



JIBC

School of Community
& Social Justice

Course Calendar

September 2011 – August 2012

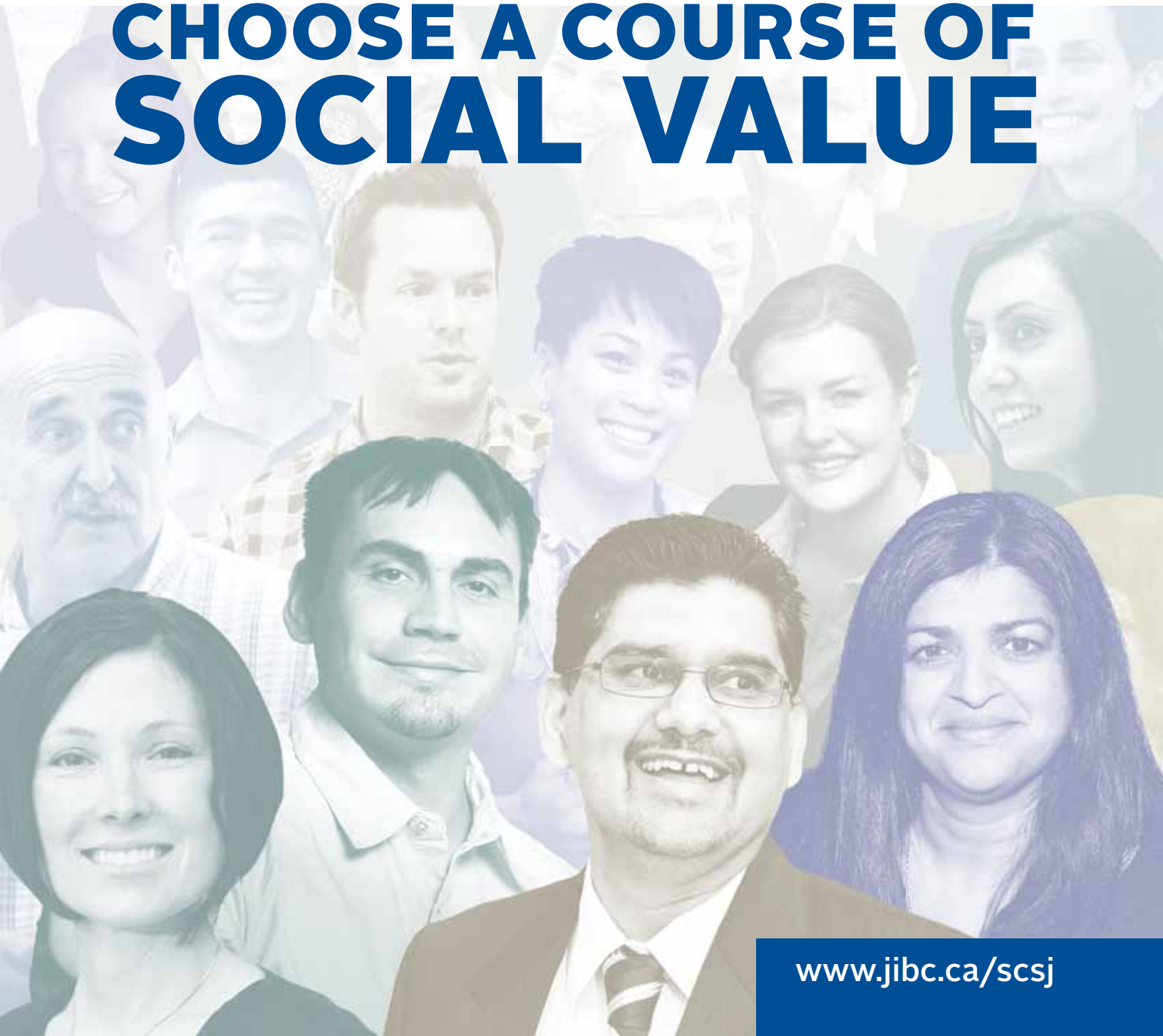
Conflict Resolution

Counselling & Community Safety

Leadership

Aboriginal Programs & Services

CHOOSE A COURSE OF SOCIAL VALUE



www.jibc.ca/scsj



JIBC

CANADA'S *leading*
PUBLIC SAFETY
EDUCATOR

WHY CHOOSE JIBC?

There is not a day in the life of BC residents or organizations that is not influenced by students educated at the JIBC. Our graduates make society stronger; they touch lives every day in many noticed and unnoticed ways. We are a proven, innovative and exemplary leader in sustaining safe communities in BC and beyond. We are committed to our mission as a world leader in justice and community safety education and to our vision which is to provide innovative education and training for those who make communities safe.

The JIBC educational model focuses on experiential learning with a strong emphasis on peer based interaction and simulation to ensure that you develop the critical skills and decision-making abilities you require.

Educational Excellence

Deliver experiential learning informed by theory, research and professional practice.

Student Success

Built on the strengths of our educational philosophy and learning environment.

ABOUT THIS CALENDAR

You will notice, we have redesigned both the calendar and the website this year. You will find information on credentials, courses and special events in this calendar and all class schedules, including class dates and locations at www.jibc.ca/scsj.

Areas of Study

As you browse through this calendar you will find unique opportunities to study in areas related to:

- counselling, community safety
- Aboriginal leadership studies
- leadership, management; instructor development,
- negotiation, mediation, workplace conflict and conflict studies

Learning Environment

Whether you are in a classroom setting or studying via online learning, you will be supported by outstanding faculty, who are also practitioners in their fields of expertise and dedicated to educational excellence. Small class sizes and an interactive learning environment ensure you receive a rewarding and fulfilling learning experience.

What's New?

We are constantly upgrading our curricula to provide you with the latest theories and practices in your chosen area of study. This year we are very pleased to offer two new graduate certificates:

- Graduate Certificate in Complex Trauma and Child Sexual Abuse Intervention (pg.34)
- Graduate Certificate in Dynamics of Conflict (pg.64)

Both graduate certificates are at the first year's master's level and are designed for students who wish to broaden and deepen their learning, while continuing to work in their chosen field.

Whatever course or credential you choose, you will be able to apply what you learn immediately in your organization and community.

Check out our website for more information about courses, credentials, class schedules and fees: www.jibc.ca/scsj or contact a student advisor today and start planning your studies 604.528.5608 or scsj@jibc.ca.

WHAT'S INSIDE?

- 2 School of Community & Social Justice
- 3 Special Events
- 4 Centre for Aboriginal Programs & Services
- 16 Centre for Counselling & Community Safety
- 46 Centre for Leadership
- 60 Centre for Conflict Resolution
- 84 JIBC Campus Locations
- 85 Partner Institutions
- 88 Contact Information
- 91 Certificate Index
- 92 Course Index
- 97 Registration Information



For more information about the JIBC
Scan this code with your smartphone

SCHOOL OF COMMUNITY & SOCIAL JUSTICE

1 SCHOOL. 4 CENTRES. UNLIMITED POTENTIAL



Pam White, Dean

"As the School of Community & Social Justice evolves and responds to the needs of our students, clients and graduates, I am pleased to let you know about two new graduate certificates: *Graduate Certificate in Complex Trauma and Child Abuse Intervention* and *Graduate Certificate in Dynamics of Conflict*. Both certificates are equivalent to the first year of a Master's program, and introduce you to emerging and ground breaking theories and concepts, including conceptual frameworks to explore and apply in your practice and professions.

We also continue to ensure that our existing programs, courses and special events meet your educational needs as negotiators, mediators, managers, frontline workers, counsellors, therapists, instructors and leaders.

One of the most rewarding aspects of my work here at the JIBC is to present students with their credentials at graduation and hear how they are applying what they have learnt at the JIBC in their everyday lives. They are truly making our world a better place.

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

Pam White Dean, School of Community & Social Justice

Centre for Aboriginal Programs & Services **PG.4**

Supports the goals of strong governments, social justice and economic self-sufficiency for Aboriginal Nations Programs and communities designed to address capacity building within Aboriginal communities and to create accessible career paths for Aboriginal people.

Centre for Counselling & Community Safety **PG.16**

Offers a broad range of programs for professionals dealing with substance use, mental health and trauma, children and youth issues and community safety. Courses and certificates, including graduate level are offered to practitioners, therapists and front line workers as well as community based organizations.

Centre for Leadership **PG.46**

Offers a variety of courses and certificates for emerging leaders looking for new skills and experiences to open career doors, and seasoned managers looking for fresh perspectives and insights. Courses and certificates in instructional development target specific competencies such as delivery, design and assessment. A number of courses are available online.

Centre for Conflict Resolution **PG.60**

Offers the most comprehensive conflict resolution programs and courses in Canada, available in 16 locations across BC, Alberta, the Yukon, Ontario and online. Programs range from individual courses to certificates including graduate level.

SPECIAL EVENTS

Hope in the Cities: Trustbuilding in our Community

Featuring: Rob Corcoran
Sept 14, 2011 6:30–8:00pm
Free Community Event
JIBC New Westminster Campus

Attend this free community event and join Rob Corcoran as he shares his remarkable story which has given hope to communities across the world through dialogue and racial healing.

Drawing on his book, *Trustbuilding: An Honest Conversation on Race, Reconciliation, and Responsibility*, Corcoran's presentation will include case studies, images and conversation with the audience to explore pioneering methodologies that have been adopted nationally and internationally.

Trustbuilding is a "visionary, compelling account of healing and change," says Martha McCoy, Executive Director of Everyday Democracy. Virginia Governor Tim Kaine says Corcoran's work "has moved what seemed an immovable barricade... (and) provided a map for the future."

RSVP required. Email us at scsj@jibc.ca to reserve your seat. Questions? Call 604.528.5608

Creating Social Change in Communities

Featuring: Rob Corcoran and Anjum Ali
Course Code: SPE127
Sept 15, 2011 9:00am–5:00pm
\$175 + HST
JIBC New Westminster Campus

In this course we will explore trust as social capital and trustbuilding as an essential capacity for effective community leadership. More specifically, we will explore how to deal with conflict in highly diverse and pluralistic societies where there is a history of mistrust and a need for honest, courageous dialogue. (See pg.61 for full details.)

We will focus on key steps in building trust in communities divided by race, ethnicity, class, or religion. The course will explore the DNA of a trustbuilder: the personal qualities needed to restore trust when it has been broken and to sustain a movement for honest conversation and constructive change.

Bridging the Couple Chasm: Gottman Couples Therapy – A Research-Based Approach, Level 1 Training

Featuring: John Gottman and Julie Schwartz Gottman
Course Code: SPE117
Nov 3-4, 2011 9:00am–5:00pm
\$499, (\$449 early bird rate by Oct 4, 2011)
1.0 Credits

The Stanley Theatre, 2750 Granville Street, Vancouver

When couples enter the therapy office, they sting with pain and despair. They look to the clinician to referee chronic conflicts, fix their partners, and rebuild burned bridges. Now, based on Dr. John Gottman's 35 years of compelling research with over 3,000 couples, there's a practical and highly effective approach to guiding these couples across the chasm that divides them. In this workshop, Drs. John and Julie Gottman provide you with a research-based roadmap for helping couples to compassionately manage their conflicts, deepen their friendship and intimacy, and share their life purpose and dreams. (See pg.18 for full details.)



Rob Corcoran



Anjum Ali



John Gottman

Summer Institute 2012: Mindfulness Based Art Therapy

Featuring: Margaret Jones–Callahan
Course Code: COUNS285 and COUNS385
Jul 3-6, 2012 9:00am–4:30pm
\$600, (\$550 early bird rate by May 28, 2012)
2.0 Credits
JIBC New Westminster Campus

Come learn to cultivate positive social and emotional health and self-management skills through mindfulness awareness within the creative process. Through seeing and experiencing our images, thoughts, emotions, and sensations as a continuous, ever changing stream of events, new perspectives and insights are generated and empathy, resilience, confidence, and the courage to express our natural creative intelligence arise. Lunch included. (See pg.18 for full details.)



Julie Schwartz Gottman



Margaret Jones-Callahan

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.

I really appreciate the experiential learning approach they use at the JIBC. It echoes the ways our Elders would teach us and has helped me to develop the tools I will need to be a leader.

Zach Parker Aboriginal Leadership Certificate graduate
Chief, Ulkatcho First Nation, Anahim Lake, BC
Dr. Joseph and Dr. Rosalie Segal Award recipient



The programs and the support we provide in the Centre for Aboriginal Programs & Services 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 for Aboriginal peoples. The faculty and educational offerings reflect Aboriginal worldviews and perspectives and our courses are developed in consultation with community members, Elders and the JIBC Aboriginal Education Advisory Council.

Services for Aboriginal Learners

- Funding – To learn more about the awards available to Aboriginal students, contact the Student Advisor at aboriginal@jibc.ca or the JIBC's Financial Aid Advisor at financialaid@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. The specific transferable courses can be accessed at the BC Transfer Guide website www.bctransferguide.ca.
- Many courses can be taken on an individual basis or as part of a certificate.

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, the application process or other courses at the JIBC that may be of interest to you. For more information contact the Student Advisor at aboriginal@jibc.ca.

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, and reports directly to the JIBC President. 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 & Services and all areas of the JIBC, works closely with the AEAC to gain insight and guidance on matters affecting teaching and learning in an Aboriginal context, Aboriginal students and communities.

The Centre for Aboriginal Programs & Services Guiding Principles

The 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.

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.

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. 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 1.4 and 2.6:

1.4 Identify and offer professional programs that meet the needs of Aboriginal peoples in BC

2.6 Recognize the unique identity and educational needs of Aboriginal learners, and enhance equitable and collaborative partnerships with Aboriginal peoples to provide culturally appropriate education, training and research

CONTENTS

- 6 Building Capacity Within Your Community
- 7 **CERTIFICATE & DIPLOMA PROGRAMS**
- 7 Aboriginal Leadership Certificate Program
- 10 Aboriginal Leadership Diploma
- 13 Additional Courses and Certificates of Interest from the Centre for Counselling & Community Safety
- 15 **COURSE LISTING BY CODE**



Centre for Aboriginal Programs & Services logo created by Haida Gwaii artist James Cowpar

Building Capacity Within Your Community

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.

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

- Project Management
- Aboriginal Leadership Development
- Dispute Resolution 1 and 2
- Philosophy, Values and Ethics of Aboriginal Leadership
- Cultural Awareness: History and Impact of Colonization
- The Gladue Decision: Implications for Community Supervision and Development
- Justice in Aboriginal Communities
- Circle Processes for Community Wellness
- Gladue Report Writing

Faculty Bios

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/aboriginal/faculty

Community-based delivery of programs and courses

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

- fire fighters
- emergency management workers
- Aboriginal justice workers
- Aboriginal negotiators and peace makers, counselors and therapists
- victim support workers

Numerous courses and certificate programs are delivered directly to Aboriginal communities around the province on the following topics:

- conflict resolution
- mediation and negotiation
- management and leadership
- complex trauma
- family violence
- child abuse
- substance abuse
- 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, public and community safety in your community!

FOR MORE INFORMATION

Tami Pierce, Coordinator
Centre for Aboriginal Programs & Services
604.528.5522 or aboriginal@jibc.ca
www.jibc.ca/aboriginal

"It has been a pleasure to teach at the JIBC. As an educator, I believe my role is to foster students' learning from a holistic perspective, which nurtures the ability to embrace new learnings and incorporate them into everyday living. I am passionate about teaching at the JIBC and specifically the aboriginal programs because it has allowed me to share and exchange knowledge with Aboriginal students. The students have shown a keen interest in embracing the course content, especially how it relates to their personal lives and to their communities. I am very inspired and encouraged by these students and am eager to continue my teaching career. We are lifelong learners and it is exciting to be at the JIBC where growth and learning are nurtured."

Teresa Howell

Instructor



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 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.

Class Schedules

Find class schedules including dates, locations and fees online at www.jibc.ca/aboriginal

Aboriginal Leadership Certificate Program

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

This certificate is for you if you are (or aspire to be) an:

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

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) and to Prince Rupert through First Nations Training and Development Centre (2009/10). Visit www.jibc.ca/aboriginal for details.

FOR MORE INFORMATION

Tami Pierce, Coordinator
Centre for Aboriginal Programs & Services
604.528.5522 or aboriginal@jibc.ca
www.jibc.ca/aboriginal

How to apply

- We recommend that you apply at least two months before the certificate begins.
- Download the certificate application form from www.jibc.ca/aboriginal or contact us at 604.528.5647 and we will mail you a copy.
- Include a letter of intent with your application form as well as a high school transcript and resume (optional).
- Once your application has been approved, we will notify you.
- Once approved, contact Student Services Centre at 604.528.5590 to register.
- There is a \$75 non-refundable program application fee.

Entrance Requirements

- Grade 12 or equivalent (with min. C+ in English)
- Basic computer skills (Word, Excel, Outlook)

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

New Westminster Campus Tuition

- Certificate fee: \$3,093, plus non-refundable application fee

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 604.528.5762 or financialaid@jibc.ca

On Campus Class Schedule

Friday, Saturday, Sunday 8:30 – 4:30

YOUR LEARNING PATH

The 30-credit certificate offers one course per month.

↓ **STEP 1.** 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 [ABLD113]
- Dispute Resolution: Level 1 [ABLD114]
- Dispute Resolution: Level 2, Overcoming the Past [ABLD117]
- Aboriginal Leadership Development [ABLD112]
- Individual and Community Wellness in Aboriginal Contexts [ABLD111]
- Change Management: Aboriginal Organizations [ABLD116]
- Aboriginal Justice and Governance Models [ABLD115]
- Philosophy, Values and Ethics of Aboriginal Leadership [ABLD110]
- Introduction to Project Management [ABLD118]
- Workplace-based Practicum [ABLD150]

↓ **STEP 2.** Graduation. Stay connected! Come back as a lifelong learner for professional development

Course Descriptions

The following courses are the core courses in the Aboriginal Leadership Certificate Program. Courses are offered at our New Westminster campus, and are listed in the recommended sequence.

ABLD113

Writing and Research Skills

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.

\$301 6 DAYS 3 CREDITS

ABLD114

Dispute Resolution, Level 1

"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.

\$301 6 DAYS 3 CREDITS

ABLD117

Dispute Resolution, Level 2: Overcoming the Past

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:* ABLD114

\$301 6 DAYS 3 CREDITS

ABLD112

Aboriginal Leadership Development

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.

\$301 6 DAYS 3 CREDITS

ABLD111

Individual and Community Wellness in Aboriginal Contexts

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.

\$301 6 DAYS 3 CREDITS

ABLD116

Change Management: Aboriginal Organizations

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.

\$301 6 DAYS 3 CREDITS

ABLD115**Aboriginal Justice and Governance Models**

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.

\$301 6 DAYS 3 CREDITS

ABLD110**Philosophy, Values and Ethics of Aboriginal Leadership**

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.

\$301 6 DAYS 3 CREDITS

ABLD118**Introduction to Project Management**

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.

\$301 6 DAYS 3 CREDITS

ABLD150**Practicum**

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.

Prerequisite(s): ABLD110, ABLD111, ABLD112, ABLD113, ABLD114, ABLD115, ABLD116, ABLD117, and ABLD118

\$384 3 MONTHS 3 CREDITS

Class Schedules

Find class schedules including dates, locations and fees online at www.jibc.ca/aboriginal

About Course Fees

Course fees listed are for JIBC New Westminster & Vancouver campuses only.

For course fees at all other locations visit: www.jibc.ca

All courses scheduled from April 1, 2012 onwards, are subject to a 2% increase. See website for further details.

Course fees listed include the JIBC Learner Services Fee.

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

Once you have completed the Aboriginal Leadership Certificate contact the Centre for Aboriginal Programs & Services at 604.528.5647 or aboriginal@jibc.ca to register for courses in the diploma.

Entrance Requirements

- Completion of Aboriginal Leadership Certificate
- Grade 12 or equivalent (with min. C+ in English)
- Basic computer skills (Word, Excel, Outlook)

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

New Westminster Campus Tuition

- Diploma fee: \$4,832

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 604.528.5762 or financialaid@jibc.ca

On Campus Class Schedule (Subject to change)

Friday, Saturday, Sunday 8:30 – 4:30

Funding Available – Check Online For Eligibility

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

SUGGESTED LEARNING PATH

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

Talk to us about offering this diploma in your community!

↓ **STEP 1.** Complete the Aboriginal Leadership Certificate

↓ **STEP 2.** Courses for the diploma:

- Aboriginal Organizational Development [ABLD200]
- Aboriginal Management and Practice [ABLD201]
- Presentation Skills and Storytelling [ABLD202]
- Dispute Resolution, Level 3: Managing Group Conflict [ABLD203]
- Dispute Resolution, Level 4: Team Negotiation [ABLD204]
- Aboriginal Human Resource Management [ABLD205]
- Principles of Financial Management: An Aboriginal Perspective [ABLD206]
- Final Integrative Project [ABLD250]

↓ **STEP 3.** Electives (six credits, visit www.jibc.ca/aboriginal for a list of eligible electives)

↓ **STEP 4.** Graduation. 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 and are open to learners who have completed the Aboriginal Leadership Certificate. Courses are offered at our New Westminster campus. Courses are listed in alphabetical order and not in the order in which they will be scheduled.

