

CENTRES FOR LEADERSHIP & CONFLICT RESOLUTION



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COURSE CALENDAR SEPTEMBER 2014 - AUGUST 2015



**JUSTICE
INSTITUTE**
of BRITISH COLUMBIA

SCHOOL OF HEALTH,
COMMUNITY &
SOCIAL JUSTICE

GREAT INSTRUCTORS



DOUG KERR: HELPING TRAINERS TEACH AND COACH BETTER

Helping professionals gain the confidence and skills to become better instructors and trainers has remained a passion for Doug Kerr for more than 30 years.

Throughout his career, he has provided programs for trainers and managers in businesses, government agencies and community organizations. Among his list of accomplishments is the Instructional Skills Workshop Program for Post-Secondary Instructors, which is widely used across Canada and in more than 20 other countries.

At JIBC, he developed and taught a number of courses offered by the School of Health, Community and Social Justice. Currently, he teaches three courses in the Instructor Development Certificate Program, which provides trainers in various fields the skills and knowledge to help adult learners.

His goal is to help trainers think of instruction as more than simply presenting information. "My aim is to help trainers create the conditions where learners can find their way through their own learning challenges, and understand how they learn as they go."



JASON CRESSEY: FACILITATING EFFECTIVE LEADERSHIP

If leaders want to develop the personal habits and behaviours that contribute to their team's success, they'll learn that from Dr. Jason Cressey. He has spent his entire career helping managers and leaders avoid communication traps and improve their interpersonal skills.

With a PhD in Psychology from Oxford University, Jason helps businesses improve their customer relations, team building, emotional intelligence and other psychological factors in the workplace.

At JIBC, he has taught the course, "More than Words: Understanding Body Language" (MGMT182) for more than a decade, and he also teaches core courses in the Centre for Leadership's certificate program.

In each of his courses, his aim is to help people become consciously aware of their habitual behaviours, thoughts, emotions, and communication styles. For him, recognizing these mental traits and habits is an essential first step to achieving growth and positive change.



GEORGANNE OLDHAM: BUILDING AWARENESS OF PEOPLE'S LEADERSHIP POTENTIAL

Helping leaders realize their potential to make a difference is a key goal for Georganne Oldham.

With a master's degree in organization development, she has been a JIBC instructor for more than a dozen years, teaching most of the core courses in the Certificate in Applied Leadership program that she helped develop.

"In the program, we work to build both the competencies that are required for good leadership, as well as the confidence to step forward and be a leader."

An important step is helping people appreciate the impact they have on the people around them.

"The important thing for me, personally, as a teacher of this work, is to peak their curiosity about themselves as leaders and help them realize the potential they have to make a positive mark on the people around them and in their organization."



AT JIBC, YOU LEARN FROM ENGAGING AND EXPERIENCED FACULTY ON THE FRONTLINES OF THEIR PROFESSIONS WITH EXTENSIVE TRACK RECORDS OF SUCCESS. THEY HELP YOU BY SHARING THEIR EXPERIENCE, THE LATEST THEORIES AND BEST PRACTICES IN THE INDUSTRY, AND THEN HELP YOU PRACTICE THEM IN REAL-WORLD SCENARIOS IN THE CLASSROOM. THEY TAKE A HANDS-ON APPROACH TO HELP YOU ACCOMPLISH YOUR EDUCATIONAL GOALS.



MICHAEL FOGEL: HELPING MEDIATORS DEEPEN THEIR PRACTICE

Michael Fogel's varied career has served him well as a sought-after Chartered Mediator and educator for other mediators, facilitators and conflict practitioners.

After practicing law and serving as a municipal and superior court judge in California, Michael has developed and taught advanced conflict resolution courses and post-graduate executive programs throughout North America. With a master's in counselling psychology, he has been involved with JIBC's conflict resolution certificate program since its inception.

In all of the courses and clinics he facilitates, his aim is to help participants feel more self-aware and self-confident.

"I believe in the importance of a reflective, mindful practice. As conflict practitioners, we are working with people during some of the most difficult times in their lives. It really requires an in-depth understanding of the human condition. That kind of reflection enhances one's practice."



TARA KOWALSKI: INCREASING AWARENESS OF STUDENTS' POTENTIAL TO RESOLVE CONFLICT

As part of many conflict resolution courses at JIBC, students not only learn from their instructors, but gain additional perspectives from other experienced professionals active in the field.

As a coach, Tara Kowalski relishes the opportunity to help students uncover their strengths as they engage in classroom role-playing sessions.

"I view coaching as a way to give real-time feedback to adult learners as they integrate their skills with clarity to navigate the conflict resolution practices."

For Tara, who has her own private practice in mediation, facilitation and conflict coaching, the opportunity for students to practice what they've gained in an integrative learning environment is key.

"It's all about helping learners combine the theory with experience, and gain valuable insights from passionate practitioners in the field."



EMMA VAN DER KLIFT: EXPANDING STUDENTS' CAPACITY TO EMBRACE COMPLEXITY

For several years, Emma Van Der Klift has supported JIBC students as a coach in a variety of conflict resolution courses.

An adult educator with a master's degree in conflict analysis, Emma helps students by providing support and feedback to them during role-playing activities.

As a coach, one of her key goals is to help people become more confident in dealing with conflict.

"Too often, we want to get things over with and resolved as quickly as possible, but that can actually be a way of avoiding conflict and may actually prolong it!

"Many of us see conflict as something to avoid or be afraid of. I try to help students develop a different mindset about how to stay with conflict proactively and effectively, not to apply simple solutions to complex problems, and to understand that conflict is not necessarily something negative."



CUSTOMIZED/ CONTRACT TRAINING

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

Training and education dollars must be invested wisely. Our customized training is a cost-effective, practical and efficient way to provide essential skills your staff and organization need, now and in the future. 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.

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. 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.

