the Donald B. Rix Public Safety Simulation Building, a facility using cutting-edge technology to support complex educational simulations.

This course is ideal for Foundations of Effective Management and Leadership students wanting to experience live action-oriented leadership practice, and for anyone wishing to enhance their own critical thinking and decision-making abilities.

Length: 2 days (14 hours)  
Credit: 1  
Fees, Dates & Locations: Page 76

### Leading Change in Turbulent Times (MGMT186)

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 your organization. This course will use a range of case studies, personal reflection, and 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

Length: 2 days (14 hours)  
Credit: 1  
Fees, Dates & Locations: Page 76

### Leading From the Middle (MGMT151)

As a middle manager, you are the link between senior management and frontline 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

Length: 2 days (14 hours)  
Credit: 1  
Fees, Dates & Locations: Page 76

## 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! 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. Instructor: Doug Kerr

For more information, call 604.528.5633

## More than Words: Understanding Body Language (MGMT182)

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

Length: 2 days (14 hours)  
Credit: 1  
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### How to Register

Contact the Student Services Centre at:  
604.528.5590 or 1.877.528.5591  
register online: <http://learning.jibc.ca>  
or see page 127 for details.

## People Problems: How to Supervise Challenging Employees (MGMT315)

Discover the techniques and tools that can 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

Length: 2 days (14 hours)  
Credit: 1  
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## 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

Length: 2 days (14 hours)  
Credit: 1  
Fees, Dates & Locations: Page 77

## 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. Instructors: Georganne Oldham, Kathryn Thomson

For more information, call 604.528.5633

## 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 the techniques you learn 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

Length: 2 days (14 hours)  
Credit: 1  
Fees, Dates & Locations: Page 77

## Workplace Ethics: (MGMT193) **NEW**

The workplace is fraught with moral decision-making. Individuals repeatedly encounter competing personal and professional responsibilities and commitments. This course will promote ethical inquiry through moral awareness, introspection and responsiveness in order to help you navigate these complex circumstances. You will learn to recognize the shortcuts you make in identifying and responding to issues, the moral motives that inform your decisions, and strategies for creating practices to address moral ambiguity in a manner that considers the competing interests at hand. Instructor: Kathleen Burke

Length: 2 days (14 hours)  
Credit: 1  
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## 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 deepen your leadership skills.

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

- Foundations of Effective Management and Leadership, Part 1: Leading the Way, FMGMT100 (3 days) (page 62)
- Foundations of Effective Management and Leadership, Part 2: Inspiring Teams and Managing Change, FMGMT200 (2 days) (page 62)
- Foundations of Collaborative Conflict Resolution, CCR100 (3 days) (page 93)
- Mediation Skills Level I, (CCR180) (3 days) (page 95)
- Assessment: Associate Certificate in Leadership and Conflict Resolution, ALCR299 (written, mail-in) (page 89)

### **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. The two CCR courses are core courses in our three certificate programs: Negotiation Mediation/ Third-party and Family Mediation. The two FMGMT courses can be used as CCR credentials towards General Elective credit requirements.



### **New this term!**

**Complete your Associate Certificate in Leadership and Conflict Resolution in Chilliwack! See course schedule for dates.**

**Note:** You can begin with either the Centre for Leadership courses (recommended), Box 1, or the Centre for Conflict Resolution courses, Box 2. 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 81) and come back for professional development.



## **FIND US ON FACEBOOK!**

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You will find articles and resources on leadership issues, special course announcements and exclusive offers!

[www.facebook.com/centreforleadership](http://www.facebook.com/centreforleadership)





## Instructor Development Certificate

*After extensive consultation with students, employers and educators, we are introducing our redesigned Instructor Development Certificate. Learn the skills you need to develop, deliver and assess adult learning in any setting. In the Instructor Development Certificate you'll find:*

- Small class sizes (12-16 learners/class)
- Hands-on education immediately applicable to your workplace
- Experienced faculty with practical and current expertise in adult education and instruction
- Flexible scheduling – learn at your own pace in the classroom or online

### Who should attend

This certificate will benefit trainers or instructors in community, government, corporate or education settings, or individuals who oversee training programs. This certificate is designed for both mid-career professionals who are new to adult education and experienced trainers looking to strengthen their skills and knowledge of adult education theory and practice.

### What you will learn

By the end of the certificate, you'll be able to:

- Design, deliver, facilitate and assess effective learner-centred instruction for adults
- Create learning activities that are interactive and hands-on for different delivery modes – both online and in the classroom
- Apply instructional strategies and select appropriate educational technologies that maximize the learning experience and enhance learning and teaching for your learners
- Create a safe, encouraging and challenging learning environment that promotes respect and values diversity

- Reflect critically on your personal and professional instructor development as your career progresses

### How the courses are offered

- The certificate program is 18 days total (9 credits) with 12 days of required courses and six days of electives.
- You can take courses individually or as part of the certificate. Core courses are scheduled several times throughout the year.
- Some of courses can be taken online.
- Full attendance is required.
- We recommend you complete the program within three years.



**Already completed ID110?**

Contact us to plan your remaining courses: 604.528.5633 or [leadership@jibc.ca](mailto:leadership@jibc.ca)

## Your suggested learning path

### 1 START HERE:

Foundations of Instructional Practice (INDC100) (3 days) (1.5 credits)

### 2 Take the next three core courses in any order (6 days total)

- Instructional Design (INDC101) (2 days) (1 credit)
- Instructional Delivery (INDC102) (2 days) (1 credit)
- Instructional Assessment (INDC103) (2 days) (1 credit)

### 3 Complete 6 days/3 credits of electives (see page 69)

### 4 Complete the final course: Instructional Skills Practicum (INDC190) (3 days) (1.5 credits)

You can complete this course before your electives, but you must complete the other core courses before taking this one.

### 5 Graduation Ceremony

Stay connected! Come back for professional development.

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

JIBC has a transfer credit agreement in place with Vancouver Community College's Provincial Instructor Diploma Program and the Certificate in Adult and Continuing Education (CACE) program at the University of Victoria. Contact [leadership@jibc.ca](mailto:leadership@jibc.ca) for more details.

*For more information about the Instructor Development Certificate, see our website at [www.jibc.ca/leadership](http://www.jibc.ca/leadership) or call 604.528.5608 or [leadership@jibc.ca](mailto:leadership@jibc.ca)*

## REQUIRED COURSES

The following courses are required to complete the Instructor Development Certificate. They are also open to general enrolment.

### Foundations of Instructional Practice (INDC100)

This course will provide you with knowledge and experience in the fundamentals of instructional practice. You will be introduced to the principles and practices of lesson design, delivery and assessment. You will learn the distinguishing characteristics of the adult learner, and cover learning styles theory. You will develop an understanding of the importance of formulating open questions and providing feedback as part of the instructional process. Come prepared to design, deliver and assess a short lesson in a collaborative environment. Fee does not include textbook. Contact leadership@jibc.ca for more details.

Length: 3 days (21 hours)  
Credit: 1.5  
Fee, Dates & Locations: Page 75



### Win a Free Course!

Sign up for our e-letter distribution list and have the latest information on courses, events and customized solutions delivered to your inbox. Plus we will enter your name in our quarterly draw for a free course. Sign up at [www.jibc.ca/csjd/signup.asp](http://www.jibc.ca/csjd/signup.asp)

### Instructional Assessment (INDC103)

Is your instruction hitting the mark? This course provides an overview of how to assess learning objectives and learner progress, as well as one's own instructional delivery. You will learn theories and practical tools, and understand the role of assessment in supporting student learning. You will have the opportunity to develop assessment frameworks for your own instructional program. **Prerequisites:** Foundations of Instructional Practice (INDC100)

Length: 2 days (14 hours)  
Credit: 1  
Fee, Dates & Locations: Page 75

### Instructional Delivery (INDC102)

This course will focus on the facilitation of learner-centred instruction. You will deepen your understanding of how to create a safe and motivating learning environment, prepare and conduct participatory learning sessions, and engage in reflective practice. During the two days, each learner will be asked to practice their facilitation skills by delivering a short interactive segment related to course content. Contact leadership@jibc.ca for more details.

**Prerequisites:** Foundations of Instructional Practice (INDC100)

Length: 2 days (14 hours)  
Credit: 1  
Fee, Dates & Locations: Page 75

### Instructional Design (INDC101)

In this course, you will further enhance your skills in learner-centred instructional design, with a particular focus on the analysis of learner needs and characteristics, formulation of goals and learning outcomes, and choice of relevant instructional strategies and evaluation methods. You will apply these concepts to your own existing or potential instructional environment.

**Prerequisites:** Foundations of Instructional Practice (INDC100)

Length: 2 days (14 hours)  
Credit: 1  
Fee, Dates & Locations: Page 76

### Instructional Skills Practicum (INDC190)

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 session of your choice, with support throughout the process. This course starts with one day of review and reflection on best practices, including design, delivery, implementation and assessment. You then have four weeks to design 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. **Prerequisites:** INDC100, INDC101, INDC102, INDC103

Length: 3 days (21 hours plus 1 hour individual coaching)  
Credit: 1.5  
Fee, Dates & Locations: Page 76



"The Instructor Development Certificate has helped me develop in many areas of my teaching. Completing the courses at the JIBC gave me a safe venue to practice/develop my skills amongst peers. Ultimately, I feel better equipped to explore new teaching strategies in my work."

— **Serafina Chau, RRT,**  
Clinical Site Coordinator - Respiratory Therapy  
Royal Columbian Hospital

## ELECTIVES AND GENERAL ENROLMENT COURSES

*The following courses are electives in the Instructor Development Certificate. They are also open to general enrolment.*

### Conducting a Program Needs Assessment (INDC111)

A needs assessment is a systematic approach for documenting the gap between existing and desired states of training within an organization. It is an important tool for planning relevant, high-quality training programs. Learn how to design effective needs assessments that get results. To help make this course more relevant, you will use case studies from your own work. Instructor: Kylie Hutchinson **Prerequisites:** INDC100 or permission of Program Coordinator

Length: 2 days (14 hours)  
Credit: 1  
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### Evaluating Training Programs (INDC110)

Is your training program working? Anyone who plans or evaluates training programs needs the knowledge and skills necessary 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:** INDC100, or permission of Program Coordinator

Length: 2 days (14 hours)  
Credit: 1  
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### Facilitating Online Learning (INDC130) **ONLINE**



In this course, you will develop a framework for online course delivery and gain insight into approaches and methodologies that advance the online learning experience for both learner and instructor. By the end of this course, you will be able to identify best practices and methodologies for online learning; identify and apply techniques to engage online learners; understand the dynamics of the three dimensions of effective online learning; and apply effective

communication skills and strategies to online learning. This course is suitable for instructors who are new to online teaching or want to develop better online facilitation skills. Learners can expect to spend 3-5 hours/week on this course. Instructor: Roshan Danesh. It is recommended you take INDC100 or equivalent before this course.

Length: 6 weeks (approximately 5 hours online/week)  
Credit: 1.5  
Fee, Dates & Locations: Page 74

### 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

Length: 2 days (14 hours)  
Credit: 1  
Fee, Dates & Locations: Page 74

### Ideas for Active Learning (INDC112)

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. Fee does not include textbook. Instructor: Leila Rahemtulla

Length: 2 days (14 hours)  
Credit: 1  
Fee, Dates & Locations: Page 75

### The Mindful Educator: Beyond Expertise and Technique (INDC114)

Authenticity and presence have been identified as some of the most important attributes of effective instructors. In this course, you will explore how mindful reflection supports the development of these skills. Through self-reflection, dialogue, and interactive exercises, you will increase your awareness of how the person you are impacts your teaching, the assumptions and beliefs you hold about your role as an educator, and how the practice of mindfulness promotes personal and interpersonal flexibility and resilience in and out of the classroom. Instructor: Ruth Faber

Length: 2 days (14 hours)  
Credit: 1  
Fee, Dates & Locations: Page 76

### Working with Tools for Online Learning (INDC131) **ONLINE**



This intensive six-week course will immerse participants in the world of online learning, both as a student and curriculum developer. Through a series of hands-on learning activities that model best-use practices, you will explore the diverse options available and gain the insights necessary to choose the appropriate delivery technologies for your curriculum and target audience. You will also gain experience with the development and implementation of content in a variety of delivery environments. This course is suitable for curriculum designers and instructors who want to transfer their developed curriculum to a web-based delivery environment. Instructor: Bryan Fair

While the majority of the course is self-paced, some course activities take place in real time. Please consult leadership@jibc.ca for more details.

Length: 6 weeks (approximately 5 hours online/week)  
Credit: 1.5  
Fee, Dates & Locations: Page 77



**Call for delivery!**

We'll bring our training and education to your workplace or community. See page 59 for details.

# Centre for Leadership

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>JIBC - CHILLIWACK CAMPUS</b>					
Oct 4-6	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Georganne Oldham	\$398	62
Oct 18-19	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	TBA	\$275	62
Mar 28-30	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	TBA	\$398	62
Apr 18-19	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Georganne Oldham	\$275	62
<b>JIBC - GREAT NORTHERN WAY CAMPUS - VANCOUVER</b>					
Sep 20-22	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Rick Thomas	\$398	62
Sep 23-24	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Gail Sexsmith	\$275	62
Sept 30-Oct 1	Building Leadership Resiliency	MGMT191	Laney Bryenton	\$270	63
Nov 8-9	Inclusive Leadership: Valuing Diversity in Your Workplace	MGMT192	Natasha Aruliah	\$270	64
Nov 15-16	Flawless Facilitation the First Time	MGMT177	Leila Rahemtulla	\$270	63, 69
Nov 22-23	Fostering Critical Thinking in the Workplace	MGMT184	Shawn Ireland	\$270	63
Nov 22-24	Foundations of Instructional Practice	INDC100	Eugenia Wang	\$565	68
Dec 6-7	Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations	FMGMT301	Gail Sexsmith	\$275	62
Jan 19-21	Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resources Management	FMGMT401	Gail Sexsmith	\$398	62
Jan 27-28	Instructional Design	INDC101	Eugenia Wang	\$425	68
Feb 14-16	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Gail Sexsmith	\$398	62
Feb 17-18	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Patricia Galaczy	\$275	62
Feb 24-25	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	Jason Cressey	\$270	65
Mar 8-9	Introduction to Project Management: Managing the Project and Leading the Team	MGMT166	Doug Kerr	\$270	64
Mar 17-18	People Problems: How to Supervise Challenging Employees	MGMT315	Joyanne Landers	\$270	65
Mar 21-22	The Mindful Educator: Beyond Expertise and Technique	INDC114	Ruth Faber	\$425	69
Apr 11-12	Instructional Assessment	INDC103	Kylie Hutchinson	\$425	68
Apr 28-29	Flawless Facilitation the First Time	MGMT177	Leila Rahemtulla	\$270	63, 69
May 2-3	Leading Change in Turbulent Times	MGMT186	Georganne Oldham	\$270	64



# Centre for Leadership

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>JIBC - GREAT NORTHERN WAY CAMPUS - VANCOUVER</b>					
May 3-4	Instructional Delivery	INDC102	Doug Kerr	\$425	68
Jun 2-3	From a Distance: Leading Remote or Dispersed Teams	MGMT183	Shawn Ireland	\$270	64
Jun 6-8	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Gail Sexsmith	\$398	62
Jun 13-14	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Patricia Galaczy	\$275	62
<b>JIBC - NEW WESTMINSTER CAMPUS</b>					
Sep 27-29	Foundations of Instructional Practice	INDC100	Doug Kerr	\$565	68
Sep 27-28	Leadership in Action: Moving Principles into Practice	MGMT190	Shawn Ireland	\$375	64
Sep 27-28	Team Building Tactics: Making the Whole Greater than the Sum	MGMT132	Jason Cressey	\$270	65
Sep 30 - Oct 1	Instructional Design	INDC101	Ruth Faber	\$425	68
Oct 13-14	Evaluating Training Programs	INDC110	Kylie Hutchinson	\$337	69
Oct 14-15	Workplace Ethics	MGMT193	Kathleen Burke	\$270	65
Oct 18-Oct 22	Foundations of Effective Management and Leadership Parts 1 & 2	FMGMT250	Georganne Oldham; Gail Sexsmith	\$668	62
Oct 25-26	From a Distance: Leading Remote or Dispersed Teams	MGMT183	Shawn Ireland	\$270	64
Oct 28-29	Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations	FMGMT301	Fazal Bhimji	\$275	62
Oct 29, Nov 29-30	Instructional Skills Practicum	INDC190	Ruth Faber	\$570	68
Nov 1-2	People Problems: How to Supervise Challenging Employees	MGMT315	Joyanne Landers	\$270	65
Nov 2-3	Leading from the Middle	MGMT151	Doug Kerr	\$270	64
Nov 4-5	Introduction to Project Management: Managing the Project and Leading the Team	MGMT166	Doug Kerr	\$270	64
Nov 17-19	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Georganne Oldham	\$398	62
Nov 18-19	Financial Management for Community Organizations	MGMT189	Bruce Hardy	\$270	63
Nov 22-24	Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resources Management	FMGMT401	Patricia Galaczy	\$398	62
Nov 25-26	Workplace Communications: It's All About You	MGMT134	Vals Fauquier	\$270	65
Nov 25-26	Instructional Delivery	INDC102	Ruth Faber	\$425	68
Nov 29-30	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Georganne Oldham	\$275	62
Dec 2-3	Leading Change in Turbulent Times	MGMT186	Georganne Oldham	\$270	64
Dec 6-7	Instructional Assessment	INDC103	Kylie Hutchinson	\$425	68
Dec 9-10	Leadership in Action: Moving Principles into Practice	MGMT190	Shawn Ireland	\$375	64
Jan 12-14	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Patricia Galaczy	\$398	62