ABLD205

Aboriginal Human Resource Management

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.

\$604 6 DAYS 3 CREDITS

ABLD201

Aboriginal Management and Practice

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.

\$604 6 DAYS 3 CREDITS

ABLD200

Aboriginal Organizational Development

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.

\$604 6 DAYS 3 CREDITS

ABLD203

Dispute Resolution, Level 3: Managing Group Conflict

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.

\$604 6 DAYS 3 CREDITS

ABLD204

Dispute Resolution, Level 4: Team Negotiation

This course will explore the theoretical concepts and practice of effective negotiation, either as an individual or as a member of a team. The BC treaty process will provide a framework for exploring the principles and practices of team-based negotiation. Individuals will draw on personal experiences to refine and develop their own negotiation skills. Traditional approaches to negotiation often promote competitive tactics, resulting in unsatisfactory outcomes for one or both parties. In this course you will acquire the skills required for effective negotiation, including assessing the alternatives and building a climate of collaboration in order to get beyond resistance. *Prerequisite(s)*: ABLD205

\$604 6 DAYS 3 CREDITS

About Course Fees

Course fees listed are for JIBC New Westminster & Vancouver campuses only.

For course fees at all other locations visit: www.jibc.ca

All courses scheduled from April 1, 2012 onwards, are subject to a 2% increase. See website for further details.

Course fees listed include the JIBC Learner Services Fee.

ABLD250**Final Integrative Project**

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.

Prerequisite(s): ABLD200, ABLD201, ABLD202, ABLD203, ABLD204, ABLD205, and ABLD206

\$604 3 MONTHS 3 CREDITS

ABLD202**Presentation Skills and Storytelling**

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.

\$604 6 DAYS 3 CREDITS

ABLD206**Principles of Financial Management: An Aboriginal Perspective**

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.

\$604 6 DAYS 3 CREDITS



"The Aboriginal Leadership Certificate provided me with indepth education that has enhanced my professional skills in my work environment, and completing the program on a part-time basis was also attractive. I am pleased to say this program exceeded my expectations.

A few features of the program that worked very well for me: the majority of the instructors are First Nations', the diverse ages of participants was helpful in providing a wide range of perspectives; the supportive learning environment helped me as a mature student as I was very intimidated having not been in an academic environment. In the end I was very pleased with my good grades!

I am very grateful for the opportunity and learning environment at the JIBC."

Esther Charlie

*Aboriginal Leadership Certificate Student, ASCIRT Coordinator,
Inter Tribal Health Authority – Nanaimo*

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

The following is a sampling of courses and certificates offered in 2011-2012 through the Centre for Counselling & Community Safety. Some courses may be used as electives in certificate programs, such as the Aboriginal Leadership Diploma.

CERTIFICATE

Aboriginal Focusing-Oriented Therapy And Complex Trauma Certificate

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. A variety of Aboriginal/Indigenous treatment modalities are woven throughout the courses, including experiential exercises, story-telling, ceremonial processes and 'land-based' healing techniques.

See pg.26 for full description.

CERTIFICATE | CONTRACT ONLY

Aboriginal Trauma Certificate

This 20-day program for Aboriginal and non-Aboriginal professionals is delivered in four one-week modules to be taken sequentially. You will gain knowledge, skills, and awareness to effectively support Aboriginal peoples experiencing intergenerational as well as personal complex trauma and PTSD. Land-based healing approaches and techniques will also be explored. The format is highly interactive and experiential, and will include storytelling, role-playing and small group discussions; provide opportunities for community, relational, and self-reflection; and explore community healing strategies.

See pg.28 for full description.

FOR MORE INFORMATION

Program Coordinator
604.528.5711 or counselling@jibc.ca

Program Assistant
604.528.5875 or counselling@jibc.ca
www.jibc.ca/cccs

AD129

All My Relations: Working with Aboriginal Clients in Substance Use Recovery

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:* AD400.

Instructor: Teresa Howell

\$161.50 (\$151.50 GROUP RATE)

1 DAY 0.5 CREDITS

AD120 **ONLINE**

Fetal Alcohol Spectrum Disorder

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.

Instructors: Nancy Poole and Jan Lutke

\$397.50 (\$367.50 GROUP RATE)

3 DAYS 1.5 CREDITS

Group Rate

A group rate is available for Centre for Counselling & Community Safety courses when three or more persons from the same organization register at the same time.

Class Schedules

Find class schedules including dates, locations and fees online at www.jibc.ca/cccs

AD409

Fetal Alcohol Spectrum Disorder: Increasing Our Understanding

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:* AD400. *Instructor:* Nancy Poole

\$142.50 (\$132.50 GROUP RATE)

1 DAY 0.5 CREDITS

COUNS138

On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations

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. *Instructors:* Carrie Reid and Carol White

\$166.50 (\$156.50 GROUP RATE)

1 DAY 0.5 CREDITS

CY279

Understanding and Responding to Girls and High-Risk Drinking

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. *Instructor:* Natalie Clark

\$173.50 (\$163.50 GROUP RATE)

1 DAY 0.5 CREDITS

CY277

Who Am I? Understanding the Role of Identity in Marginalized Youth Experiences

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. *Instructor:* Natasha Aruliah

\$297 (\$276 GROUP RATE)

2 DAYS 1.0 CREDITS

TS126

Working With People Who Self-Harm

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. *Instructor:* Mark Weinberg

\$173.50 (\$163.50 GROUP RATE)

1 DAY 0.5 CREDITS

COURSE LISTING BY CODE

ABLD110	PG.9 Philosophy, Values and Ethics of Aboriginal Leadership
ABLD111	PG.8 Individual and Community Wellness in Aboriginal Contexts
ABLD112	PG.8 Aboriginal Leadership Development
ABLD113	PG.8 Writing and Research Skills
ABLD114	PG.8 Dispute Resolution, Level 1
ABLD115	PG.9 Aboriginal Justice and Governance Models
ABLD116	PG.8 Change Management: Aboriginal Organizations
ABLD117	PG.8 Dispute Resolution, Level 2: Overcoming the Past
ABLD118	PG.9 Introduction to Project Management
ABLD150	PG.9 Practicum
ABLD200	PG.11 Aboriginal Organizational Development
ABLD201	PG.11 Aboriginal Management and Practice
ABLD202	PG.12 Presentation Skills and Storytelling
ABLD203	PG.11 Dispute Resolution, Level 3: Managing Group Conflict
ABLD204	PG.11 Dispute Resolution, Level 4: Team Negotiation
ABLD205	PG.11 Aboriginal Human Resource Management
ABLD206	PG.12 Principles of Financial Management: An Aboriginal Perspective
ABLD250	PG.12 Final Integrative Project

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

AD120	PG.13 Fetal Alcohol Spectrum Disorder
AD129	PG.13 All My Relations: Working with Aboriginal Clients in Substance Use Recovery
AD409	PG.14 Fetal Alcohol Spectrum Disorder: Increasing Our Understanding
COUNS138	PG.14 On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations
CY277	PG.14 Who Am I? Understanding the Role of Identity in Marginalized Youth Experiences
CY279	PG.14 Understanding and Responding to Girls and High-Risk Drinking
TS126	PG.14 Working With People Who Self-Harm

CENTRE FOR COUNSELLING & COMMUNITY SAFETY



The Centre for Counselling & Community Safety offers a wide range of courses and certificates in counselling, capacity building and community safety.

Whether we are counsellors, teachers, health care or other service providers, it is essential to develop the skills and abilities to work with diversity, to respect and understand others. The JIBC's programming provides the framework to build skills which improve relationships and creates inclusion and equity for all.

Natasha Aruliah Instructor



Counselling and Capacity Building

We provide practitioners with essential skills to protect, support and empower children, youth, adults, families and communities. Courses are designed for counsellors, frontline staff and other professionals who are currently working with clients and are interested in building and refining their counselling and support skills.

See pg.19.

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 pg.40.

Customized Training Solutions

Successful workplace training builds staff skills, strengthens performance, and gives you and your team confidence in a shared future. Customized training extends team learning beyond the classroom and into your everyday practice.

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 at 604.528.5628 to further your organization's learning today.

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

- Creativity and Trauma [COUNS260] [PG.20]
- Mindfulness-Based Art Therapy–Level 1 [COUNS285] [PG.22]
- Mindfulness-Based Art Therapy–Level 2 [COUNS385] [PG.22]
- Mindfulness-Based Counselling–Level 2 [COUNS366] [PG.22]
- Supporting Clients Across Cultural Differences–Providing Relevant and Appropriate Services [COUNS268] [PG.24]
- Youth Leadership [CY280] [PG.25]
- Aboriginal Focusing-Oriented Therapy And Complex Trauma Certificate [PG.26]
- Graduate Certificate in Complex Trauma and Child Sexual Abuse Intervention [PG.34]
- Bylaw Compliance, Enforcement, and Investigative Skills Certificate [PG.43]

CONTENTS

- 18 **SPECIAL EVENTS**
- 19 **COUNSELLING AND CAPACITY BUILDING COURSES**
- 26 **CERTIFICATES**
- 26 Aboriginal Focusing-Oriented Therapy and Complex Trauma Certificate
- 28 Aboriginal Trauma Certificate
- 29 Expressive Play Therapy Certificate
- 31 Family Resource Program Certificate
- 33 Feminist Management Certificate Program
- 34 Graduate Certificate in Complex Trauma and Child Sexual Abuse Intervention
- 36 Substance Use Certificate
- 39 Working With Youth Certificate
- 40 **COMMUNITY SAFETY**
- 40 Critical Incident Stress Management Certificate
- 43 Bylaw Compliance, Enforcement and Investigative Skills Level 1 Certificate
- 44 **COURSE LISTING BY CODE**

SPECIAL EVENTS

Bridging the Couple Chasm: Gottman Couples Therapy – A Research-Based Approach Level 1 Training

Featuring: John Gottman and Julie Schwartz Gottman



Course Code: SPE117

Nov 3-4, 2011 9:00am – 5:00pm

\$499, (\$449 early bird rate by Oct 4, 2011)

1.0 Credit

The Stanley Theatre, 2750 Granville Street, Vancouver

When couples enter the therapy office, they sting with pain and despair. They look to the clinician to referee chronic conflicts, fix their partners, and rebuild burned bridges. Now, based on Dr. John Gottman's 35 years of compelling research with over 3,000 couples, there's a practical and highly effective approach to guiding these couples across the chasm that divides them. In this workshop, Drs. John and Julie Gottman provide you with a research-based roadmap for helping couples to compassionately manage their conflicts, deepen their friendship and intimacy, and share their life purpose and dreams. In this inspirational two-day course, you will learn:

- Research-based strategies and tools to help couples successfully manage conflict
- Skills that empower couples to dialogue about their worst gridlocked issues by uncovering their underlying dreams, history, and values
- Methods to help couples process their fights and heal their hurts
- Techniques for couples to deepen their intimacy and minimize relapse
- New assessments and effective interventions to help understand couples' struggles

Included in your registration fee, you will receive a 300-page clinical manual (\$150 value) featuring new relationship assessment questionnaires and clinical interventions designed to help couples break the cycle of criticism, defensiveness, contempt and stonewalling.

Summer Institute 2012: A Creative Journey Through Mindfulness Based Art Therapy

Featuring: Margaret Jones-Callahan



Course Code: COUNS285 and COUNS385

Jul 3-6, 2012 9:00am – 4:30pm

\$600, (\$550 early bird rate by May 28, 2012)

2.0 Credits

JIBC New Westminster Campus

Come learn to cultivate positive social and emotional health and self-management skills through mindfulness awareness within the creative process. Through seeing and experiencing our images, thoughts, emotions, and sensations as a continuous, ever changing stream of events, new perspectives and insights are generated and empathy, resilience, confidence, and the courage to express our natural creative intelligence arise.

You will learn to apply these skills to pain management, trauma issues, anxiety, addiction recovery, stress management and work place issues through discussion and experiential exercises. This course extends the creative exploration of therapeutic issues to the principles of Mindfulness of Effort, Speech and Mind, and the wisdom arising from mindfulness. Through mindfulness exercises of group composition you will learn, circle stories, brush practice, mask and mirror, and space awareness practices, to address specific issues such as conflict, relationship issues, grief, shock, stress, anxiety and addiction. Regular meditation practice is encouraged to cultivate the natural expressive power of mind and positive qualities of inner strength. Includes lunch.

Faculty Bios

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/cccs/faculty

INDIVIDUAL COURSES

Counselling and Capacity Building

Most of the following courses are open to general enrolment and you may register as you choose. Some courses are part of a certificate program and may require approval of the Program Coordinator and/or completion of an application process prior to registration. Courses are listed in alphabetical order.

AD401 **ALSO ONLINE**

A Continuum of Care: Prevention to Harm Reduction

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:* AD400. *Instructor:* Michelle Hawco

\$280 (\$260 GROUP RATE)
2 DAYS 1.0 CREDITS

AD129

All My Relations: Working with Aboriginal Clients in Substance Use Recovery

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:* AD400. *Instructor:* Teresa Howell

\$161.50 (\$151.50 GROUP RATE)
1 DAY 0.5 CREDITS

AD210

Art Therapy in Early Stages of Addiction Recovery

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. You will learn about clinical dynamics, legal and ethical issues, potential benefits and contraindications of art therapy for this client population. You will have the opportunity to experience the materials and processes directly. No art-making experience or skill is required. *Instructor:* Sabine Silberberg

\$285 (\$265 GROUP RATE)
2 DAYS 1.0 CREDITS

AD403

Assessment Practices

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:* AD400. *Instructor:* Rob Axsen

\$280 (\$260 GROUP RATE)
2 DAYS 1.0 CREDITS

EP508

Becoming a More Effective Counsellor

This course explores the characteristics of an effective counsellor and gives you an uncomplicated way to understand human behaviour. You 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. You will identify what is effective and what you can specifically do to become more effective in the role of counsellor. *Instructor:* Elaine Stoll

\$260 (\$240 GROUP RATE)
2 DAYS 1.0 CREDITS

COUNS126

Behaviour Change Counselling in Community Settings

Behaviour Change Counselling is an adaptation of Motivational Interviewing, with an emphasis on addressing lifestyle and healthy behaviour changes when the practitioner has only short periods of contact (10-30 minutes). You will be introduced to a specific skill set to engage in collaborative and constructive conversations with clients related to the importance of behaviour change. *Instructor:* Rob Axsen

\$158.50 (\$148.50 GROUP RATE)
1 DAY 0.5 CREDITS

EP278

Clinical Supervision: Innovative Practices

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). *Instructor:* Monica Franz

\$270 (\$250 GROUP RATE)
2 DAYS 1.0 CREDITS

AD407

Community Voices/Contemporary Issues

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:* AD400. *Instructor:* Tom Hetherington

\$143.50 (\$133.50 GROUP RATE)
1 DAY 0.5 CREDITS

Class Schedules

Find class schedules including dates, locations and fees online at www.jibc.ca/cccs

AD408**Compassion and Policy: The Heart and Mind of Drug Policy Reform**

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:* AD400. *Instructor:* Mark Haden

\$143.50 (\$133.50 GROUP RATE)

1 DAY 0.5 CREDITS

AD410**Concurrent Disorders Planning – Level 1**

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:* AD400. *Instructor:* TBA

\$280 (\$260 GROUP RATE)

2 DAYS 1.0 CREDITS

Group Rate

A group rate is available for Centre for Counselling & Community Safety courses when three or more persons from the same organization register at the same time.

Faculty Bios

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/cccs/faculty

EP587**Counselling Skills: The Art of Asking Effective Questions**

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. *Instructor:* Elaine Stoll

\$270 (\$250 GROUP RATE)

2 DAYS 1.0 CREDITS

COUNS260 NEW**Creativity and Trauma**

This course will present current research on the impact of mindfulness developmentally, and its effects in treating trauma. The cultivation of social and emotional intelligence can interrupt traumatic patterning and generate new resources.

You will explore how the creative process offers a stable, and nurturing container for working through emotional conflict and trauma through lecture and experiential creative activities. A variety of mediums will be offered, including brush work, collage, and circle stories. We will discuss specific topics related to trauma including developmental issues, identity, the dynamics of shame, neuroplasticity and healing, and affect theory. *Instructor:* Margaret Jones-Callahan

\$295 (\$275 GROUP RATE)

2 DAYS 1.0 CREDITS

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

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. *Instructor:* Jocelyn Lymburner

\$280 (\$260 GROUP RATE)

2 DAYS 1.0 CREDITS

COUNS163**Expressive Play Therapy for the Grieving Child**

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: CY104 and CY104A.

Instructor: Marie-José Dhaese

\$425.50 (\$405.50 GROUP RATE)

3 DAYS 1.5 CREDITS

CY104**Expressive Play Therapy Methods – Level 1**

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.

Instructor: Marie-José Dhaese

\$286 (\$266 GROUP RATE)

2 DAYS 1.0 CREDITS

CY104A | ADVANCED**Expressive Play Therapy Methods—Level 2**

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:* CY104. *Instructor:* Marie-José Dhaese

\$286 (\$266 GROUP RATE)

2 DAYS 1.0 CREDITS

CY278**Facilitate This! Group Leadership Skills for Youth Workers**

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. *Instructors:* Romi Chandra and Iris Yong

\$173.50 (\$163.50 GROUP RATE)

1 DAY 0.5 CREDITS

COUNS110**Facilitating Effective Group Process**

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. *Instructor:* Jane Katz

\$280 (\$260 GROUP RATE)

2 DAYS 1.0 CREDITS

AD120 ONLINE**Fetal Alcohol Spectrum Disorder**

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. *Instructors:* Nancy Poole and Jan Lutke

\$397.50 (\$367.50 GROUP RATE)

3 DAYS 1.5 CREDITS

AD409**Fetal Alcohol Spectrum Disorder: Increasing Our Understanding**

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:* AD400. *Instructor:* Nancy Poole

\$142.50 (\$132.50 GROUP RATE)

1 DAY 0.5 CREDITS

EP524**Fostering and Encouraging Client Responsibility**

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. *Instructor:* Elaine Stoll

\$270 (\$250 GROUP RATE)

2 DAYS 1.0 CREDITS

COUNS171**Innovative Practice in Group Clinical Supervision**

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. *Instructor:* Monica Franz

\$297 (\$277 GROUP RATE)

2 DAYS 1.0 CREDITS

AD405**Interconnected Risk**

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:* AD400. *Instructor:* Michael Koo

\$280 (\$260 GROUP RATE)

2 DAYS 1.0 CREDITS

CY250**Introduction to Art Therapy for Counsellors and Therapists**

This course is for professionals who integrate some form of art making into their clinical work, are not formally trained art therapists, and are interested in the expressive aspect of mind. The course will provide an introduction to the theory and practice of art therapy, enabling participants to use this powerful therapeutic medium with effectiveness, skill and ethical integrity. Areas covered include models of art therapy, both short term and long term, creating and maintaining an art therapeutic environment, therapeutic benefits and contraindications, vicarious traumatization, liability issues and boundary management. Opportunities will be provided for experiential practice, creative exploration, and discussions. *Instructor:* Margaret Jones-Callahan

\$285 (\$265 GROUP RATE)

2 DAYS 1.0 CREDITS

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

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

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 (LGBT) 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 in a variety of areas: 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, call 604.528.5620

COUNS285 NEW**Mindfulness-Based Art Therapy – Level 1**

This course teaches how to cultivate positive social and emotional health and self-management skills through mindfulness awareness within the creative process. Through seeing and experiencing our images, thoughts, emotions, and sensations as a continuous, ever changing stream of events, new perspectives and insights are generated and empathy, resilience, confidence, and the courage to express our natural creative intelligence arise. You will learn to apply these skills to pain management, trauma issues, anxiety, addiction recovery, stress management and work place issues through discussion and experiential exercises. This course emphasizes Mindfulness of Body and developing personal presence in the counselling dynamic. *Instructor:* Margaret Jones Callahan

\$295 (\$275 GROUP RATE)

2 DAYS 1.0 CREDITS

COUNS385 NEW ADVANCED**Mindfulness-Based Art Therapy – Level 2**

This course extends the creative exploration of therapeutic issues begun in Mindfulness-Based Art Therapy Level 1, to the principles of Mindfulness of Effort, Speech and Mind, and the wisdom arising from mindfulness. Through mindfulness exercises, you will learn group composition, circle stories, brush practice, mask and mirror, and space awareness practices, to address specific issues such as conflict, relationship issues, grief, shock, stress, anxiety and addiction. Regular meditation practice is encouraged to cultivate the natural expressive power of mind and positive qualities of inner strength. *Instructor:* Margaret Jones-Callahan

\$300 (\$280 GROUP RATE)

2 DAYS 1.0 CREDITS

COUNS266**Mindfulness-Based Counselling – Level 1**

Mindfulness is seen to have a positive impact on brain functioning and psychological well-being. You will have the opportunity to explore mindfulness and compassion practices for yourself and learn strategies on how to help clients use mindfulness practice for self-management. The characteristics of mindfulness-based counselling are being centered in the present moment and a radical friendliness, acceptance, and compassion to all experiences. You will gain deeper understanding of the relevance of mindfulness practice in the quality of your work with others and greater experience in both personal and professional applications of mindfulness practices. *Instructor:* Jennifer Rodrigues.