Our clients include:

- AFCC Automotive Fuel Cell Cooperation Corp.
- BC Association for Community Living
- BC BioMedical Laboratories
- BC Safety Authority
- BC Teachers' Federation
- Canadian Food Inspection Agency
- City of Abbotsford
- Community Corrections
- Community Social Services Employers' Association
- Department of Canadian Heritage
- District of Saanich
- Fraser Valley Regional Library
- Government of the North West Territories
- Grouse Mountain Resorts Ltd.
- Health Canada
- Justice Canada
- Northern Shuswap Tribal Council
- Oppenheimer Group
- RainCity Housing and Support Society
- Telus
- WorkSafe BC

Our most popular customized courses:

- Appreciative Inquiry
- Critical Thinking for Better Decision Making
- Facilitation Skills for Leaders
- Handling Conflict on the Telephone
- Instructor Development
- Leading Projects
- Lead Yourself First
- Managing the Hostile Individual
- Managing Difficult Situations at Work
- Navigating Challenging Conversations
- Respectful Communication in a Changing Workplace
- Sharpening Your Edge in Negotiation
- Team Building Tactics: Making the Whole Greater Than the Sum

Call us to further your organization's learning today. Increase your return on investment – bring courses to your workplace!

AUTOMOTIVE FUEL CELL COOPERATION CORPORATION: PROVIDING THE SKILLS FOR EMPLOYEES TO COLLABORATE EFFICIENTLY AND COMMUNICATE EFFECTIVELY

Soon after being established in 2008, Burnaby-based AFCC Automotive Fuel Cell Cooperation Corp. (AFCC) was looking for learning opportunities for its staff to build their leadership, project management and communication skills. The joint venture between Daimler AG and Ford Motor Company to develop fuel cell modules for automotive applications required collaboration and a relationship focused culture.

In 2009, AFCC turned to Justice Institute of British Columbia (JIBC) to provide the education and training they needed. Over the past five years, AFCC has provided nine different JIBC courses for employees, ranging from leadership and project management courses to programs aimed at improving communication within and between departments and affiliated companies.

"JIBC has an excellent team that has worked with us to clearly understand our organization's training needs and then make recommendations on courses. They have been very successful in equipping employees with the skills they need to help meet AFCC's ambitious goals," said Glenn St. Onge, Head of Human Resources. "JIBC offers practical, hands-on training that is directly relevant and applicable to the workplace. Our employees leave each course with more skills in their toolbox. The courses are interactive and go beyond the traditional lecture style. They engage attendees by having them practice the skills they have learned through role-playing and other activities."

Over the past couple years, JIBC has been providing a custom course, "Navigating Difficult Situations with the Brain in Mind."

Joy Roberts, Manager of Experimental CCM Fabrication, took the course and said, "It was one of the best courses I have taken. It was an excellent use of time and gives you skills you can start using immediately." Organizations looking to improve and strengthen the communication skills of their staff can trust JIBC to deliver.

"The team at JIBC is committed to investing the time it takes to really understand an organization's needs," said Mr. St. Onge. "They have consistently delivered training that is cutting edge and that can be applied back into the work environment immediately. They are the experts on teaching people how to communicate, negotiate, solve conflict and handle stressful situations."

COURSE DESCRIPTIONS

***THESE COURSES ARE AVAILABLE ON
CONTRACT ONLY**

FOR MORE INFORMATION CONTACT:

Vanessa Gray
604.528.5830 or vgray@jibc.ca

***CCR125** **Applying Brain Mechanics to Resolve Conflict** **(1 Credit/2 Days)**

Apply your conflict resolution skills with new insight and knowledge into the mechanics of the human brain and nervous system. Scientific discoveries on 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, we 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.

***CCR126** **Effective Teamwork: From Conflict to Collaboration** **(0.5 Credit/1 Days)**

Collaboration within a team requires a high degree of self-awareness and a substantial set of interpersonal communication skills to be rewarding, efficient and productive. In this course, you will identify the motivations and

personal style that you and other teammates bring to your group work. You will learn how to recognize, and avoid, the assumptions that group members make about themselves and others as they work together. These assumptions can often be the source of conflict. You will also explore how to adapt your style and to identify practical steps to ensure that your group work experience achieves its content, process and network-building goals. This workshop focuses on self-awareness and is suitable for either intact workgroups or for members of different workgroups.

***CCR128** **Navigating Challenging Conversations** **(0.5 Credit/1 Days)**

Learn to define and communicate successful outcomes in your difficult conversations while preparing to convey your message in a thoughtful and respectful manner. You will also learn how to manage an array of emotional responses with tact and sensitivity, and to end a challenging conversation that sets the stage for future collaboration. When it comes to conflict, the 80-20 rule holds true; challenging conversations represent the minority of our workplace interactions while consuming a vast amount of our mental energy. Yet, if we take

the time to prepare in a structured and thoughtful way, and practice our skills before the fact, we can greatly reduce our anxiety while increasing the likelihood for a positive outcome to even our most difficult conversations.

***CCR120** **Respectful Communication in a Changing Workplace** **(0.5 Credit/1 Days)**

This course presents an overview of effective communication in the face of change and increasing diversity in the workplace. You will explore the dynamics of conflict that infuse today's diverse workplace and the barriers to communication that these can cause in yourself and others. You will learn ways to acknowledge differences and gain concrete skills to communicate effectively in this setting to help create a climate of respect and understanding. This course is designed to further efforts that aim to reduce tension in working relationships, increase respect between ethnic and gender groups, decrease incidence of harassment and increase resolution of conflict.



Be the one

who leads effectively
who listens and counsels
who seeks common ground

JIBC CENTRE FOR LEADERSHIP

For emerging leaders and seasoned managers and executives, JIBC's Centre for Leadership offers programs and courses that provide practical, hands-on skills and perspectives that can be used immediately.

Through the Centre's applied and experiential learning model, you learn and apply the latest thinking on leadership by role-playing scenarios, and strengthen your capacity and confidence to lead with accountability, influence and integrity in today's complex environment.

The Centre for Leadership also provides programs for new instructors, facilitators and workplace trainers. You can gain additional knowledge and skills in a range of topics including adult education theory and practices, training needs analysis, instructional development, design and delivery, designing and

delivering online courses, and program assessment and evaluation.

JIBC CENTRE FOR CONFLICT RESOLUTION

For emerging and seasoned leaders, managers, facilitators, mediators and conflict practitioners, JIBC's Centre for Conflict Resolution offers the most comprehensive conflict resolution courses and programs in Canada.

Whether you are considering a career as a private-practice mediator, or involved formally or informally in resolving conflict, JIBC's courses in conflict resolution provide the knowledge, skills and experience to improve your ability to respond to conflict and contribute to building stronger communities and organizations. By developing your ability to communicate, negotiate and mediate

in a variety of settings, you will enhance your effectiveness and improve your personal and professional relationships.