# Centre for Leadership

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>JIBC - NEW WESTMINSTER CAMPUS</b>					
Jan 13-14	Flawless Facilitation the First Time	MGMT177	Leila Rahemtulla	\$270	63
Jan 24-25	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Gail Sexsmith	\$275	62
Feb 7-9	Foundations of Instructional Practice	INDC100	Doug Kerr	\$565	68
Feb 10-11	Instructional Delivery	INDC102	Eugenia Wang	\$425	68
Feb 22-23	More than Words: Understanding Body Language	MGMT182	Jason Cressey	\$270	65
Feb 24-25	Ideas for Active Learning	INDC112	Leila Rahemtulla	\$337	69
Feb 28-Mar 1	Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations	FMGMT301	Gail Sexsmith	\$275	62
Feb 28, Mar 28-29	Instructional Skills Practicum	INDC190	Ruth Faber	\$570	68
Mar 2-4	Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resources Management	FMGMT401	Georganne Oldham	\$398	62
Mar 7-8	Instructional Design	INDC101	Ruth Faber	\$425	68
Mar 10-11	Leading from the Middle	MGMT151	Doug Kerr	\$270	64
Mar 14-15	Coaching for Improved/Enhanced Performance	MGMT332	Maureen Hannah	\$270	63
Mar 15-17	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Rick Thomas	\$398	62
Mar 24-25	Financial Management for Community Organizations	MGMT189	Bruce Hardy	\$270	63
Mar 28-29	Inclusive Leadership: Valuing Diversity in Your Workplace	MGMT192	Natasha Aruliah	\$270	64
Mar 30-31	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Georganne Oldham	\$275	62
Apr 4-5	Fostering Critical Thinking in the Workplace	MGMT184	Shawn Ireland	\$270	63
Apr 6-8	Foundations of Instructional Practice	INDC100	Eugenia Wang	\$565	68
Apr 7-8	Leadership in Action: Moving Principles into Practice	MGMT190	Shawn Ireland	\$375	64
Apr 11-15	Foundations of Effective Management and Leadership Parts 1 & 2	FMGMT250	Georganne Oldham; Gail Sexsmith	\$668	62
Apr 20-21	Workplace Ethics	MGMT193	Kathleen Burke	\$270	65
Apr 28-29	Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations	FMGMT301	Fazal Bhimji	\$275	62
May 5-6	Workplace Communications: It's All About You	MGMT134	Vals Fauquier	\$270	65
May 9-10	Building Leadership Resiliency	MGMT191	Laney Bryenton	\$270	63
May 11-13	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Rick Thomas	\$398	62
May 16-17	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Georganne Oldham	\$275	62
May 16-17	Conducting a Program Needs Assessment	INDC111	Kylie Hutchinson	\$337	69
May 16-18	Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resources Management	FMGMT401	Patricia Galaczy	\$398	62

# Centre for Leadership

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>JIBC - NEW WESTMINSTER CAMPUS</b>					
May 18-19	Introduction to Project Management: Managing the Project and Leading the Team	MGMT166	Doug Kerr	\$270	64
May 20, Jun 20-21	Instructional Skills Practicum	INDC190	Doug Kerr	\$570	68
May 30-31	Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations	FMGMT301	Fazal Bhimji	\$275	62
Jun 6-8	Foundations of Instructional Practice	INDC100	Eugenia Wang	\$565	68
Jun 9-10	More than Words: Understanding Body Language	MGMT182	Jason Cressey	\$270	65
Jun 13-14	Instructional Assessment	INDC103	Kylie Hutchinson	\$425	68
Jun 15-17	Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resources Management	FMGMT401	Patricia Galaczy	\$398	62
Jun 20-21	Leadership in Action: Moving Principles into Practice	MGMT190	Shawn Ireland	\$375	64
Jul 11-13	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Georganne Oldham	\$398	62
Jul 14-15	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Georganne Oldham	\$275	62
Jul 18-19	Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations	FMGMT301	Gail Sexsmith	\$275	62
Jul 20-22	Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resources Management	FMGMT401	Patricia Galaczy	\$398	62
<b>JIBC - VICTORIA CAMPUS</b>					
Nov 1-3	Foundations of Effective Management and Leadership Part 1: Leading the Way	FMGMT100	Patricia Galaczy	\$454	62
Jan 31-Feb 1	Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change	FMGMT200	Patricia Galaczy	\$330	62
Feb 14-15	From a Distance: Leading Remote or Dispersed Teams	MGMT183	Shawn Ireland	\$330	64
Mar 7-8	Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations	FMGMT301	Gail Sexsmith	\$305	62
May 9-11	Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resources Management	FMGMT401	Patricia Galaczy	\$428	62
Jun 6-7	Introduction to Project Management: Managing the Project and Leading the Team	MGMT166	Doug Kerr	\$330	64
<b>ONLINE</b>					
Sep 13-Oct 24	Working with Tools for Online Learning	INDC131	Bryan Fair	\$575	69
Nov 1-Dec 12	Facilitating Online Learning	INDC130	Roshan Danesh	\$575	69
Feb 1-Mar 14	Working with Tools for Online Learning	INDC131	Bryan Fair	\$575	69
May 9-Jun 19	Facilitating Online Learning	INDC130	Roshan Danesh	\$575	69
TBA	Instructional Assessment	INDC103	Kylie Hutchinson	TBA	68

# Centre for Leadership

## Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Building Leadership Resiliency, MGMT191	Sept 30-Oct 1	Vancouver	Laney Bryenton	\$270	63
	May 9-10	New Westminster	Laney Bryenton	\$270	
Coaching for Improved/Enhanced Performance, MGMT332	Mar 14-15	New Westminster	Maureen Hannah	\$270	63
Conducting a Program Needs Assessment, INDC111	May 16-17	New Westminster	Kylie Hutchinson	\$337	69
Evaluating Training Programs, INDC110	Oct 13-14	New Westminster	Kylie Hutchinson	\$337	69
Facilitating Online Learning, INDC130	Nov 1-Dec 12	Online	Roshan Danesh	\$575	69
	May 9-Jun 19	Online	Roshan Danesh	\$575	
Financial Management for Community Organizations, MGMT189	Nov 18-19	New Westminster	Bruce Hardy	\$270	63
	Mar 24-25	New Westminster	Bruce Hardy	\$270	
Flawless Facilitation the First Time, MGMT177	Nov 15-16	Vancouver	Leila Rahemtulla	\$270	63, 69
	Jan 13-14	New Westminster	Leila Rahemtulla	\$270	
	Apr 28-29	Vancouver	Leila Rahemtulla	\$270	
Fostering Critical Thinking in the Workplace, MGMT184	Nov 22-23	Vancouver	Shawn Ireland	\$270	63
	Apr 4-5	New Westminster	Shawn Ireland	\$270	
Foundations of Effective Management and Leadership Part 1: Leading the Way, FMGMT100	Sep 20-22	Vancouver	Rick Thomas	\$398	62
	Oct 4-6	Chilliwack	Georganne Oldham	\$398	
	Nov 1-3	Victoria	Patricia Galaczy	\$454	
	Nov 17-19	New Westminster	Georganne Oldham	\$398	
	Jan 12-14	New Westminster	Patricia Galaczy	\$398	
	Feb 14-16	Vancouver	Gail Sexsmith	\$398	
	Mar 15-17	New Westminster	Rick Thomas	\$398	
	Mar 28-30	Chilliwack	TBA	\$398	
	May 11-13	New Westminster	Rick Thomas	\$398	
	Jun 6-8	Vancouver	Gail Sexsmith	\$398	
Foundations of Effective Management and Leadership Part 2: Inspiring Teams and Managing Change, FMGMT200	Jul 11-13	New Westminster	Georganne Oldham	\$398	
	Sep 23-24	Vancouver	Gail Sexsmith	\$275	62
	Oct 18-19	Chilliwack	TBA	\$275	
	Nov 29-30	New Westminster	Georganne Oldham	\$275	
	Jan 24-25	New Westminster	Gail Sexsmith	\$275	
	Jan 31-Feb 1	Victoria	Patricia Galaczy	\$330	
	Feb 17-18	Vancouver	Patricia Galaczy	\$275	
	Mar 30-31	New Westminster	Georganne Oldham	\$275	
	Apr 18-19	Chilliwack	Georganne Oldham	\$275	
	May 16-17	New Westminster	Georganne Oldham	\$275	
	Jun 13-14	Vancouver	Patricia Galaczy	\$275	
	Jul 14-15	New Westminster	Georganne Oldham	\$275	



# Centre for Leadership

## Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Foundations of Effective Management and Leadership Parts 1 & 2, FMGMT250	Oct 18-Oct 22	New Westminster	Georganne Oldham; Gail Sexsmith	\$668	62
	Apr 11-15	New Westminster	Georganne Oldham; Gail Sexsmith	\$668	
Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations, FMGMT301	Oct 28-29	New Westminster	Fazal Bhimji	\$275	62
	Dec 6-7	Vancouver	Gail Sexsmith	\$275	
	Feb 28-Mar 1	New Westminster	Gail Sexsmith	\$275	
	Mar 7-8	Victoria	Gail Sexsmith	\$305	
	Apr 28-29	New Westminster	Fazal Bhimji	\$275	
	May 30-31	New Westminster	Fazal Bhimji	\$275	
	Jul 18-19	New Westminster	Gail Sexsmith	\$275	
Foundations of Effective Management and Leadership Part 4: The Leader's Role in Human Resources Management, FMGMT401	Nov 22-24	New Westminster	Patricia Galaczy	\$398	62
	Jan 19-21	Vancouver	Gail Sexsmith	\$398	
	Mar 2-4	New Westminster	Georganne Oldham	\$398	
	May 9-11	Victoria	Patricia Galaczy	\$428	
	May 16-18	New Westminster	Patricia Galaczy	\$398	
	Jun 15-17	New Westminster	Patricia Galaczy	\$398	
	Jul 20-22	New Westminster	Patricia Galaczy	\$398	
Foundations of Instructional Practice, INDC100	Sep 27-29	New Westminster	Doug Kerr	\$565	68
	Nov 22-24	Vancouver	Eugenia Wang	\$565	
	Feb 7-9	New Westminster	Doug Kerr	\$565	
	Apr 6-8	New Westminster	Eugenia Wang	\$565	
	Jun 6-8	New Westminster	Eugenia Wang	\$565	
From a Distance: Leading Remote or Dispersed Teams, MGMT183	Oct 25-26	New Westminster	Shawn Ireland	\$270	64
	Feb 14-15	Victoria	Shawn Ireland	\$330	
	Jun 2-3	Vancouver	Shawn Ireland	\$270	
Ideas for Active Learning, INDC112	Feb 24-25	New Westminster	Leila Rahemtulla	\$337	69
Inclusive Leadership: Valuing Diversity in Your Workplace, MGMT192	Nov 8-9	Vancouver	Natasha Aruliah	\$270	64
	Mar 28-29	New Westminster	Natasha Aruliah	\$270	
Instructional Assessment, INDC103	Dec 6-7	New Westminster	Kylie Hutchinson	\$425	68
	Apr 11-12	Vancouver	Kylie Hutchinson	\$425	
	Jun 13-14	New Westminster	Kylie Hutchinson	\$425	
	TBA	Online	Kylie Hutchinson	TBA	
Instructional Delivery, INDC102	Nov 25-26	New Westminster	Ruth Faber	\$425	68
	Feb 10-11	New Westminster	Eugenia Wang	\$425	
	May 3-4	Vancouver	Doug Kerr	\$425	

# Centre for Leadership

## Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Instructional Design, INDC101	Sep 30 - Oct 1	New Westminster	Ruth Faber	\$425	68
	Jan 27-28	Vancouver	Eugenia Wang	\$425	
	Mar 7-8	New Westminster	Ruth Faber	\$425	
Instructional Skills Practicum, INDC190	Oct 29, Nov 29-30	New Westminster	Ruth Faber	\$570	68
	Feb 28, Mar 28-29	New Westminster	Ruth Faber	\$570	
	May 20, Jun 20-21	New Westminster	Doug Kerr	\$570	
Introduction to Project Management: Managing the Project and Leading the Team, MGMT166	Nov 4-5	New Westminster	Doug Kerr	\$270	64
	Mar 8-9	Vancouver	Doug Kerr	\$270	
	May 18-19	New Westminster	Doug Kerr	\$270	
	Jun 6-7	Victoria	Doug Kerr	\$330	
Leadership in Action: Moving Principles into Practice, MGMT190	Sep 27-28	New Westminster	Shawn Ireland	\$375	64
	Dec 9-10	New Westminster	Shawn Ireland	\$375	
	Apr 7-8	New Westminster	Shawn Ireland	\$375	
	Jun 20-21	New Westminster	Shawn Ireland	\$375	
Leading Change in Turbulent Times, MGMT186	Dec 2-3	New Westminster	Georganne Oldham	\$270	64
	May 2-3	Vancouver	Georganne Oldham	\$270	
Leading from the Middle, MGMT151	Nov 2-3	New Westminster	Doug Kerr	\$270	64
	Mar 10-11	New Westminster	Doug Kerr	\$270	
The Mindful Educator: Beyond Expertise and Technique, INDC114	Mar 21-22	Vancouver	Ruth Faber	\$425	69
More than Words: Understanding Body Language, MGMT182	Feb 22-23	New Westminster	Jason Cressey	\$270	65
	Jun 9-10	New Westminster	Jason Cressey	\$270	
People Problems: How to Supervise Challenging Employees, MGMT315	Nov 1-2	New Westminster	Joyanne Landers	\$270	65
	Mar 17-18	Vancouver	Joyanne Landers	\$270	

## Centre for Leadership Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Team Building Tactics: Making the Whole Greater than the Sum, MGMT132	Sep 27-28	New Westminster	Jason Cressey	\$270	65
	Feb 24-25	Vancouver	Jason Cressey	\$270	
Working with Tools for Online Learning, INDC131	Sep 13-Oct 24	Online	Bryan Fair	\$575	69
	Feb 1-Mar 14	Online	Bryan Fair	\$575	
Workplace Communications: It's All About You, MGMT134	Nov 25-26	New Westminster	Vals Fauquier	\$270	65
	May 5-6	New Westminster	Vals Fauquier	\$270	
Workplace Ethics, MGMT193	Oct 14-15	New Westminster	Kathleen Burke	\$270	65
	Apr 20-21	New Westminster	Kathleen Burke	\$270	



**WOMEN IN LEADERSHIP  
CONFERENCE – LEADING  
ACROSS BOUNDARIES**  
MARCH 11, 2011  
NEW WESTMINSTER CAMPUS

**SAVE  
THE  
DATE!**

Celebrate 100 years of International Women's Day by joining us for this unique conference featuring speakers on topics such as:

- Intergenerational mentoring
- Women leaders in justice and public safety
- Women and resiliency
- Bridging Aboriginal and Non-Aboriginal communities

Sign up to receive early-bird registration discounts and updated conference information.

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



## Welcome to the Centre for Conflict Resolution

*Our conflict resolution courses and programs are the most comprehensive in Canada and are delivered in 14 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 effectively 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.

### ***New for this year***

- We are launching the Associate Certificate in Conflict Coaching. This 12-day credential is composed of 4 courses and a mail in assessment. See page 82 for details.
- Our first post-baccalaureate level course, designed especially for graduates from any of our full certificate programs – Integrating Brain Science and Conflict CCR510. See page 94 for details. This is the first of a series of post-baccalaureate level courses which will evolve into a certificate.

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.



### Questions?

Contact us 604.528.5608,  
1.888.799.0801 or [conres@jibc.ca](mailto:conres@jibc.ca)



### Our Faculty

JIBC faculty are some of the most respected and experienced educators in BC working in their chosen fields. Read faculty bios online at [www.jibc.ca/csjd/faculty](http://www.jibc.ca/csjd/faculty)



## CUSTOMIZED TRAINING SOLUTIONS FOR YOUR ORGANIZATION – ANY TIME ANYWHERE

*Managing in tough economic times makes it even more challenging to focus on training and supporting your team. Implemented properly, training has at least two immediate returns: it builds staff skills and performance, and it gives you and your team confidence in a future together.*

Investing in training keeps your team members feeling prepared to do their jobs, despite today's increased pressures. It's also a tangible way to demonstrate your commitment to their growth and to keep them focused on their future within your organization.

All of our widely recognized curriculum is available for delivery within your organization, customized to meet your staff's needs and to suit your organizational context.

Call us to further your organization's learning today.