\$144 (\$134 GROUP RATE)

1 DAY 0.5 CREDITS

COUNS366 NEW ADVANCED**Mindfulness-Based Counselling – Level 2**

This experiential and contemplative course builds on Mindfulness-Based Counselling Level 1 for therapists wanting to make a commitment to mindfulness meditation practices and to deepen their understanding of its clinical applications. Using case studies and mindfulness practices you will learn how to enhance clients' self-compassion, emotional healing, contentment as well as therapeutic presence. Participants are encouraged to bring their own case studies to discuss. *Prerequisite:* COUNS266.

Instructor: Jennifer Rodrigues

\$173.50 (\$163.50 GROUP RATE)

1 DAY 0.5 CREDITS

AD204**Motivational Interviewing in Practice – Level 1**

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:* AD400. *Instructor:* Rob Axsen

\$280 (\$260 GROUP RATE)

2 DAYS 1.0 CREDITS

COUNS205 | ADVANCED**Motivational Interviewing in Practice – Level 2**

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:* AD204. *Instructor:* Rob Axsen

\$280 (\$260 GROUP RATE)

2 DAYS 1.0 CREDITS

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

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. *Instructors:* Carrie Reid and Carol White

\$166.50 (\$156.50 GROUP RATE)

1 DAY 0.5 CREDITS

CY265**Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times–Level 1**

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:* CY104 and CY104A.

Instructor: Marie-José Dhaese

\$286 (\$266 GROUP RATE)

2 DAYS 1.0 CREDITS

CY266 | ADVANCED**Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times–Level 2**

In this course you will explore in depth sandplay therapy and its application and use 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. We will also 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:* CY265.

Instructor: Marie-José Dhaese

\$286 (\$266 GROUP RATE)

2 DAYS 1.0 CREDITS

"In my role, I serve families – new immigrant and refugee families – with backgrounds that are sometimes difficult. The program was amazing, the different courses allowed me to reflect on my personal values and the way that I interact with others, including clients, and helped me develop the skills to better do my job. I feel more grounded. I understand the framework that supports the work I do daily. I have a solid foundation with the theory and practical skills which supports me in my work with families in the community."

Ana Machado Padilla

*Graduate, Family Resource Program Certificate,
Family Support Worker, Richmond Family Place*



COUNS268 **NEW**

Supporting Clients Across Cultural Differences—Providing Relevant and Appropriate Services

This course will build on intercultural theory and introduce basic intercultural counselling and support skills relevant to working with diverse populations. You will explore your role as a service provider and what you bring to the client support process. You will also examine factors that impact your service provision and interactions across cultural differences. Best practices necessary to appropriately and effectively support our clients and communities are discussed. This course is grounded in theory and will be experiential, self-reflective and participatory and taught within a social justice framework. This course is for anyone working across cultural difference, specifically those with counselling and/or support responsibilities. *Instructor:* Natasha Aruliah

\$280 (\$260 GROUP RATE)
1 DAY 0.5 CREDITS

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? 604.528.5711 or counselling@jibc.ca

Group Rate

A group rate is available for Centre for Counselling & Community Safety courses when three or more persons from the same organization register at the same time.

EP286

Teaching Problem-Solving Skills to Clients

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. *Instructor:* Elaine Stoll

\$143.50 (\$133.50 GROUP RATE)
1 DAY 0.5 CREDITS

TS225

Trauma and Addictions: Assessment and Treatment Issues

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. *Prerequisite:* AD400. *Instructor:* Joe Solanto

\$280 (\$260 GROUP RATE)
2 DAYS 1.0 CREDITS

CY279

Understanding and Responding to Girls and High-Risk Drinking

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. *Instructor:* Natalie Clark

\$173.50 (\$163.50 GROUP RATE)
1 DAY 0.5 CREDITS

CY240

Understanding Children and Youth Who Have Experienced Trauma

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. *Instructors:* Cheryl Bell-Gadsby and Natalie Clark

\$280 (\$260 GROUP RATE)
2 DAYS 1.0 CREDITS

EP308

Understanding Pharmacology from a Counsellor's Perspective

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:* AD400. *Instructors:* Yvonne Savard and Munir Velji

\$280 (\$260 GROUP RATE)
2 DAYS 1.0 CREDITS

AD400 **ALSO ONLINE**

Understanding Substance Use

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.

Instructor: Michelle Hawco

\$280 (\$260 GROUP RATE)

2 DAYS 1.0 CREDITS

COUNS168

Welcome to Canada: Working Effectively with Newcomers

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.

Instructor: Natasha Aruliah

\$173.50 (\$163.50 GROUP RATE)

1 DAY 0.5 CREDITS

CY277

Who Am I? Understanding the Role of Identity in Marginalized Youth Experiences

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. *Instructor:* Natasha Aruliah

\$297 (\$276 GROUP RATE)

2 DAYS 1.0 CREDITS

CY267

Working More Effectively with Parents and Other Caregivers

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.

Instructor: Elaine Stoll

\$161.50 (\$151.50 GROUP RATE)

1 DAY 0.5 CREDITS

COUNS102 | **ADVANCED**

Working with Complicated Grief

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).

Instructor: Kathryn Priest-Peries

\$143.50 (\$133.50 GROUP RATE)

1 DAY 0.5 CREDITS

TS126

Working With People Who Self-Harm

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.

Instructor: Mark Weinberg

\$173.50 (\$163.50 GROUP)

1 DAY 0.5 CREDITS

CY280 **NEW**

Youth Leadership

In this course you will explore the question: "What is inclusive youth leadership and how can I affect change?" You will explore your own leadership style and develop inclusive leadership skills while learning to mentor leadership in youth. You will examine ways to include young people in decision-making processes, create organization-specific youth friendly checklists, and will learn tips and tools for setting up youth friendly spaces. You will also learn about creating equal space in decision-making and how to level power dynamics. *Recommended:* CY278.

Instructors: Romi Chandra, Iris Yong

\$280 (\$260 GROUP RATE)

2 DAYS 1.0 CREDITS

FOR MORE INFORMATION

Program Coordinator 604.528.5711

Program Assistant 604.528.5875

email: counselling@jibc.ca

www.jibc.ca/cccs

About Course Fees

Course fees listed are for JIBC New Westminster & Vancouver campuses only.

For course fees at all other locations visit: www.jibc.ca

All courses scheduled from April 1, 2012 onwards, are subject to a 2% increase. See website for further details.

Course fees listed include the JIBC Learner Services Fee.

Aboriginal Focusing-Oriented Therapy and Complex Trauma Certificate

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. A variety of Aboriginal/Indigenous treatment modalities are woven throughout the courses, including experiential exercises, story-telling, ceremonial processes and land-based healing techniques.

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.

Who should attend

This program will benefit Aboriginal and non-Aboriginal 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 practitioners 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.

Note: While this program is taught from an Aboriginal, land-based knowledge perspective, peoples from all cultures and ethnicities are encouraged to apply.

How to apply

- We recommend you apply as soon as possible, to allow for adequate time to process your application.
- Download an application form from www.jibc.ca/cccs
- Include a letter of intent, your resume and a work letter of reference with your application form.
- There is a \$75 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.
- Once your application has been approved, register directly with the Student Services Centre at 604.528.5590.

We suggest registering at least one month before classes begin as seating is limited.

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.

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

The cost to complete the program is \$4,301.50 plus non-refundable application fee. Includes training materials.

Candidates for this program may also be eligible for JIBC awards and bursaries. For details visit www.jibc.ca/student-services or call 604.528.5762.

SUGGESTED LEARNING PATH

↓ **STEP 1.** Complete the courses in the following sequence:

- Complex Trauma [CT301]
- Basic Focusing-Oriented Therapy and Complex Trauma [CT302]
- Intermediate Focusing-Oriented Therapy [CT303]
- Advanced Focusing-Oriented Therapy and Complex Trauma [CT304]
- Depression, Grieving and Complex Trauma [CT305]
- Clinical Spirituality and Complex Trauma [CT306]
- Dreams and Complex Trauma [CT307]

↓ **STEP 2.** Graduation. Stay connected! Come back as a lifelong learner for professional development.

Course Descriptions

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.

CT301 Complex Trauma

You will learn about the impacts and assessments of Complex Trauma within self, family, communities and systems (residential schools, governments, agencies, etc). You will explore the dynamics and interruption of traumatic bonding, Aboriginal treatment models and attitudes for FOT, including how to prepare a safe ground for unraveling trauma, vicarious trauma and intergenerational trauma. A variety of Aboriginal/Indigenous treatment modalities are woven throughout the seven certificate courses via experiential exercises, storytelling, land-based healing techniques and ceremonial processes.

\$614.50 3 DAYS 1.5 CREDITS

CT302 Basic Focusing-Oriented Therapy and Complex Trauma

You will consider neurological research and its implications on trauma treatment from Aboriginal/Indigenous perspectives. 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 techniques are introduced. *Prerequisite:* CT301

\$614.50 3 DAYS 1.5 CREDITS

CT303 Intermediate Focusing-Oriented Therapy

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 Aboriginal/Indigenous perspectives. The importance of nature and animals in treatment is also introduced. You will continue to practice and deepen your skills in FOT. You will deepen your own implicit skills using Aboriginal/Indigenous teachings of respectful engagement and balance with all of the relationships in nature. How Indigenous knowledge as framework is central to consider when working within Aboriginal contexts will be demonstrated. *Prerequisite:* CT302

\$614.50 3 DAYS 1.5 CREDITS

CT304 Advanced Focusing-Oriented Therapy

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-centered observation skills. Aboriginal/Indigenous creation stories, language, songs, storytelling and the concepts of "gifts" will be addressed where appropriate. *Prerequisite:* CT303

\$614.50 3 DAYS 1.5 CREDITS

CT305 Depression, Grieving and Complex Trauma

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. Indigenous knowledge frameworks, ceremony, song and connection to land, geography, seasons and elements will be explored as implicit resource development. *Prerequisite:* CT304

\$614.50 3 DAYS 1.5 CREDITS

CT306 Clinical Spirituality and Complex Trauma

This course introduces you to spiritual healing techniques and boundaries for working with complex, intergenerational and vicarious trauma. Whole Body FOT techniques are also introduced. Aboriginal/Indigenous knowledge cosmology such as ancestral knowledge and connection to ancestors will be explored where appropriate. *Prerequisite:* CT305

\$614.50 3 DAYS 1.5 CREDITS

CT307 Dreams and Complex Trauma

You will develop skills to connect with dreams and nightmares to help unravel complex trauma, inter-generational trauma and vicarious trauma. This course will also synthesize FOT theory and skills developed throughout the program. You will continue to synthesize and demonstrate Aboriginal/Indigenous holistic values of respectful, responsible relationships that are reciprocal and reverent. *Prerequisite:* CT306

\$614.50 3 DAYS 1.5 CREDITS

Instructors:

Program Elder: Gerald George, Sto:lo Nation
Lead Instructor, Program Supervisor and Clinical Supervisor: Shirley Turcotte
Lead Instructor: Alannah Young
Instructors: Alexis Phillips, Shaun Phillips, Dennis Windego
Full faculty bios at: www.jibc.ca/cccs/faculty

FOR MORE INFORMATION

Program Coordinator, 604.528.5711
Program Assistant, 604.528.5875
email: counselling@jibc.ca
www.jibc.ca/cccs

Funding Available – Check Online For Eligibility

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

Aboriginal Trauma Certificate

This 20-day (10 credit) program for Aboriginal and non-Aboriginal professionals is delivered in four one-week modules to be taken sequentially. You will gain knowledge, skills, and awareness to effectively support Aboriginal peoples experiencing intergenerational as well as personal complex trauma and PTSD. Land-based healing approaches and techniques will also be explored. The format is highly interactive and experiential, and will include storytelling, role-playing and small group discussions; provide opportunities for community, relational, and self-reflection; and explore community healing strategies.

This program will be of interest to front-line social service providers and to management/leadership personnel working primarily with rural or urban First Nations peoples/communities coping with the effects of intergenerational and personal trauma, who are open to exploring the possible effects of personal history, culture, attitudes, and biases that could influence their work in this area.

How the certificate and courses are offered

This certificate is offered on a contract basis only and can also be customized for your organization, agency, or group.

How to complete the certificate

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

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? 604.528.5711 or counselling@jibc.ca

SUGGESTED LEARNING PATH

- ↓ **STEP 1.** Week One: We will go beyond PTSD/PTG and learn about the land-based spiritual nature of surviving trauma and resolving its effects. You will consider the impacts of intergenerational trauma for Aboriginal peoples since colonization and gain an understanding of the impacts of personal trauma on Aboriginal individuals, families, organizations and communities.
- ↓ **STEP 2.** Week Two: We will explore the land-based knowledge strategies of communities, families and individuals to survive and thrive through trauma fallout. We will explore self-harming and its role in processing through trauma fallout. You will learn the creative and ingenious ways in which Aboriginal peoples have survived unspeakable losses; the role of the trickster and the resilience of the human spirit.
- ↓ **STEP 3.** Week Three: We will explore the use of creative and expressive arts to support Aboriginal peoples in the various stages of healing and recovery within the model of the Medicine Wheel. You will learn to observe and assess for intergenerational and vicarious trauma and ways in which to hear and respond with land-based knowledge approaches to complex intergenerational grief.
- ↓ **STEP 4.** Week Four: You will learn the importance of intergenerational and vicarious trauma knowledge held by children, families and communities. We will explore the impact of vicarious and intergenerational trauma on support workers and organizations, discovering individual, organizational, and community strategies for self-care and wellness. Week Four ends with a Closing Ceremony.

Leader Instructor: Shirley Turcotte

Instructors: Livingston Finch, Jeffrey J Schiffer

Full faculty bios at: www.jibc.ca/cccs/faculty

FOR MORE INFORMATION

Program Coordinator, 604.528.5711

Program Assistant, 604.528.5833

email: counselling@jibc.ca

www.jibc.ca/cccs

Expressive Play Therapy Certificate

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 bachelor's 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

How to apply

- We recommend you apply as soon as possible, to allow for adequate time to process your application.
- Download an application form from www.jibc.ca/cccs
- Include a letter of intent, your resume and a work letter of reference with your application form.
- There is a \$75 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.
- Once your application has been approved, register directly with the Student Services Centre at 604.528.5590.

We suggest registering immediately for COUNS299 as seating is limited to 12.

How the certificate and courses are offered

Courses may be taken individually or as part of the certificate, with the exception of COUNS299. All courses can also be customized for your organization, agency, or group. CY104 is a prerequisite for all courses if you enroll in the certificate.

How to complete the certificate

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

Successful completion of final presentation, written assignment and full attendance is required to receive an Expressive Play Therapy Certificate.

Learners must achieve 70% or higher.

Program fee

The cost to complete the certificate at our New Westminster campus: \$1,995. Plus non-refundable application fee.

SUGGESTED LEARNING PATH

↓ **STEP 1.** Complete the prerequisite, Expressive Play Therapy Methods [CY104]. 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 [COUNS163]
- Final Project/Consultation Group [COUNS299]

↓ **STEP 2.** Graduation. Stay connected! Come back as a lifelong learner for professional development

FOR MORE INFORMATION

Program Coordinator, 604.528.5711
Program Assistant, 604.528.5875
email: counselling@jibc.ca
www.jibc.ca/cccs

Course Descriptions

These courses, with the exception of COUNS299, can be taken individually or as part of the Expressive Play Therapy Certificate. To take individual courses contact the Program Coordinator at 604.528.5711 or counselling@jibc.ca.

CY104

Expressive Play Therapy Methods – Level 1

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.

Instructor: Marie-José Dhaese

\$286 (\$266 GROUP RATE)

2 DAYS 1.0 CREDITS

CY104A | ADVANCED

Expressive Play Therapy Methods – Level 2

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:* CY104.

Instructor: Marie-José Dhaese

\$286 (\$266 GROUP RATE)

2 DAYS 1.0 CREDITS

CY265

Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 1

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:* CY104 and CY104A.

Instructor: Marie-José Dhaese

\$286 (\$266 GROUP RATE)

2 DAYS 1.0 CREDITS

CY266 | ADVANCED

Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times – Level 2

In this course you will explore in-depth sandplay therapy and its application and use 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. We will also 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:* CY265.

Instructor: Marie-José Dhaese

\$286 (\$266 GROUP RATE)

2 DAYS 1.0 CREDITS

COUNS163

Expressive Play Therapy for the Grieving Child

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:* CY104 and CY104A.

Instructor: Marie-José Dhaese

\$425.50 (\$405.50 GROUP RATE)

3 DAYS 1.5 CREDITS

COUNS299

Final Project/Consultation Group

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. *Prerequisite(s):* This course is limited to 12 participants and is only available to those enrolled in the certificate program and who have taken CY104, CY104A, CY265, CY266 and COUNS163.

Instructor: Marie-José Dhaese

\$425.50 (\$405.50 GROUP RATE)

3 DAYS 1.5 CREDITS

Group Rate

A group rate is available for Centre for Counselling & Community Safety courses when three or more persons from the same organization register at the same time.

Family Resource Program Certificate

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 (FRP) 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 you apply as soon as possible, to allow for adequate time to process your application.
- Download an application form from www.jibc.ca/cccs
- There is a \$75 non-refundable program application fee.
- Include your resume and a work letter of reference with your application form.
- Non-FRP applicants should include a letter outlining how their work relates to FRP and benefits they hope to achieve by participating in the training.
- Once your application has been approved, register directly with the Student Services Centre at 604.528.5590.

We suggest registering at least one month before classes begin as seating is limited.

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.

How to complete the certificate

Participants must attend and complete all courses within an assigned timeline. 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.

SUGGESTED LEARNING PATH

STEP 1. Complete the courses in the following sequence:

- 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]

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

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

FOR MORE INFORMATION

Program Coordinator, 604.528.5628
Program Assistant, 604.528.5875
email: counselling@jibc.ca
www.jibc.ca/cccs

Course Descriptions

FMRS101

Roots and Principles of Family Resource Programs in Canada

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.

2 DAYS 1.0 CREDIT

FMRS102

Family Resource Program Approach to Practice

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.

Prerequisite: FMRS101

2 DAYS 1.0 CREDIT

FMRS103

Child Development

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.

Prerequisite: FMRS102

1 DAY 0.5 CREDIT

FMRS104

The Skilled Practitioner: Communicating Effectively

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.

Prerequisite: FMRS103

1 DAY 0.5 CREDIT

FMRS105

Understanding Family Diversity

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.

Prerequisite: FMRS104

2 DAYS 1.0 CREDIT

FMRS106

Working with Vulnerable Families

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.

Prerequisite: FMRS105

1 DAY 0.5 CREDIT

FMRS107

Supporting Families of Children with Special Needs

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.

Prerequisite: FMRS106

1 DAY 0.5 CREDIT

FMRS108

Program Planning and Evaluation

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.

Prerequisite: FMRS107

1 DAY 0.5 CREDIT

Feminist Management Certificate Program

This program is the result of a multi-year collaborative partnership between the Ending Violence Association of BC (EVA), the BC Society of Transition Houses (BCSTH), 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
Program Assistant 604.528.2833
email: counselling@jibc.ca
www.jibc.ca/cccs

SUGGESTED LEARNING PATH

STEP 1. Week One

- Module 1: Feminist Analysis and Practice in Management
- Module 2: Human Resource Development and Management

STEP 2. Week Two

- Module 3: Managing Conflict in Organizations
- Module 4: Feminist Decision-Making
- Module 5: Supervision in a Feminist Context

STEP 3. Week Three

- Module 6: Creating Healthy Workplaces
- Module 7: Values-Based Strategic Planning and Policy Development

STEP 4. Week Four

- 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



Graduate Certificate in Complex Trauma and Child Sexual Abuse Intervention

The Graduate 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.

This program is also suitable for individuals who have completed trauma-based specialty interventions such as EMDR or Bodynamics, as the certificate will build on this knowledge and provide an integrated framework for continued development.

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 as soon as possible, to allow for adequate processing time.
- A minimum of a bachelor's 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 bachelor's 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
- Include your resume, work letter of reference, transcript and \$75 non-refundable application fee with your application form.
- Once your application has been approved, register directly with the Student Services Centre at 604.528.5590.

We suggest registering immediately as seating is limited.

How the certificate and courses are offered

The certificate is a blend of online, face-to-face and self-directed study. All courses can be taken individually or as part of the certificate however, a complete application package as well as Program Coordinator approval are required. 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 Graduate Certificate in Complex Trauma and Child Sexual Abuse Intervention Certificate.

- Option 1: Complete all courses and receive a Graduate Certificate in Complex Trauma in Child Sexual Abuse intervention.
- Option 2: Complete all designated trauma courses and receive a Graduate Certificate of Achievement in Complex Trauma. The Graduate Certificate of Achievement in Complex Trauma is the prerequisite for the Child Sexual Abuse courses and the Graduate Certificate in Complex Trauma and Child Sexual Abuse Intervention.

Program fee

The cost to complete the Graduate Certificate in Complex Trauma and Child Sexual Abuse Intervention is \$5,432 plus non-refundable application fee. Courses may be paid for individually. For individual course fees please see course descriptions. Program text book must be purchased, however, all other course materials, including assessment tools, are included.