JIBC's leadership and conflict resolution programs are available at its six campuses, online, and in more than a dozen other locations in B.C. and Alberta.

Whether you take a single course or complete an entire program, JIBC is where you gain the knowledge and skills to navigate today's increasingly complex organizational environments. With your education and training, you become better prepared to contribute to the health, safety and well-being of others at work, at home and in the community.

CERTIFICATE IN ADVANCED FACILITATION & CONSULTATION

This 22-day/11-credit credential will focus your learning in facilitation and conflict resolution. Learn to enhance your facilitation abilities in group and multi-stakeholder consultations, and develop your aptitude to design facilitation processes that are inclusive, collaborative and outcome-focused. This credential is offered through a partnership between the Centre for Conflict Resolution and the Centre for Leadership.

BY THE END OF THIS CERTIFICATE YOU WILL BE ABLE TO:

- Demonstrate a variety of facilitative behaviours to address individual and group conflict dynamics in the design and implementation of facilitation processes.
- Define success criteria for facilitation and consultation initiatives and align processes and interventions to achieve them.
- Analyze complex situations to determine appropriate consultation requirements and measures.
- Integrate the knowledge, skills and approaches of effective facilitation process design and implementation while addressing group conflict dynamics to achieve outcomes that are inclusive, collaborative and outcome-focused.
- Demonstrate enhanced self-awareness regarding your own internal emotional state and the impact of your behaviour, thoughts, emotions, and communication on the facilitation process.

WHO SHOULD TAKE THIS PROGRAM?

- Staff in municipal, provincial and federal government involved in public engagement and consultation
- Non-profit organizations wishing to consult stakeholders on programs or issues
- HR professionals wanting to design better staff engagement processes
- Private consultants wanting to strengthen skills in facilitation and consultation
- Anyone interested in strengthening their skills in facilitation and engagement processes

Courses and certificates are open to anyone. Learners can register for the entire program or take courses on an individual basis.

REQUIRED COURSES (7 CREDITS)

- **INDC100:** Foundations of Instructional Practice (1.5 credits)
- **INDC250:** Advanced Facilitation (1.5 credits)
- **CCR100:** Foundations of Collaborative Conflict Resolution (1.5 credits) OR: **CCR101:** Foundations of Collaborative Conflict Resolution/Workplace Focus (1.5 credits)
- **CCR170:** Negotiation Skills Level I (1.5 Credits) OR **CCR180:** Mediation Skills Level I (1.5 credit)
- **CCR210:** Conflict Dynamics in Groups (1 credit)

ELECTIVE COURSES (MINIMUM 1.5 CREDITS)

- **CCR201:** Defining Issues and Setting the Agenda (1 credit)
- **CCR208:** The Art of Reframing (0.5 credits)
- **INDC114:** The Mindful Educator: Beyond Expertise and Technique (1 credit)
- **INDC130:** Facilitating Online Learning (1.5 credits/online)
- **LEAD177:** Facilitation Skills for Leaders (1 credit)

REQUIRED CAPSTONE / GRADED COURSES (2.5 CREDITS)

- **CCR265:** Facilitating Group Conflict (1 credit/blended)
- **INDC202:** Designing Consultation and Engagement Processes (1.5 credits)

FOR MORE INFORMATION CONTACT:

Centre for Leadership
604.528.5608 or 1.888.799.0801 (toll free)
leadership@jibc.ca

TO REGISTER:

604.528.5590 or 1.877.528.5591 (toll free)
jibc.ca/registration

ASSOCIATE CERTIFICATE IN LEADERSHIP & CONFLICT RESOLUTION

If you are a leader in either a formal or informal capacity, you'll be excited to know about this credential. Completing this 12-day/6-credit associate certificate will equip you with a collaborative approach to resolving conflict in your capacity as a leader, and deepen your leadership skills.

You will learn the foundations of collaborative conflict resolution, with a focus on personal awareness. You will discover your skills and aptitudes as a leader and explore current themes associated with leadership today.

Come away with practical strategies for leading teams and resolving interpersonal conflict collaboratively.

REQUIRED COURSES (6 CREDITS)

- **CCR100:** Foundations of Collaborative Conflict Resolution (1.5 credits)
- **LEAD100:** Lead Yourself First (1.5 credits)
- **LEAD101:** Leading Through Relationships (1.5 credits)
- **CCR180:** Mediation Skills Level 1 (1.5 credits)
- **ALCR299:** Assessment: Associate Certificate in Leadership and Conflict Resolution

Courses and certificates are open to anyone. Learners can register for the entire program or take courses on an individual basis.



ERIC HOLDEN

ACQUIRING THE SKILLS TO LEAD A TEAM TO VICTORY AT SEA

After a gruelling 11 months at sea, travelling 64,000 kilometres to six continents, Eric Holden and his 55-member team won the 2013-2014 Clipper Round the World yacht race. Key to his team's victory were the skills and lessons he gained from the leadership and conflict resolution courses he took at JIBC a couple months before becoming skipper of the Henri Lloyd.

"I have been competitive sailing all my life, and am pretty confident about my sailing skills. But I usually worked within a team rather than leading one. I signed up for these courses as I wanted to succeed in this race and I saw a lack of management experience as a potential liability."

He put his JIBC training to work as soon as he met his team, listening to their concerns and motivations about joining the race, and creating a team agreement about how they would act towards and around each other.

"This was something we referred to in the race and updated as needed. It was the foundation for the team, and limited the potential for conflict on board. We didn't let small things bother us, and if there were issues, we'd talk about them as a team and work for solutions. It was a different leadership style from the usual yacht captain. But the experience gave me a lot of confidence that my leadership style can be successful."



CERTIFICATE IN APPLIED LEADERSHIP

This advanced 20-day/10-credit certificate designation focuses on strengthening your capacity, confidence and competencies to lead with accountability, influence and integrity in today's complex environment. This is achieved by reflecting on one's self, relationships and organization. Upon successful completion of the certificate you will be able to:

- Develop enhanced self-awareness in order to effectively self-manage and lead others within the context of constant organizational change.
- Align personal and organizational values and ethics in order to lead with accountability, integrity and respect.
- Value and engage diversity to maximize organizational effectiveness.
- Set personal, team and organization goals and align processes and strategies to achieve results.
- Foster creative thinking and critical self-reflection to enhance problem-solving and decision-making skills.
- Create and manage collaborative relationships to engage, influence and motivate individuals, teams and external partners within and across organizational boundaries.
- Engage wellness strategies that enhance resiliency in yourself and others.
- Develop communication skills that establish clarity of intent and create shared meaning and understanding.