*"Just as with previous contract courses delivered by the JIBC, as always, the learner comments were extremely positive and complimentary of the teaching as well as the course content. Overwhelmingly our employees rate JIBC courses very high and describe them as being some of the best courses compared to similar topics. They all found it to be informative and very helpful in application to their future careers."*

**– Andy Goring**  
Lead Instructor, Education & Development, WorkSafe BC

### Our clients include:

- Telus Inc.
- City of Abbotsford
- Oppenheimer Group
- WorkSafe BC
- Canadian Food Inspection Agency
- Government of the North West Territories
- Justice Canada
- Grouse Mountain Resorts Ltd.
- Health Canada

### Our most popular customized courses:

- Respectful Communication in a Changing Workplace
- Sharpening Your Edge in Negotiation
- Navigating Challenging Conversations
- Managing the Hostile Individual
- Handling Conflict on the Telephone
- Managing Difficult Situations at Work

**For a complete list of conflict resolution courses see page 88.**

We can also deliver conflict resolution certificates for your organization. See page 81 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](mailto:ccrcustomized@jibc.ca)**

# Special Events

To register for these special events, follow our usual registration procedure, as described on page 127.

## Negotiating with Giants: How to Get What you Want Against the Odds (SPE153)

*How do you negotiate with Wal-Mart? With industry for a cleaner environment? With an intimidating boss over an ethical issue? With the medical system for better healthcare for your family? With a difficult but important client?*


Giants have always been a part of our lives. Today, however, they're everywhere, and often much larger, more controlling, more menacing and much faster on their feet than ever before, with big hands that can reach into every corner of every continent.

One of those corners is probably in your neighborhood, or even in your workplace.

Our giants gain status through resources and social or emotional clout many times larger than our own. By Johnston's definition: "We're negotiating with giants anytime we try to influence them to do something, or not do something, and most objective observers would rate our odds of success between zero and 40 percent, often believing it's more likely we'll be crushed."

When you attend this event you will learn skills, habits and strategies to provide a solid foundation for your negotiations. Through stories and the use of case studies, Peter will uncover what giants care about and how to negotiate effectively even in the most difficult circumstances.

Date: Nov 19, 2010, New Westminster Campus  
Fee: \$195 Includes networking lunch  
**Early Bird rate: \$175 (Before: Oct 15, 2010)**



Peter D. Johnston, author of *Negotiating with Giants* (2008), is an international negotiation expert whose results have been formally recognized by the US Government for their positive economic and social impact. As a negotiator, advisor, mediator and teacher, he works with companies, governments and non-profit organizations of all sizes worldwide, tackling their toughest negotiation challenges.

His unique approach to negotiation was formed by working closely with founders of the Harvard Negotiation Project, the Program on Negotiation and the Harvard Negotiation Roundtable. His mentors include: Howard Raiffa (*The Art and Science of Negotiation*) and Roger Fisher (*Getting to YES*).

He is a graduate from Harvard (1990) with an MBA focused on negotiation and finance. He completed his Bachelor degree in journalism at Carleton University.

Johnston is often quoted in newspapers such as *The Wall Street Journal* and online media including *BusinessWeek*, *FOX Business News* and *The Globe and Mail*. He has been interviewed on dozens of radio and television programs, ranging from CNN and ABC's "America This Morning" to Oprah & Friends.



## WOMEN IN LEADERSHIP CONFERENCE – LEADING ACROSS BOUNDARIES

MARCH 11, 2011  
NEW WESTMINSTER CAMPUS

**SAVE  
THE  
DATE!**

Celebrate 100 years of International Women's Day by joining us for this unique conference featuring speakers on topics such as:

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- Bridging Aboriginal and Non-Aboriginal communities

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



## Benefits of being a Certificate Student:

*When you enroll in a certificate at the Centre for Conflict Resolution you join a learning community and participate in a unique educational experience. Becoming a certificate student will help you:*

- Enhance your career prospects – employers are looking for people who build productive interpersonal and workplace relationships;
- Choose the amount of time that you have for taking courses and the speed at which you learn and integrate the new skills;
- Work in a specialization that is most valuable and relevant to you – negotiation, mediation/third-party intervention or family mediation – or complete more than one certificate;
- Gain membership in community of learners (a listserv and website, including an online discussion forum) through which you will receive advance notice about learning and professional opportunities;
- Access the JIBC's extensive collection of books, periodicals, and videos on conflict resolution and related subject, including a wide variety of online journals and articles, courtesy of the JIBC virtual library; and
- Celebrate your success with friends and family when you graduate at the JIBC convocation ceremony.

*For a certificate enrolment package:  
604.528.5608 or 1.888.799.0801  
conres@jibc.ca*

## Certificates

**The Centre for Conflict Resolution offers three certificates and three associate certificates:**

- Associate Certificate in Conflict Coaching **NEW** (page 82)
- Associate Certificate in Leadership and Conflict Resolution (page 83)
- Associate Certificate in Workplace Conflict (page 84)
- Certificate in Conflict Resolution: Specialization in Negotiation (page 85)
- Certificate in Conflict Resolution: Mediation/Third-Party Intervention (page 86)
- Family Mediation Certificate (page 87)

### **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
- private practice and other specific careers in conflict resolution

Attend either in person or by telephone conference (for those sessions indicated).

**All sessions are held 6-8 p.m.**

## Information Sessions

2010	
Oct 20	JIBC New Westminster Campus & Teleconference
Nov 24	JIBC Victoria Campus
2011	
Mar 23	JIBC New Westminster Campus & Teleconference
Apr 6	JIBC Victoria Campus
Jun 1	University of Calgary
Jun 22	JIBC New Westminster Campus & Teleconference

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



## Associate Certificate in Conflict Coaching **NEW**

*This 12-day associate certificate program will equip you with the fundamental coaching tools to enable you to help others resolve their intra- and interpersonal conflicts more effectively. Essential for leaders, managers and dispute resolution practitioners, this program provides practical, effective methods for reducing conflict and creating strategies for sustainable resolutions.*

Conflict coaching's efficacy has long been recognized and awareness of it is on the increase, yet few organizations or individuals have added this intensely practical and cost-saving resolution process to their tool belt. The learning context for this certificate will be workplace-based, however, conflict coaching can be applied in other settings, such as community or family-based, and in tandem with other intervention methods such as negotiation or mediation.

This certificate is composed of four courses and a final assessment. You will first learn the foundations of collaborative conflict resolution before focusing on the foundations of the coaching approach. You will then broaden your learning on the themes of anger and emotion before deepening your approach to conflict coaching when the stakes and emotions are high. Although it is not a requirement of the program, completion of Negotiation Skills Level 1 CCR170 prior to CCR190 is recommended.

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

- Foundations of Collaborative Conflict Resolution: Workplace Focus (CCR101) (3 days) (page 93)
- Conflict Coaching Level I (CCR131) (3 days) (page 90)
- Dealing With Anger (CCR190) (3 days) (page 91)
- Conflict Coaching Level II (CCR191) (3 days) (page 91)
- Assessment: Associate Certificate in Conflict Coaching (ACCRC299) (mail in, page 89)

### **Certificate enrolment fee: \$50**

Note: If you have already completed Coaching Strategies: Developing People to Resolve Conflict (CCR111) (14 credit hours), you can take Conflict Coaching Practice Clinic (CCR176) (7 credit hours) to parlay these two courses into credit for CCR131.

You can apply credit from the Associate Certificate for Conflict Coaching to our full certificate programs in the following ways: CCR101 and CCR190 are required courses in our full certificate programs; CCR131 and CCR191 may count as general elective credit in our full certificate programs.

## *Your suggested learning path*

### **1 START HERE:**

Take the following required course:

- Foundations of Collaborative Conflict Resolution: Workplace Focus (CCR101)

(CCR100 can always be substituted for CCR101 and vice versa)

Offered at all of our locations throughout the year.

**2** The following two courses can be taken in either order, however, we recommend that they be taken in this order for maximum benefit:

- Conflict Coaching Level I (CCR131)
- Dealing With Anger (CCR190)

**3** Your next course should be:

- Conflict Coaching Level II (CCR191)

**4** Register for your assessment:

Assessment: Associate Certificate in Conflict Coaching (ACCRC299) (mail-in)

### **5 Graduation Ceremony**

Stay connected! Participate in our online Community of Learners (see page 81) and come back each year as an alumnus for continuing professional development.



Ask us about International Coach Federation Continuing Education Credits - [ccrplar@jibc.ca](mailto:ccrplar@jibc.ca)





# 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 deepen your leadership skills.

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

- Foundations of Effective Management and Leadership, Part 1: Leading the Way, FMGMT100 (3 days) (page 62)
- Foundations of Effective Management and Leadership, Part 2: Inspiring Teams and Managing Change, FMGMT200 (2 days) (page 62)
- Foundations of Collaborative Conflict Resolution, CCR100 (3 days) (page 93)
- Mediation Skills Level I, (CCR180) (3 days) (page 95)
- Assessment: Associate Certificate in Leadership and Conflict Resolution, ALCR299 (written, mail-in) (page 89)

## **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. The two CCR courses are core courses in our three full certificate programs: Negotiation, Mediation/ Third-party and Family Mediation. The two FMGMT courses can be used in CCR credentials towards general elective credit requirements.

## *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 81) and come back for professional development.

## **i New this term!**

Complete your Associate Certificate in Leadership and Conflict Resolution in Chilliwack! See course schedule for dates.

**Note:** You can begin with either the Centre for Leadership courses (recommended), Box 1, or the Centre for Conflict Resolution courses, Box 2. You must complete FMGMT100 before FMGMT200 and CCR100 before CCR180.



## 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 composed of four courses that focus on effectively managing conflict in the workplace and an assessment:

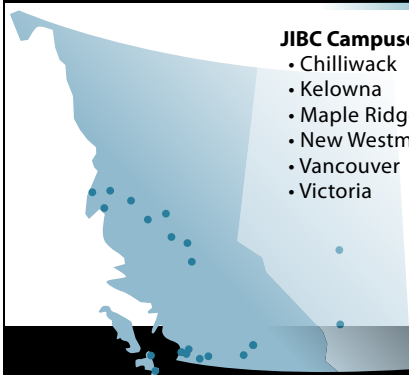
- Foundations of Collaborative Conflict Resolution: Workplace Focus, CCR101 (3 days) (page 93)
- Negotiation Skills Level 1, CCR170 (3 days) (page 96)
- Resolving Conflict in Groups Level 1: Effective Team Dynamics, CCR210 (2 days) (page 97)
- Resolving Conflict on the Front Line: Demonstrating Leadership at Work, CCR200 (3 days) (page 97)
- Assessment: Associate Certificate in Workplace Conflict, ACCRWC299 (mail-in) (page 89)

Certificate enrolment 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.

### LEARN CLOSE TO HOME

YOU'LL FIND CONFLICT RESOLUTION COURSES AT JIBC CAMPUSES, COLLEGES AND UNIVERSITIES THROUGHOUT BC AND IN ALBERTA.



#### JIBC Campuses:

- Chilliwack
- Kelowna
- Maple Ridge
- New Westminster
- Vancouver
- Victoria

#### Community Colleges & Universities:

- Duncan
- Fort St. John
- Kelowna
- Nanaimo
- Penticton
- Prince George
- Calgary, Alberta
- Edmonton, Alberta

See a complete course listing on page 99 or contact:

**Laurie McAvoy**, Coordinator  
Regional Development & Delivery  
T 604.528.5735 E [ccrplar@jibc.ca](mailto:ccrplar@jibc.ca)

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

### Your suggested learning path

#### 1 START HERE:

Take the following required course:

Foundations of Collaborative Conflict Resolution: Workplace Focus (CCR101)

Offered at all our locations throughout the year.

#### 2 Your next course should be:

Negotiation Skills Level I (CCR170)

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

- Resolving Conflict in Groups Level I: Effective Team Dynamics (CCR210)
- Resolving Conflict on the Front Line: Demonstrating Leadership at Work (CCR200)

#### 4 Register for your assessment:

Assessment: Associate Certificate in Workplace Conflict (ACCRWC299)

#### 5 Attend Your Graduation Ceremony

Stay connected! Participate in our online Community of Learners (see page 81) and come back for professional development.



## 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

For suggested learning path visit:  
[www.jibc.ca/conres](http://www.jibc.ca/conres)

#### Required courses

- Foundations of Collaborative Conflict Resolution CCR100 (3 days)
- OR**
- Foundations of Collaborative Conflict Resolution: Workplace Focus CCR101 (3 days)
- Negotiation Skills Level I, CCR170 (3 days)
- Mediation Skills Level I, CCR180 (3 days)
- Dealing with Anger, CCR190 (3 days)
- 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)
- Managing the Hostile Individual, CCR108 (2 days)

#### The following courses have a prerequisite of CCR100 OR CCR101:

- Balancing Empathy and Assertion, CCR172 (2 days)
- Giving and Receiving Constructive Feedback, CCR171 (2 days)
- Managing the Conflict Within, CCR173 (2 days)

#### The following courses have a prerequisite of CCR170 OR CCR180:

- Asking Better Questions, CCR204 (1 day)
- The Art of Reframing, CCR208 (1 day)
- Dealing with Defensiveness in Conflict, CCR205 (3 days)
- Defining Issues and Setting the Agenda, CCR201 (2 days)
- Dynamics of Power, CCR206 (3 days)
- Negotiating with Difficult People: Making It Hard to Say No, CCR207 (2 days)
- 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)

#### General electives

This is your opportunity to tailor your certificate to your particular interests and goals – choose six days made up of any conflict resolution courses in this calendar. In addition, you may also use the Foundations of Effective Management and Leadership: Part 1 (FMGMT100) and Part 2 (FMGMT200) courses for general elective credit in this certificate.

#### Assessment

- Assessment: Negotiation, ACCRN299

# Certificate in Conflict Resolution 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 124).

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 124. Completion of a Certificate in Conflict Resolution: Specialization in Mediation/Third-party Intervention signals 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

For suggested learning path visit:  
[www.jibc.ca/conres](http://www.jibc.ca/conres)

### Required courses

- Foundations of Collaborative Conflict Resolution (CCR100)
- OR**
- Foundations of Collaborative Conflict Resolution: Workplace Focus (CCR101) (3 days)
- Negotiation Skills Level I, CCR170 (3 days)
- Mediation Skills Level I, CCR180 (3 days)
- Dealing with Anger, CCR190 (3 days)
- 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 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)
- 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)

### General electives

Choose your remaining 1 day from any conflict resolution course in this calendar. You may use 7 hours from Foundations of Effective Management and Leadership Part 1 (FMGMT100) for general elective credit in this certificate.

### Assessment

- Assessment: Mediation, ACCRM299



# 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

**For suggested learning path visit:  
[www.jibc.ca/conres](http://www.jibc.ca/conres)**

### Required courses

#### Conflict Resolution and Mediation

- Foundations of Collaborative Conflict Resolution CCR100 (3 days)  
**OR**  
Foundations of Collaborative Conflict Resolution: Workplace Focus CCR101 (3 days)
- Negotiation Skills Level I, CCR170 (3 days)
- Mediation Skills Level I, CCR180 (3 days)
- Dealing with Anger, CCR190 (3 days)
- Mediation Skills Level II, CCR290 (5 days)
- Ethical Dilemmas for Mediators in British Columbia, CCR296 (1 day) **Online**  
**OR**
- Ethical Dilemmas for Mediators in Alberta, CCR297 (1 day) **Online**

One-day (7 hours) online courses are completed over two weeks, except CCR296 and CCR297 which are completed over three weeks.

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

#### Family Dynamics

- Introduction to Family Justice Services in BC, CORR606 (3 days) **Online**  
**OR**
- Introduction to Family Justice Services in Alberta, CORR609  
(If you are taking courses in the Family Mediation Certificate in order to apply for a position as a Family Justice Counsellor in BC, you must take CORR606)
- Family Violence: Impact on Separation and Divorce, CORR605 (3 days) **Online**
- Effects of Separation and Divorce on Adults, FAM103 (3 days) **Online**
- Effects of Separation and Divorce on Children, FAM104 (3 days) **Online**
- Mediated Agreements and Related Court Orders, FAM115 (1 day) **Online**
- Multicultural Issues in Family Justice, FAM109 (1 day) **Online**
- Child Support Guidelines, FAM112 (3 days) **Online**

### Electives

Choose five days from the following courses:

- Dealing with Defensiveness in Conflict, CCR205 (3 days)
- Defining Issues and Setting the Agenda, CCR201 (2 days)
- Dynamics of Power, CCR206 (3 days)
- 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

### Please Note:

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 122 for information on how to apply for equivalency credit.

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

**This stand-alone advanced 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. See page 95 for a full course description and list of prerequisites.**

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



## 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 99.

**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 109.

**List 3** is sorted by Course Number. See page 119.



### Learner Services Fee

The JIBC charges a Learner Services Fee (LSF) of \$5.00 per course credit to a maximum of 6 credits per course (\$30.00). The fee applies to credit courses only and is collected at the time of enrolment. The LSF is used to enhance library, technology and other services for the benefit of students at all JIBC locations. Course fees listed do not include LSF.

## Course Descriptions

### Applying Brain Mechanics to Resolve Conflict (CCR125) **CONTRACT ONLY**

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

Enhance your conflict resolution skills with new insight and knowledge into the mechanics of the human brain and nervous system. Scientific discoveries about the functioning of the brain bring light to why and how people act (or react) in conflict. By learning to be mindful of how our brain works, you can use effective emotional management and communication skills with strategy and precision. This course provides an excellent opportunity to review and practice previously gained conflict resolution approaches and skills, while learning and applying new strategies derived from the latest brain science research.