Candidates for this program may also be eligible for JIBC bursaries. For details contact Student Services at financialaid@jibc.ca or call 604.528.5762.

SUGGESTED LEARNING PATH

- STEP 1. Complete the online course, Theoretical Foundation in Complex Trauma [CT501]
- STEP 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]
- STEP 3. Graduation. Stay connected! Come back as a lifelong learner for professional development

FOR MORE INFORMATION

Program Coordinator, 604.528.5711
 Program Assistant, 604.528.5875
 email: counselling@jibc.ca
www.jibc.ca/cccs

Course Descriptions

These courses can be taken individually or as part of the certificate however, a complete application package as well as Program Coordinator approval are required. Faculty may be subject to change.

CT501 **ONLINE**

Theoretical Foundation in Complex Trauma

This 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. *Instructor:* Maureen McEvoy

\$1,086 6 DAYS 3.0 CREDITS

CT502

Assessment and Treatment Planning in Complex Trauma

This 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. *Prerequisite:* CT501.

Instructor: Maureen McEvoy

\$905.50 5 DAYS 2.5 CREDITS

CT503

Intervention and Skill Building in Complex Trauma

Building on the theory, assessment and treatment planning knowledge gained in the previous two courses, this 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. *Prerequisite:* CT502. *Instructors:* Cheryl Bell-Gadsby and Maureen McEvoy

\$905.50 5 DAYS 2.5 CREDITS

CT504

Somatics in Complex Trauma

This highly experiential 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. *Prerequisite:* CT503. *Instructor:* Lisa Mortimore

\$362 2 DAYS 1.0 CREDITS

CT520

Complex Trauma Integrated Project

This self-directed 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. *Prerequisite:* CT504. *Instructors:* Cheryl Bell-Gadsby and Maureen McEvoy

\$362 2 DAYS 1.0 CREDITS

CSA530

Child Sexual Abuse Intervention

This two-part 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. *Prerequisite:* CT520. *Instructors:* Cheryl Bell-Gadsby or Natalie Clark

\$1,267.50 7 DAYS 3.5 CREDITS

CTCSA550

Clinical Consultation in Complex Trauma and Sexual Abuse

This 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. *Prerequisite:* CSA530. *Instructors:* Cheryl Bell-Gadsby and Maureen McEvoy

\$543.50 3 DAYS 1.5 CREDITS

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 you apply as soon as possible, to allow for adequate time to process your application.
- Download an application form from www.jibc.ca/cccs
- Include a letter of intent, your resume and a work letter of reference with your application form.
- There is a \$75 non-refundable application fee.
- Once your application has been approved, register directly with the Student Services Centre at 604.528.5590.

We suggest registering at least one month before the classes begin as seating is limited.

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: \$2,831 plus non-refundable application fee.

Candidates for this program may also be eligible for JIBC awards and bursaries. For details visit www.jibc.ca/student-services or call 604.528.5762

SUGGESTED LEARNING PATH

↓ **STEP 1.** Complete the prerequisite, Understanding Substance Use [AD400]

↓ **STEP 2.** Complete the required courses in any order. The following sequence is recommended.

- 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]

↓ **STEP 3.** Complete the final assignment within six weeks of completing the final course.

↓ **STEP 4.** Graduation. Stay connected! Come back as a lifelong learner for professional development

FOR MORE INFORMATION

Program Coordinator 604.528.5711 or
Program Assistant 604.528.5875
email: counselling@jibc.ca
www.jibc.ca/cccs

Course Descriptions

These courses can be taken individually or as part of the Substance Use Certificate. To take individual courses contact the Program Coordinator at 604.528.5711 or counselling@jibc.ca. Faculty may be subject to change.

AD400 **ALSO ONLINE**

Understanding Substance Use

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. *Instructor: Michelle Hawco*

\$280 (\$260 GROUP RATE)
2 DAYS 1.0 CREDITS

AD401 **ALSO ONLINE**

A Continuum of Care: Prevention to Harm Reduction

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: AD400. Instructor: Michelle Hawco*

\$280 (\$260 GROUP RATE)
2 DAYS 1.0 CREDITS

AD129

All My Relations: Working with Aboriginal Clients in Substance Use Recovery

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: AD400. Instructor: Teresa Howell*

\$161.50 (\$151.50 GROUP RATE)
1 DAY 0.5 CREDITS

AD403

Assessment Practices

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: AD400. Instructor: Rob Axsen*

\$280 (\$260 GROUP RATE)
2 DAYS 1.0 CREDITS

AD407

Community Voices/Contemporary Issues

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: AD400. Instructor: Tom Hetherington*

\$143.50 (\$133.50 GROUP RATE)
1 DAY 0.5 CREDITS

AD408

Compassion and Policy: The Heart and Mind of Drug Policy Reform

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: AD400. Instructor: Mark Haden*

\$143.50 (\$133.50 GROUP RATE)
1 DAY 0.5 CREDITS

AD410

Concurrent Disorders Planning – Level 1

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: AD400. Instructor: TBA*

\$280 (\$260 GROUP RATE)
2 DAYS 1.0 CREDITS

Group Rate

A group rate is available for Centre for Counselling & Community Safety courses when three or more persons from the same organization register at the same time.

About Course Fees

Course fees listed are for JIBC New Westminster & Vancouver campuses only.

For course fees at all other locations visit: www.jibc.ca

All courses scheduled from April 1, 2012 onwards, are subject to a 2% increase. See website for further details.

Course fees listed include the JIBC Learner Services Fee.

AD120 ONLINE**Fetal Alcohol Spectrum Disorder**

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.

Instructors: Nancy Poole and Jan Lutke

\$397.50 (\$367.50 GROUP RATE)

3 DAYS 1.5 CREDITS

AD409**Fetal Alcohol Spectrum Disorder: Increasing Our Understanding**

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: AD400. *Instructor:* Nancy Poole

\$142.50 (\$132.50 GROUP RATE)

1 DAY 0.5 CREDITS

AD405**Interconnected Risk**

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:* AD400.

Instructor: Michael Koo

\$280 (\$260 GROUP RATE)

2 DAYS 1.0 CREDITS

AD204**Motivational Interviewing in Practice – Level 1**

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: AD400. *Instructor:* Rob Axsen

\$280 (\$260 GROUP RATE)

2 DAYS 1.0 CREDITS

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

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.

Prerequisite: AD400. *Instructor:* Joe Solanto

\$280 (\$260 GROUP RATE)

2 DAYS 1.0 CREDITS

EP308**Understanding Pharmacology from a Counsellor's Perspective**

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:* AD400.

Instructors: Yvonne Savard and Munir Velji

\$280 (\$260 GROUP RATE)

2 DAYS 1.0 CREDITS

Funding Available – Check Online For Eligibility

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

Faculty Bios

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/cccs/faculty

CONTRACT ONLY

Working With Youth Certificate

The Working with Youth Certificate was developed with the help of managers and frontline staff working with children, youth, and their families. This 20-day (10 credit) certificate 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.

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.

SUGGESTED LEARNING PATH

- ↓ **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.
- ↓ **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.
- ↓ **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.
- ↓ **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.



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 & 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.

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 CISM 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

- We recommend you apply as soon as possible, to allow for adequate time to process your application.
- Download an application form from www.jibc.ca/cccs
- There is a \$75 non-refundable application fee.
- Once your application has been approved, register directly with the Student Services Centre at 604.528.5590.

We suggest registering at least one month before classes begin as seating is limited.

How to complete the certificate

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

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 at our New Westminster Campus: \$2572 plus non-refundable application fee.

SUGGESTED LEARNING PATH

STEP 1. Courses in Block 1 must be completed in the following order: (see course descriptions beginning on pg.41)

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

STEP 2. Block 2 courses may be taken in any order: (see course descriptions beginning on pg. 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]
- CISM Simulation [CISM206]

STEP 3. Complete the final written take-home exam (the exam is provided to students upon successful completion of courses in Blocks 1 and 2).

STEP 4. Graduation. Stay connected! Come back as a lifelong learner for professional development.

FOR MORE INFORMATION

Program Coordinator, 604.528.5628
Program Assistant, 604.528.5833
email: cism@jibc.ca
www.jibc.ca/cccs

Block 1—Course Descriptions

CISM100

Introduction to Critical Incident Stress Management

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.

\$192.50 (\$182.50 GROUP RATE)

1 DAY 0.5 CREDITS

CISM101

Diversity and Trauma

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:* CISM100

\$192.50 (\$182.50 GROUP RATE)

1 DAY 0.5 CREDITS

CISM102

Demobilization and Defusing

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:* CISM101

\$292 (\$272 GROUP RATE)

2 DAYS 1.0 CREDITS

CISM103

Critical Incident Stress Debriefing

In this course, you will examine the debriefing process and 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:* CISM102

\$423.50 (\$403.50 GROUP RATE)

3 DAYS 1.5 CREDITS

Block 2—Course Descriptions

The following courses, with the exception of CISM Simulation [CISM206], can be taken individually or as part of the Critical Incident Stress Management Certificate. **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 604.528.5628 or cism@jibc.ca.**

CISM200

Post-Critical Incident Stress Reactions

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. *Prerequisite:* CISM100

\$192.50 (\$182.50 GROUP RATE)

1 DAY 0.5 CREDITS

CISM201

Psychological First Aid

Psychological first aid is a modular approach to providing psychosocial and emotional help to victims of traumatic events. 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. In this course you will learn how to assist individuals and families in the immediate aftermath of a tragedy and community catastrophe. *Prerequisite:* CISM100

\$192.50 (\$182.50 GROUP RATE)

1 DAY 0.5 CREDITS



Group Rate

A group rate is available for Centre for Counselling & Community Safety courses when three or more persons from the same organization register at the same time.

CISM202

Managing Responses to Community Disasters

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: CISM100

\$192.50 (\$182.50 GROUP RATE)

1 DAY 0.5 CREDITS

CISM203

Effective Team Participation

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: CISM100

\$192.50 (\$182.50 GROUP RATE)

1 DAY 0.5 CREDITS

CISM204

Trauma, Children, and Youth

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: CISM100

\$192.50 (\$182.50 GROUP)

1 DAY 0.5 CREDITS

CISM205

Vicarious Traumatization

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: CISM100

\$192.50 (\$182.50 GROUP)

1 DAY 0.5 CREDITS

CISM206

CISM Simulation

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. If seeking ATSS certification, 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 register early.
Prerequisite(s): CISM Block 1, CISM200, CISM201, CISM202, CISM203, CISM204 and CISM205. *Instructors:* Laurie Pierce and Bruce Ramsay

\$316.50 (\$296.50 GROUP RATE – INCLUDES ACTORS AND SCRIPT DESIGN)

1 DAY 0.5 CREDITS

Bylaw Compliance, Enforcement and Investigative Skills Level 1 Certificate

This 3-credit certificate uses a blend of online learning and in-class delivery modes. The course is designed to provide you with the fundamental knowledge and skills required to function effectively in the role of a local government bylaw officer. This certificate has been developed in consultation with experts in the bylaw enforcement field.

Who should attend

The Bylaw Compliance, Enforcement and Investigative Skills Level 1 certificate 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 local government bylaws. Courses can also be taken by those who aspire to become bylaw enforcement officers and need to qualify for a competitive position.

Entrance requirements

- Grade 12 or equivalent education
- Fluency in the English language (written and oral)
- Reliable internet access

How to apply

There is no application process. Call Student Services at 604.528.5590 to register. Be sure to register early, as classes fill quickly.

How to complete the certificate

To successfully complete the course and receive a certificate of achievement, you must complete the online learning requirements including all graded quizzes, fully attend all face-to-face sessions, and submit the in-class assignment at the end of each instructional day. Learners must achieve 70% or higher overall to pass the course.

FOR MORE INFORMATION

Program Coordinator 604.528.5628
 Program Assistant 604.528.5833
 email: bylaw@jibc.ca
www.jibc.ca/cccs

Coming Soon

The Bylaw Compliance, Enforcement and Investigative Skills Level 2 Certificate is currently under development. Refer to our website at www.jibc.ca/cccs for the most up-to-date information and scheduled dates or contact the Program Coordinator, at 604.528.5628 or bylaw@jibc.ca.

BYLAW101 | BLENDED LEARNING

Bylaw Compliance, Enforcement and Investigative Skills Level 1 Certificate

Level 1 is a blended course (6 weeks online and 3-days face-to-face) designed to provide local government regulatory personnel with the knowledge and skills to interpret bylaws and enforce relevant bylaws, and to investigate, prepare, process, and prosecute cases pursuant to applicable bylaws. You will also develop an increased awareness of community issues such as diversity, homelessness, and mental health. You will enhance your skills in conflict resolution and personal safety to ensure your effectiveness as an officer in engaging with members of the community.

\$1125 6 WEEKS ONLINE, 3 DAYS FACE-TO-FACE 3.0 CREDITS

COURSE LISTING BY CODE

AD120	PG.21, 38 Fetal Alcohol Spectrum Disorder
AD129	PG.19, 37 All My Relations: Working with Aboriginal Clients in Substance Use Recovery
AD204	PG.38 Motivational Interviewing in Practice–Level 1
AD204	PG.22 Motivational Interviewing in Practice–Level 1
AD210	PG.19 Art Therapy in Early Stages of Addiction Recovery
AD400	PG.25, 37 Understanding Substance Use
AD401	PG.19, 37 A Continuum of Care: Prevention to Harm Reduction
AD403	PG.19, 37 Assessment Practices
AD405	PG.21, 38 Interconnected Risk
AD407	PG.19, 37 Community Voices/Contemporary Issues
AD408	PG.20, 37 Compassion and Policy: The Heart and Mind of Drug Policy Reform
AD409	PG.21, 38 Fetal Alcohol Spectrum Disorder: Increasing Our Understanding
AD410	PG.20, 37 Concurrent Disorders Planning–Level 1
BYLAW101	PG.43 Bylaw Compliance, Enforcement and Investigative Skills Level 1 Certificate
CISM100	PG.41 Introduction to Critical Incident Stress Management
CISM101	PG.41 Diversity and Trauma
CISM102	PG.41 Demobilization and Defusing
CISM103	PG.41 Critical Incident Stress Debriefing
CISM200	PG.41 Post–Critical Incident Stress Reactions
CISM201	PG.41 Psychological First Aid
CISM202	PG.42 Managing Responses to Community Disasters
CISM203	PG.42 Effective Team Participation
CISM204	PG.42 Trauma, Children, and Youth
CISM205	PG.42 Vicarious Traumatization
CISM206	PG.42 CISM Simulation
CONTRACT	PG.22 Making the Transition: Providing Service to Trans Survivors of Violence and Abuse
COUNS102	PG.25 Working with Complicated Grief

COUNS110	PG.21 Facilitating Effective Group Process
COUNS126	PG.19 Behaviour Change Counselling in Community Settings
COUNS138	PG.23 On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations
COUNS163	PG.20, 30 Expressive Play Therapy for the Grieving Child
COUNS168	PG.25 Welcome to Canada: Working Effectively with Newcomers
COUNS171	PG.21 Innovative Practice in Group Clinical Supervision
COUNS205	PG.22 Motivational Interviewing in Practice–Level 2
COUNS260	PG.20 Creativity and Trauma
COUNS266	PG.22 Mindfulness-Based Counselling–Level 1
COUNS268	PG.24 Supporting Clients Across Cultural Differences–Providing Relevant and Appropriate Services
COUNS285	PG.22 Mindfulness-Based Art Therapy–Level 1
COUNS299	PG.30 Final Project/Consultation Group
COUNS366	PG.22 Mindfulness-Based Counselling–Level 2
COUNS385	PG.22 Mindfulness-Based Art Therapy–Level 2
CSA530	PG.35 Child Sexual Abuse Intervention
CT301	PG.27 Complex Trauma
CT302	PG.27 Basic Focusing-Oriented Therapy and Complex Trauma
CT303	PG.27 Intermediate Focusing-Oriented Therapy
CT304	PG.27 Advanced Focusing-Oriented Therapy
CT305	PG.27 Depression, Grieving and Complex Trauma
CT306	PG.27 Clinical Spirituality and Complex Trauma
CT307	PG.27 Dreams and Complex Trauma
CT501	PG.35 Theoretical Foundation in Complex Trauma
CT502	PG.35 Assessment and Treatment Planning in Complex Trauma
CT503	PG.35 Intervention and Skill Building in Complex Trauma

CT504	PG.35 Somatics in Complex Trauma
CT520	PG.35 Complex Trauma Integrated Project
CTCSA550	PG.35 Clinical Consultation in Complex Trauma and Sexual Abuse
CY104	PG.20, 30 Expressive Play Therapy Methods–Level 1
CY104A	PG.21, 30 Expressive Play Therapy Methods–Level 2
CY240	PG.24 Understanding Children and Youth Who Have Experienced Trauma
CY250	PG.21 Introduction to Art Therapy for Counsellors and Therapists
CY265	PG.23 Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times–Level 1
CY265	PG.30 Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times–Level 1
CY266	PG.23 Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times–Level 2
CY266	PG.30 Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times–Level 2
CY267	PG.25 Working More Effectively with Parents and Other Caregivers
CY277	PG.25 Who Am I? Understanding the Role of Identity in Marginalized Youth Experiences
CY278	PG.21 Facilitate This! Group Leadership Skills for Youth Workers
CY279	PG.24 Understanding and Responding to Girls and High-Risk Drinking
CY280	PG.25 Youth Leadership
EP278	PG.19 Clinical Supervision: Innovative Practices
EP286	PG.24 Teaching Problem-Solving Skills to Clients
EP308	PG.38 Understanding Pharmacology from a Counsellor's Perspective
EP308	PG.24 Understanding Pharmacology from a Counsellor's Perspective
EP508	PG.19 Becoming a More Effective Counsellor

EP524	PG.21 Fostering and Encouraging Client Responsibility
EP587	PG.20 Counselling Skills: The Art of Asking Effective Questions
FMRS101	PG.32 Roots and Principles of Family Resource Programs in Canada
FMRS102	PG.32 Family Resource Program Approach to Practice
FMRS103	PG.32 Child Development
FMRS104	PG.32 The Skilled Practitioner: Communicating Effectively
FMRS105	PG.32 Understanding Family Diversity
FMRS106	PG.32 Working with Vulnerable Families
FMRS107	PG.32 Supporting Families of Children with Special Needs
FMRS108	PG.32 Program Planning and Evaluation
SPE117	PG.18 Bridging the Couple Chasm: Gottman Couples Therapy–A Research-Based Approach Level 1 Training
SPE118	PG.18 Achieving Clinical Excellence: Three Steps to Superior Performance
TS123	PG.20 Everything You Ever Wanted to Know About the DSM-IV-TR–Level 1
TS126	PG.25 Working With People Who Self-Harm
TS225	PG.24 Trauma and Addictions: Assessment and Treatment Issues
TS225	PG.38 Trauma and Addictions: Assessment and Treatment Issues

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.

A key learning challenge is to cultivate the capacity to integrate knowledge – to identify how different concepts intersect, and to build bridges between theory and practice. This is at the heart of the approach of the JIBC.

Roshan Danesh Instructor



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. We also offer courses for instructors or trainers looking to develop their instructional skills.

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 [PG.49], Associate Certificate in Leadership and Conflict Resolution [PG.54], or Instructor Development Certificate [PG.55].
- 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 [PG.48]
- 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 [PG.52] or take Instructor Development courses online.

To find out more about Centre for Leadership courses and certificates, go to www.jibc.ca/leadership, or call us at 604.528.5608.

CONTENTS

49 CERTIFICATES

49 Foundations of Effective Management and Leadership Certificate

54 Associate Certificate in Leadership and Conflict Resolution

55 Instructor Development Certificate

59 COURSE LISTING BY CODE



Visit the Centre for Leadership on Facebook, scan this code with your smartphone

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

Invest in workplace training that delivers maximum returns. 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.

"Our experience working with the JIBC in Leadership Development has been very rewarding.

Completing the Foundations of Effective Management and Leadership Certificate has contributed to the growth and personal development of each individual member and strengthened the team as a whole.

The JIBC courses provide current and relevant course content, delivered in an ideal mix of theory and practical application which allows participants to make a strong connection to their daily work."

Jackie Pickerell

*Senior Human Resources Advisor,
BC Biomedical Laboratories Ltd.*



Our clients include:

- AFCC Automotive Fuel Cell Cooperation Corp
- BC Association for Community Living
- BC Biomedical Laboratories
- BC Safety Authority
- BC Government Employees Union
- Canadian Cancer Society, BC & Yukon Division
- Chilliwack School District
- City of Abbotsford
- District of Saanich
- Fraser Valley Child Development Centre
- Immigrant Services Society of B.C.
- Indian and Northern Affairs Canada
- Ministry of Attorney General Court Services Branch
- West Vancouver Police Department
- 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
- Foundations of Instructional Practice
- Introduction to Project Management
- Leading Change in Turbulent Times

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

For more information about bringing JIBC courses to your workplace

Contact Allison Felker, Program Coordinator, Centre for Leadership at 604.528.5633 or leadership@jibc.ca

Courses & Certificates

The Centre for Leadership offers the following courses and certificates:

Certificates:

- Foundations of Effective Management and Leadership Certificate [PG.49]
- Associate Certificate in Leadership and Conflict Resolution [PG.54]
- Instructor Development Certificate [PG.55]

Electives and general enrolment courses:

- Management and Leadership [PG.50]
- Instructor Development [PG.57]

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 or email leadership@jibc.ca
- There is a \$75 non-refundable certificate enrolment fee.