The program is suitable for emerging leaders in the public, private or not-for-profit sector, seasoned managers interested in building new skills and developing fresh perspectives as well as for informal leaders in any setting.

FOR MORE INFORMATION CONTACT:

Centre for Leadership
604.528.5608 or 1.888.799.0801 (toll free)
leadership@jibc.ca

TO REGISTER:

604.528.5590 or 1.877.528.5591 (toll free)
jibc.ca/registration

Courses and certificates are open to anyone. Learners can register for the entire program or take courses on an individual basis. Learners are required to do a capstone and a final assessment.

REQUIRED COURSES (8 CREDITS)

- **LEAD100:** Lead Yourself First (1.5 credits)
- **LEAD101:** Leading Through Relationships (1.5 credits)
- **LEAD102:** Leading with Influence in Organizations (1.5 credits)
- **LEAD103:** Critical Thinking for Better Decision Making (1 credit)
- **CCR100:** Foundations of Collaborative Conflict Resolution (1.5 credits)
OR: **CCR101:** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits)
- **LEAD104:** Leadership Simulation Capstone (1 credit)
- **LEAD199:** Certificate in Applied Leadership - Final Assessment

ELECTIVE COURSES (MINIMUM 2 CREDITS)

- **MGMT191:** Building Leadership Resiliency (1 credit)
- **MGMT122:** Enhancing Emotional Intelligence for Workplace Success (1 credit)
- **LEAD177:** Facilitation Skills for Leaders (1 credit)
- **MGMT189:** Financial Management for Community Organizations (1 credit)
- **LEAD166:** Leading Projects (1 credit)
- **INDC110:** Best Practices in Program Evaluation (1 credit)
- **CCR180:** Mediation Skills Level I (1.5 credits)
- **MGMT182:** More than Words: Understanding Body Language (1 credit)
- **MGMT134:** Workplace Communications: It's All About You (1 credit)



INSTRUCTOR DEVELOPMENT CERTIFICATE

This 18-day/9-credit hands-on certificate program offers both new and experienced trainers and instructors comprehensive knowledge, skills and experience in adult education theory and practice. It is designed for both; mid-career professionals who are new to adult education and experienced trainers looking to strengthen their skills and knowledge of experiential, learner-centered instructional practices.

BY THE END OF THIS CERTIFICATE YOU WILL BE ABLE TO:

- Design, deliver and assess effective learner-centered instruction for adults.
- Create interactive and hands-on learning activities.
- Apply instructional strategies and select appropriate educational technologies that maximize the learning experience.
- Create a safe, encouraging and challenging environment that promotes respect and values diversity.
- Reflect critically on your personal and professional instructor development.

Examples of professional areas include government, corporate or educational settings. The program is designed for individuals overseeing workplace training programs and instructors and/or trainers within community environments.

Training is delivered face-to-face with one course offered online. Courses can be taken individually or as part of the certificate. Intake into this program is continuous. The Instructor Development Certificate has a transfer agreement with Vancouver Community College / Provincial Instructor Diploma Program.

REQUIRED COURSES (6 CREDITS)

- **INDC100:** Foundations of Instructional Practice (1.5 credits)
- **INDC101:** Instructional Design (1 credit)
- **INDC102:** Enhancing Instructional Effectiveness (1 credit)
- **INDC103:** Instructional Assessment (1 credit)
- **INDC190:** Instructional Skills Practicum (1.5 credits)

ELECTIVE COURSES (MINIMUM 3 CREDITS)

- **INDC113:** Instructional Tools and Activities (1 credit)
- **INDC250:** Advanced Facilitation (1.5 credits)
- **INDC111:** Conducting a Program Needs Assessment (1 credit)
- **INDC130:** Facilitating Online Learning (1.5 credits/online)
- **INDC110:** Best Practices in Program Evaluation (1 credit)
- **INDC114:** The Mindful Educator: Beyond Expertise and Technique (1 credit)
- **CCR100:** Foundations of Conflict Resolution (1.5 credits) OR:
CCR101: Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits)
- **INDC202:** Designing Consultation and Engagement Processes (1.5 credits)
- **LEAD177:** Facilitation Skills for Leaders (1 credit)



RUSSELL NIKIFORUK: TAKING WORKPLACE TRAINING TO A HIGHER LEVEL

Russell Nikiforuk had a couple of options available to him when he was looking for a program that would provide him with the skills to pursue a career in workplace training and development. "I had a fair bit of practical experience, but I wanted to have the scholastic background to obtain some better tools, knowledge and resources. I heard many great things about JIBC, and the applied nature of the programs, and that really drew me to the Institute."

As the Learning and Development Lead for Scheduling and Timekeeping Solutions at the Provincial Health Services Authority, Russell has applied many of the tools he's gained through JIBC's Instructor Development Certificate Program.

"The courses have been very, very helpful, and I've been able to integrate the things I learned into what I do now. For example, I learned an awful lot more about how to make training much more interactive."

Some of this came from the content in the program, but also from how JIBC instructors taught the program. "They certainly were walking the talk. They encouraged involvement from the participants in the room, and they made it a very safe and comfortable learning environment."



CENTRE FOR LEADERSHIP

COURSE DESCRIPTIONS

LEAD100

Lead Yourself First (1.5 Credits/ 3 Days)

In this course, you will gain a deeper understanding of your personal leadership style and its impact on others to lead more effectively in your organization. You will assess and reflect on the values and beliefs that support your authentic leadership style, and discover the power of personal passion, engagement and purpose to effectively manage yourself and others. By the end of this course, you will have developed self-awareness, understanding and personal leadership strategies to lead in a variety of contexts.

Prerequisite: None

LEAD101

Leading Through Relationships (1.5 Credits/ 3 Days)

In this course, you will have the opportunity to evaluate and develop your capabilities and confidence to engage with and lead a team. You will explore how to create the relationships, conditions and culture necessary to facilitate individual and team performance and support commitment, creativity and innovation. You will apply ways to support and lead others through change and conflict. You will learn how to create cohesion, invite and encourage meaningful communication and collaboration, engage in difficult conversations, and leverage diversity. By the end of this course, you will have developed competencies to increase engagement and accountability with your team and in your organization.