For more information, call 604.528.5615

### Applying Conflict Theory: From Awareness to Analysis (CCR151)

This course will provide participants with the basic knowledge required to analyze and manage conflict utilizing several different theoretical frameworks. We will examine the function and nature of theories in general and then shift to an in-depth exploration of several specific theories. Key concepts, terminology and application strategies will be presented, analyzed and discussed with a focus on how each theory could be applied in various contexts. Emphasizing the importance of self-awareness the course is designed to facilitate the integration of course content with the existing knowledge learning bring to the classroom.

Recommended: CCR100 or CCR101

Length/Credit: 3 days (21 hours) / 1.5  
Fees, Dates & Locations: Page 109

### 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/Credit: 1 day (7 hours) / 0.5  
Fees, Dates & Locations: Page 109

### 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. **Prerequisite(s):** CCR100 or CCR101, and CCR170 or CCR180

Length/Credit: 1 day (7 hours) / 0.5  
Fees, Dates & Locations: Page 109

Course fees can be found in the lists on pages 109-118. The fees listed in this section are included because the courses do not appear in the aforementioned lists.

### 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.

Length/Credit: 2 days (14 hours)/1.0  
Fees, Dates & Locations: Page 109

### Assessment: Associate Certificate in Conflict Coaching (ACCRCC299)

The integrative component for the Associate Certificate in Conflict Coaching is a mail-in assessment that consists of a written or audio preparation for a coaching session with a client as conflict coach, an audio or AV recording of the role-played conflict coaching session, a written self-evaluation of the role-playing session and a written reflection on personal learning in the associate certificate. Detailed criteria are available upon request. **Prerequisite(s):** CCR101, CCR131, CCR190, and CCR191.

Fee: \$357

### 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: \$153

### 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: \$357

### 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. The Assessment for the Family Mediation Certificate is a mail-in assessment.

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

Fee: \$525

### 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 simulated, a one-hour role-playing exercise with the participant 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

Mail in option Fee: \$525  
Fees, Dates & Locations: Page 110

## Take note!

To register for your assessment or if you have any questions about the assessment process, contact: [ccrassessments@jibc.ca](mailto:ccrassessments@jibc.ca), or phone 604-528-5609 or 1-888-799-0801.

For the three Associate Certificates and the Family Mediation Certificate:

- These are "mail-in" assessments which means you complete your role-play at a location of your choosing, and submit your assessment via mail.
- Prior to registering you must be enrolled in the program and have completed all courses in the program.

For the Certificate in Conflict Resolution: Negotiation, and Mediation/Third-Party Certificate:

- These are "in-person" assessments which means you complete your role-play at the JIBC New Westminster or Victoria campus. You do have the option of completing your role-play at a location of your choosing, and submitting your assessment via mail.
- Prior to registering you must be enrolled in the program and have completed all the required courses and most of your elective hours.

### 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 simulated a one-hour role-play with the participant 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

Mail in option Fee: \$425  
Fees, Dates & Locations: Page 110

### 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. **Prerequisite(s):** CCR100 or CCR101. Recommended: CCR102 and/or CCR105

Length/Credit: 2 days (14 hours) / 1.0  
Fees, dates & locations: Page 110

### Building Your Communication Toolbox (CCR102)

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

Length/Credit: 2 days (14 hours) / 1.0  
Fees, Dates & Locations: Page 111

### Child Support Guidelines (FAM112) ONLINE

This online course in the Family Mediation Certificate program 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 website:  
[www.jibc.ca/ccjd](http://www.jibc.ca/ccjd)

Length/Credit: 21 hours to be completed over 6 weeks / .5  
Fee: \$475  
Dates: See website at [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd) or call Margot D'Souza at 604.528.5546

### 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. **Prerequisite(s):** CCR100 or CCR101, and CCR180

Length/Credit: 2 days (14 hours completed over 8 weeks) / 1.0  
Fee & Dates: Page 111

### Conflict Coaching Level 1 (CCR131)

In this introductory course, you will learn coaching techniques to help others gain clarity, develop fresh perspectives, and address their conflict with new strategies acquired through their coaching interaction with you. You will develop tools to champion and support, enlighten and confirm, understand and employ solutions with those of whom you coach who will allow for conversations that lead to real change.

Length/Credit: 3 days (21 hours) / 1.5  
Fees, Dates & Locations: Page 111



*"Being able to resolve conflict effectively not only improves aviation safety but also gives us tools to handle conflicts in a way that will promote our careers in aviation, not limit them. My learning in this program has truly been a gift. It has touched every part of my life and has served me in being a better parent, pilot, partner, trainer, leader, employee, co-worker, student, sister and friend."*

**– Teara Fraser**  
President and Founder, Aviation Leadership Foundation



### Conflict Coaching Level II (CCR191)

This advanced course will both broaden and deepen your ability to coach others through challenging situations. You will learn how to work with clients who are experiencing stronger emotions related to their conflicts, identify elements of face-saving and choice making, and help others move away from apathy or victimization and toward choice and integrity. You will also learn how to position conflict coaching within the contexts of other dispute resolution processes and strategies such as negotiation and mediation. **Prerequisite(s):** CCR131  
Recommended: CCR170

Length/Credit: 3 days (21 hours) / 1.5  
Fees, Dates & Locations: Page 111

### Conflict Coaching Practice Clinic (CCR176)

Practice is the most critical factor in gaining competence and confidence in conflict coaching. This course provides a full day of role-playing. This course is especially helpful to those who wish to convert their 14 hours of credit for Coaching Strategies (CCR111) to 21 hours of credit for Conflict Coaching Level I (CCR131). It will also be helpful for those planning to offer conflict coaching as part of a private resolution practice, or for those who want to add to their conflict coaching skills in a controlled setting. **Prerequisite(s):** CCR111 or CCR131

Length/Credit: 1 day (7 hours) / 0.5  
Fees, Dates & Locations: Page 111

### 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. **Prerequisite(s):** CCR100 or CCR101. Recommended: CCR170

Length/Credit: 3 days (21 hours) / 1.5  
Fees, Dates & Locations: Page 111

### 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 stymie the discussion. **Prerequisite(s):** CCR100 or CCR101, and CCR170 or CCR180

Length/Credit: 3 days (21 hours) / 1.5  
Fees, Dates & Locations: Page 112

### 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. **Prerequisite(s):** CCR100 or CCR101, and CCR170 or CCR180

Length/Credit: 2 days (14 hours) / 1.0  
Fees, Dates & Locations: Page 112



#### How to Register

Contact the Student Services Centre at:  
604.528.5590 or 1.877.528.5591  
register online: <http://learning.jibc.ca>  
or see page 127 for details.

### 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 more 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.

**Prerequisite(s):** CCR100 or CCR101 and CCR170 or CCR180

Length/Credit: 3 days (21 hours) / 1.5  
Fees, Dates & Locations: Page 112

## 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 website: [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd)

Length/Credit: 21 hours to be completed over 6 weeks / 1.5  
Fee: \$475  
Dates: See website at [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd) 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 website: [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd)

Length/Credit: 21 hours to be completed over 6 weeks / 1.5  
Fee: \$475  
Dates: See website at [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd) or call Margot D'souza at 604.528.5546

## Ethical Dilemmas for Mediators in Alberta (CCR297) 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?

**Prerequisite(s):** CCR100 or CCR101, and CCR170, CCR180, CCR190, CCR290

Length/Credit: 1 day (7 hours completed over 3 weeks) / 0.5  
Fee & Dates: Page 112

## 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?

**Prerequisite(s):** CCR100 or CCR101, and CCR170, CCR180, CCR190, CCR290

Length/Credit: 1 day (7 hours completed over 3 weeks) / 0.5  
Fee & Dates: Page 112

 **Questions?**

Contact us 604.528.5608,  
1.888.799.0801 or [conres@jibc.ca](mailto:conres@jibc.ca)

## 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.

Length/Credit: 2 days (14 hours) to be completed over 4 weeks / 1.0  
Fee: \$380  
Dates & Locations: See website [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd) 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 program 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 website: [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd)

Length/Credit: 21 hours to be completed over 6 weeks / 1.5  
Fee: \$475  
Dates: See website at [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd) 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. This course is equivalent to CCR101. Students must take either CCR100 or CCR101 as a prerequisite for other required courses in the certificates.

Length/Credit: 3 days (21 hours) / 1.5  
Fees, Dates & Locations: Page 113

## 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. This course is equivalent to CCR100. Students must take either CCR100 or CCR101 as a prerequisite for other required courses in the certificates.

Length/Credit: 3 days (21 hours) / 1.5  
Fees, Dates & Locations: Page 113

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

See page 62 for course description.

Length/Credit: 3 days (21 hours) / 1.5  
Fees, Dates & Locations: Page 62

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

See page 62 for course description.

**Prerequisite(s):** FMGMT100

Length/Credit: 2 days (14 hours) / 1.0  
Fees, Dates & Locations: Page 62

## 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 in 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 more 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.

**Prerequisite(s):** CCR100 or CCR101

Length/Credit: 2 days (14 hours) / 1.0  
Fees, Dates & Locations: Page 114

## 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 more information, call 604.528.5615

## 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.

**Prerequisite(s):** CCR100 or CCR101, and CCR170, CCR180, CCR190

Length/Credit: 1 day (7 hours) / 0.5  
Fees, Dates & Locations: Page 114



### *We deliver!*

Bring our customized training to your workplace or community. See page 79 for details.

## Integrating Brain Science and Conflict, Blended (CCR510) **NEW**

In this course, you will focus on the inner workings of the brain in conflict situations. You will explore in detail how brain functioning is impacted by triggers, stress and competitive interactions. You will gain insight into the latest scientific research on neuroplasticity, mirror neurons, emotional regulation, and the link between mindfulness and healthy conflict resolution. You will apply this knowledge in analyzing your own unique brain patterns during conflict to design and implement a mindful approach to resolving conflict with others.

**Prerequisite(s):** You must be a graduate of one of the Centre for Conflict Resolution full Certificate Programs:

- Certificate in Conflict Resolution: Specialization in Negotiation
- Certificate in Conflict Resolution: Specialization in Mediation/Third-Party Intervention
- Family Mediation Certificate

It is recommended that you have an undergraduate degree.

Note: This course is not yet associated with any Centre for Conflict Resolution course or credential, but is the first in a group of courses that in the future will make up a post-baccalaureate level certificate and, eventually, a diploma.

Length/Credit: 6 days (42 hours) / 3.0  
2 days in the classroom,  
4 days online completed  
over 8 weeks.  
Dates & Locations: Page 114

## 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 website: [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd)

Length/Credit: 3 days (21 hours) / 1.5  
Fee & Dates: Page 114

## 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 website: [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd)

Length/Credit: 21 hours to be completed  
over 6 weeks / 1.5  
Fee: \$478.50  
Dates: See website at  
[www.jibc.ca/ccjd](http://www.jibc.ca/ccjd) 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. 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 more 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.

**Prerequisite(s):** CCR100 or CCR101

Length/Credit: 2 days (14 hours) / 1.0  
Fees, Dates & Locations: Page 114

## 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.

Length/Credit: 2 days (14 hours) / 1.0  
Fees, Dates & Locations: Page 114



## 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 website: [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd)

Length/Credit: 7 hours to be completed over 2 weeks / 0.5  
Fee: \$285.50  
Dates: See website at [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd) 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 that are criteria-based or extremely time-limited, and that 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/Credit: 2 days (14 hours) / 1.0  
Fees, Dates & Locations: Page 114

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

This advanced mediation course covers the legal, financial and psychological background, as well as specific skills and tools that will 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. 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/Credit: 6 days (42 hours – 3 days online completed over 6 weeks and 3 days in the classroom) / 3.0  
Fees, Dates & Locations: Page 115

**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.

## 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. **Prerequisite(s):** CCR100 or CCR101

Recommended: CCR170  
Length/Credit: 3 days (21 hours) / 1.5  
Fees, Dates & Locations: Page 115

## 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. **Prerequisite(s):** CCR100 or CCR101, and CCR150 or CCR151 and CCR170, CCR180, CCR190

Length/Credit: 5 days (35 hours) / 2.5  
Fees, Dates & Locations: Page 115

### Win a Free Course!

Sign up for our e-letter distribution list and have the latest information on courses, events and customized solutions delivered to your inbox. Plus we will enter your name in our quarterly draw for a free course. Sign up at [www.jibc.ca/csjd/signup.asp](http://www.jibc.ca/csjd/signup.asp)

### 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 CCR150 or CCR151, and CCR170, CCR180, CCR190, CCR290

Length/Credit: 2 days (14 hours) / 1.0  
Fees, Dates & Locations: Page 115

### 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 website:  
www.jibc.ca/ccjd

Length/Credit: 7 hours to be completed  
over 2 weeks / 0.5  
Fee: \$282.50  
Dates: See website at  
www.jibc.ca/ccjd 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 in a way 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 more 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

Length/Credit: 2 days (14 hours) / 1.0  
Fees, Dates & Locations: Page 115

### 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. 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/Credit: 3 days (21 hours) / 1.5  
Fees, Dates & Locations: Page 115

### 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.

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 CCR150 or CCR151 and CCR170, CCR180, CCR190

Length/Credit: 5 days (35 hours) / 2.5  
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### 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.

**Prerequisite(s):** CCR100 or CCR101 and CCR150 or CCR151 and CCR170, CCR180, CCR190, CCR280, CCR290

Length/Credit: 1 day (7 hours) / 0.5  
Fees, Dates & Locations: Page 116

### 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. **Prerequisite(s):** CCR100 or CCR101 and CCR150 or CCR151 and CCR170, CCR180, CCR190, and CCR280

Length/Credit: 1 day (7 hours) / 0.5  
Fees, Dates & Locations: Page 117

### 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/Credit: 2 days (14 hours) / 1.0  
Fees, Dates & Locations: Page 117

### 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/Credit: 2 days (14 hours) / 1.0  
Fees, Dates & Locations: Page 117

### 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. **Prerequisite(s):** CCR100 or CCR101 and CCR170

Length/Credit: 3 days (21 hours) / 1.5  
Fees, Dates & Locations: Page 117

 **Turn your boardroom into a classroom!**

**We'll bring our training and education to your workplace. See page 79 for details.**

### 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 more 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/Credit: 1 day (7 hours) / 0.5  
Fees, Dates & Locations: Page 117

### 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/Credit: 2 days (14 hours) / 1.0  
Fees, Dates & Locations: Page 118

### 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 needed 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 more 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/Credit: 3 days (21 hours) / 1.5  
Fees, Dates & Locations: Page 118

### 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):** See website: [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd)

Length/Credit: 7 hours to be completed over 2 weeks / 0.5  
Fee: \$282.50  
Dates: See website at [www.jibc.ca/ccjd](http://www.jibc.ca/ccjd) 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. Recommended: CCR100 or CCR101

Length/Credit: 3 days (21 hours completed over 6 weeks) / 1.5  
Fees, Dates & Locations: Page 118



## A NEW COURSE OFFERING: INTEGRATING BRAIN SCIENCE & CONFLICT

This course is the Centre's first post-baccalaureate level course, and is the first in a group of courses that in the future will make up a post-baccalaureate level certificate and, eventually, a diploma.

See page 94 for full course description and other details, and check the course schedule (page 98).