In this section, course descriptions follow the overview of the certificate programs and are listed alphabetically by course name.

For course dates and locations, visit www.jibc.ca

Foundations of Effective Management and Leadership Certificate

If you are, or plan to be, a supervisor or manager in the private, public, or not-for-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.
- The total estimated cost of completing the Foundations of Effective Management and Leadership certificate varies depending upon the electives you choose and the course location. You can expect to pay approximately \$2,200 to \$2,500 plus a non-refundable certificate enrollment fee.
- We recommend you complete the program within three years.

We can also deliver our certificate programs and courses at your organization

Contact Allison Felker, Program Coordinator, Centre for Leadership at 604.528.5633 or leadership@jibc.ca

SUGGESTED LEARNING PATH:

- ↓ **STEP 1.** Leading the Way [FMGMT100] [3 DAYS] [1.5 CREDITS]
- ↓ **STEP 2.** Inspiring Teams and Managing Change [FMGMT200] [2 DAYS] [1 CREDIT]
- ↓ **STEP 3.** The Leader's Role in Effective Employee Relations [FMGMT301] [2 DAYS] [1 CREDIT]
- ↓ **STEP 4.** The Leader's Role in Human Resource Management [FMGMT401] [3 DAYS] [1.5 CREDITS]
Note: You can take Parts 1 and 2 or Parts 3 and 4 over one week. Check our class schedules for classes scheduled back to back.
- ↓ **STEP 5.** Electives (4 days total). You can complete your electives simultaneously with core courses.
- ↓ **STEP 6.** Final Assignment [FMGMT500] You have six months from the time you register to submit your final assignment.
- ↓ **STEP 7.** Graduation. Stay connected and come back for professional development.

Electives

Choose two courses (four days of study) from the following electives:

- Building Leadership Resiliency [MGMT191] [2 DAYS] [1 CREDIT]
- Coaching for Improved/Enhanced Performance [MGMT332] [2 DAYS] [1 CREDIT]
- Enhancing Emotional Intelligence for Workplace Success [MGMT122] [2 DAYS] [1 CREDIT]
- Ethical Dilemmas in the Workplace [MGMT193] [2 DAYS] [1 CREDIT]
- Financial Management for Community Organizations [MGMT189] [2 DAYS] [1 CREDIT]
- Flawless Facilitation the First Time [MGMT177] [2 DAYS] [1 CREDIT]
- Fostering Critical Thinking in the Workplace [MGMT184] [2 DAYS] [1 CREDIT]
- Inclusive Leadership: Building Cultural Intelligence in the Workplace [MGMT192] [2 DAYS] [1 CREDIT]
- 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]
- Leading Change in Turbulent Times [MGMT186] [2 DAYS] [1 CREDIT]
- Leading from the Middle [MGMT151] [2 DAYS] [1 CREDIT]
- Measuring Impact: Best Practices for Program Evaluation [INDC110] [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]
- Working with Teams in a Virtual Environment [MGMT183] [2 DAYS] [1 CREDIT]
- Workplace Communications: It's All About You [MGMT134] [2 DAYS] [1 CREDIT]

Note: You can also take Youth Leadership [CY280], Foundations of Collaborative Conflict Resolution [CCR100] and Mediation Skills Level I [CCR180] as elective credits.

See Associate Certificate in Leadership and Conflict Resolution on pg.54 for more information.

Class Schedules

Find class schedules including dates, locations and fees online at www.jibc.ca/leadership

Required Courses

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

FMGMT100 | PART ONE

Leading the Way

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.

\$412.50 3 DAYS 1.5 CREDITS

FMGMT200 | PART TWO

Inspiring Teams and Managing Change

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.

Prerequisite(s): FMGMT100

\$285 2 DAYS 1.0 CREDITS

About Course Fees

Course fees listed are for JIBC New Westminster & Vancouver campuses only.

For course fees at all other locations visit: www.jibc.ca

All courses scheduled from April 1, 2012 onwards, are subject to a 2% increase. See website for further details.

Course fees listed include the JIBC Learner Services Fee.

FMGMT301 | PART THREE

The Leader's Role in Effective Employee Relations

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.

Prerequisite(s): FMGMT100, FMGMT200 or FMGMT250

\$285 2 DAYS 1.0 CREDITS

FMGMT401 | PART FOUR

The Leader's Role in Human Resource Management

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.

Prerequisite(s): FMGMT100, FMGMT200 or FMGMT250, FMGMT301

\$412.50 3 DAYS 1.5 CREDITS

FMGMT500

Final Assignment

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 or 604.528.5608 for more details.

\$156

Electives and General Enrolment Courses

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

MGMT135 | CONTRACT ONLY

Appreciative Inquiry

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.

MGMT191

Building Leadership Resiliency

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

\$280 2 DAYS 1.0 CREDITS

MGMT332**Coaching for Improved/Enhanced Performance**

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

\$280 2 DAYS 1.0 CREDITS

MGMT122**Enhancing Emotional Intelligence for Workplace Success**

Emotional Intelligence (EI) is the capacity to recognize and effectively manage emotions in ourselves and with others. EI increases our capacity to make sound decisions, build mutually supportive relationships, and to handle stress effectively. In this two day experiential course, you will gain a working knowledge of EI competencies and learn practical ways to enhance self-awareness, self regard, self-regulation, assertiveness, stress tolerance and impulse control. You will receive the results of an online assessment that will help you better understand your own strengths and areas for growth.

Instructor: Raj Gill

\$280 2 DAYS 1.0 CREDITS

MGMT193**Ethical Dilemmas in the Workplace**

The workplace is fraught with complex situations that require difficult decisions. Sometimes, these decisions may contradict professional and personal values and "the right" choice is unclear. This course will promote ethical inquiry by examining the assumptions, values and bias that inform decision-making processes. Through reflection, inquiry and case studies, you will learn to recognize what motivates decision-making practices and the shortcuts you may make in identifying and responding to complex issues. You will leave with strategies for addressing moral ambiguity in the workplace which consider the competing interests at hand. *Instructor:* Kathleen Burke

\$280 2 DAYS 1.0 CREDITS

MGMT189**Financial Management for Community Organizations**

This course is ideal for not-for-profit managers and directors who want to learn practical financial management and budgeting skills and who do not have a background in finance. 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

\$280 2 DAYS 1.0 CREDITS

MGMT177**Flawless Facilitation the First Time**

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 – see pg.55.

Instructor: Leila Rahemtulla

\$280 2 DAYS 1.0 CREDITS

MGMT184**Fostering Critical Thinking in the Workplace**

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

\$280 2 DAYS 1.0 CREDITS

MGMT192**Inclusive Leadership: Building Cultural Intelligence in the Workplace**

In a world that is becoming increasingly interconnected and complex, leaders need to effectively work with diversity and create inclusive organizations in order to succeed. Research shows that if supported appropriately, diverse workforces are more creative, innovative and successful than mono-cultural, homogenous workforces. The most effective leaders are those with Cultural Intelligence and Emotional Intelligence. This two day course will explore issues of culture and difference, and how they impact the management of diversity and the creation of an inclusive workplace. You will reflect on your own experience of diversity, and challenge your assumptions and stereotypes. This highly interactive course will help build your Cultural and Emotional Intelligence and move you from "managing" diversity as merely a business imperative, to developing the knowledge and tools needed to value difference and foster inclusion.

Instructor: Natasha Aruliah

\$280 2 DAYS 1.0 CREDITS

MGMT166**Introduction to Project Management: Managing the Project and Leading the Team**

This introduction to project management will help you assume a leadership role on any project, large or small, and leverage the talents, perspective and energy of all your team members. Learn the leadership skills and qualities you need to communicate internally with your team and externally with stakeholders. Practice the essential skills of high-performance project management: negotiating the Project Charter, developing the Project Definition Document, developing the Work Breakdown Structure, and developing the Project Schedule. For optimal benefit, bring an anticipated project to work on throughout the course. Fee does not include textbook. *Instructor:* Doug Kerr

\$280 2 DAYS 1.0 CREDITS

MGMT190**Leadership In Action: Moving Principles into Practice**

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. You will work with coaches who will provide 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. This course is also available on contract. Contact 604.528.2150 for more details.

\$387 2 DAYS 1.0 CREDITS

MGMT186**Leading Change in Turbulent Times**

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

\$280 2 DAYS 1.0 CREDITS

MGMT151**Leading From the Middle**

This course is ideal for managers who lead through at least one reporting level of management. As a middle manager, you are the critical link between senior management and front-line supervisors, 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 skills and self-awareness to influence the thinking of more senior managers, advocate for your employees' needs while holding them and yourself to account, and effectively represent your organization with stakeholders and customers. *Instructor:* Doug Kerr

\$280 2 DAYS 1.0 CREDITS

MGMT165 | CONTRACT ONLY**Make Presentations that Make Things Happen!**

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

INDC110**Measuring Impact: Best Practices in Program Evaluation**

Are you achieving the organizational or community change you desire with your programs? Program evaluation is critical to understanding if your programs are making a difference, and for measuring the impact of your programs in any workplace or community setting. This course will provide an overview of the types of evaluation models available and equip you with the tools needed to effectively evaluate your programs. You will have the opportunity to develop an evaluation framework that is both meaningful and practical for your organization. *Instructor:* Kylie Hutchinson. This course is appropriate for any program manager or instructor wanting to effectively measure program impacts and can be used as an elective in the Instructor Development Certificate – see pg.55.

\$348 2 DAYS 1.0 CREDITS

MGMT182**More than Words: Understanding Body Language**

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

\$280 2 DAYS 1.0 CREDITS

MGMT315**People Problems: How to Supervise Challenging Employees**

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

\$280 2 DAYS 1.0 CREDITS

MGMT132**Team Building Tactics: Making the Whole Greater than the Sum**

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

\$280 2 DAYS 1.0 CREDITS

MGMT105 | CONTRACT ONLY**To Tell the Truth: Dealing with Negativity in the Workplace**

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 and Kathryn Thomson

For more information, call 604.528.5633

MGMT183**Working with Teams in a Virtual Environment**

Advances in workplace technology, a focus on work/life balance, and reduced budgets are all leading to an increase in the prevalence of virtual or dispersed 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 to effectively work virtually and 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 working 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 in your organization. This course is ideal for managers working on regional, provincial or national teams.

Instructor: Shawn Ireland

\$280 2 DAYS 1.0 CREDITS

MGMT134**Workplace Communications: It's All About You**

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

\$280 2 DAYS 1.0 CREDITS

Interested in Youth Leadership?

See the Centre for Counselling and Community Safety course CY280 on pg.25

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:

- Part 1: Leading the Way [FMGMT100] [3 DAYS] [PG.50]
- Part 2: Inspiring Teams and Managing Change [FMGMT200] [2 DAYS] [PG.50]
- Foundations of Collaborative Conflict Resolution [CCR100] [3 DAYS] [PG.75]
- Mediation Skills Level I [CCR180] [3 DAYS] [PG.78]
- Assessment: Associate Certificate in Leadership and Conflict Resolution [ALCR299] [WRITTEN, MAIL-IN] [PG.71]
- The estimated cost of completing the Associate Certificate in Leadership and Conflict Resolution varies depending upon the electives you choose and the course location. You can expect to pay approximately \$2,100 to \$2,200 plus a non-refundable certificate enrolment fee.

Certificate Enrolment Fee: \$75 non-refundable.

Conflict resolution course can be applied towards elective credit hours in the Centre for Leadership's Foundations of Effective Management and Leadership Certificate. CCR100 and CCR180 are core courses in three certificate programs: Negotiation, Mediation/Third-party and Family Mediation. 7 hours of FMGMT100 can be applied as general elective credit in the requirements of these conflict resolution certificates.

SUGGESTED LEARNING PATH

↓ **STEP 1.** Take the following Centre for Leadership courses:

- Part 1: Leading the Way [FMGMT100]
- Part 2: Inspiring Teams and Managing Change [FMGMT200]

↓ **STEP 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]

↓ **STEP 3.** Register for your assessment: Associate Certificate in Leadership and Conflict Resolution [ALCR299] [MAIL IN]

↓ **STEP 4.** Graduation. Stay connected! Keep in touch and come back for professional development.



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 courses can be taken online.
- Full attendance is required.
- We recommend you complete the program within three years.
- The estimated cost of completing the Instructor Development Certificate varies depending upon course location. You can expect to pay approximately \$3,500 to \$3,750 plus a non-refundable certificate enrolment fee.

Certificate Enrolment Fee: \$75 non-refundable.

SUGGESTED LEARNING PATH

- ↓ **STEP 1.** Foundations of Instructional Practice [INDC100] [3 DAYS] [1.5 CREDITS]
- ↓ **STEP 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]
- ↓ **STEP 3.** Complete 6 days/3 credits of electives. You can complete your electives simultaneously with core courses as long as you have the prerequisites.
- ↓ **STEP 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.
- ↓ **STEP 5.** Graduation. Stay connected! Keep in touch and come back for professional development.

Transfer credit agreements

JIBC has a transfer credit agreement in place with Vancouver Community College's Provincial Instructor Diploma Program. Contact leadership@jibc.ca for more details.

For more information about the Instructor Development Certificate, see our website at www.jibc.ca/leadership or call 604.528.5608 or leadership@jibc.ca

Funding Available— Check Online For Eligibility

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

Faculty Bios

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/leadership/faculty

Class Schedules

Find class schedules including dates, locations and fees online at www.jibc.ca/leadership

About Course Fees

Course fees listed are for JIBC New Westminster & Vancouver campuses only.

For course fees at all other locations visit: www.jibc.ca

All courses scheduled from April 1, 2012 onwards, are subject to a 2% increase. See website for further details.

Course fees listed include the JIBC Learner Services Fee.

Required Courses

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

INDC100 Foundations of Instructional Practice

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 on each day of class. Required text: Lawson, Karen (2009) *The Trainer's Handbook*. (Fee below does not include textbook.) This text will be handed out on the first day of class. Contact leadership@jibc.ca for more details.

\$583.50 3 DAYS 1.5 CREDITS

INDC103 **ALSO ONLINE** Instructional Assessment

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. Required text: Lawson, Karen. (2009). *The Trainer's Handbook*. This text book is available at the JIBC store – New Westminster Campus. Contact leadership@jibc.ca for more details. *Prerequisite(s)*: INDC100. This course is also available online and is approximately 5 hours per week over 4 weeks.

\$438 2 DAYS 1.0 CREDITS

INDC102 Instructional Delivery

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. Required text: Lawson, Karen. (2009). *The Trainer's Handbook*. This text book is available at the JIBC store – New Westminster Campus. Contact leadership@jibc.ca for more details. *Prerequisite(s)*: INDC100

\$438 2 DAYS 1.0 CREDITS

INDC101 Instructional Design

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. Required text: Lawson, Karen. (2009). *The Trainer's Handbook*. This text book is available at the JIBC store – New Westminster Campus. Contact leadership@jibc.ca for more details. *Prerequisite(s)*: INDC100

\$438 2 DAYS 1.0 CREDITS

INDC190**Instructional Skills Practicum**

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. *Prerequisite(s)*: INDC100, INDC101, INDC102, INDC103

\$588.50

3 DAYS (PLUS 1 HOUR INDIVIDUAL COACHING)
1.5 CREDITS

Electives and General Enrolment Courses

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

INDC111**Conducting a Program Needs Assessment**

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. *Prerequisite(s)*: INDC100 or permission of Program Coordinator.

\$348 2 DAYS 1.0 CREDITS

INDC130 ONLINE**Facilitating Online Learning**

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. *Instructor*: Roshan Danesh. It is recommended you take INDC100 or equivalent before this course.

\$593.50

30 HOURS OVER 6 WEEKS 1.5 CREDITS

MGMT177**Flawless Facilitation the First Time**

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, see pg.49. *Instructor*: Leila Rahemtulla

\$280 2 DAYS 1.0 CREDITS

INDC112**Ideas for Active Learning**

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 *Prerequisite(s)*: INDC100 or permission from Program Coordinator.

\$348 2 DAYS 1.0 CREDITS

INDC110**Measuring Impact: Best Practices in Program Evaluation**

Are you achieving the organizational or community change you desire with your programs? Program evaluation is critical to understanding if your programs are making a difference, and for measuring the impact of your programs in any workplace or community setting. This course will provide an overview of evaluation models available and equip you with the tools needed to effectively evaluate your programs. You will have the opportunity to develop an evaluation framework that is both meaningful and practical for your organization. This course is appropriate for any program manager or instructor wanting to effectively measure program impacts and can be used as an elective in the Foundations of Effective Management and Leadership Certificate, see pg.49. *Instructor*: Kylie Hutchinson.

\$348 2 DAYS 1.0 CREDITS

Note:

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. See our website for class schedules.

INDC114

The Mindful Educator: Beyond Expertise and Technique

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

\$438 2 DAYS 1.0 CREDITS

INDC115 **NEW**

Transforming Workplace Learning through Social Media

Social Media is well known for its uses in marketing, sales and personal communication. Yet the potential of social media to enhance the way we learn remains untapped. In this course, you will explore how social media can facilitate workplace learning, increase learner engagement and deepen the impact of your existing training programs. Through the use of case studies and personal examples, you will examine a variety of applications for using social media as an educational tool. You will have the opportunity to begin to develop a social media educational plan for your organization. *Instructor:* Lee-Anne Ragan

\$438 2 DAYS 1.0 CREDITS

INDC131 **ONLINE**

Working with Tools for Online Learning

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. It is recommended you complete INDC100 or equivalent before completing this course. Please consult leadership@jibc.ca for more details.

\$593.50

30 HOURS OVER 6 WEEKS 1.5 CREDITS



"My employer supported me by offering the courses at our workplace and I learned so many skills I can implement—including resolving conflict and doing performance appraisals. I'm no longer afraid to work on these issues with my staff. Producing a written paper, as part of the coursework, gave me the opportunity to reflect on what I learned and incorporate it into my working environment."

Balbir Singh Gill

Graduate, Foundations of Effective Management and Leadership Certificate, Librarian, Fraser Valley Regional Library

COURSE LISTING BY CODE

Management and Leadership

FMGMT100	PG.50 Leading the Way
FMGMT200	PG.50 Inspiring Teams and Managing Change
FMGMT301	PG.50 The Leader's Role in Effective Employee Relations
FMGMT401	PG.50 The Leader's Role in Human Resource Management
FMGMT500	PG.50 Final Assignment
INDC110	PG.52, 57 Measuring Impact: Best Practices in Program Evaluation
MGMT105	PG.53 To Tell the Truth: Dealing with Negativity in the Workplace
MGMT122	PG.51 Enhancing Emotional Intelligence for Workplace Success
MGMT132	PG.53 Team Building Tactics: Making the Whole Greater than the Sum
MGMT134	PG.53 Workplace Communications: It's All About You
MGMT135	PG.50 Appreciative Inquiry
MGMT151	PG.52 Leading From the Middle
MGMT165	PG.52 Make Presentations that Make Things Happen!
MGMT166	PG.52 Introduction to Project Management: Managing the Project and Leading the Team
MGMT177	PG.51, 57 Flawless Facilitation the First Time
MGMT182	PG.53 More than Words: Understanding Body Language
MGMT183	PG.53 Working with Teams in a Virtual Environment
MGMT184	PG.51 Fostering Critical Thinking in the Workplace
MGMT186	PG.52 Leading Change in Turbulent Times
MGMT189	PG.51 Financial Management for Community Organizations
MGMT190	PG.52 Leadership In Action: Moving Principles into Practice
MGMT191	PG.50 Building Leadership Resiliency
MGMT192	PG.51 Inclusive Leadership: Building Cultural Intelligence in the Workplace
MGMT193	PG.51 Ethical Dilemmas in the Workplace
MGMT315	PG.53 People Problems: How to Supervise Challenging Employees
MGMT332	PG.51 Coaching for Improved/Enhanced Performance

Instructor Development

INDC100	PG.56 Foundations of Instructional Practice
INDC101	PG.56 Instructional Design
INDC102	PG.56 Instructional Delivery
INDC103	PG.56 Instructional Assessment
INDC110	PG.52, 57 Measuring Impact: Best Practices in Program Evaluation
INDC111	PG.57 Conducting a Program Needs Assessment
INDC112	PG.57 Ideas for Active Learning
INDC114	PG.58 The Mindful Educator: Beyond Expertise and Technique
INDC115	PG.58 Transforming Workplace Learning through Social Media
INDC130	PG.57 Facilitating Online Learning
INDC131	PG.58 Working with Tools for Online Learning
INDC190	PG.57 Instructional Skills Practicum
MGMT177	PG.51, 57 Flawless Facilitation the First Time

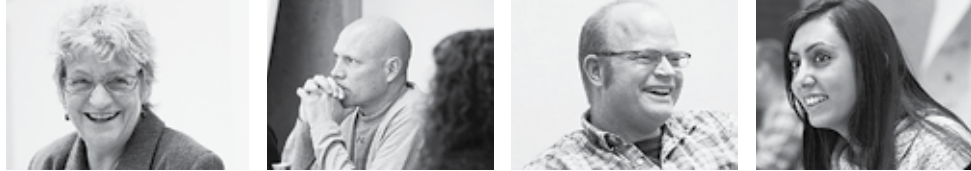
CENTRE FOR CONFLICT RESOLUTION



Our conflict resolution courses and programs are the most comprehensive in Canada and are delivered in 16 locations across British Columbia, Alberta, the Yukon, Ontario and online and across Canada on contract.