Prerequisite: LEAD100

LEAD102

Leading with Influence in Organizations (1.5 Credits/3 Days)

In this course, you will explore your sphere of influence in your organization and understand how to leverage it to create positive organizational change. Analyze practices that support the development of healthy, productive organizational networks and culture. Apply leadership tools that create momentum and break down organizational silos, such as dialogue, facilitation, powerful questioning and effective listening. Understand how to use technology to amplify effective networking and collaboration. By the end of this course, you will have identified strategies that create a collaborative, resilient workplace and help to align people with your organization's vision in positive, productive ways.

Prerequisite: LEAD100

LEAD103

Critical Thinking for Better Decision Making (1 Credit/2 Days)

Successful leaders consider all possibilities, opportunities and challenges when making decisions, often in the face of ambiguous and/or conflicting information. The ability to think critically and innovatively in this environment is a driver for growth and key to effective decision making. In this course, learners will develop skills to think critically and innovatively about issues in their workplace. Learners will analyze their own thinking habits, the assumptions and biases that inform them, and the results. This course will support your

capacity to make better decisions and think more creatively in order to create a resilient, robust, and agile organization that meets ongoing demands.

Prerequisite: LEAD100

LEAD104

Leadership Simulation Capstone (1 Credit/ 2 Days)

In this immersive, interactive two-day course you'll have the unique opportunity to put leadership theory and skills into practice in real-time. You will participate in a simulated workplace in our applied learning lab, which uses cutting-edge technology to support complex educational scenarios. You can apply core leadership skills learned in Certificate in Applied Leadership and see the immediate results of your choices. You will receive group and individual coaching during the two days. A short reflective paper is required after course completion.

Prerequisite: LEAD100, LEAD101, LEAD102, LEAD103, and CCR100 or CCR101

LEAD166

Leading Projects (1 credit/2 Days)

This course will benefit organizational leaders and managers at any level of an organization who have a role to play in project management, as either project leads or team members on task forces, special initiatives and discreet projects. Project work is an increasingly used form of organization in and within all sectors, and is a mechanism to deliver value and benefit to organizations

engaged in activities as diverse as cultural transformation and new product development. This is a practical course in “leading and managing” that will equip participants to better navigate the complex project environment in a purposeful, meaningful and effective manner. This course will focus on practical applications and tools for successful project management.

Prerequisite: None

LEAD177

Facilitation Skills for Leaders (1 Credit/2 Days)

Develop the facilitation skills you need as a manager to lead meetings, consultations, and presentations. Analyze how facilitation differs depending on the environment and situation. Identify challenges to facilitation and develop strategies to overcome them. Create an effective facilitation plan. Demonstrate key facilitation skills that maximize participation while achieving your session's objectives.

Prerequisite: None

MGMT122

Enhancing Emotional Intelligence for Workplace Success (1 Credit/2 Days)

Emotional intelligence (EI) increases your capacity to make sound decisions, build mutually supportive relationships, and to handle stress effectively. Apply EI competencies to your context and learn practical ways to enhance self-awareness, self-regard, self-regulation, assertiveness, stress tolerance and impulse control. You will complete an online assessment to better understand your strengths and areas for growth.

Prerequisite: None

MGMT134

Workplace Communications: It's All About You (1 Credit/ 2 Days)

Miscommunication can be damaging to business productivity and personal growth. Develop an inclusive approach to communication that sets healthy, professional boundaries and maintains self-contract and detachment under stressful conditions. Learn how to approach various personality styles and improve the flow of information. You will be able to demonstrate improved skills and efficiencies in all of your workplace communications.

Prerequisite: None

MGMT182

More than Words: Understanding Body Language (1 Credit/2 Days)

Improve your professional relationships, increase self-awareness, and maximize communication effectiveness by mastering non-verbal communication skills. Learn how to make contact with positive first impressions, practice negotiation and presentation skills, develop your cross-cultural awareness, apply active listening, and gain communication strategies to influence others.

Prerequisite: None

MGMT189

Financial Management for Community Organizations (1 Credit/2 Days)

Develop a practical understanding of the fundamentals of budgeting, interpreting financial statements, financial reporting requirements of funders, and monitoring processes in a not-for-profit context. Learn to effectively communicate financial information to your board, staff and community and examine both long-term and short-term financial problems and the corresponding solutions. This course is suitable for not-for-profit managers and directors with limited financial experience. Please bring your program or organization budget and recent audited financial statements.

Prerequisite: None

MGMT191

Building Leadership Resiliency (1 Credit/2 Days)

Develop the personal and organizational attitudes and skills needed to build your own leadership resiliency and better support the resiliency of your team. Explore the “I” tools - inspiration, intentionality, imagination, integrity, innovation and invitation and increase confidence, adaptability and commitment in yourself and others.

Prerequisite: None

MGMT192

Building Cultural Intelligence in Your Workplace (1 Credit/2 Days)

Explore issues of culture and difference, and how they impact the management of diversity and the creation of an inclusive workplace. Build your Cultural and Emotional Intelligence and move from managing diversity as merely a business imperative, to developing the knowledge and tools needed to value difference and foster true inclusion.

Prerequisite: None

MGMT315

People Problems: How to Supervise Challenging Employees (1 Credit/2 Days)

Discover techniques and tools that can transform problem behaviour into a culture of engagement in your workplace. Develop skills to deal with poor employee performance, and identify your own role in these issues. You will be able to better engage your employees so that they can commit to building a healthy, productive work environment.

Prerequisite: None

INDC100

Foundations of Instructional Practice (1.5 Credits/3 Days)

This instructor development 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.

Prerequisite: None

INDC101

Instructional Design (1 Credit/2 Days)

In this instructor development course, you will further enhance your skills in learner-centered 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.

Prerequisite: INDC100

INDC102

Enhancing Instructional Effectiveness (1 Credit/2 Days)

This instructor development course will further deepen your skills in facilitating learner-centered instruction. You will increase 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 instructional skills by delivering a short interactive segment related to course content.