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



# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>ALBERTA ARBITRATION &amp; MEDIATION SOCIETY - KING'S UNIVERSITY COLLEGE (COURSE LOCATION ONLY) - EDMONTON</b>					
Sep 28-30	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Sharon Wilson	\$575	93
Oct 20-22	Negotiation Skills Level I	CCR170	Alan Edwards	\$575	96
Nov 16-17	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Gloria Lechky	\$425	97
Dec 1-3	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Paula Drouin	\$575	97
Dec 9	Role-play Practice Clinic	CCR175	Marne Turnbull	\$225	97
Feb 14-16	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Gloria Lechky	\$575	93
Mar 14-16	Negotiation Skills Level I	CCR170	Alan Edwards	\$575	96
Apr 11-12	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Paula Drouin	\$425	97
May 11-13	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Sharon Wilson	\$575	97
Jun 8	Role-play Practice Clinic	CCR175	Marne Turnbull	\$225	97
<b>BLENDED - A MIX OF ONLINE AND IN-CLASS LEARNING</b>					
Feb 28-Mar 1 (New Westminster) Mar 6-May 1 (Online)	Integrating Brain Science and Conflict	CCR510	Raj Dhasi	\$1,045	94
Mar 7-Apr 17 (Online) Apr 28-30 (New Westminster)	Mediating the Financial Aspects of Separation	CCR292	Linda Bonnell/ Betty Ife	\$1,045	95
<b>COLLEGE OF NEW CALEDONIA - PRINCE GEORGE</b>					
Oct 19-21	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Sandra Rossi	\$560	93
Nov 16-18	Dealing with Anger	CCR190	Jane Roberts	\$560	91
Mar 8-10	Foundations of Collaborative Conflict Resolution	CCR100	Sandra Rossi	\$560	93
Apr 12-14	Mediation Skills Level I	CCR180	Pam Penner	\$560	95
May 17-19	Shifting from Positions to Interests	CCR202	Donna Soules	\$560	98
<b>JIBC - CHILLIWACK CAMPUS</b>					
Nov 16-18	Foundations of Collaborative Conflict Resolution	CCR100	Deborah White	\$545	93
Dec 1-3	Mediation Skills Level I	CCR180	Jane Roberts	\$545	95
Feb 15-17	Foundations of Collaborative Conflict Resolution	CCR100	Kerry Palmer	\$545	93
Mar 8-10	Mediation Skills Level I	CCR180	Deborah White	\$545	95
Jun 13-15	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Pam Penner	\$545	93

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>JIBC - GREAT NORTHERN WAY CAMPUS - VANCOUVER</b>					
Nov 17-19	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Joan Balmer	\$545	93
Dec 1-3	Negotiation Skills Level I	CCR170	Kerry Palmer	\$545	96
Mar 17-18	Building Your Communication Toolbox	CCR102	Gary Harper	\$360	90
Mar 28-29	Asserting Yourself in Conflict Situations	CCR105	Jory Faibish	\$360	89
May 9-11	Dealing with Anger	CCR190	Joan Balmer	\$545	91
Jun 22-24	Mediation Skills Level I	CCR180	Jane Roberts	\$545	95
Jul 26-28	Foundations of Collaborative Conflict Resolution	CCR100	Raj Dhasi	\$545	93
Aug 22-24	Negotiation Skills Level I	CCR170	Jory Faibish	\$545	96
<b>JIBC - KELOWNA CAMPUS</b>					
Oct 26-28	Foundations of Collaborative Conflict Resolution	CCR100	Kerry Palmer	\$560	93
Nov 23-25	Mediation Skills Level I	CCR180	Janice Bateman	\$560	95
Feb 22-24	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kerry Palmer	\$560	93
Mar 29-31	Negotiation Skills Level I	CCR170	Janice Bateman	\$560	96
May 4-5	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Deborah White	\$400	97
Jun 14-16	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Dale Zaiser	\$560	97
<b>JIBC - MAPLE RIDGE CAMPUS</b>					
Oct 20-22	Foundations of Collaborative Conflict Resolution	CCR100	Jim Toogood	\$545	93
Nov 17-18	Asserting Yourself in Conflict Situations	CCR105	Pam Penner	\$360	89
Feb 16-18	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jim Toogood	\$545	93
Mar 22-24	Negotiation Skills Level I	CCR170	Jane Roberts	\$545	96

## LEARN CLOSE TO HOME

YOU'LL FIND CONFLICT RESOLUTION COURSES AT JIBC CAMPUSES, COLLEGES AND UNIVERSITIES THROUGHOUT BC AND IN ALBERTA.

### JIBC Campuses:

- Chilliwack
- Kelowna
- Maple Ridge
- New Westminster
- Vancouver
- Victoria

### Community Colleges & Universities:

- Duncan
- Fort St. John
- Kelowna
- Nanaimo
- Penticton
- Prince George
- Calgary, Alberta
- Edmonton, Alberta

See a complete course listing on page 99 or contact:

**Laurie McAvoy**, Coordinator Regional Development & Delivery  
**T** 604.528.5735 **E** ccrplar@jibc.ca

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

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>JIBC - MAPLE RIDGE CAMPUS</b>					
May 10-11	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Deborah White	\$360	97
Jun 21-23	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Dale Zaiser	\$545	97
<b>JIBC - NEW WESTMINSTER CAMPUS</b>					
Sep 13-15	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Pam Penner	\$545	93
Sep 16-17	Building Your Communication Toolbox	CCR102	Jane Roberts	\$360	90
Sep 20-22	Negotiation Skills Level I	CCR170	Sherri Calder	\$545	96
Sep 23-24	Asserting Yourself in Conflict Situations	CCR105	Janice Bateman	\$360	89
Sep 24	Preparing for Your Mediation Assessment	CCR291	Deborah White	\$357	97
Sep 27	Preparing for Your Negotiation Assessment	CCR281	Mario Govorchin	\$305	97
Sep 27-29	Mediation Skills Level I	CCR180	TBA	\$545	95
Sep 28	Conflict Coaching Practice Clinic	CCR176	Linda Dobson	\$185	91
Sep 29-Oct 1	Foundations of Collaborative Conflict Resolution	CCR100	Jim Toogood	\$545	93
Sep 30	The Art of Reframing	CCR208	Deborah White	\$168	88
Sep 30-Oct 1	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Nancy McPhee	\$360	97
Oct 1	Role-play Practice Clinic	CCR175	Jory Faibish	\$168	97
Oct 4-6	Dealing with Anger	CCR190	Sue Wazny	\$545	91
Oct 5-7	Dynamics of Power	CCR206	Joan Balmer	\$545	91
Oct 13-15	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jory Faibish	\$545	93
Oct 18	Assessments: Negotiation	ACCRN299	Centre Assessor	\$420	90
Oct 18-20	Applying Conflict Theory: From Awareness to Analysis	CCR151	Brian Frank	\$545	88
Oct 21	Preparing for Your Negotiation Assessment	CCR281	Dale Zaiser	\$305	97
Oct 21-22	Mediation Skills Level III	CCR295	Ron Monk	\$375	96
Oct 22	Preparing for Your Mediation Assessment	CCR291	Lee Turnbull	\$357	97
Oct 25	Assessments: Mediation Third/Party	ACCRM299	Centre Assessor	\$525	89
Oct 25-26	Asserting Yourself in Conflict Situations	CCR105	Derm McNulty	\$360	89
Oct 25-27	Foundations of Collaborative Conflict Resolution	CCR100	Mario Govorchin	\$545	93
Oct 27-29	Negotiation Skills Level I	CCR170	Dale Zaiser	\$545	96
Oct 28-29	Giving & Receiving Constructive Feedback	CCR171	Deborah White	\$360	93
Nov 1-2	Balancing Empathy and Assertion	CCR172	Joan Balmer	\$360	90
Nov 1-5	Mediation Skills Level II	CCR290	Deborah White	\$865	95
Nov 3-4	Separate Meetings: Pre-Mediation & Caucusing	CCR209	Donna Soules	\$375	98
Nov 8-10	Mediation Skills Level I	CCR180	Sherri Calder	\$545	95

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>JIBC - NEW WESTMINSTER CAMPUS</b>					
Nov 10	Conflict Coaching Practice Clinic	CCR176	Linda Dobson	\$185	91
Nov 15	Assessments: Negotiation	ACCRN299	Centre Assessor	\$420	90
Nov 15-17	Conflict Coaching Level I	CCR131	Linda Dobson	\$545	90
Nov 16-18	Dealing with Anger	CCR190	Raj Dhasi	\$545	91
Nov 19	Preparing for Your Mediation Assessment	CCR291	Lee Turnbull	\$357	97
Nov 22	Assessments: Mediation Third/Party	ACCRM299	Centre Assessor	\$425	89
Nov 22-23	Building Your Communication Toolbox	CCR102	Kelly Henderson	\$360	90
Nov 22-24	Shifting from Positions to Interests	CCR202	Sherri Calder	\$560	98
Nov 25-27	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	TBA	\$545	93
Nov 29-30	Managing the Hostile Individual	CCR108	Mario Govorchin	\$360	94
Nov 29-Dec 3	Negotiation Skills Level II	CCR280	Dale Zaiser	\$865	96
Nov 30-Dec 2	Foundations of Collaborative Conflict Resolution	CCR100	Janice Bateman	\$545	93
Dec 3	Preparing for Your Negotiation Assessment	CCR281	Lee Turnbull	\$305	97
Dec 6-7	Asserting Yourself in Conflict Situations	CCR105	Sherri Calder	\$360	89
Dec 6-8	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Linda Dobson	\$545	97
Dec 8-10	Dealing with Anger	CCR190	Jory Faibish	\$545	91
Dec 9-10	Defining Issues and Setting the Agenda	CCR201	Ron Monk	\$360	91
Dec 13-14	Negotiating with Difficult People: Making It Hard to Say No	CCR207	Sherri Calder	\$375	96
Dec 13-15	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Gary Harper	\$545	93
Dec 15-17	Conflict Coaching Level II	CCR191	Linda Dobson	\$545	90
Dec 15-17	Mediation Skills Level I	CCR180	Deborah White	\$545	95
Dec 16	Assessments: Mediation Third/Party	ACCRM299	Centre Assessor	\$525	89
Dec 17	Assessments: Negotiation	ACCRN299	Centre Assessor	\$420	90
Jan 10-12	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Derm McNulty	\$545	93
Jan 13-14	Building Your Communication Toolbox	CCR102	Raj Dhasi	\$360	90
Jan 18	Role-play Practice Clinic	CCR175	Sherri Calder	\$168	97
Jan 19-21	Negotiation Skills Level I	CCR170	Deborah White	\$545	96
Jan 24-25	Asserting Yourself in Conflict Situations	CCR105	Pam Penner	\$360	89
Jan 24-26	Foundations of Collaborative Conflict Resolution	CCR100	Jane Roberts	\$545	93
Jan 26-28	Mediation Skills Level I	CCR180	Sue Wazny	\$545	95
Jan 28	Preparing for Your Mediation Assessment	CCR291	Deborah White	\$357	97
Jan 31	Preparing for Your Negotiation Assessment	CCR281	Dale Zaiser	\$305	97



# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>JIBC - NEW WESTMINSTER CAMPUS</b>					
Jan 31-Feb 2	Dealing with Anger	CCR190	Janice Bateman	\$545	91
Feb 2-4	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kerry Palmer	\$545	93
Feb 3-4	Mediating Civil & Court-Based Cases	CCR214	Jim Toogood	\$340	95
Feb 7-9	Dealing with Defensiveness in Conflict	CCR205	Donna Soules	\$545	91
Feb 8-10	Negotiation Skills Level I	CCR170	Pam Penner	\$545	96
Feb 14-16	Foundations of Collaborative Conflict Resolution	CCR100	Deborah White	\$545	93
Feb 17	Preparing for Your Mediation Assessment	CCR291	Deborah White	\$357	97
Feb 17-18	Building Your Communication Toolbox	CCR102	Ron Monk	\$360	90
Feb 18	Asking Better Questions	CCR204	Gordon Sloan	\$178	88
Feb 18	Preparing for Your Negotiation Assessment	CCR281	Nancy McPhee	\$305	97
Feb 21	Assessments: Negotiation	ACCRN299	Centre Assessor	\$420	90
Feb 21-22	Giving & Receiving Constructive Feedback	CCR171	Deborah White	\$360	93
Feb 21-23	Mediation Skills Level I	CCR180	Jim Toogood	\$545	95
Feb 23-25	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kelly Henderson	\$545	93
Feb 24-25	Asserting Yourself in Conflict Situations	CCR105	TBA	\$360	89
Feb 28	Assessments: Mediation Third/Party	ACCRM299	Centre Assessor	\$525	89
Feb 28-Mar 2	Shifting from Positions to Interests	CCR202	Sherri Calder	\$560	98
Mar 2-4	Foundations of Collaborative Conflict Resolution	CCR100	Sue Wazny	\$545	93
Mar 4	The Art of Reframing	CCR208	Deborah White	\$168	88
Mar 7-11	Mediation Skills Level II	CCR290	Linda Dobson	\$865	95
Mar 8-10	Negotiation Skills Level I	CCR170	Raj Dhasi	\$545	96
Mar 14	Assessments: Negotiation	ACCRN299	Centre Assessor	\$420	90
Mar 14-16	Conflict Coaching Level I	CCR131	Linda Dobson	\$545	90
Mar 14-16	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Sherri Calder	\$545	93
Mar 16-18	Dealing with Anger	CCR190	Gordon White	\$545	91
Mar 17	Preparing for Your Negotiation Assessment	CCR281	Dale Zaiser	\$305	97
Mar 18	Preparing for Your Mediation Assessment	CCR291	Linda Dobson	\$357	97
Mar 21	Assessments: Mediation Third/Party	ACCRM299	Centre Assessor	\$525	89
Mar 21-23	Mediation Skills Level I	CCR180	Derm McNulty	\$545	95
Mar 21-25	Negotiation Skills Level II	CCR280	Ron Monk	\$865	96
Mar 23-25	Foundations of Collaborative Conflict Resolution	CCR100	Dale Zaiser	\$545	93
Mar 28-30	Applying Conflict Theory: From Awareness to Analysis	CCR151	Brian Frank	\$545	88
Mar 31	Conflict Coaching Practice Clinic	CCR176	Linda Dobson	\$545	91

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>JIBC - NEW WESTMINSTER CAMPUS</b>					
Mar 31-Apr 1	Balancing Empathy and Assertion	CCR172	Joan Balmer	\$360	90
Apr 4-6	Dealing with Anger	CCR190	Sherri Calder	\$545	91
Apr 6-8	Foundations of Collaborative Conflict Resolution	CCR100	Jane Roberts	\$545	93
Apr 8	Preparing for Your Negotiation Assessment	CCR281	Lee Turnbull	\$305	97
Apr 11	Assessments: Negotiation	ACCRN299	Centre Assessor	\$420	90
Apr 11-13	Conflict Coaching Level II	CCR191	Linda Dobson	\$545	91
Apr 13-15	Negotiation Skills Level I	CCR170	Janice Bateman	\$545	96
Apr 14	Role-play Practice Clinic	CCR175	Jane Roberts	\$168	97
Apr 15	Preparing for Your Mediation Assessment	CCR291	Linda Dobson	\$357	97
Apr 18	Assessments: Mediation Third/Party	ACCRM299	Centre Assessor	\$525	89
Apr 18-19	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Deborah White	\$360	97
Apr 19-21	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Raj Dhasi	\$545	93
Apr 27-29	Mediation Skills Level I	CCR180	Linda Dobson	\$545	95
Apr 28-29	Asserting Yourself in Conflict Situations	CCR105	Mario Govorchin	\$360	89
May 2	Assessments: Negotiation	ACCRN299	Centre Assessor	\$420	90
May 2-3	Building Your Communication Toolbox	CCR102	Sue Wazny	\$360	90
May 3-5	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Linda Dobson	\$545	97
May 4-6	Foundations of Collaborative Conflict Resolution	CCR100	Pam Penner	\$545	93
May 9	Assessments: Mediation Third/Party	ACCRM299	Centre Assessor	\$525	89
May 9-10	Separate Meetings: Pre-Mediation & Caucusing	CCR209	Ron Monk	\$375	98
May 12-13	Managing the Hostile Individual	CCR108	Mario Govorchin	\$360	94
May 13	Preparing for Your Negotiation Assessment	CCR281	Nancy McPhee	\$305	97
May 16-18	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jory Faibish	\$545	93
May 17-19	Dynamics of Power	CCR206	Joan Balmer	\$545	91
May 19-20	Asserting Yourself in Conflict Situations	CCR105	Nancy McPhee	\$360	89
May 25	Preparing for Your Mediation Assessment	CCR291	Lee Turnbull	\$375	97
May 25-27	Negotiation Skills Level I	CCR170	Jim Toogood	\$545	96
May 26-27	Managing the Conflict Within	CCR173	Joan Balmer/Nikki de Carteret	\$360	94
May 30-Jun 1	Mediation Skills Level I	CCR180	Jory Faibish	\$545	95
May 30-Jun 3	Mediation Skills Level II	CCR290	Donna Soules	\$865	95
Jun 1-3	Foundations of Collaborative Conflict Resolution	CCR100	Linda Dobson	\$545	93
Jun 2-3	Asserting Yourself in Conflict Situations	CCR105	Raj Dhasi	\$360	89
Jun 3	Assessments: Negotiation	ACCRN299	Centre Assessor	\$420	90

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>JIBC - NEW WESTMINSTER CAMPUS</b>					
Jun 6-10	Negotiation Skills Level II	CCR280	Deborah White	\$865	96
Jun 7-9	Dealing with Anger	CCR190	Mario Govorchin	\$545	91
Jun 13-14	Defining Issues and Setting the Agenda	CCR201	Ron Monk	\$360	91
Jun 15	Identifying Control & Abuse in Pre-Mediation	CCR271	Ron Monk	\$178	93
Jun 15-17	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kerry Palmer	\$545	93
Jun 16-17	Mediation Skills Level III	CCR295	Gordon White	\$375	96
Jun 20	Assessments: Mediation Third/Party	ACCRM299	Centre Assessor	\$525	89
Jun 20-22	Negotiation Skills Level I	CCR170	Kelly Henderson	\$545	96
Jun 23	Preparing for Your Negotiation Assessment	CCR281	Mario Govorchin	\$305	97
Jun 24	Preparing for Your Mediation Assessment	CCR291	Dale Zaiser	\$357	97
Jun 27	Conflict Coaching Practice Clinic	CCR176	Linda Dobson	\$185	91
Jun 27-29	Foundations of Collaborative Conflict Resolution	CCR100	Derm McNulty	\$545	93
Jul 5-6	Asserting Yourself in Conflict Situations	CCR105	Kelly Henderson	\$360	89
Jul 6-8	Conflict Coaching Level I	CCR131	Linda Dobson	\$545	90
Jul 7-8	Building Your Communication Toolbox	CCR102	Janice Bateman	\$360	90
Jul 11	Assessments: Negotiation	ACCRN299	Centre Assessor	\$420	90
Jul 11-13	Dealing with Defensiveness in Conflict	CCR205	Donna Soules	\$545	91
Jul 12-14	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Sherri Calder	\$545	93
Jul 13-15	Dealing with Anger	CCR190	Stacey Holloway	\$545	91
Jul 18	Assessments: Mediation Third/Party	ACCRM299	Centre Assessor	\$525	89
Jul 18-20	Shifting from Positions to Interests	CCR202	Sherri Calder	\$560	98
Jul 20-22	Negotiation Skills Level I	CCR170	Mario Govorchin	\$545	96
Jul 21	Preparing for Your Negotiation Assessment	CCR281	Deborah White	\$305	97
Jul 22	Preparing for Your Mediation Assessment	CCR291	Linda Dobson	\$357	97
Jul 25-27	Mediation Skills Level I	CCR180	Sherri Calder	\$545	95
Jul 28	The Art of Reframing	CCR208	Deborah White	\$168	88
Jul 28	Role-play Practice Clinic	CCR175	Jory Faibish	\$168	97
Aug 2-4	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Jim Toogood	\$545	93
Aug 3-5	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Linda Dobson	\$545	97
Aug 8-10	Conflict Coaching Level II	CCR191	Linda Dobson	\$545	91
Aug 11	Preparing for Your Negotiation Assessment	CCR281	Lee Turnbull	\$305	97
Aug 11-12	Asserting Yourself in Conflict Situations	CCR105	Sue Wazny	\$360	89
Aug 12	Preparing for Your Mediation Assessment	CCR291	Deborah White	\$357	97