My learning experience wasn't a matter of learning content in courses and reproducing it on exams. It was about changing my way of being in the world. The conflict resolution program has impacted me deeply, it has impacted my family, my friends, and my community.

Tammy Van Hinte Graduate, Certificate in Conflict Resolution – Negotiation



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.

Creating Social Change in Communities (SPE127)

Featuring: Rob Corcoran, National Director, Initiatives of Change (USA) and Anjum Ali, Co-chair of Hope in the Cities & Board Member, Initiatives of Change (USA)

Sept 15, 2011 9:00 am-4:00 pm

JIBC New Westminster Campus

\$175, plus HST

Limited seating – Register Early



In this course we will explore trust as social capital and trustbuilding as an essential capacity for effective community leadership. More specifically, we will explore how to deal with conflict in highly diverse and pluralistic societies where there is a history of mistrust and a need for honest, courageous dialogue.

We will focus on key steps in building trust in communities divided by race, ethnicity, class, or religion. The course will explore the DNA of a trustbuilder: the personal qualities needed to restore trust when it has been broken and to sustain a movement for honest conversation and constructive change.

Through case studies, discussion, and interactive learning methods you will increase your knowledge, understanding, and skills in four key areas:

1. Becoming a catalyst of change
2. Moving from information to transformation
3. Acknowledging history and healing wounded memories
4. Building diverse teams and networks

Through Rob's use of stories and case studies you will learn practical skills and strategies to provide a solid foundation you can use to create sustainable and constructive social change in your community.

Hope in the Cities: Trustbuilding in our Community

Featuring: Rob Corcoran

Sept 14, 2011 6:30–8:00pm

JIBC New Westminster Campus

Free Community Event

Attend this free community event and join Rob Corcoran as he shares his remarkable story which has given hope to communities across the world through dialogue and racial healing.

Presenter bios available online.

RSVP required. Email us at scsj@jibc.ca to reserve your seat.

Questions? Call 604.528.5608

CONTENTS

63 CERTIFICATES

64 Graduate Certificate in Dynamics of Conflict

65 Associate Certificate in Conflict Coaching

66 Associate Certificate in Leadership and Conflict Resolution

66 Associate Certificate in Workplace Conflict

67 Certificate in Conflict Resolution: Specialization in Negotiation

68 Certificate in Conflict Resolution Specialization in Mediation/ Third-Party Intervention

69 Family Mediation Certificate

70 COURSE DESCRIPTIONS

82 COURSE LISTING BY CODE

87 HELPFUL RESOURCES FOR CENTRE FOR CONFLICT RESOLUTION LEARNERS

CUSTOMIZED TRAINING SOLUTIONS FOR YOUR ORGANIZATION – ANY TIME ANYWHERE

Managing in tough economic times makes it even more challenging to focus on educating 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 education and 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.

Our clients include:

- BC Safety Authority.
- City of Abbotsford
- Western Stevedoring
- WorkSafe BC
- Washington Marine Group
- Government of the North West Territories
- BC Hydro
- Ivanhoe Cambridge
- 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 in Virtual Environments
- Managing Difficult Situations at Work

For a complete list of conflict resolution courses see pg.70-83.

We can also deliver conflict resolution certificates for your organization. See pg.63 for a list of certificates.

For information on customized solutions contact:

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



"It has been a pleasure working with the JIBC to organize onsite training for our employees. Direct contact with instructors provided us with customized courses tailored to meet our needs and the attention to detail by the JIBC team resulted in smooth course delivery. Employees tell us the training has been very positive and as a result I would highly recommend using the JIBC for onsite training in conflict resolution."

Jennifer Raniga

HR Advisor at the Vancouver Airport Authority

CERTIFICATES

The Centre for Conflict Resolution offers the following certificates:

- Graduate Certificate in the Dynamics of Conflict [NEW] [PG.64]
- Associate Certificate in Conflict Coaching [PG.65]
- Associate Certificate in Leadership and Conflict Resolution [PG.66]
- Associate Certificate in Workplace Conflict [PG.66]
- Certificate in Conflict Resolution: Specialization in Negotiation [PG.67]
- Certificate in Conflict Resolution: Mediation/Third-Party Intervention [PG.68]
- Family Mediation Certificate [PG.69]

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).

Program Fees:

The total estimated cost of completing a certificate varies depending upon the specialization you choose. You can expect to pay approximately \$2,100 to \$2,500 for any of the Associate Certificates and approximately \$7,800 to complete the Negotiation, Mediation-Third Party Certificate.

For a certificate enrolment package:

604.528.5608 or 1.888.799.0801 or conres@jibc.ca

FOR MORE INFORMATION

Contact: 604.528.5608
email: conres@jibc.ca
www.jibc.ca/conres

Information Sessions

2011

OCTOBER 19—University of Calgary

OCTOBER 26—JIBC New Westminster Campus & Teleconference

NOVEMBER 23—JIBC Victoria Campus

2012

MARCH 7—JIBC New Westminster Campus & Teleconference

APRIL 11—JIBC Victoria Campus

JUNE 20—JIBC New Westminster Campus & Teleconference

All sessions are held 6-8 pm

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;
- Engage 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 website) through which you will receive advance notice about learning and professional opportunities;
- Access the JIBC's extensive collection of books, periodicals, and videos on conflict resolution and related subjects, 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 a JIBC convocation ceremony.

"Supporting learners is both a rewarding and humbling position I find myself in as an instructor and coach at the Justice Institute of British Columbia. Having achieved a number of certificates from the JIBC, I know how important the quality instruction and coaching is in order to reach a goal. My personal goal as an instructor and coach, is to provide an experience which both educates and motivates learners."

Kerry Palmer

Instructor and Coach



Graduate Certificate in Dynamics of Conflict

This 15-credit graduate certificate program immerses you in emerging theories and advanced concepts about conflict, provides conceptual frameworks for these new theories, and explores the application of these theories to practice. While expanding your abilities to analyze and synthesize experiences, you will heighten your effectiveness in organizational, community and personal settings.

Who should attend

This program is designed for conflict resolution specialists, mediators, negotiators, lawyers, leaders and managers who work with conflict or with people in conflict and who want to deepen and broaden their conflict fluency.

What you will learn

- Integrate new theoretical frameworks on conflict and apply them to dispute processes.
- Synthesize the knowledge and ability to self-manage, reflect and to facilitate those involved in high risk, complex and challenging conflicts.
- Exhibit advanced processes in negotiating and mediating complex or challenging issues and increased awareness of “self-imposed” barriers or obstacles.
- Evaluate the intricacies of the human brain in conflict and differentiate the brain processes behind triggering, anger and defensiveness.
- Synthesize approaches to address and balance individual and collective interests in conflict.
- Analyze and explore the relationship between conflict and emotional intelligence, mindfulness and self-awareness.
- Identify and analyze key concepts from the program and apply them to conflict situations.

Blended Learning

Our graduate certificate courses are delivered using a blended delivery model.

This means that they are delivered partly in the classroom and partly in a web-based environment.

Please check the online schedule for course dates.

How to apply

- Download the certificate application form from our website at www.jibc.ca/conres, or contact us at 604.528.5608 and we will mail you a copy.
- Submit your completed application with the \$75 non-refundable certificate application fee.
- Once we notify you that your application has been approved, contact Student Services Centre at 604.528.5590 and register for your first course.

Entrance Requirements

An undergraduate degree, and completion of one of the following JIBC certificates (or equivalent):

- Certificate in Conflict Resolution: Specialization in Negotiation [PG.67]
- Certificate in Conflict Resolution: Mediation/Third-Party Intervention [PG.68]
- Family Mediation Certificate [PG.69]

How the certificate and courses are offered

The courses are fifth year university level courses, have assignments and evaluations, and are graded.

Four of the courses use a blended delivery model, partly in the classroom and partly online. The fifth and final course is self-directed study with a final project.

You must be accepted into the certificate program in order to take any of the courses.

Program fee

The cost at the time of printing this calendar to complete the Certificate is \$6,150 plus a non-refundable certificate application fee. For individual course fees please see course descriptions.

Candidates for this program may also be eligible for JIBC awards and bursaries. For details visit www.jibc.ca/student-services or call 604.528.5762.

SUGGESTED LEARNING PATH

↓ **STEP 1.** Take the following required courses in any order

- Integrating Brain Science and Conflict [CCR510] [3.0 CREDITS] [BLENDED DELIVERY MODEL] [PG.76]
- Engaging Conflict Consciously: Expanding Emotional and Conflict Intelligence [CCR511] [3.0 CREDITS] [BLENDED DELIVERY MODEL] [PG.74]
- Intervening in Conflict through Movement and Expressive Arts [CCR512] [3.0 CREDITS] [BLENDED DELIVERY MODEL] [PG.76]
- Harnessing Negotiating Power [CCR513] [3.0 CREDITS] [BLENDED DELIVERY MODEL] [PG.76]

↓ **STEP 2.** Final Program Requirement

Take this course after you have completed the other 4 courses

- Dynamics of Conflict Self-Directed Studies [CCR520] [3.0 CREDITS] [PG.73]

↓ **STEP 3.** Graduation. Stay connected! Participate in our online Community of Learners and come back each year as an alumnus for special events and new courses!

Associate Certificate in Conflict Coaching

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 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, 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] [PG.75]
- Conflict Coaching Level I [CCR131] [3 DAYS] [PG.72]
- Dealing With Anger [CCR190] [3 DAYS] [PG.73]
- Conflict Coaching Level II [CCR191] [3 DAYS] [PG.72]
- Assessment: Associate Certificate in Conflict Coaching [ACCRCC299] [MAIL IN] [PG.71]

Certificate enrolment fee: \$75 non-refundable

Note: If you have already completed Coaching Strategies: Developing People to Resolve Conflict [CCR111] you can take Conflict Coaching Practice Clinic [CCR176] 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.

SUGGESTED LEARNING PATH

- ↓ **STEP 1.** Take the following required course:
- Foundations of Collaborative Conflict Resolution: Workplace Focus [CCR101] [CCR100] can be substituted for [CCR101] and vice versa) Offered at all of our locations throughout the year.
- ↓ **STEP 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]
- ↓ **STEP 3.** Take this final course before your assessment:
- Conflict Coaching Level II [CCR191]
- ↓ **STEP 4.** Register for your assessment:
- Assessment: Associate Certificate in Conflict Coaching [ACCRCC299] [MAIL-IN]
- ↓ **STEP 5.** Graduation. Stay connected! Participate in our online Community of Learners and come back each year as an alumnus for continuing professional development.

Class Schedules

Find class schedules including dates, locations and fees online at www.jibc.ca/conres

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:

- Part 1: Leading the Way [FMGMT100] [3 DAYS] [PG.75]
- Part 2: Inspiring Teams and Managing Change [FMGMT200] [2 DAYS] [PG.75]
- Foundations of Collaborative Conflict Resolution [CCR100] [3 DAYS] [PG.75]
- Mediation Skills Level I [CCR180] [3 DAYS] [PG.78]
- Assessment: Associate Certificate in Leadership and Conflict Resolution [ALCR299] [MAIL-IN] [PG.71]

Certificate Enrolment Fee: \$75 non-refundable

All course credits (5.5) will be recognized in the Centre for Leadership's Foundations of Effective Management and Leadership Certificate. CCR100 and CCR180 are required courses in our three full certificate programs: Negotiation, Mediation/ Third-party and Family Mediation. FMGMT100 and FMGMT200 can be used in Centre for Conflict Resolution credentials toward general elective credit requirements.

SUGGESTED LEARNING PATH

- ↓ **STEP 1.** 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]
- ↓ **STEP 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]
- ↓ **STEP 3.** Register for your assessment: Associate Certificate in Leadership and Conflict Resolution [ALCR299] [MAIL IN]
- ↓ **STEP 4.** Graduation. Stay connected! Participate in our online Community of Learners and come back for professional development.

Associate Certificate in Workplace Conflict

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

The certificate is 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] [PG.75]
- Negotiation Skills Level 1 [CCR170] [3 DAYS] [PG.79]
- Resolving Conflict in Groups Level 1: Effective Team Dynamics [CCR210] [2 DAYS] [PG.80]
- Resolving Conflict on the Front Line: Demonstrating Leadership at Work [CCR200] [3 DAYS] [PG.80]
- Assessment: Associate Certificate in Workplace Conflict [ACCRWC299] [MAIL-IN] [PG.71]

Certificate enrolment fee: \$75 non-refundable

All course credits will be recognized in the Negotiation and Mediation/ Third-party Intervention Certificate programs and 3 credits can be applied towards the Family Mediation Certificate.

SUGGESTED LEARNING PATH

- ↓ **STEP 1.** Take the following required course:
- Foundations of Collaborative Conflict Resolution: Workplace Focus [CCR101] Offered at all our locations throughout the year.
- ↓ **STEP 2.** Your next course should be:
- Negotiation Skills Level I [CCR170]
- The following courses can be taken in any order, but this order is optimum:
- Resolving Conflict in Groups Level I: Effective Team Dynamics [CCR210]
 - Resolving Conflict on the Front Line: Demonstrating Leadership at Work [CCR200]
- ↓ **STEP 3.** Register for your assessment: Assessment: Associate Certificate in Workplace Conflict [ACCRWC299] [MAIL IN]
- ↓ **STEP 4.** Graduation. Stay connected! Participate in our online Community of Learners 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 36 training days in length, worth 18 credits, and culminates in a Certificate in Conflict Resolution: Specialization in Negotiation upon successful completion of all courses and the final assessment component.

Specialization in Negotiation: 18 Credits

For suggested learning path visit: www.jibc.ca/conres

Certificate enrolment fee: \$125 non-refundable

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 – 1.5 CREDITS OVER 6 WEEKS] [ONLINE]
— OR —
- Integrating Conflict Theory and Practice [CCR152] [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] [2 DAYS]
- Resolving Conflict on the Front Line: Demonstrating Leadership at Work [CCR200] [3 DAYS]
- Shifting from Positions to Interests [CCR202] [3 DAYS]

The following course has a prerequisite of CCR280:

- Preparing for Your Negotiation Assessment (Reality Check) [CCR281] [1 DAY]

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, excluding: CCR292, CCR510, CCR511, CCR512, CCR513, CCR520.

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]

Funding Available Check Online For Eligibility

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

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 36 training day program is worth 18 credits and culminates in a Certificate in Conflict Resolution: Mediation/Third-Party Intervention Specialization upon successful completion of all courses and the final evaluation component.

If you are considering a career as a private-practice mediator, the training gained in this specialization can be applied towards admission to the BC Mediator Roster. It can also be applied towards certification by practitioner organizations and participation in the Court Mediation Practicum Program. ("Career Opportunities in Dispute Resolution" on pg.87).

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.

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.

Specialization in Mediation/Third-Party Intervention: 18 Credits

For suggested learning path visit: www.jibc.ca/conres

Certificate enrolment fee: \$125 non-refundable

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]
- Mediation Skills Level II [CCR290] [5 DAYS]
- Theoretical Foundations of Dispute Resolution [CCR150] [3 DAYS – 1.5 CREDITS OVER 6 WEEKS] [ONLINE]
— OR —
- Integrating Conflict Theory and Practice [CCR152] [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 Toolbox [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 – 1 CREDIT OVER 8 WEEKS] [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] [2 DAYS]
- Resolving Conflict on the Front Line: Demonstrating Leadership at Work [CCR200] [3 DAYS]
- Separate Meetings: Pre-Mediation and Caucusing [CCR209] [2 DAYS]
- Shifting from Positions to Interests [CCR202] [3 DAYS]

These courses have a prerequisite of CCR290:

- Ethical Dilemmas for Mediators in British Columbia [CCR296] [1 DAY – 0.5 CREDITS OVER 3 WEEKS] [ONLINE]
- Ethical Dilemmas for Mediators in Alberta [CCR297] [1 DAY – 0.5 CREDITS 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

This is your opportunity to tailor your certificate to your particular interests and goals—choose one day made up of any conflict resolution courses in this calendar, excluding: CCR292, CCR510, CCR511, CCR512, CCR513, CCR520.

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: 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 40 days long and is awarded upon successful completion of all classroom and online course requirements and an assessment.

For more information about courses with the prefix CORR or FAM, call:
Program Coordinator, 604.528.5546
email: mdsouza@jibc.ca

For more information about courses with the prefix CCR, your assessment or to request a Family Mediation Certificate application form, call:

Program Planner, 604.528.5618
email: ccrassessments@jibc.ca

Specialization in Family Mediation: 20 Credits

Suggested learning path available at: www.jibc.ca/conres

Certificate enrolment fee: \$175 – non-refundable

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 – 0.5 CREDITS OVER 3 WEEKS] [ONLINE]
— OR —
- Ethical Dilemmas for Mediators in Alberta [CCR297] [1 DAY – 0.5 CREDITS OVER 3 WEEKS] [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.

Required courses: Family Dynamics

- Introduction to Family Justice Services in BC [CORR606] [3 DAYS] [ONLINE]
— OR —
- Introduction to Family Justice Services in Canada [FAM300] [3 DAYS] [ONLINE]
- 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 – 1.5 CREDITS OVER 6 WEEKS] [ONLINE]
— OR —
- Integrating Conflict Theory and Practice [CCR152] [3 DAYS]
- Family Mediator Certificate Preparation Workshop [FAM111] [2 DAYS]

ASSESSMENT

- Assessment: Family Mediation [AFM299]

NOTE:

Completion of Family Mediation Canada's certification process as a Family Relations Mediator or Comprehensive Family Mediator is considered equivalent to completion of Family Mediation assessment [AFM299].

See pg.90 for contact information regarding equivalency credit.

ADVANCED COURSE FOR FAMILY MEDIATORS

CCR292

Mediating the Financial Aspects of Separation

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 pg.78 for a full course description and list of prerequisites.

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

COURSE DESCRIPTIONS

Class Schedules

Find class schedules including dates, locations and fees online at www.jibc.ca/conres

About Course Fees

Course fees listed are for JIBC New Westminster & Vancouver campuses only.

For course fees at all other locations visit: www.jibc.ca

All courses scheduled from April 1, 2012 onwards, are subject to a 2% increase. See website for further details.

Course fees listed include the JIBC Learner Services Fee.

CCR125 | CONTRACT ONLY

Applying Brain Mechanics to Resolve Conflict

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

CCR208

The Art of Reframing

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. *Prerequisite(s)*: CCR100 or CCR101, and CCR170 or CCR180

\$173.50 1 DAY 0.5 CREDITS

CCR204

Asking Better Questions

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

\$183.50 1 DAY 0.5 CREDITS

CCR105

Asserting Yourself in Conflict Situations

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.

\$370 2 DAYS 1.0 CREDITS

Learn Close To Home

Conflict resolution courses are available at all JIBC campuses, colleges & universities throughout BC, the Yukon, Alberta and Ontario.

JIBC Campuses:

- Chilliwack
- Kelowna
- Maple Ridge
- New Westminster (Main Campus)
- Vancouver
- Victoria

Community colleges & universities:

- Calgary
- Duncan
- Edmonton
- Fort St. John
- Kelowna
- Nanaimo
- Penticton
- Prince George
- Toronto
- Vancouver
- Whitehorse

Take note!

To register for your assessment or if you have any questions about the assessment process, contact: 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 simulation 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 simulation at the JIBC New Westminster or Victoria campus. You do have the option of completing your simulation 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 courses.

ACCRCC299

Assessment: Associate Certificate in Conflict Coaching

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.

\$360

ALCR299

Assessment: Associate Certificate in Leadership and Conflict Resolution

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

\$156

ACCRWC299

Assessment: Associate Certificate in Workplace Conflict

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

\$360

AFM299

Assessment: Family Mediation Certificate

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

\$535

ACCRM299

Assessment: Specialization in Mediation/Third-party Intervention

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, CCR290

\$535

ACCRN299

Assessment: Specialization in Negotiation

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

\$420

CCR172**Balancing Empathy and Assertion**

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

\$370 2 DAYS 1.0 CREDITS

CCR102**Building Your Communication Toolbox**

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 and you will have the opportunity to practice short exercises involving conflict situations. Specific skills include non-defensive listening, reframing and assertive speaking.

\$370 2 DAYS 1.0 CREDITS

FAM112 ONLINE**Child Support Guidelines**

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

\$512 21 HOURS OVER 6 WEEKS
0.5 CREDITS

CCR211 ONLINE**Civil Procedure**

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 Roster of the Mediate BC Society. 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

\$370 14 HOURS OVER 8 WEEKS
1.0 CREDITS

CCR175**Coached Small Group Clinic****FORMERLY ROLE-PLAY PRACTICE CLINIC**

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 simulation. 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

\$173.50 1 DAY 0.5 CREDITS

CCR131**Conflict Coaching Level I**

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.