Prerequisite: INDC100

INDC103

Instructional Assessment

(1 Credit/2 Days) or ONLINE

Is your instruction hitting the mark? This instructor development course provides an overview of how to assess course delivery and learner progress. The course focuses on theories, practical tools, and the role of assessment in supporting student learning. Participants will leave with skills to develop assessment tools for their own training programs. This course is also available online and is approximately 5 hours per week over 4 weeks.

Prerequisite: INDC100

INDC110

Best Practices in Program Evaluation

(1 Credit/2 Days)

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. This course is appropriate for any program manager or instructor wanting to effectively measure program impacts.

Prerequisite: None

INDC111

Conducting a Program Needs Assessment

(1 Credit/2 Days)

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.

Prerequisite: INDC100

INDC113

Instructional Tools and Activities

(1 Credit/2 Days)

Choosing the right activity can make all the difference in the transfer of learning. In this course, you will compare and contrast a variety of activities to engage learners, such as introductions, energizers, closings, case studies, simulations, games and powerful

questions. You will assess the appropriate activity to choose for a specific learning outcome. Each learner will have the opportunity to demonstrate an activity for feedback. By the end of this course, you will have developed a tool kit of activities that can be used in a variety of instructional settings. It is recommended you complete INDC101 Instructional Design before completing this course.

Prerequisite: None

INDC114

The Mindful Educator: Beyond Expertise and Technique

(1 Credit/2 Days)

Authenticity and presence have been identified as some of the most important attributes of effective instructors. In this course, you will explore how mindful reflections support 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.

Prerequisite: None

INDC130

Facilitating Online Learning

(1.5 Credits/Online)

In this course, you will develop a framework for online course delivery and gain insight into approaches and methodologies that advance the online learning experience for both learner and instructor. By the end of this course, you will be able to identify best practices and methodologies for online learning; identify and apply techniques to engage online learners; understand the dynamics of the three dimensions of effective online learning; and apply effective communication skills and strategies to online learning. This course is suitable for instructors who are new to online teaching or want to develop better online facilitation skills.

Prerequisite: None

INDC190

Instructional Skills Practicum

(1.5 Credits/3 Days)

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: INDC100, INDC101, INDC102 and INDC103

INDC202

Designing Consultation and Engagement Processes

(1.5 Credits/3 Days)

Well-designed consultation processes are the foundation of successful change initiatives, including community programs, customer services and government policies. They are also key to developing engaged and informed staff, clients, citizens and communities. In this course, you will learn best practices for designing effective consultation processes. You will explore theories and principles of consultation and engagement, and their practical application. You will analyze a variety of consultation and engagement strategies and their efficacy in various contexts, including online engagement strategies and the inclusion of hard-to-reach populations. You will leave the course with a consultation process designed for your organization or community.

Prerequisite: INDC100 and INDC201

INDC250

Advanced Facilitation

(1.5 Credits/3 Days)

In this course you will deepen your facilitation skills by exploring ways to respond to challenging group situations where the issues are complex, potentially contentious and multiple, competing perspectives may be represented. You will examine how to deal constructively with complex issues, heightened emotion, challenging participant behaviors, and conflict. Simulation scenarios will provide you with the opportunity to practice relevant communication and intervention skills. Reflective practice will be encouraged through self-reflection and peer feedback.

Prerequisite: INDC100

ASSOCIATE CERTIFICATE IN CONFLICT COACHING

This 12-day/6-credit associate certificate will equip you with 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 and effective methods for reducing conflict and creating strategies for sustainable resolutions.

Conflict coaching is a highly practical approach to assist others in resolving their personal and professional conflicts, resulting in saved time and costs. The learning context for this certificate is workplace-based, however, conflict coaching can be applied in all settings, such as community and family contexts. Conflict coaching is also a core activity imbedded in other intervention approaches like negotiation and mediation.

You will learn the foundations of collaborative conflict resolution before focusing on the foundations of the coaching approach. You will broaden your learning on the themes of anger and emotion and then deepen your practice of conflict coaching when the stakes and emotions are high. This associate certificate is comprised of four required courses and an assessment.

REQUIRED COURSES (6 CREDITS)

- **CCR101:** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits)
- **CCR131:** Conflict Coaching Level I (1.5 credits)
- **CCR190:** Dealing With Anger (1.5 credits)
- **CCR191:** Conflict Coaching Level II (1.5 credits)
- **ACCRC299:** Assessment: Associate Certificate in Conflict Coaching

Courses and certificates are open to anyone. Learners can register for the entire program or take courses on an individual basis.

FOR MORE INFORMATION CONTACT:

Centre for Conflict Resolution
604.528.5608 or 1.888.799.0801 (toll free)
conres@jibc.ca

TO REGISTER:

604.528.5590 or 1.877.528.5591 (toll free)
jibc.ca/registration



CHERYL CROTTY: GAINING INCREASED CONFIDENCE DEALING WITH CONFLICT

Cheryl Crotty is no stranger to conflict. She regularly comes into contact with members of the public with grievances as Manager of Administrative Services at the Commission for Public Complaints Against the RCMP.

A few years ago, she decided to enrol in JIBC's conflict resolution certificate programs to expand her skills and abilities.

"The programs were incredibly challenging, but exciting and very worthwhile," she said. "In many of the courses, I went in feeling I had a good understanding of certain things, but I realized how much more I needed to learn, and I discovered quite a few things about myself."

Learning to uncover the key issues in a conflict or misunderstanding was one of the essential things she gained from her studies. "You really do come away from these courses realizing that things are not always as they seem on the surface. So, staying curious and facilitating open communication is important."

The insight she's gained has been useful in many ways. "It has helped me have more confidence, because now I have the tools that I practiced in the programs, and I have actually used them in my personal life and in the workplace."



ASSOCIATE CERTIFICATE IN WORKPLACE CONFLICT

This program is key for anyone wishing to learn more about the process and practice of collaborative conflict resolution within the specific context of workplace conflict. This 11-day/5.5-credit associate certificate, will equip you to recognize, understand and resolve conflict more effectively, and build more productive relationships with clients and colleagues.

You will first learn the foundations of collaborative conflict resolution with a focus on self-awareness in conflict. You will then apply this understanding and knowledge in a problem solving/negotiation setting. More complex situations in group dynamics will then be explored and finally you will apply analytical skills to a variety of conflict intervention approaches in a workplace setting. Your learning will culminate in a written and practical assessment of your learning, skills and abilities. This certificate is comprised of four required courses and an assessment.