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>JIBC - NEW WESTMINSTER CAMPUS</b>					
Aug 15-17	Dealing with Anger	CCR190	Pam Penner	\$545	91
Aug 15-19	Mediation Skills Level II	CCR290	Gordon White	\$865	95
Aug 17-19	Foundations of Collaborative Conflict Resolution	CCR100	Nancy McPhee	\$545	93
Aug 18-19	Managing the Hostile Individual	CCR108	Mario Govorchin	\$360	94
Aug 22-26	Negotiation Skills Level II	CCR280	Mario Govorchin	\$865	96
Aug 29	Assessments: Negotiation	ACCRN299	Centre Assessor	\$420	90
Aug 29-31	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Stacey Holloway	\$545	93
Aug 30-Sep 1	Mediation Skills Level I	CCR180	Dale Zaiser	\$545	95
Aug 31	Assessments: Mediation Third/Party	ACCRM299	Centre Assessor	\$525	89
Sep 1-2	Building Your Communication Toolbox	CCR102	Jim Toogood	\$360	90
<b>JIBC - VICTORIA CAMPUS</b>					
Sept 21-23	Foundations of Collaborative Conflict Resolution	CCR100	Linda Dobson	\$560	93
Sept 28-30	Negotiation Skills Level I	CCR170	Gordon White	\$560	96
Oct 4	Role-play Practice Clinic	CCR175	Kel Kelly	\$183	97
Oct 6-8	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Ron Monk	\$560	93
Oct 14	Preparing for Your Negotiation Assessment	CCR281	Nancy McPhee	\$320	97
Oct 15	Preparing for Your Mediation Assessment	CCR291	Ron Monk	\$375	97
Oct 19-21	Mediation Skills Level I	CCR180	Donna Soules	\$560	95
Oct 25-27	Dealing with Anger	CCR190	Nancy McPhee	\$560	91
Nov 2-4	Conflict Coaching Level I	CCR131	Linda Dobson	\$560	90
Nov 8	Assessments: Negotiation	ACCRN299	Centre Assessor	\$435	90
Nov 9	Assessments: Mediation Third/Party	ACCRM299	Centre Assessor	\$540	89
Nov 9	Conflict Coaching Practice Clinic	CCR176	Linda Dobson	\$190	91
Nov 15-17	Foundations of Collaborative Conflict Resolution	CCR100	Brian Frank	\$560	93
Nov 18-19	Asserting Yourself in Conflict Situations	CCR105	Nancy McPhee	\$400	89
Nov 22-26	Mediation Skills Level II	CCR290	Ron Monk	\$865	95
Nov 30-Dec 2	Conflict Coaching Level II	CCR191	Linda Dobson	\$560	91
Dec 6-8	Foundations of Collaborative Conflict Resolution	CCR100	Nancy McPhee	\$560	93
Jan 18-20	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Gordon White	\$560	93
Jan 26-27	Building Your Communication Toolbox	CCR102	Nancy McPhee	\$400	90
Feb 2-4	Negotiation Skills Level I	CCR170	Nancy McPhee	\$560	96
Feb 8-10	Foundations of Collaborative Conflict Resolution	CCR100	Brian Frank	\$560	93
Feb 16-18	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Brian Frank	\$545	93



# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>JIBC - VICTORIA CAMPUS</b>					
Feb 22-23	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Ron Monk	\$400	97
Mar 1-3	Foundations of Collaborative Conflict Resolution	CCR100	Donna Soules	\$560	93
Mar 9-11	Mediation Skills Level I	CCR180	Ron Monk	\$560	95
Mar 14	Role-play Practice Clinic	CCR175	Juan Barker	\$183	97
Mar 16-17	Managing the Hostile Individual	CCR108	Mario Govorchin	\$400	94
Mar 28-30	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Ron Monk	\$560	97
Apr 4-8	Negotiation Skills Level II	CCR280	Nancy McPhee	\$865	96
Apr 11-12	Asserting Yourself in Conflict Situations	CCR105	Brian Frank	\$400	89
Apr 13-15	Foundations of Collaborative Conflict Resolution	CCR100	Gordon White	\$560	93
Apr 18	Conflict Coaching Practice Clinic	CCR176	Linda Dobson	\$190	91
May 3-5	Negotiation Skills Level I	CCR170	Nancy McPhee	\$560	96
May 11-13	Conflict Coaching Level I	CCR131	Linda Dobson	\$560	90
May 16-18	Dealing with Anger	CCR190	Ron Monk	\$560	91
May 26	Preparing for Your Negotiation Assessment	CCR281	Nancy McPhee	\$320	97
May 27	Preparing for Your Mediation Assessment	CCR291	Donna Soules	\$375	97
May 30-Jun 1	Shifting from Positions to Interests	CCR202	Sherri Calder	\$560	98
Jun 2-3	Building Your Communication Toolbox	CCR102	Brian Frank	\$400	90
Jun 7-9	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Donna Soules	\$560	93
Jun 14-16	Conflict Coaching Level II	CCR191	Linda Dobson	\$560	91
Jun 21-23	Dynamics of Power	CCR206	Joan Balmer	\$560	91
Jun 28	Assessments: Negotiation	ACCRN299	Centre Assessor	\$435	90
Jun 29	Assessments: Mediation Third/Party	ACCRM299	Centre Assessor	\$540	89
Jul 11-13	Foundations of Collaborative Conflict Resolution	CCR100	Brian Frank	\$560	93
Aug 16-18	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Donna Soules	\$560	93
<b>NORTHERN LIGHTS COLLEGE - FT ST JOHN</b>					
Oct 19-21	Foundations of Collaborative Conflict Resolution	CCR100	Deborah White	\$605	93
Apr 12-14	Mediation Skills Level I	CCR180	Mario Govorchin	\$605	95
<b>OKANAGAN COLLEGE - KELOWNA</b>					
Aug 6-8	Foundations of Collaborative Conflict Resolution	CCR100	Janice Bateman	\$560	93
Aug 9-11	Mediation Skills Level I	CCR180	Kerry Palmer	\$560	95

# Centre for Conflict Resolution

## Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>OKANAGAN COLLEGE - PENTICTON</b>					
May 2-3	Asserting Yourself in Conflict Situations	CCR105	Kerry Palmer	\$460	89
May 4-6	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Janice Bateman	\$560	93
<b>ONLINE</b>					
Oct 4-Nov 28	Civil Procedure	CCR211	Terry Harris	\$360	90
Oct 18-Nov 28	Theoretical Foundations of Dispute Resolution	CCR150	Roshan Danesh	\$545	98
Feb 28-Mar 20	Ethical Dilemmas for Mediators in BC	CCR296	Lee Turnbull	\$178	92
Mar 28-May 8	Theoretical Foundations of Dispute Resolution	CCR150	Roshan Danesh	\$545	98
Mar 28-May 22	Civil Procedure	CCR211	Terry Harris	\$360	90
May 2-22	Ethical Dilemmas for Mediators in Alberta	CCR297	Sharon Wilson	\$178	92
<b>VANCOUVER ISLAND UNIVERSITY - DUNCAN</b>					
Oct 28-29	Asserting Yourself in Conflict Situations	CCR105	Nancy McPhee	\$400	89
<b>VANCOUVER ISLAND UNIVERSITY - NANAIMO</b>					
Nov 26-27	Asserting Yourself in Conflict Situations	CCR105	Gordon White	\$400	89
Feb 22-24	Dealing with Anger	CCR190	Nancy McPhee	\$560	91
Jun 7-9	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	Ron Monk	\$560	97
<b>UNIVERSITY OF CALGARY</b>					
Sep 27-29	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Patricia Tolppanen	\$575	93
Oct 4-6	Foundations of Collaborative Conflict Resolution	CCR100	Bob Slocombe	\$575	93
Oct 25-27	Negotiation Skills Level I	CCR170	Kerry Brown	\$575	96
Nov 3-4	Building Your Communication Toolbox	CCR102	Bob Slocombe	\$425	90
Nov 10	Role Play Practice Clinic	CCR175	Janice Kelner	\$225	97
Nov 18-19	Asserting Yourself in Conflict Situations	CCR105	Kerry Brown	\$425	89
Nov 24-26	Mediation Skills Level I	CCR180	Kerry Brown	\$575	95
Nov 29-30	Negotiating with Difficult People: Making It Hard to Say No	CCR207	Sharon Wilson	\$425	96
Dec 1-3	Dealing With Anger	CCR190	Barbara McNeil	\$575	91
Dec 6-10	Negotiation Skills Level II	CCR280	Cheryl Scott	\$895	96
Jan 24-26	Foundations of Collaborative Conflict Resolution	CCR100	Patricia Tolppanen	\$575	93
Feb 1-3	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Sharon Wilson	\$575	93
Feb 8-10	Negotiation Skills Level I	CCR170	Bob Slocombe	\$575	96
Feb 14-15	Defining Issues and Setting the Agenda	CCR201	Cheryl Scott	\$425	91
Feb 16-18	Introduction to Family Justice Services in Alberta	CCR609	Cheryl Scott	\$575	94
Mar 1-2	Resolving Conflict in Groups Level I: Effective Team Dynamics	CCR210	Barbara McNeil	\$425	97

## Centre for Conflict Resolution Course Listings by Location

DATE	COURSE	COURSE #	INSTRUCTOR NAME	FEE	PAGE
<b>UNIVERSITY OF CALGARY</b>					
Mar 7-8	Asserting Yourself in Conflict Situations	CCR105	Barbara McNeil	\$425	89
Mar 15-17	Shifting from Positions to Interests	CCR202	Bob Slocombe	\$575	98
Mar 23-24	Building Your Communication Toolbox	CCR102	Patricia Tolppanen	\$425	90
Mar 25	Role Play Practice Clinic	CCR175	Janice Kelner	\$225	97
Apr 11-13	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	CCR200	Bob Slocombe	\$575	97
Apr 27-28	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	CCR260	Barbara McNeil	\$425	97
May 2-4	Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	Kerry Brown	\$575	93
May 10-12	Foundations of Collaborative Conflict Resolution	CCR100	Richard Foggo	\$575	93
May 16-18	Mediation Skills Level I	CCR180	Sharon Wilson	\$575	95
May 19	The Art of Reframing	CCR208	Sharon Wilson	\$225	88
Jun 1-2	Separate Meetings: Pre-Mediation & Caucusing	CCR209	Ron Monk	\$545	98
Jun 7-9	Dealing With Anger	CCR190	Josie Stiles	\$575	91
Jun 10	Role Play Practice Clinic	CCR175	Janice Kelner	\$225	97
Jun 13-17	Mediation Skills Level II	CCR290	Cheryl Scott	\$895	95

## Centre for Conflict Resolution Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Applying Conflict Theory: From Awareness to Analysis, CCR151	Oct 18-20	New Westminster	Brian Frank	\$545	88
	Feb 16-18	Victoria	Brian Frank	\$560	
	Mar 28-30	New Westminster	Brian Frank	\$545	
The Art of Reframing, CCR208	Sep 30	New Westminster	Deborah White	\$168	88
	Mar 4	New Westminster	Deborah White	\$168	
	May 19	U of Calgary	Sharon Wilson	\$225	
	Jul 28	New Westminster	Deborah White	\$168	
Asking Better Questions, CCR204	Feb 18	New Westminster	Gordon Sloan	\$178	88
Asserting Yourself in Conflict Situations, CCR105	Sept 23-24	New Westminster	Janice Bateman	\$360	89
	Oct 25-26	New Westminster	Derm McNulty	\$360	
	Oct 28-29	VIU - Duncan	Nancy McPhee	\$400	
	Nov 17-18	Maple Ridge	Pam Penner	\$360	
	Nov 18-19	Victoria	Nancy McPhee	\$400	

# Centre for Conflict Resolution

## Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Asserting Yourself in Conflict Situations, CCR105	Nov 18-19	U of Calgary	Kerry Brown	\$425	89
	Nov 26-27	VIU-Nanaimo	Gordon White	\$400	
	Dec 6-7	New Westminster	Sherri Calder	\$360	
	Jan 24-25	New Westminster	Pam Penner	\$360	
	Feb 24-25	New Westminster	TBA	\$360	
	Mar 7-8	U of Calgary	Barbara McNeil	\$425	
	Mar 28-29	Vancouver	Jory Faibish	\$360	
	Apr 11-12	Victoria	Brian Frank	\$400	
	Apr 28-29	New Westminster	Mario Govorchin	\$360	
	May 2-3	OC - Penticton	Kerry Palmer	\$460	
	May 19-20	New Westminster	Nancy McPhee	\$360	
	Jun 2-3	New Westminster	Raj Dhasi	\$360	
	Jul 5-6	New Westminster	Kelly Henderson	\$360	
	Aug 11-12	New Westminster	Sue Wazny	\$360	
Assessments: Mediation Third/Party, ACCRM299	Oct 25	New Westminster	Centre Assessor	\$525	89
	Nov 9	Victoria	Centre Assessor	\$540	
	Nov 22	New Westminster	Centre Assessor	\$425	
	Dec 16	New Westminster	Centre Assessor	\$525	
	Feb 28	New Westminster	Centre Assessor	\$525	
	Mar 21	New Westminster	Centre Assessor	\$525	
	Apr 18	New Westminster	Centre Assessor	\$525	
	May 9	New Westminster	Centre Assessor	\$525	
	Jun 20	New Westminster	Centre Assessor	\$525	
	Jun 29	Victoria	Centre Assessor	\$540	
	Jul 18	New Westminster	Centre Assessor	\$525	
	Aug 31	New Westminster	Centre Assessor	\$525	
Assessments: Negotiation, ACCRN299	Oct 18	New Westminster	Centre Assessor	\$420	90
	Nov 8	Victoria	Centre Assessor	\$435	
	Nov 15	New Westminster	Centre Assessor	\$420	
	Dec 17	New Westminster	Centre Assessor	\$420	
	Feb 21	New Westminster	Centre Assessor	\$420	
	Mar 14	New Westminster	Centre Assessor	\$420	
	Apr 11	New Westminster	Centre Assessor	\$420	
	May 2	New Westminster	Centre Assessor	\$420	
Assessments: Negotiation, ACCRN299	Jun 3	New Westminster	Centre Assessor	\$420	90
	Jun 28	Victoria	Centre Assessor	\$435	
	Jul 11	New Westminster	Centre Assessor	\$420	