\$562.50 3 DAYS 1.5 CREDITS

CCR191**Conflict Coaching Level II**

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

\$562.50 3 DAYS 1.5 CREDITS

CCR176**Conflict Coaching Practice Clinic**

Practice is the most critical factor in gaining competence and confidence in conflict coaching. This course provides a full day of simulation. 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

\$190.50 1 DAY 0.5 CREDITS

CCR190**Dealing with Anger**

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

\$562.50 3 DAYS 1.5 CREDITS

CCR205**Dealing with Defensiveness in Conflict**

This course covers theories from different psychological perspectives on defense mechanisms affecting all people. These theories are then integrated with skills for addressing defensiveness in conflict situations. You will also explore how saving face affects defensive behaviours. Defensiveness is behaviour for protecting oneself from a perceived threat or attack. In negotiations and mediations, it can create major barriers, but when explored, it can open up opportunities for breakthroughs. When people are defending and protecting their self-image (saving face), listening becomes more difficult and positions become entrenched. Left unaddressed, defensiveness can stalemate the discussion. *Prerequisite(s)*: CCR100 or CCR101, and CCR170 or CCR180

\$562.50 3 DAYS 1.5 CREDITS

CCR201**Defining Issues and Setting the Agenda**

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

\$370 2 DAYS 1.0 CREDITS

CCR520 NEW**Dynamics of Conflict Self-Directed Studies**

Dynamics of Conflict Self-Directed Studies is the final program requirement in the Graduate Certificate in Dynamics of Conflict [PG.64]. This course requires you to decide upon a topic in the field of conflict of particular interest to you and relevant to the program. You prepare a proposal specific to your topic, including a detailed project plan, and present it to the faculty advisor for input and sign-off. At the conclusion of the course, you present your project to the faculty advisor, and possibly some peers, along with a self-assessment. The faculty advisor provides the final evaluation on the project, presentation and learner's self-assessment. This course is completed in consultation with a faculty advisor.

\$1,215 3.0 CREDITS

CCR206**Dynamics of Power**

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

\$562.50 3 DAYS 1.5 CREDITS

FAM103 ONLINE**Effects of Separation and Divorce on Adults**

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]. For dates, prerequisites and further information, see website: www.jibc.ca/ccjd or call Margot D'Souza at 604.528.5546

\$512 21 HOURS OVER 6 WEEKS
1.5 CREDITS

Faculty Bios

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/conres/faculty

FAM104 **ONLINE**

Effects of Separation and Divorce on Children

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]*. For dates, prerequisites and further information, see website: www.jibc.ca/ccjd or call Margot D'Souza at 604.528.5546

\$512 21 HOURS OVER 6 WEEKS
1.5 CREDITS

CCR511 **NEW** **BLENDED LEARNING**

Engaging Conflict Consciously: Expanding Emotional and Conflict Intelligence

This course offers the opportunity for the open-ended exploration of the nature of conflict as a core, primary element of the human condition. Within this context, you will begin (for some) and/or continue (for others) your own thoughtful, heartfelt, in depth and reflective inquiry into the nature of conflict as a catalyst for increasing conscious engagement in the world. You will join in a community of learning in which you will be encouraged to challenge your beliefs about conflict and its relationship to being human as well as remain open to having your beliefs challenged. 6 days in the classroom plus accompanying online component completed over 12 weeks.

\$1,215 42 HOURS OVER 13 WEEKS
3.0 CREDITS

CCR297 **ONLINE**

Ethical Dilemmas for Mediators in Alberta

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
\$183.50 7 HOURS OVER 3 WEEKS
0.5 CREDITS

CCR296 **ONLINE**

Ethical Dilemmas for Mediators in British Columbia

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
\$183.50 7 HOURS OVER 3 WEEKS
0.5 CREDITS

FAM111

Family Mediator Certification Preparation Workshop

This workshop is intended to serve two purposes for individuals who are interested in preparing for their assessment with Family Mediation Canada: the first is to provide information on how the mediation certification process works and how to prepare for the written exam. The second purpose is to provide opportunities to practice simulations which will be recorded. Feedback will be provided by a certified experienced family mediator. Participants will be able to take their recording home and may submit it for assessment to Family Mediation Canada as part of FMC's certification requirements. For dates, prerequisites and further information, see website: www.jibc.ca/ccjd or call Margot D'Souza at 604.528.5546

\$393 2 DAYS 1.0 CREDITS

CORR605 **ONLINE**

Family Violence: Impact on Separation and Divorce

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 the clients, 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. For dates, prerequisites and further information, see website: www.jibc.ca/ccjd or call Margot D'Souza at 604.528.5546

\$512 21 HOURS OVER 6 WEEKS
1.5 CREDITS

CCR100**Foundations of Collaborative Conflict Resolution**

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.

\$562.50 3 DAYS 1.5 CREDITS

CCR101**Foundations of Collaborative Conflict Resolution: Workplace Focus**

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.

\$562.50 3 DAYS 1.5 CREDITS

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

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.

\$412.50 3 DAYS 1.5 CREDITS

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

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.

Prerequisite(s): FMGMT100

\$285 2 DAYS 1.0 CREDITS

CCR124 | CONTRACT ONLY**Getting Buy-in through Collaborative Decision-Making**

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

CCR171**Giving & Receiving Constructive Feedback**

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

\$370 2 DAYS 1.0 CREDITS

CCR103 | CONTRACT ONLY**Handling Conflict on the Telephone**

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

CCR104**Handling Conflict in Virtual Environments**

Dealing with conflict over the telephone, via email or text, and in other "virtual environments" can be distinctively challenging. In this two-day course, you will learn and practice effective verbal, para-verbal and text-based communication skills for dealing with emotion and resolving conflict, with an emphasis on the use of the voice and "e-text" communication.

The course will be of interest to people who want to learn about the impact of contextual differences between multiple technology-based communications mediums. You will explore how these differences influence inter-personal conflict and attempts at its resolution, while developing skills and approaches to manage emotion and conflict.

\$370 2 DAYS 1.0 CREDITS

CCR513 **NEW** **BLENDED LEARNING**
Harnessing Negotiating Power

Negotiators exhibit a variety of skills exemplified by effective people in many realms and roles. Negotiating and facing conflict effectively, however, require more than the application of skills and techniques. Effective negotiators are: adaptable, willing to take risks, courageous, creative, focused, flexible, honest, intuitive, organized, persistent, reflective, resolute, resourceful, self aware, strategic and highly skilled. In this course, you will explore theory, self analysis, personal development, and the integration of skills, strategy and tools. Come ready to risk, and find out more about who you are and explore how to become more of who you are capable of being when negotiating. 4 days in the classroom, 2 days online.

\$1,215 42 HOURS OVER 5 WEEKS
3.0 CREDITS

CCR271
Identifying Control and Abuse in Pre-mediation

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

\$173.50 1 DAY 0.5 CREDITS

CCR510 **BLENDED LEARNING**
Integrating Brain Science and Conflict

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 or equivalent and have an undergraduate degree. 2 days in the classroom, 4 days online.

\$1,215 42 HOURS OVER 8 WEEKS
3.0 CREDITS

CCR152 **NEW**
Integrating Conflict Theory and Practice

This course examines how conflict resolution theory and practice intersect and relate to one another. This intersection of theory and practice will be explored through examining conflict resolution from three perspectives: the role of conflict and its resolution in our individual lives and relationships; the role of conflict and its resolution in society; and the changing ways that conflict and its resolution have been understood over time. Through this approach, learners will explore a number of understandings and meanings of conflict and resolution and how they relate to a range of practices and processes. *Recommended*: CCR100 or CCR101

\$562.50 3 DAYS 1.5 CREDITS

CCR512 **NEW** **BLENDED LEARNING**
Intervening in Conflict through Movement and Expressive Arts

This course will provide an orientation to somatically-based approaches to conflict analysis and intervention, delivered in an experiential manner. It will familiarize you with multiple intelligences; somatic experiencing; movement and expressive arts-based ways of deepening understandings of conflict; self-in-conflict; and third party roles in conflict. References to neuroscience and interdisciplinary, intercultural perspectives will serve as theoretical anchors as participants explore a wide range of applications of the course material. 4 days in the classroom, 2 days online.

\$1,215 42 HOURS OVER 8 WEEKS
3.0 CREDITS

CORR606 **ONLINE**
Introduction to Family Justice Services in BC

This introductory online 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 or making a formal agreement). 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. For dates, prerequisites and further information, see website: www.jibc.ca/ccjd or call Margot D'Souza at 604.528.5546. *Note*: This course will not deal with the division of property or making a formal agreement.

\$495.50 21 HOURS OVER 6 WEEKS
1.5 CREDITS

FAM300 **ONLINE** **NEW**

Introduction to Family Justice Services in Canada

This online course will provide learners with the knowledge, skills and competence to identify and assess the needs of families who are experiencing separation or divorce. They will gain the foundational knowledge of how the family court system works in the various provinces in Canada; the federal and provincial legislations pertaining to separation and divorce, and options related to custody and access issues. Participants will become familiar with financial support issues such as child and spousal support, and support systems available across Canada. This course does not deal with property division. This course is equivalent to Introduction to Family Justice Services in BC [CORR606] or Introduction to Family Justice Services in Alberta [CORR609]. For dates, prerequisites and further information, see website: www.jibc.ca/ccjd or call Margot D'Souza at 604.528.5546

\$504.50 21 HOURS OVER 6 WEEKS
1.5 CREDITS

CCR122 | **CONTRACT ONLY**

Leading and Managing with Influence: Overcoming Resistance

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

CCR173

Managing the Conflict Within

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

\$370 2 DAYS 1.0 CREDITS

CCR108

Managing the Hostile Individual

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.

\$370 2 DAYS 1.0 CREDITS

FAM115 **ONLINE**

Mediated Agreements and Related Court Orders

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. *Note*: This course does not deal with the division of property or making a formal agreement. For dates, prerequisites and further information, see website: www.jibc.ca/ccjd or call Margot D'Souza at 604.528.5546

\$294.50 7 HOURS OVER 2 WEEKS
0.5 CREDITS

Class Schedules

Find class schedules including dates, locations and fees online at www.jibc.ca/conres

About Course Fees

Course fees listed are for JIBC New Westminster & Vancouver campuses only.

For course fees at all other locations visit: www.jibc.ca

All courses scheduled from April 1, 2012 onwards, are subject to a 2% increase. See website for further details.

Course fees listed include the JIBC Learner Services Fee.

CCR214**Mediating Civil and Court-Based Cases**

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

\$350 2 DAYS 1.0 CREDITS

CCR292 | BLENDED LEARNING**Mediating the Financial Aspects of Separation**

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. *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. 3 days in the classroom, 3 days online completed over 6 weeks.

\$1,080 42 HOURS OVER 8 WEEKS
3.0 CREDITS

CCR180**Mediation Skills Level I**

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

\$562.50 3 DAYS 1.5 CREDITS

CCR290**Mediation Skills Level II**

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

\$892.50 5 DAYS 2.5 CREDITS

CCR295

Mediation Skills Level III

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

\$385 2 DAYS 1.0 CREDITS

FAM109 **ONLINE**

Multicultural Issues in Family Justice

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. For dates, prerequisites and further information, see website: www.jibc.ca/ccjd or call Margot D'Souza at 604.528.5546

\$294.50 7 HOURS OVER 2 WEEKS
0.5 CREDITS

CCR128 | **CONTRACT ONLY**

Navigating Challenging Conversations

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

CCR207

Negotiating with Difficult People: Making it Hard to Say No

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

\$380 2 DAYS 1.0 CREDITS

CCR170

Negotiation Skills Level I

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

\$562.50 3 DAYS 1.5 CREDITS

CCR280

Negotiation Skills Level II

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

\$892.50 5 DAYS 2.5 CREDITS

CCR291**Preparing for Your Mediation Assessment (Reality Check)**

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 simulation 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

\$362.50 1 DAY 0.5 CREDITS

CCR281**Preparing for Your Negotiation Assessment (Reality Check)**

This course provides you with an opportunity to interact with an instructor in negotiation simulation. 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

\$312.50 1 DAY 0.5 CREDITS

CCR210**Resolving Conflict in Groups Level I: Effective Team Dynamics**

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 simulation, 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

\$370 2 DAYS 1.0 CREDITS

CCR260**Resolving Conflict in Groups Level II: Facilitating the Collaborative Process**

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, simulation 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

\$362 2 DAYS 1.0 CREDITS

CCR200**Resolving Conflict on the Front Line: Demonstrating Leadership at Work**

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

\$562.50 3 DAYS 1.5 CREDITS

CCR120 | CONTRACT ONLY**Respectful Communication in a Changing Workplace**

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

CCR209**Separate Meetings: Pre-mediation and Caucusing**

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

\$380 2 DAYS 1.0 CREDITS

CCR127 | CONTRACT ONLY**Sharpening Your Edge in Negotiation**

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. For more information, call 604.528.5615

CCR202**Shifting From Positions to Interests**

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

\$577.50 3 DAYS 1.5 CREDITS

FAM108 ONLINE**Substance Abuse Issues in Family Justice**

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. For dates, prerequisites and further information, see website: www.jibc.ca/ccjd or call Margot D'Souza at 604.528.5546

\$294.50 7 HOURS OVER 2 WEEKS

0.5 CREDITS

CCR150 ONLINE**Theoretical Foundations of Dispute Resolution**

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

\$562.50 21 HOURS OVER 6 WEEKS

1.5 CREDITS

Faculty Bios

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/conres/faculty

Learn Close To Home

Conflict resolution courses are available at all JIBC campuses, colleges & universities throughout BC, the Yukon, Alberta and Ontario.

JIBC Campuses:

- Chilliwack
- Kelowna
- Maple Ridge
- New Westminster (Main Campus)
- Vancouver
- Victoria

Community colleges & universities:

- Calgary
- Duncan
- Edmonton
- Fort St. John
- Kelowna
- Nanaimo
- Penticton
- Prince George
- Toronto
- Vancouver
- Whitehorse

COURSE LISTING BY CODE

ACCRWC299 PG.71 Assessment: Associate Certificate in Workplace Conflict

ACCRCC299 PG.71 Assessment: Associate Certificate in Conflict Coaching

ACCRM299 PG.71 Assessment: Specialization in Mediation/Third-party Intervention

ACCRN299 PG.71 Assessment: Specialization in Negotiation

AFM299 PG.71 Assessment: Family Mediation Certificate

ALCR299 PG.71 Assessment: Associate Certificate in Leadership and Conflict Resolution

CCR100 PG.75 Foundations of Collaborative Conflict Resolution

CCR101 PG.75 Foundations of Collaborative Conflict Resolution: Workplace Focus

CCR102 PG.72 Building Your Communication Toolbox

CCR103 PG.75 Handling Conflict on the Telephone

CCR104 PG.75 Handling Conflict in Virtual Environments

CCR105 PG.70 Asserting Yourself in Conflict Situations

CCR108 PG.77 Managing the Hostile Individual

CCR120 PG.80 Respectful Communication in a Changing Workplace

CCR122 PG.77 Leading and Managing with Influence: Overcoming Resistance

CCR124 PG.75 Getting Buy-in through Collaborative Decision-Making

CCR125 PG.70 Applying Brain Mechanics to Resolve Conflict

CCR127 PG.81 Sharpening Your Edge in Negotiation

CCR128 PG.79 Navigating Challenging Conversations

CCR131 PG.72 Conflict Coaching Level 1

CCR150 PG.81 Theoretical Foundations of Dispute Resolution

CCR152 PG.76 Integrating Conflict Theory and Practice

CCR170 PG.79 Negotiation Skills Level I

CCR171 PG.75 Giving & Receiving Constructive Feedback

CCR172 PG.72 Balancing Empathy and Assertion

CCR173 PG.77 Managing the Conflict Within

CCR175 PG.72 Coached Small Group Clinic

CCR176 PG.72 Conflict Coaching Practice Clinic

CCR180 PG.78 Mediation Skills Level I

CCR190 PG.73 Dealing with Anger

CCR191 PG.72 Conflict Coaching Level II

CCR200 PG.80 Resolving Conflict on the Front Line: Demonstrating Leadership at Work

CCR201 PG.73 Defining Issues and Setting the Agenda

CCR202 PG.81 Shifting From Positions to Interests

CCR204 PG.70 Asking Better Questions

CCR205 PG.73 Dealing with Defensiveness in Conflict

CCR206 PG.73 Dynamics of Power

CCR207 PG.79 Negotiating with Difficult People: Making it Hard to Say No

CCR208 PG.70 The Art of Reframing

CCR209 PG.80 Separate Meetings: Pre-mediation and Caucusing

CCR210 PG.80 Resolving Conflict in Groups Level I: Effective Team Dynamics

CCR211	PG.72 Civil Procedure
CCR214	PG.78 Mediating Civil and Court-Based Cases
CCR260	PG.80 Resolving Conflict in Groups Level II: Facilitating the Collaborative Process
CCR271	PG.76 Identifying Control and Abuse in Pre-mediation
CCR280	PG.79 Negotiation Skills Level II
CCR281	PG.80 Preparing for Your Negotiation Assessment (Reality Check)
CCR290	PG.78 Mediation Skills Level II
CCR291	PG.80 Preparing for Your Mediation Assessment (Reality Check)
CCR292	PG.69, 78 Mediating the Financial Aspects of Separation
CCR295	PG.79 Mediation Skills Level III
CCR296	PG.74 Ethical Dilemmas for Mediators in British Columbia
CCR297	PG.74 Ethical Dilemmas for Mediators in Alberta
CCR510	PG.76 Integrating Brain Science and Conflict
CCR511	PG.74 Engaging Conflict Consciously: Expanding Emotional and Conflict Intelligence
CCR512	PG.76 Intervening in Conflict through Movement and Expressive Arts
CCR513	PG.76 Harnessing Negotiating Power
CCR520	PG.73 Dynamics of Conflict Self-Directed Studies
CORR605	PG.74 Family Violence: Impact on Separation and Divorce
CORR606	PG.76 Introduction to Family Justice Services in BC

FAM103	PG.73 Effects of Separation and Divorce on Adults
FAM104	PG.74 Effects of Separation and Divorce on Children
FAM108	PG.81 Substance Abuse Issues in Family Justice
FAM109	PG.79 Multicultural Issues in Family Justice
FAM111	PG.74 Family Mediator Certification Preparation Workshop
FAM112	PG.72 Child Support Guidelines
FAM115	PG.77 Mediated Agreements and Related Court Orders
FAM300	PG.77 Introduction to Family Justice Services in Canada
FMGMT100	PG.75 Foundations of Effective Management and Leadership, Part 1: Leading the Way
FMGMT200	PG.75 Foundations of Effective Management and Leadership, Part 2: Inspiring Teams and Managing Change

JIBC CAMPUS LOCATIONS

To register

For courses at JIBC campuses see pg.97.

For courses at partner institutions contact the partner institution directly at the numbers listed on pg.85.

For more information on Conflict Resolution 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

For course information:
604.528.5608 or
1.888.799.0801 or
www.jibc.ca/conres

Greater Vancouver

New Westminster Campus (main campus)

715 McBride Boulevard at 8th Avenue
New Westminster

Vancouver Campus

Suite 102, 555 Great Northern Way
Vancouver

Chilliwack Campus

45300 Vimy Avenue
Chilliwack

Maple Ridge Campus

13500 256th Street
Maple Ridge

Okanagan

Kelowna Campus

825 Walrod Street
Kelowna

Vancouver Island

Victoria Campus

810 Fort Street
Victoria

General Inquiries

604.525.5422
1.888.865.7764



PARTNER INSTITUTIONS

We offer our conflict resolution courses throughout British Columbia, the Yukon, Alberta and Ontario 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 online 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.



Vancouver Island

Vancouver Island University Nanaimo Campus

900 Fifth Street, Nanaimo
Registration and information:
1.866.734.6252
www.cc.viu.ca/ccs

Vancouver Island University Cowichan Campus

222 Cowichan Way, Duncan
Registration and information:
250.746.3519 or 1.866.734.6252
www.cc.viu.ca/ccs

Okanagan Valley



Okanagan College Kelowna Campus

1000 KLO Road, Kelowna
Registration and information:
250.862.5480 or 1.888.638.0058
www.okanagan.bc.ca
Fax: 250.862.5434

Okanagan College Penticton Campus

583 Duncan Avenue West, Penticton
Registration and information: 250.492.4305
or 1.866.510.8899
Fax: 250.490.3953
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

Peace Region



Northern Lights College Fort St. John

Totem Mall Location
#1240 – 9600 93rd Avenue
Box 1000, Fort St. John
Registration and information:
250.782.5251 or 1.866.463.6652
email: appinfo@nlc.bc.ca www.nlc.bc.ca



Yukon

Yukon College Whitehorse, Yukon College

School of Continuing Education
and Training
500 College Drive, Whitehorse, YT
Registration: 867.668.8710
Information: 867.668.5200
www.yukoncollege.yk.ca



Alberta

University of Calgary Continuing Education

Education Tower 106,
2500 University Drive NW, Calgary, AB
Registration and information:
403.220.2988 or 1.866.220.4992
Fax: 403.284.5702
email: business.conted@ucalgary.ca
<http://conted.ucalgary.ca/conflictresolution/>



Alberta Arbitration & Mediation Society (AAMS) – King's University College

(Locations of courses only)
#604, 10707 100 Avenue, Edmonton, AB
Register directly with AAMS
(not King's University College)
Registration and information:
780.433.4881 or 1.800.232.7214



Ontario

TAPE Educational Services Inc.