REQUIRED COURSES (5.5 CREDITS)

- **CCR101:** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits)
- **CCR170:** Negotiation Skills Level 1 (1.5 credits)
- **CCR210:** Conflict Dynamics in Groups (1 credit)
- **CCR200:** Resolving Conflict on the Front Line: Demonstrating Leadership at Work (1.5 credits)
- **ACCRWC299:** Assessment: Associate Certificate in Workplace Conflict

Courses and certificates are open to anyone. Learners can register for the entire program or take courses on an individual basis.



**BULLYING CAN
HAPPEN ANYWHERE**

**January 2015 our new
Workplace Bullying online
course will launch.**

jibc.ca/workplace-bullying



MEDIATING IN THE DEEP END: AN INTENSIVE CLINIC FOR PRACTICING MEDIATORS AND CONFLICT PRACTITIONERS CCR350 (BLENDED)

Facilitator: Michael Fogel

4 Day Clinic: June 25-26 and 29-30, 2015

Location: New Westminster Campus

Tuition: \$950

Tuition includes a 30-minute post-clinic personalized coaching component with Michael Fogel.

The clinic's stimulating environment will support you in expanding your perspective on what you do, how you do it, and why. You will address "difficult situations" - looking at those that are externally driven and those that have their sources within. All of this work will be anchored in the principles of emotional intelligence (EQ), and the role EQ can play in the process of continually evolving your practice and your relationship to that practice.

You will participate in an online component of pre-reading and discussion prior to the 4 day clinic.

This small intimate clinic will have limited seating with no more than 20 students.

CERTIFICATE IN CONFLICT RESOLUTION:

SPECIALIZATION IN MEDIATION/THIRD-PARTY INTERVENTION

This specialization gives you in-depth knowledge and skills in formal and informal mediation as well as other forms of third-party intervention. If you are considering a career as a private-practice mediator, the training hours gained in this specialization can be applied towards admission to the BC Mediator Roster. They can also be applied towards certification by practitioner organizations and participation in the Court Mediation Practicum Program.

This program is designed for individuals who, either formally or informally, perform mediation and third-party intervention in their job and those considering practicing mediation as a private practitioner or within an organization. Examples of professional areas include respectful workplace advisor, harassment advisor, HR practitioner, conflict management professional or union representative.

BY THE END OF THIS CERTIFICATE YOU WILL BE ABLE TO:

- Demonstrate a variety of facilitative behaviours to address individual and group conflict dynamics in the design and implementation of facilitation processes.
- Define success criteria for facilitation and consultation initiatives and align processes and interventions to achieve them.
- Analyze complex situations to determine appropriate consultation requirements and measures.
- Integrate the knowledge, skills and approaches of effective facilitation process design and implementation while addressing group conflict dynamics to achieve outcomes that are inclusive, collaborative and outcome-focused.
- Demonstrate enhanced self-awareness regarding your own internal emotional

state and the impact of behaviour, thoughts, emotions, and communication on the facilitation process.

REQUIRED COURSES (12.5 CREDITS)

- **CCR101:** Foundations of Collaborative Conflict Resolution: Workplace Focus - (1.5 credits) – OR **CCR100:** Foundations of Collaborative Conflict Resolution (1.5 credits)
- **CCR170:** Negotiation Skills Level I (1.5 credits)
- **CCR180:** Mediation Skills Level I (1.5 credits)
- **CCR190:** Dealing with Anger (1.5 credits)
- **CCR280:** Negotiation Skills Level II (2.5 credits)
- **CCR290:** Mediation Skills Level II (2.5 credits)
- **CCR150:** Theoretical Foundations of Dispute Resolution (1.5 credits online) or **CCR152:** Integrating Conflict Theory and Practice (1.5 credits)
- **ACCRM299:** Assessment: Specialization in Mediation/Third-Party Intervention

ELECTIVE COURSES (CHOOSE ANY 5 CREDITS)

- **CCR105:** Asserting Yourself in Conflict Situations (1 credit)
- **CCR102:** Building Your Communication Toolbox (1 credit)
- **CCR108:** Managing the Hostile Individual (1 credit)
- **CCR172:** Balancing Empathy and Assertion (1 credit)
- **CCR173:** Managing the Conflict Within (1 credit)

- **CCR208:** The Art of Reframing (0.5 credits)
- **CCR204:** Asking Better Questions (0.5 credits)
- **CCR211:** Civil Procedure (1 credit / online)
- **CCR205:** Dealing with Defensiveness in Conflict (1.5 credits)
- **CCR201:** Defining Issues & Setting the Agenda (1 credit)
- **CCR206:** Dynamics of Power (1.5 credits)
- **CCR272:** Identifying Control & Abuse in Pre-Mediation (1 credit)
- **CCR210:** Conflict Dynamics in Groups (1 credit)
- **CCR260:** Resolving Conflict in Groups Level II: Facilitating the Collaborative Process (1 credit)
- **CCR200:** Resolving Conflict on the Front Line: Demonstrating Leadership at Work (1.5 credits)
- **CCR209:** Separate Meetings: Pre-Mediation & Caucusing (1 credit)
- **CCR202:** Shifting from Positions to Interests (1.5 credits)
- **CCR298:** Ethical Dilemmas for Mediators in British Columbia (1 credit/online)
- **CCR295:** Mediation Skills Level III (1 credit)
- **CCR 131:** Conflict Coaching Level I (1.5 credit)
- **CCR 191:** Conflict Coaching Level II (1.5 credit)
- **CCR291:** Preparing for Your Mediation Assessment/Reality Check (0.5 credits)

GENERAL ELECTIVES (CHOOSE ANY 0.5 CREDITS)

Choose your remaining credits from any conflict resolution course. You may also use Lead Yourself First (LEAD100) and Leading Through Relationships (LEAD101) courses for general elective credit in this certificate.

CERTIFICATE IN CONFLICT RESOLUTION: SPECIALIZATION IN NEGOTIATION

The ability to negotiate and resolve conflicts effectively has become a modern-day survival skill needed 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 problem-solving process in which parties engage directly with each other to create an agreement that addresses their interests. The Centre for Conflict Resolution teaches a collaborative approach to negotiation that involves looking for mutually satisfactory solutions.