# Centre for Conflict Resolution

## Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Assessments: Negotiation, ACCRN299	Aug 29	New Westminster	Centre Assessor	\$420	90
Balancing Empathy and Assertion, CCR172	Nov 1-2	New Westminster	Joan Balmer	\$360	90
	Mar 31-Apr 1	New Westminster	Joan Balmer	\$360	
Building Your Communication Toolbox, CCR102	Sep 16-17	New Westminster	Jane Roberts	\$360	90
	Nov 3-4	U of Calgary	Bob Slocombe	\$425	
	Nov 22-23	New Westminster	Kelly Henderson	\$360	
	Jan 13-14	New Westminster	Raj Dhasi	\$360	
	Jan 26-27	Victoria	Nancy McPhee	\$400	
	Feb 17-18	New Westminster	Ron Monk	\$360	
	Mar 17-18	Vancouver	Gary Harper	\$360	
	Mar 23-24	U of Calgary	Patricia Tolppanen	\$425	
	May 2-3	New Westminster	Sue Wazny	\$360	
	Jun 2-3	Victoria	Brian Frank	\$400	
	Jul 7-8	New Westminster	Janice Bateman	\$360	
	Sep 1-2	New Westminster	Jim Toogood	\$360	
Civil Procedure, CCR211	Oct 4-Nov 28	Online	Terry Harris	\$360	90
	Mar 28-May 22	Online	Terry Harris	\$360	
Conflict Coaching Level I, CCR131	Nov 2-4	Victoria	Linda Dobson	\$560	90
	Nov 15-17	New Westminster	Linda Dobson	\$545	
	Mar 14-16	New Westminster	Linda Dobson	\$545	
	May 11-13	Victoria	Linda Dobson	\$560	
	Jul 6-8	New Westminster	Linda Dobson	\$545	
Conflict Coaching Level II, CCR191	Nov 30-Dec 2	Victoria	Linda Dobson	\$560	91
	Dec 15-17	New Westminster	Linda Dobson	\$545	
	Apr 11-13	New Westminster	Linda Dobson	\$545	
	Jun 14-16	Victoria	Linda Dobson	\$560	
	Aug 8-10	New Westminster	Linda Dobson	\$545	
Conflict Coaching Practice Clinic, CCR176	Sep 28	New Westminster	Linda Dobson	\$185	91
	Nov 9	Victoria	Linda Dobson	\$190	
	Nov 10	New Westminster	Linda Dobson	\$185	
	Mar 31	New Westminster	Linda Dobson	\$545	
	Apr 18	Victoria	Linda Dobson	\$190	
	Jun 27	New Westminster	Linda Dobson	\$185	
Dealing with Anger, CCR190	Oct 4-6	New Westminster	Sue Wazny	\$545	91
	Oct 25-27	Victoria	Nancy McPhee	\$560	
	Nov 16-18	New Westminster	Raj Dhasi	\$545	
	Nov 16-18	CNC-Prince George	Jane Roberts	\$560	

# Centre for Conflict Resolution

## Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Dealing with Anger, CCR190	Dec 1-3	U of Calgary	Barbara McNeil	\$575	91
	Dec 8-10	New Westminster	Jory Faibish	\$545	
	Jan 31-Feb 2	New Westminster	Janice Bateman	\$545	
	Feb 22-24	VIU-Nanaimo	Nancy McPhee	\$560	
	Mar 16-18	New Westminster	Gordon White	\$545	
	Apr 4-6	New Westminster	Sherri Calder	\$545	
	May 9-11	Vancouver	Joan Balmer	\$545	
	May 16-18	Victoria	Ron Monk	\$560	
	Jun 7-9	New Westminster	Mario Govorchin	\$545	
	Jun 7-9	U of Calgary	Josie Stiles	\$575	
	Jul 13-15	New Westminster	Stacey Holloway	\$545	
	Aug 15-17	New Westminster	Pam Penner	\$545	
Dealing with Defensiveness in Conflict, CCR205	Feb 7-9	New Westminster	Donna Soules	\$545	91
	Jul 11-13	New Westminster	Donna Soules	\$545	
Defining Issues and Setting the Agenda, CCR201	Dec 9-10	New Westminster	Ron Monk	\$360	91
	Feb 14-15	U of Calgary	Cheryl Scott	\$425	
	Jun 13-14	New Westminster	Ron Monk	\$360	
Dynamics of Power, CCR206	Oct 5-7	New Westminster	Joan Balmer	\$545	91
	May 17-19	New Westminster	Joan Balmer	\$545	
	Jun 21-23	Victoria	Joan Balmer	\$560	
Ethical Dilemmas for Mediators in Alberta, CCR297	May 2-22	Online	Sharon Wilson		92



## WOMEN IN LEADERSHIP CONFERENCE – LEADING ACROSS BOUNDARIES

MARCH 11, 2011  
NEW WESTMINSTER CAMPUS

**SAVE  
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- Women leaders in justice and public safety
- Women and resiliency
- Bridging Aboriginal and Non-Aboriginal communities

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# Centre for Conflict Resolution

## Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Ethical Dilemmas for Mediators in BC, CCR296	Feb 28-Mar 20	Online	Lee Turnbull	\$178	92
Foundations of Collaborative Conflict Resolution, CCR100	Sep 21-23	Victoria	Linda Dobson	\$560	93
	Oct 4-6	U of Calgary	Bob Slocombe	\$575	
	Oct 19-21	NLC - Ft. St. John	Deborah White	\$605	
	Oct 20-22	Maple Ridge	Jim Toogood	\$545	
	Oct 25-27	New Westminster	Mario Govorchin	\$545	
	Oct 26-28	Kelowna	Kerry Palmer	\$560	
	Nov 15-17	Victoria	Brian Frank	\$560	
	Nov 16-18	Chilliwack	Deborah White	\$545	
	Nov 30-Dec 2	New Westminster	Janice Bateman	\$545	
	Dec 6-8	Victoria	Nancy McPhee	\$560	
	Jan 24-26	New Westminster	Jane Roberts	\$545	
	Jan 24-26	U of Calgary	Patricia Tolpponen	\$575	
	Feb 8-10	Victoria	Brian Frank	\$560	
	Feb 14-16	New Westminster	Deborah White	\$545	
	Feb 15-17	Chilliwack	Kerry Palmer	\$545	
	Mar 1-3	Victoria	Donna Soules	\$560	
	Mar 2-4	New Westminster	Sue Wazny	\$545	
	Mar 8-10	CNC-Prince George	Sandra Rossi	\$560	
	Mar 23-25	New Westminster	Dale Zaiser	\$545	
	Apr 6-8	New Westminster	Jane Roberts	\$545	
	Apr 13-15	Victoria	Gordon White	\$560	
	May 4-6	New Westminster	Pam Penner	\$545	
	May 10-12	U of Calgary	Richard Foggo	\$575	
	Jun 1-3	New Westminster	Linda Dobson	\$545	
	Jun 27-29	New Westminster	Derm McNulty	\$545	
	Jul 11-13	Victoria	Brian Frank	\$560	
	Jul 26-28	Vancouver	Raj Dhasi	\$545	
	Aug 6-8	OC - Kelowna	Janice Bateman	\$560	
	Aug 17-19	New Westminster	Nancy McPhee	\$545	
	Sep 29-Oct 1	New Westminster	Jim Toogood	\$545	
Foundations of Collaborative Conflict Resolution: Workplace Focus, CCR101	Sep 13-15	New Westminster	Pam Penner	\$545	93
	Sep 27-29	U of Calgary	Patricia Tolpponen	\$575	
	Sept 28-30	AAMS-Edmonton	Sharon Wilson	\$575	
	Oct 6-8	Victoria	Ron Monk	\$560	
	Oct 13-15	New Westminster	Jory Faibish	\$545	
	Oct 19-21	CNC-Prince George	Sandra Rossi	\$560	

# Centre for Conflict Resolution

## Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Foundations of Collaborative Conflict Resolution: Workplace Focus, CCR101	Nov 17-19	Vancouver	Joan Balmer	\$545	93
	Nov 25-27	New Westminster	TBA	\$545	
	Dec 13-15	New Westminster	Gary Harper	\$545	
	Jan 10-12	New Westminster	Derm McNulty	\$545	
	Jan 18-20	Victoria	Gordon White	\$560	
	Feb 1-3	U of Calgary	Sharon Wilson	\$575	
	Feb 2-4	New Westminster	Kerry Palmer	\$545	
	Feb 14-16	AAMS-Edmonton	Gloria Lechky	\$575	
	Feb 16-18	Maple Ridge	Jim Toogood	\$545	
	Feb 22-24	Kelowna	Kerry Palmer	\$560	
	Feb 23-25	New Westminster	Kelly Henderson	\$545	
	Mar 14-16	New Westminster	Sherri Calder	\$545	
	Apr 19-21	New Westminster	Raj Dhasi	\$545	
	May 2-4	U of Calgary	Kerry Brown	\$575	
	May 4-6	OC - Penticton	Janice Bateman	\$560	
	May 16-18	New Westminster	Jory Faibish	\$545	
	Jun 7-9	Victoria	Donna Soules	\$560	
	Jun 13-15	Chilliwack	Pam Penner	\$545	
	Jun 15-17	New Westminster	Kerry Palmer	\$545	
	Jul 12-14	New Westminster	Sherri Calder	\$545	
	Aug 2-4	New Westminster	Jim Toogood	\$545	
	Aug 16-18	Victoria	Donna Soules	\$560	
	Aug 29-31	New Westminster	Stacey Holloway	\$545	
Giving & Receiving Constructive Feedback, CCR171	Oct 28-29	New Westminster	Deborah White	\$360	93
	Feb 21-22	New Westminster	Deborah White	\$360	
Identifying Control & Abuse in Pre-Mediation, CCR271	Jun 15	New Westminster	Ron Monk	\$178	93
Integrating Brain Science and Conflict, CCR510	Feb 28-Mar 1 (New Westminster); Mar 6-May 1 (Online)	Blended (a mix of online and classroom delivery)	Raj Dhasi	\$1,045	94
Introduction to Family Justice Services in Alberta, CCR609	Feb 16-18	U of Calgary	Cheryl Scott	\$575	94
Managing the Conflict Within, CCR173	May 26-27	New Westminster	Joan Balmer/Nikki de Carteret	\$360	94
Managing the Hostile Individual, CCR108	Nov 29-30	New Westminster	Mario Govorchin	\$360	94
	Mar 16-17	Victoria	Mario Govorchin	\$400	
	May 12-13	New Westminster	Mario Govorchin	\$360	
	Aug 18-19	New Westminster	Mario Govorchin	\$360	
Mediating Civil & Court-Based Cases, CCR214	Feb 3-4	New Westminster	Jim Toogood	\$340	95



# Centre for Conflict Resolution

## Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Mediating the Financial Aspects of Separation, CCR292	Mar 7-Apr 17 (Online); Apr 28-30 (New Westminster)	Blended (a mix of online and classroom delivery)	Linda Bonnell/Betty Iffe	\$1,045	95
Mediation Skills Level I, CCR180	Sept 27-29	New Westminster	TBA	\$545	95
	Oct 19-21	Victoria	Donna Soules	\$560	
	Nov 8-10	New Westminster	Sherri Calder	\$545	
	Nov 23-25	Kelowna	Janice Bateman	\$560	
	Nov 24-26	U of Calgary	Kerry Brown	\$575	
	Dec 1-3	Chilliwack	Jane Roberts	\$545	
	Dec 15-17	New Westminster	Deborah White	\$545	
	Jan 26-28	New Westminster	Sue Wazny	\$545	
	Feb 21-23	New Westminster	Jim Toogood	\$545	
	Mar 8-10	Chilliwack	Deborah White	\$545	
	Mar 9-11	Victoria	Ron Monk	\$560	
	Mar 21-23	New Westminster	Derm McNulty	\$545	
	Apr 12-14	CNC-Prince George	Pam Penner	\$560	
	Apr 12-14	NLC - Ft. St. John	Mario Govorchin	\$605	
	Apr 27-29	New Westminster	Linda Dobson	\$545	
	May 16-18	U of Calgary	Sharon Wilson	\$575	
	May 30-Jun 1	New Westminster	Jory Faibish	\$545	
	Jun 22-24	Vancouver	Jane Roberts	\$545	
	Jul 25-27	New Westminster	Sherri Calder	\$545	
	Aug 9-11	OC - Kelowna	Kerry Palmer	\$560	
	Aug 30-Sep 1	New Westminster	Dale Zaiser	\$545	
Mediation Skills Level II, CCR290	Nov 1-5	New Westminster	Deborah White	\$865	95
	Nov 22-26	Victoria	Ron Monk	\$865	
	Mar 7-11	New Westminster	Linda Dobson	\$865	
	May 30-Jun 3	New Westminster	Donna Soules	\$865	
	Jun 13-17	U of Calgary	Cheryl Scott	\$895	
	Aug 15-19	New Westminster	Gordon White	\$865	
Mediation Skills Level III, CCR295	Oct 21-22	New Westminster	Ron Monk	\$375	96
	Jun 16-17	New Westminster	Gordon White	\$375	
Negotiating with Difficult People: Making It Hard to Say No, CCR207	Nov 29-30	U of Calgary	Sharon Wilson	\$425	96
	Dec 13-14	New Westminster	Sherri Calder	\$375	
Negotiation Skills Level I, CCR170	Sept 20-22	New Westminster	Sherri Calder	\$545	96
	Sept 28-30	Victoria	Gordon White	\$560	
	Oct 20-22	AAMS-Edmonton	Alan Edwards	\$575	

# Centre for Conflict Resolution

## Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Negotiation Skills Level I, CCR170	Oct 25-27	U of Calgary	Kerry Brown	\$575	96
	Oct 27-29	New Westminster	Dale Zaiser	\$545	
	Dec 1-3	Vancouver	Kerry Palmer	\$545	
	Jan 19-21	New Westminster	Deborah White	\$545	
	Feb 2-4	Victoria	Nancy McPhee	\$560	
	Feb 8-10	New Westminster	Pam Penner	\$545	
	Feb 8-10	U of Calgary	Bob Slocombe	\$575	
	Mar 8-10	New Westminster	Raj Dhasi	\$545	
	Mar 14-16	AAMS-Edmonton	Alan Edwards	\$575	
	Mar 22-24	Maple Ridge	Jane Roberts	\$545	
	Mar 29-31	Kelowna	Janice Bateman	\$560	
	Apr 13-15	New Westminster	Janice Bateman	\$545	
	May 3-5	Victoria	Nancy McPhee	\$560	
	May 25-27	New Westminster	Jim Toogood	\$545	
	Jun 20-22	New Westminster	Kelly Henderson	\$545	
	Jul 20-22	New Westminster	Mario Govorchin	\$545	
	Aug 22-24	Vancouver	Jory Faibish	\$545	
Negotiation Skills Level II, CCR280	Nov 29-Dec 3	New Westminster	Dale Zaiser	\$865	96
	Dec 6-10	U of Calgary	Cheryl Scott	\$895	
	Mar 21-25	New Westminster	Ron Monk	\$865	
	Apr 4-8	Victoria	Nancy McPhee	\$865	
	Jun 6-10	New Westminster	Deborah White	\$865	
	Aug 22-26	New Westminster	Mario Govorchin	\$865	
Preparing for Your Mediation Assessment, CCR291	Sept 24	New Westminster	Deborah White	\$357	97
	Oct 15	Victoria	Ron Monk	\$375	
	Oct 22	New Westminster	Lee Turnbull	\$357	
	Nov 19	New Westminster	Lee Turnbull	\$357	
	Jan 28	New Westminster	Deborah White	\$357	
	Feb 17	New Westminster	Deborah White	\$357	
	Mar 18	New Westminster	Linda Dobson	\$357	
	Apr 15	New Westminster	Linda Dobson	\$357	
	May 25	New Westminster	Lee Turnbull	\$375	
Preparing for Your Mediation Assessment, CCR291	May 27	Victoria	Donna Soules	\$375	97
	Jun 24	New Westminster	Dale Zaiser	\$357	
	Jul 22	New Westminster	Linda Dobson	\$357	
	Aug 12	New Westminster	Deborah White	\$357	

# Centre for Conflict Resolution

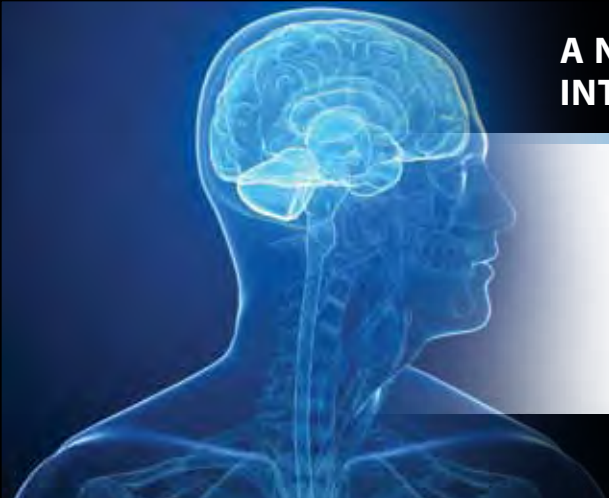
## Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Preparing for Your Negotiation Assessment, CCR281	Sept 27	New Westminster	Mario Govorchin	\$305	97
	Oct 14	Victoria	Nancy McPhee	\$320	
	Oct 21	New Westminster	Dale Zaiser	\$305	
	Dec 3	New Westminster	Lee Turnbull	\$305	
	Jan 31	New Westminster	Dale Zaiser	\$305	
	Feb 18	New Westminster	Nancy McPhee	\$305	
	Mar 17	New Westminster	Dale Zaiser	\$305	
	Apr 8	New Westminster	Lee Turnbull	\$305	
	May 13	New Westminster	Nancy McPhee	\$305	
	May 26	Victoria	Nancy McPhee	\$320	
	Jun 23	New Westminster	Mario Govorchin	\$305	
	Jul 21	New Westminster	Deborah White	\$305	
	Aug 11	New Westminster	Lee Turnbull	\$305	
Resolving Conflict in Groups Level I: Effective Team Dynamics, CCR210	Sept 30-Oct 1	New Westminster	Nancy McPhee	\$360	97
	Nov 16-17	AAMS-Edmonton	Gloria Lechky	\$425	
	Feb 22-23	Victoria	Ron Monk	\$400	
	Mar 1-2	U of Calgary	Barbara McNeil	\$425	
	Apr 11-12	AAMS-Edmonton	Paula Drouin	\$425	
	Apr 18-19	New Westminster	Deborah White	\$360	
	May 4-5	Kelowna	Deborah White	\$400	
	May 10-11	Maple Ridge	Deborah White	\$360	
Resolving Conflict in Groups Level II: Facilitating the Collaborative Process, CCR260	Apr 27-28	U of Calgary	Barbara McNeil	\$425	97
Resolving Conflict on the Front Line: Demonstrating Leadership at Work, CCR200	Dec 1-3	AAMS-Edmonton	Paula Drouin	\$575	97
	Dec 6-8	New Westminster	Linda Dobson	\$545	
	Mar 28-30	Victoria	Ron Monk	\$560	
	Apr 11-13	U of Calgary	Bob Slocombe	\$575	
	May 3-5	New Westminster	Linda Dobson	\$545	
	May 11-13	AAMS-Edmonton	Sharon Wilson	\$575	
	Jun 7-9	VIU-Nanaimo	Ron Monk	\$560	
	Jun 14-16	Kelowna	Dale Zaiser	\$560	
	Jun 21-23	Maple Ridge	Dale Zaiser	\$545	
	Aug 3-5	New Westminster	Linda Dobson	\$545	
Role Play Practice Clinic, CCR175	Oct 1	New Westminster	Jory Faibish	\$168	97
	Oct 4	Victoria	Kel Kelly	\$183	
	Nov 10	U of Calgary	Janice Kelner	\$225	
	Dec 9	AAMS-Edmonton	Marne Turnbull	\$225	