180 Bloor Street West, Suite 1204
Toronto, Ontario
Registration and information:
416.929.3396 ext. 221
or toll-free at: 1.877.270.8273
www.tapestudies.com

LEARNER INFORMATION

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 area , 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

Every effort is made to ensure the accuracy of the information contained in the course calendar. In the event of an error, the information or fees provided by our Student Services Centre or other JIBC staff will be deemed accurate. The JIBC reserves the right to make changes to the information at any time without notice, including the addition or cancellation of classes. The JIBC also reserves the right to make changes to fees at any time, without notice.

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 include LSF.

Learner substitutions

Substitutions are welcome as long as the substituting learner has completed any applicable course prerequisites. Please inform the Student Services Centre ahead of time.

NSF cheques

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

Personal Education Number

A PEN 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 \$50 administration fee, provided we receive notification at least seven calendar days before the course start date.

If you wish to cancel or reschedule your final assessment, you will be charged a cancellation/transfer fee of 50% of the regular fee plus the \$50 administration 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 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 2012 for all 2011 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 \$50.

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 resume, 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 that offer an accreditation process for mediators include:

BC Arbitration and Mediation Institute

Phone: 604.736.6614 or 1.877.332.2264
www.amibc.org

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

Alberta Arbitration and Mediation Society

Phone: 780.433.4881 or 1.800.232.7214
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 www.fmc.ca

Mediate BC Society Roster Program

The Mediate BC Society, Roster Program 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:

Mediate BC Society – Victoria Office
311 – 895 Fort Street
Victoria, BC V8W 1H7

250.381.9006 or 1.888.713.0433
mediators@mediatebc.com
www.mediatebc.com

Mediation practicum programs in British Columbia

Mediate BC Society: Court Mediation Program

The Court Mediation Program 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@mediatebc.com
www.mediatebc.com

Outside the Lower Mainland:
Court Mediation Program
Suite 177-800 Hornby Street
Vancouver, BC V6Z 2C5

Mediate BC: Child Protection Mediation Practicum

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:

604.684.1300 or 1.877.656.1300
cpp@mediatebc.com
www.mediatebc.com

Child Protection Mediation
Suite 177-800 Hornby Street
Vancouver, BC V6Z 2C5

Mediate BC Society: The Family Mediation Practicum Project

The Family Mediation Practicum 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:

604.516.0788
fmpp@mediatebc.com
www.mediatebc.com

Family Mediation Practicum
2nd Floor, 519 Seventh Street
New Westminster, BC V3M 6A7

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

Information on programs, career paths, and services for students with disabilities.

Coordinator of Counselling & Student Advising

Glenda Kerr

604.528.5884 or studentcounselling@jibc.ca

Student Awards & Financial Advisor

Laura Dyck

604.528.5762 or financialaid@jibc.ca

School of Community & Social Justice

Dean

Pam White

604.528.5613 or scsj@jibc.ca

Program Coordinator, Program & Curriculum Development

Florence Daddey

604.528.5703 or fdaddey@jibc.ca

Supervisor, Administrative Services

Charlene Pennington

604.528.5610 or scsj@jibc.ca

Receptionist

604.528.5608 or scsj@jibc.ca

1.888.799.0801

Marketing & Special Events Advisor

Sandy Beauchesne

604.528.5612 or scsj@jibc.ca

Marketing & Communications Representative

Tesa Dolzanski

604.528.5632 or scsj@jibc.ca

Centre for Aboriginal Programs & Services

Program Director

604.528.5648 or aboriginal@jibc.ca

Coordinator

Tami Pierce

604.528.5522 or aboriginal@jibc.ca

Program Planner & Student Advisor

604.528.5621 or aboriginal@jibc.ca

Program Assistant

Bridget Malcom

604.528.5647 or aboriginal@jibc.ca

www.jibc.ca/aboriginal

Centre for Counselling & Community Safety

Program Director

Caroline White

604.528.5620 or cccs@jibc.ca

www.jibc.ca/cccs

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 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.

Program Coordinator

Cori Wong-Hemmings

604.528.5583 or childwelfare@jibc.ca

Program Representative

Kathy Wilson

604.528.5834 or childwelfare@jibc.ca

Program Assistant

Tammy Chambers

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. To register for these programs, please contact your regional training office.

Program Coordinator

Susan Forest

604.528.5711 or counselling@jibc.ca

Program Assistant

Heather Matson

604.528.5573 or counselling@jibc.ca

COMMUNITY SAFETY

Bylaw Compliance Enforcement and Investigative Skills; Critical Incident Stress Management;

Program Coordinator

Laura Glover

604.528.5628

Program Assistant

Vicki Morrison

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

Program Coordinator

Susan Forest
604.528.5711 or counselling@jibc.ca

Program Assistant

Lucy Jong
604.528.5875 or counselling@jibc.ca

Program Coordinator

Customized Training

Laura Glover
604.528.5711 or counselling@jibc.ca

Program Assistant

Customized Training

Vicki Morrison
604.528.5833 or counselling@jibc.ca

Centre for Leadership

COURSE AND CERTIFICATE INFORMATION

Management and Leadership; Instructor Development; Customized Training Solutions; Prior Learning Assessment Recognition

Program Coordinator

Allison Felker
604.528.5633 or leadership@jibc.ca

Program Planner

Deanna Heggie
604.528.5665 or leadership@jibc.ca

Program Assistant

Management & Leadership

Corinne Gushue
604.528.5631 or leadership@jibc.ca

Program Assistant

Instructor Development

Linda Davies
604.528.5630 or leadership@jibc.ca

Centre for Conflict Resolution

COURSE AND CERTIFICATE INFORMATION

Program Planner

New Westminster & Vancouver Campus

Sue Crosato
604.528.5618 or ccrassessments@jibc.ca

Program Coordinator

Customized Training Solutions

Kent Highnam
604.528.5615 or ccrcustomized@jibc.ca

Program Coordinator

Regional Development and Delivery

Laurie McAvoy
604.528.5735 or ccrplar@jibc.ca

Program Assistant

New Westminster & Vancouver Campus

Barbara Bradey
604.528.5720 or scsj@jibc.ca

Program Assistant

Customized Training Solutions

Cheryl McRobbie
604.528.5611 or ccrcustomized@jibc.ca

Program/ Editorial Assistant

Regional Delivery

Cynthia Smith
604.528.5825 or scsj@jibc.ca

Program Assistant

Certificate Enrollment and Assessments

Elly Macmaster
604.528.5609 or ccrassessments@jibc.ca

PLANNING YOUR PROGRAM & ASSESSMENT INFORMATION

Program Planner

New Westminster & Vancouver Campus

Sue Crosato
604.528.5618 or ccrassessments@jibc.ca

CUSTOMIZED TRAINING SOLUTIONS

Program Coordinator

Customized Training Solutions

Kent Highnam
604.528.5615 or ccrcustomized@jibc.ca

PRIOR LEARNING ASSESSMENT RECOGNITION

Program Coordinator

Regional Development and Delivery

Laurie McAvoy
604.528.5735 or ccrplar@jibc.ca

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 7:00am to 5:00pm 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 the Centre for Aboriginal Programs & Services Coordinator.

Phone: 604.528.5522
email: 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

Class times

Class times vary.
Confirm the class times when you register and check your registration confirmation for details.

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 Coordinator of Student Counselling and Advising at 604.528.5884

A copy of the JIBC's Student Handbook can be downloaded from our website at www.jibc.ca/student-services/student-handbook

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:

Monday – Thursday 8:00am – 8:00pm
(September to April)

Friday 8:00am – 5:00pm

Saturday 9:00am – 4:00pm
(September to June only)

Phone: 604.528.5599
email: library@jibc.ca
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.

Food services

The JIBC's New Westminster campus has a full-service cafeteria. Food services at other campuses vary.

Other Services

Prior learning assessment and recognition (PLAR)

Credit equivalency

Credit transfer (articulation agreements)

Continuing education credits

For information about any of these student services with regard to course credit contact:

Centre for Aboriginal Programs & Services
604.528.5522 or aboriginal@jibc.ca

Centre for Counselling & Community Safety
604.528.5608 or cccs@jibc.ca

Centre for Leadership
604.528.5633 or leadership@jibc.ca

Centre for Conflict Resolution
604.528.5735 or ccrplar@jibc.ca

CERTIFICATE INDEX

Aboriginal Focusing-Oriented Therapy and Complex Trauma Certificate	26
Aboriginal Leadership Certificate Program	7
Aboriginal Leadership Diploma	10
Aboriginal Trauma Certificate	28
Associate Certificate in Conflict Coaching	65
Associate Certificate in Leadership and Conflict Resolution	54, 66
Associate Certificate in Workplace Conflict	66
Bylaw Compliance, Enforcement and Investigative Skills Level 1 Certificate	43
Certificate in Conflict Resolution Specialization in Mediation/Third-Party Intervention	68
Certificate in Conflict Resolution: Specialization in Negotiation	67
Critical Incident Stress Management Certificate	40
Expressive Play Therapy Certificate	29
Family Mediation Certificate	69
Family Resource Program Certificate	31
Feminist Management Certificate Program	33
Foundations of Effective Management and Leadership Certificate	49
Graduate Certificate in Complex Trauma and Child Sexual Abuse Intervention	34
Graduate Certificate in Dynamics of Conflict	64
Instructor Development Certificate	55
Substance Use Certificate	36
Working With Youth Certificate	39

COURSE INDEX

A	
Aboriginal Human Resource Management	11
Aboriginal Justice and Governance Models	9
Aboriginal Leadership Development	8
Aboriginal Management and Practice	11
Aboriginal Organizational Development	11
A Continuum of Care: Prevention to Harm Reduction	19, 37
Advanced Focusing-Oriented Therapy	27
All My Relations: Working with Aboriginal Clients in Substance Use Recovery	13, 19, 37
Applying Brain Mechanics to Resolve Conflict	70
Appreciative Inquiry	50
Art Therapy in Early Stages of Addiction Recovery	19
Asking Better Questions	70
Asserting Yourself in Conflict Situations	70
Assessment and Treatment Planning in Complex Trauma	35
Assessment: Associate Certificate in Conflict Coaching	71
Assessment: Associate Certificate in Leadership and Conflict Resolution	71
Assessment: Associate Certificate in Workplace Conflict	71
Assessment: Family Mediation Certificate	71
Assessment Practices	19, 37
Assessment: Specialization in Mediation/Third-party Intervention	71
Assessment: Specialization in Negotiation	71
B	
Balancing Empathy and Assertion	72
Basic Focusing-Oriented Therapy and Complex Trauma	27
Becoming a More Effective Counsellor	19
Behaviour Change Counselling in Community Settings	19
Building Leadership Resiliency	50
Building Your Communication Toolbox	72
Bylaw Compliance, Enforcement and Investigative Skills Level 1 Certificate	43

C	
Change Management: Aboriginal Organizations	8
Child Development	32
Child Sexual Abuse Intervention	35
Child Support Guidelines	72
CISM Simulation	42
Civil Procedure	72
Clinical Consultation in Complex Trauma and Sexual Abuse	35
Clinical Spirituality and Complex Trauma	27
Clinical Supervision: Innovative Practices	19
Coached Small Group Clinic	72
Coaching for Improved/Enhanced Performance	51
Community Voices/Contemporary Issues	19, 37
Compassion and Policy: The Heart and Mind of Drug Policy Reform 20,	37
Complex Trauma	27
Complex Trauma Integrated Project	35
Concurrent Disorders Planning – Level 1	20, 37
Conducting a Program Needs Assessment	57
Conflict Coaching Level I	72
Conflict Coaching Level II	72
Conflict Coaching Practice Clinic	72
Counselling Skills: The Art of Asking Effective Questions	20
Creativity and Trauma	20
Critical Incident Stress Debriefing	41
D	
Dealing with Anger	73
Dealing with Defensiveness in Conflict	73
Defining Issues and Setting the Agenda	73
Demobilization and Defusing	41
Depression, Grieving and Complex Trauma	27
Dispute Resolution, Level 1	8
Dispute Resolution, Level 2: Overcoming the Past	8

Dispute Resolution, Level 3: Managing Group Conflict	11
Dispute Resolution, Level 4: Team Negotiation	11
Diversity and Trauma	41
Dreams and Complex Trauma	27
Dynamics of Conflict Self-Directed Studies	73
Dynamics of Power	73

E

Effective Team Participation	42
Effects of Separation and Divorce on Adults	73
Effects of Separation and Divorce on Children	74
Engaging Conflict Consciously: Expanding Emotional and Conflict Intelligence	74
Enhancing Emotional Intelligence for Workplace Success	51
Ethical Dilemmas for Mediators in Alberta	74
Ethical Dilemmas for Mediators in British Columbia	74
Ethical Dilemmas in the Workplace	51
Everything You Ever Wanted to Know About the DSM-IV-TR–Level 1	20
Expressive Play Therapy for the Grieving Child	20, 30
Expressive Play Therapy Methods–Level 1	20, 30
Expressive Play Therapy Methods–Level 2	21, 30

F

Facilitate This! Group Leadership Skills for Youth Workers	21
Facilitating Effective Group Process	21
Facilitating Online Learning	57
Family Mediator Certification Preparation Workshop	74
Family Resource Program Approach to Practice	32
Family Violence: Impact on Separation and Divorce	74
Fetal Alcohol Spectrum Disorder	13, 21, 38
Fetal Alcohol Spectrum Disorder: Increasing Our Understanding	14, 21, 38
Final Assignment	50
Final Integrative Project	12
Final Project/Consultation Group	30

Financial Management for Community Organizations	51
Flawless Facilitation the First Time	51, 57
Fostering and Encouraging Client Responsibility	21
Fostering Critical Thinking in the Workplace	51
Foundations of Collaborative Conflict Resolution	75
Foundations of Collaborative Conflict Resolution: Workplace Focus	75

Foundations of Effective Management and Leadership, Part 1: Leading the Way	75
--	----

Foundations of Effective Management and Leadership, Part 2: Inspiring Teams and Managing Change	75
--	----

Foundations of Instructional Practice	56
---------------------------------------	----

G

Getting Buy-in through Collaborative Decision-Making	75
Giving & Receiving Constructive Feedback	75

H

Handling Conflict in Virtual Environments	75
Handling Conflict on the Telephone	75
Harnessing Negotiating Power	76

I

Ideas for Active Learning	57
Identifying Control and Abuse in Pre-mediation	76
Inclusive Leadership: Building Cultural Intelligence in the Workplace	51
Individual and Community Wellness in Aboriginal Contexts	8
Innovative Practice in Group Clinical Supervision	21
Inspiring Teams and Managing Change	50
Instructional Assessment	56
Instructional Delivery	56
Instructional Design	56
Instructional Skills Practicum	57
Integrating Brain Science and Conflict	76
Integrating Conflict Theory and Practice	76
Interconnected Risk	21, 38

COURSE INDEX (CONT.)

Intermediate Focusing-Oriented Therapy	27
Intervening in Conflict through Movement and Expressive Arts	76
Intervention and Skill Building in Complex Trauma	35
Introduction to Art Therapy for Counsellors and Therapists	21
Introduction to Critical Incident Stress Management	41
Introduction to Family Justice Services in BC	76
Introduction to Family Justice Services in Canada	77
Introduction to Project Management	9
Introduction to Project Management: Managing the Project and Leading the Team	52

L

Leadership In Action: Moving Principles into Practice	52
Leading and Managing with Influence: Overcoming Resistance	77
Leading Change in Turbulent Times	52
Leading From the Middle	52
Leading the Way	50

M

Make Presentations that Make Things Happen!	52
Making the Transition: Providing Service to Trans Survivors of Violence and Abuse	22
Managing Responses to Community Disasters	42
Managing the Conflict Within	77
Managing the Hostile Individual	77
Measuring Impact: Best Practices in Program Evaluation	52, 57
Mediated Agreements and Related Court Orders	77
Mediating Civil and Court-Based Cases	78
Mediating the Financial Aspects of Separation	69, 78
Mediation Skills Level I	78
Mediation Skills Level II	78
Mediation Skills Level III	79
Mindfulness-Based Art Therapy–Level 1	22
Mindfulness-Based Art Therapy–Level 2	22

Mindfulness-Based Counselling–Level 1	22
Mindfulness-Based Counselling–Level 2	22
More than Words: Understanding Body Language	53
Motivational Interviewing in Practice–Level 1	22, 38
Motivational Interviewing in Practice–Level 2	22
Multicultural Issues in Family Justice	79

N

Navigating Challenging Conversations	79
Negotiating with Difficult People: Making it Hard to Say No	79
Negotiation Skills Level I	79
Negotiation Skills Level II	79

O

On the Edge: Vicarious Trauma and Compassion Fatigue in Aboriginal Organizations	14, 23
---	--------

P

People Problems: How to Supervise Challenging Employees	53
Philosophy, Values and Ethics of Aboriginal Leadership	9
Post–Critical Incident Stress Reactions	41
Practicum	9
Preparing for Your Mediation Assessment (Reality Check)	80
Preparing for Your Negotiation Assessment (Reality Check)	80
Presentation Skills and Storytelling	12
Principles of Financial Management: An Aboriginal Perspective	12
Program Planning and Evaluation	32
Psychological First Aid	41

R

Resolving Conflict in Groups Level I: Effective Team Dynamics	80
Resolving Conflict in Groups Level II: Facilitating the Collaborative Process	80
Resolving Conflict on the Front Line: Demonstrating Leadership at Work	80
Respectful Communication in a Changing Workplace	80
Roots and Principles of Family Resource Programs in Canada	32

S

Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times–Level 1	23, 30
Sandplay Therapy: Using the Healing Power of Imagery to Help Children, Youth, and Adults Cope with the Challenges of Difficult Times–Level 2	23, 30
Separate Meetings: Pre-mediation and Caucusing	80
Sharpening Your Edge in Negotiation	81
Shifting From Positions to Interests	81
Somatics in Complex Trauma	35
Substance Abuse Issues in Family Justice	81
Supporting Clients Across Cultural Differences–Providing Relevant and Appropriate Services	24
Supporting Families of Children with Special Needs	32

T

Teaching Problem-Solving Skills to Clients	24
Team Building Tactics: Making the Whole Greater than the Sum	53
The Art of Reframing	70
The Leader's Role in Effective Employee Relations	50
The Leader's Role in Human Resource Management	50
The Mindful Educator: Beyond Expertise and Technique	58
Theoretical Foundation in Complex Trauma	35
Theoretical Foundations of Dispute Resolution	81
The Skilled Practitioner: Communicating Effectively	32
To Tell the Truth: Dealing with Negativity in the Workplace	53
Transforming Workplace Learning through Social Media	58
Trauma and Addictions: Assessment and Treatment Issues	24, 38
Trauma, Children, and Youth	42

U

Understanding and Responding to Girls and High-Risk Drinking	14, 24
Understanding Children and Youth Who Have Experienced Trauma	24
Understanding Family Diversity	32
Understanding Pharmacology from a Counsellor's Perspective	24, 38
Understanding Substance Use	25, 37

V

Vicarious Traumatization	42
--------------------------	----

W

Welcome to Canada: Working Effectively with Newcomers	25
Who Am I? Understanding the Role of Identity in Marginalized Youth Experiences	14, 25
Working More Effectively with Parents and Other Caregivers	25
Working with Complicated Grief	25
Working with People Who Self-Harm	14, 25
Working with Teams in a Virtual Environment	53
Working with Tools for Online Learning	58
Working with Vulnerable Families	32
Workplace Communications: It's All About You	53
Writing and Research Skills	8

Y

Youth Leadership	25
------------------	----

REGISTRATION FORM

Send your registration form and payment
or the same information by email to:

Justice Institute of British Columbia
715 McBride Boulevard, New Westminster
British Columbia, 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: _____ Evening or Home Phone: () _____

Day Phone: () _____ Cell Phone: () _____ Pager: () _____ Fax: () _____

*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 Code	Start Date	Location	Course Fee
Add HST (if applicable)				
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.

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.

REGISTRATION INFORMATION

Student Services Centre

Hours: 8:00am to 4:30pm (in person)
8:30am to 4:00pm (phone calls)

Information and registration

Phone: 604.528.5590 or 1.877.528.5591
Fax: 604.528.5653
email: 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 or disability@jibc.ca

Class Schedules

Find class schedules including dates, locations and fees online at www.jibc.ca/scsj

About Course Fees

Course fees listed are for JIBC New Westminster & Vancouver campuses only.

For course fees at all other locations visit: www.jibc.ca

All courses scheduled from April 1, 2012 onwards, are subject to a 2% increase. See website for further details.

Course fees listed include the JIBC Learner Services Fee.

3 WAYS TO REGISTER:



Online:

Register and pay online with your credit card (MasterCard and VISA only)

- Visit 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
8:30am – 4:00pm
Monday to Friday

Please have the course name and number and your VISA, MasterCard or American Express details ready when you call.



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

8:00am – 4:30pm
Monday – Friday



JIBC

School of Community
& Social Justice

www.jibc.ca/scsj

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