# Centre for Conflict Resolution

## Course Listings by Name

COURSE	DATE	LOCATION	INSTRUCTOR NAME	FEE	PAGE
Role Play Practice Clinic, CCR175	Jan 18	New Westminster	Sherri Calder	\$168	97
	Mar 14	Victoria	Juan Barker	\$183	
	Mar 25	U of Calgary	Janice Kelner	\$225	
	Apr 14	New Westminster	Jane Roberts	\$168	
	Jun 8	AAMS-Edmonton	Marne Turnbull	\$225	
	Jun 10	U of Calgary	Janice Kelner	\$225	
	Jul 28	New Westminster	Jory Faibish	\$168	
Separate Meetings: Pre-Mediation & Caucusing, CCR209	Nov 3-4	New Westminster	Donna Soules	\$375	98
	May 9-10	New Westminster	Ron Monk	\$375	
	Jun 1-2	U of Calgary	Ron Monk	\$545	
Shifting from Positions to Interests, CCR202	Nov 22-24	New Westminster	Sherri Calder	\$560	98
	Feb 28-Mar 2	New Westminster	Sherri Calder	\$560	
	Mar 15-17	U of Calgary	Bob Slocombe	\$575	
	May 17-19	CNC-Prince George	Donna Soules	\$560	
	May 30-Jun 1	Victoria	Sherri Calder	\$560	
	Jul 18-20	New Westminster	Sherri Calder	\$560	
Theoretical Foundations of Dispute Resolution, CCR150	Oct 18-Nov 28	Online	Roshan Danesh	\$545	98
	Mar 28-May 8	Online	Roshan Danesh	\$545	



### A NEW COURSE OFFERING: INTEGRATING BRAIN SCIENCE & CONFLICT

This course is the Centre's first post-baccalaureate level course, and is the first in a group of courses that in the future will make up a post-baccalaureate level certificate and, eventually, a diploma.

See page 94 for full course description and other details, and check the course schedule (page 98).

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



# Centre for Conflict Resolution

## Course Listings by Course Number

COURSE #	COURSE	PAGE
ACCRCC299	Assessment: Associate Certificate in Conflict Coaching	89
ACCRM299	Assessments: Mediation Third/Party	89
ACCRN299	Assessments: Negotiation	90
ACCRWC299	Assessment: Associate Certificate in Workplace Conflict	89
AFM299	Assessment: Family Mediation Certificate	89
ALCR299	Assessment: Associate Certificate in Leadership and Conflict Resolution	89
CCR100	Foundations of Collaborative Conflict Resolution	93
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	93
CCR102	Building Your Communication Toolbox	90
CCR103	Handling Conflict on the Telephone (Contract Only)	93
CCR105	Asserting Yourself in Conflict Situations	89
CCR108	Managing the Hostile Individual	94
CCR120	Respectful Communication in a Changing Workplace (Contract Only)	97
CCR121	Developing Your Cultural Fluency (Contract Only)	91
CCR122	Leading and Managing with Influence: Overcoming Resistance (Contract Only)	94
CCR124	Getting Buy-in Through Collaborative Decision-Making (Contract Only)	93
CCR125	Applying Brain Mechanics to Resolve Conflict (Contract Only)	88
CCR127	Sharpening Your Edge in Negotiation (Contract Only)	98
CCR128	Navigating Challenging Conversations (Contract Only)	96
CCR131	Conflict Coaching Level I	90
CCR150	Theoretical Foundations of Dispute Resolution	98
CCR151	Applying Conflict Theory: From Awareness to Analysis	88
CCR170	Negotiation Skills Level I	96
CCR171	Giving & Receiving Constructive Feedback	93
CCR172	Balancing Empathy and Assertion	90
CCR173	Managing the Conflict Within	94
CCR175	Role Play Practice Clinic	97
CCR176	Conflict Coaching Practice Clinic	91
CCR180	Mediation Skills Level I	95
CCR190	Dealing with Anger	91
CCR191	Conflict Coaching Level II	91
CCR200	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	97
CCR201	Defining Issues and Setting the Agenda	91
CCR202	Shifting from Positions to Interests	98
CCR204	Asking Better Questions	88

# Centre for Conflict Resolution

## Course Listings by Course Number

COURSE #	COURSE	PAGE
CCR205	Dealing with Defensiveness in Conflict	91
CCR206	Dynamics of Power	91
CCR207	Negotiating with Difficult People: Making It Hard to Say No	96
CCR208	The Art of Reframing	88
CCR209	Separate Meetings: Pre-Mediation & Caucusing	98
CCR210	Resolving Conflict in Groups Level I: Effective Team Dynamics	97
CCR211	Civil Procedure	90
CCR214	Mediating Civil & Court-Based Cases	95
CCR260	Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	97
CCR271	Identifying Control & Abuse in Pre-Mediation	93
CCR280	Negotiation Skills Level II	96
CCR281	Preparing for Your Negotiation Assessment	97
CCR290	Mediation Skills Level II	95
CCR291	Preparing for Your Mediation Assessment	97
CCR292	Mediating the Financial Aspects of Separation	95
CCR295	Mediation Skills Level III	96
CCR296	Ethical Dilemmas for Mediators in BC	92
CCR297	Ethical Dilemmas for Mediators in Alberta	92
CCR510	Integrating Brain Science and Conflict	94

# Learner Information

## 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**  
45300 Vimy Avenue, 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. You register for these courses directly with the partner institution. Details about the conflict resolution courses offered at these locations are included in the course listings.

If you are registering for one of our courses through a partner institution, it is important that you familiarize yourself with the policies of both the JIBC and the partner institution.

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

**Program Coordinator, Regional Development and Delivery**

**Centre for Conflict Resolution**  
Phone: 604.528.5735  
Email: [ccrplar@jibc.ca](mailto:ccrplar@jibc.ca)

For course information: 604.528.5608 or 1.888.799.0801 or [www.jibc.ca/conres](http://www.jibc.ca/conres).  
To register contact the partner institution directly at the numbers listed.

### Vancouver Island



**Vancouver Island University - Nanaimo**  
900 Fifth Street, Nanaimo

Registration and information:  
1.866.734.6252  
[www.mala.ca/ccs](http://www.mala.ca/ccs)

**Vancouver Island University, Cowichan Campus**  
222 Cowichan Way, Duncan, BC V9L 6P4

Registration and information: 250-746-3519  
or 1.866.734.6252  
[www.cc.viu.ca](http://www.cc.viu.ca)

### Okanagan Valley



**Okanagan College – Kelowna**  
1000 KLO Road, Kelowna

Registration and information: 250.862.5480  
Toll-free: 1.888.638.0058  
[www.okanagan.bc.ca](http://www.okanagan.bc.ca)  
Fax: 250.862.5434

**Okanagan College – Penticton**  
583 Duncan Avenue West, Penticton

Registration and information: 250.492.4305  
Toll-free: 1.866.510.8899  
Fax: 250.490.3953  
[www.okanagan.bc.ca](http://www.okanagan.bc.ca)

### Central Interior



**College of New Caledonia - Prince George**  
3330-22nd Avenue, Prince George

Registration and information: 250.562.2131  
[www.cnc.bc.ca](http://www.cnc.bc.ca)

### 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  
1.866.463.6652  
Email: [appinfo@nlc.bc.ca](mailto:appinfo@nlc.bc.ca)  
[www.nlc.bc.ca](http://www.nlc.bc.ca)

### Calgary, Alberta



**University of Calgary – Continuing Education**  
Education Tower 106, 2500 University Drive NW, Calgary, AB

Calgary and area: 403.220.2988  
Outside the Calgary area: toll-free 1.866.220.4992

Email: [business.conted@ucalgary.ca](mailto:business.conted@ucalgary.ca)  
Fax: 403.284.5702

<http://conted.ucalgary.ca/business/professionaldesignations>

### Edmonton, Alberta



**Alberta Arbitration & Mediation Society (AAMS) - King's University College**  
(Locations of courses only)

9125 -50th Street, Edmonton, AB  
Register directly with AAMS  
(not King's University College)

Registration and information: 780.433.4881  
1.800.232.2214

# Learner Services

## Information desk



The Information Desk is located in the Atrium on the main floor of the JIBC's New Westminster Campus. Assistance is available weekdays from 7:00 a.m. to 5:00 p.m. to provide general information and assistance. Staff also handle requests for First Aid attendants, maintain 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: 604.528.5522**

**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)**

**Centre for Counselling & Community Safety**  
**604.528.5608 or [cccs@jibc.ca](mailto:cccs@jibc.ca)**

**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)**



## Our Faculty

JIBC faculty are some of the most respected and experienced educators in BC working in their chosen fields. Read faculty bios online at [www.jibc.ca/csjd/faculty](http://www.jibc.ca/csjd/faculty)



# Read the Fine Print

## 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.

## 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.

## 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.

## Errors and omissions

Despite our best efforts an error may slip through when producing the course calendar. We apologize for any inconvenience. In the event of a printing error, the information or fees provided by our Student Services Centre or other JIBC staff will be deemed accurate. Thank you for your understanding.

## 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.

## 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.

## 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 enrolment. 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. Course fees listed do not include LSF. Example of application of learner services fee:

Parenting Wisely Facilitation Training (CY263)

Date:	January 28-29, 2011
Credits:	1.0 (0.5 credits/day)
Fee:	\$255
LSF:	\$5.00/credit
Total:	\$260

## Learner substitutions

Substitutions are welcome as long as the substituting learner has completed the course prerequisites. Please inform the registration office ahead of time.

## NSF cheques

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

## 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.

## Policies

Policies differ among institutions. If you register with one of our partner institutions, the policies of that institution will apply.

## 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.

## 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.

## Tax receipts

T2202A forms for tax purposes, provided to all students who pay personally for their courses, will be issued in February 2011 for all 2010 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.

## 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.

## 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.

# Helpful Resources for Centre for Conflict Resolution Learners

## *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).

### **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.amibc.org](http://www.amibc.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**

311 - 895 Fort Street

Victoria, BC V8W 1H7

Phone: 250.381-9006 or 1.888.713.0433

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 or 1.877.656.1300

Email: [info@courtmediation.com](mailto:info@courtmediation.com)

**Outside the Lower Mainland:**

**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 or

1.877.656.1300 ext. 25

Email: [info@drpracticum.com](mailto:info@drpracticum.com)

**Child Protection Mediation  
Practicum Project Suite 177-800 Hornby  
Street Vancouver, BC V6Z 2C5**

[www.courtmediation.com/childprotection.php](http://www.courtmediation.com/childprotection.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

Email: [fmpp@telus.net](mailto:fmpp@telus.net)

**Family Mediation  
Practicum Project 2nd Floor, 519 Seventh  
Street New Westminster, BC V3M 6A7**

[www.drinnovation.ca/practicum-programs/  
family-mediation-practicum-program/](http://www.drinnovation.ca/practicum-programs/family-mediation-practicum-program/)

# 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
Coordinator of Counselling & Student Advising, Glenda Kerr .....	604.528.5884
<i>Information on programs, career paths, and services for students with disabilities.</i>	
Student Awards & Financial Advisor .....	604.528.5762 or financialaid@jibc.ca

## Community & Social Justice Division

Pam White, Director .....	604.528.5613 or csjd@jibc.ca
Supervisor, Administrative Services .....	604.528.5610 or csjd@jibc.ca
Kathy Wilson, Receptionist .....	604.528.5608 (local calls) or csjd@jibc.ca
.....	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 & Communications Representative .....	604.528.5632 or csjd@jibc.ca

## Centre for Aboriginal Programs & Services

Michelle LaFlamme, Program Director .....	604.528.5648 or aboriginal@jibc.ca
Tami Pierce, Program Coordinator .....	604.528.5522 or aboriginal@jibc.ca
Amanda Nahanee, Program Planner & Student Advisor .....	604.528.5621 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
.....	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 counselling@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;*

Susan Forest, Program Coordinator .....604.528.5711  
Vicki Morrison, Program Assistant.....604.528.5833  
Bylaw Enforcement and Investigative Skills .....bylaw@jibc.ca  
Critical Incident Stress Management .....cism@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 counselling@jibc.ca  
Lucy Jong, Program Assistant .....604.528.5875 or counselling@jibc.ca  
Susan Forest, Program Coordinator Customized Training.....604.528.5711 or counselling@jibc.ca  
Vicki Morrison, Program Assistant Customized Training .....604.528.5833 or counselling@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  
Deanna Heggie, Program Planner.....604.528.5665 or leadership@jibc.ca  
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 & Vancouver Campus.....604.528.5720 or ccrcourses@jibc.ca  
Cheryl McRobbie, Program Assistant, Customized Training Solutions.....604.528.5611 or ccrccl@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 or 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 or ccrplar@jibc.ca





## Registration Information

### Student Services Centre

**Hours:** 8:00 a.m. to 4:30 p.m.  
(in person)

8:30 a.m. to 4:00 p.m.  
(phone calls)

**Information and registration:**

604.528.5590 (local calls)  
1.877.528.5591 (toll-free)

**Fax:** 604.528.5653

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

Inquiries only; we do not accept email registrations.

### Student Counselling and Advising / Disability Services

**Phone:** 604.528.5884

**Fax:** 604.528.5653

**Email:** [studentcounselling@jibc.ca](mailto:studentcounselling@jibc.ca)  
or [disability@jibc.ca](mailto:disability@jibc.ca)

### 5 ways to register:

#### Online:



Register and pay online with your credit card (MasterCard and VISA only)

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

Use the course search to select the course, date, and location to find the course you would like to complete.

Login with your student ID and password.

Follow the prompts to complete your registration.

### By phone:



Student Services Centre:  
604.528.5590 or 1.877.528.5591  
(toll-free) between 8:30 a.m. and 4:00 p.m., Monday to Friday.  
Please have the course name and number and your VISA, MasterCard or American Express details ready when you call.

### By mail:



Complete the Registration Form on page 128 and send it along with a cheque made payable to the JIBC or a VISA, MasterCard, or American Express number with expiry date and signature to:

JIBC Student Services Centre  
715 McBride Boulevard  
New Westminster, BC V3L 5T4

### In person:



Register and pay by cheque, cash, debit card, VISA, MasterCard or American Express at the:

JIBC Student Services Centre,  
715 McBride Boulevard,

New Westminster, BC, between 8:00 a.m. and 4:30 p.m. Monday to Friday.

### By fax:



Complete the Registration Form on page 128, fax it to the Student Services Centre at: 604.528.5653. Include the VISA, MasterCard, or American Express information as noted on the form.

# 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: \_\_\_\_\_ JIBC 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 123 for more information.**

Please add HST where applicable. Note that most JIBC courses are HST exempt except those that are not part of a program or course series. 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.

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# JIBC

School of Community  
& Social Justice

## *Areas of study:*

### **CENTRE FOR ABORIGINAL PROGRAMS & SERVICES**

Aboriginal Leadership  
Justice and Public Safety Career Preparation  
Gladue Decision  
Justice Issues in Aboriginal Communities

### **CENTRE FOR COUNSELLING & COMMUNITY SAFETY**

Aboriginal Trauma  
Bylaw Enforcement  
Creative and Expressive Therapies  
Counselling and Capacity Building  
Critical Incident Stress Management  
Mental Health and Trauma  
Substance Use  
Working With Children and Youth

### **CENTRE FOR LEADERSHIP**

Foundations of Effective Management and Leadership  
Instructor Development  
Leadership and Conflict  
Management Development in Community Settings

### **CENTRE FOR CONFLICT RESOLUTION**

Conflict Resolution  
Negotiation  
Mediation  
Family Mediation  
Workplace Conflict

Help us be sensitive to the environment. If you would like to be removed from our mailing list, contact us at [csjd@jibc.ca](mailto:csjd@jibc.ca) or 604.528.5608 or 1.888.799.0801.

#### **Send labels to:**

SCSJ Mailing List: Justice Institute of BC, 715 McBride Boulevard  
New Westminster, BC V3L 5T4 Located in Coast Salish territory.

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