REQUIRED COURSES (10 CREDITS)

- **CCR101:** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits) or: **CCR100:** Foundations of Collaborative Conflict Resolution (1.5 credits)
- **CCR170:** Negotiation Skills Level I (1.5 credits)
- **CCR180:** Mediation Skills Level I (1.5 credits)
- **CCR190:** Dealing with Anger (1.5 credits)
- **CCR280:** Negotiation Skills Level II (2.5 credits)
- **CCR150:** Theoretical Foundations of Dispute Resolution (1.5 credits/online) OR: **CCR152:** Integrating Conflict Theory and Practice (1.5 credits)
- **ACCRN299:** Assessment: Certificate in Conflict Resolution: Specialization in Negotiation

ELECTIVE COURSES (CHOOSE ANY 5 CREDITS)

- **CCR105:** Asserting Yourself in Conflict Situations (1 credit)
- **CCR102:** Building Your Communication Toolbox (1 credit)
- **CCR108:** Managing the Hostile Individual (1 credit)
- **CCR172:** Balancing Empathy and Assertion (1 credit)
- **CCR173:** Managing the Conflict Within (1 credit)
- **CCR208:** The Art of Reframing (0.5 credits)
- **CCR204:** Asking Better Questions (0.5 credits)
- **CCR205:** Dealing with Defensiveness in Conflict (1.5 credits)
- **CCR201:** Defining Issues & Setting the Agenda (1.0 credit)
- **CCR206:** Dynamics of Power (1.5 credits)
- **CCR207:** Negotiating with Difficult People: Making It Hard to Say No (1 credit)
- **CCR210:** Conflict Dynamics in Groups (1 credit)
- **CCR260:** Resolving Conflict in Groups Level II: Facilitating the Collaborative Process (1 credit)
- **CCR200:** Resolving Conflict on the Front Line: Demonstrating Leadership at Work (1.5 credits)
- **CCR202:** Shifting from Positions to Interests (1.5 credits)
- **CCR281:** Preparing for Your Negotiation Assessment/Reality Check (0.5 credits)

GENERAL ELECTIVES (CHOOSE ANY 3 CREDITS)

Choose your remaining credits from any conflict resolution course. You may also use Lead Yourself First (LEAD100) and Leading Through Relationships (LEAD101) for general elective credit in this certificate.



MATT CHRITCHLEY: FINDING A BETTER WAY TO DEAL WITH DISPUTES

As a Civil Resource Coordinator at the Justice Access Centre, Matt Chritchley helps direct people with civil law issues to the information and services needed to help them find solutions to their problems, and works with advocates, paralegals, lawyers and mediators to assist in dispute resolution. Recently, he completed JIBC's two certificates in conflict resolution, gaining new skills and experience in mediation and negotiation.

"While I'm not involved in mediation in my current role, I am using the skills I gained through the program," he said. "The interesting thing for me is, I've dealt with conflict in the workplace, and in court hearings, I've dealt with people who have anxiety or mental health issues. I thought that I had a really good handle on how to deal with people and bring them out of disputes, but the programs showed me how to do it in a much better way."

"In the face-to-face classes, I enjoyed the experience of learning different skills, like managing conversations, and being able to practice these new skills. It exposes your areas of weakness, and your strengths, so you get an idea of what you need to work on. I found the program to be very helpful."

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 40-day/20-credit certificate is ideal for those interested in working with families in a conflict setting and those who work in or are interested in working in a family law context such as family counselors, social workers or social services professionals.

Courses and certificates are open to anyone. Learners can register for the entire program or take courses on an individual basis.

REQUIRED COURSES (18 CREDITS)

- **FAM190***: Family Justice Services in BC (1.5 Credits/online) OR: FAM300: Introduction to Family Justice Services in Canada (1.5 credits/online)
- **FAM191***: Family Violence: Impact on Separation and Divorce (1.5 credits/online)
- **FAM181***: Effects of Separation and Divorce on Adults (1.5 credits/online)
- **FAM182***: Effects of Separation and Divorce on Children (1.5 credits/online)
- **FAM184**: Mediated Agreements and Related Court Orders (0.5 credits/online)
- **FAM188***: Multicultural Issues in Family Justice (0.5 credits/online)
- **FAM185***: Child Support Guidelines (1.5 credits/online)
- **CCR101**: Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits) OR **CCR100**: Foundations of Collaborative Conflict Resolution (1.5 credits)
- **CCR180**: Mediation Skills Level I (1.5 credits)
- **CCR170**: Negotiation Skills Level I (1.5 credits)
- **CCR190**: Dealing with Anger (1.5 credits)
- **CCR290***: Mediation Skills Level II (2.5 credits)

- **CCR298**: Ethical Dilemmas for Mediators in British Columbia (1 credit/online)
- **AFM299**: Assessment: Family Mediation Certificate

ELECTIVE COURSES (CHOOSE ANY 2 CREDITS)

- **CCR205**: Dealing with Defensiveness in Conflict (1.5 credits)
- **CCR201**: Defining Issues & Setting the Agenda (1 credit)
- **CCR206**: Dynamics of Power (1.5 credits)
- **CCR295**: Mediation Skills Level III (1 credit)
- **CCR272**: Identifying Control & Abuse in Pre-Mediation (1 credit)
- **CCR209**: Separate Meetings: Pre-Mediation & Caucusing (1 credit)
- **CCR202**: Shifting from Positions to Interests (1.5 credits)
- **FAM187***: Substance Use Issues in Family Justice (0.5 credits/online)
- **CCR150**: Theoretical Foundations of Dispute Resolution (1.5 credits/online)
- **FAM193**: FMC Family Mediation Certification Preparation Workshop (1 credit)
- **FAM201**: Custody and Access Report Writing (2.5 credits/online)
- **FAM500**: Shuttle Mediation (2 credits/online)

*The Ministry of Justice may give preference to Family Justice Counsellor applicants who have completed these courses.

FOR MORE INFORMATION CONTACT:

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jibc.ca/registration



COLLEEN MUDRY: OBTAINING NEW SKILLS TO BE A NEUTRAL FAMILY MEDIATOR

Colleen Mudry has spent her whole career helping children and families in B.C. Last year, she decided to take her career as a Family Enhancement Counsellor to a new level by becoming a family mediator. To do that, she completed JIBC's unique Family Mediation Certificate.

Through the program, she gained new insights, perspectives and skills to help families dealing with challenging issues, usually associated with separation or divorce.

"The program was so invaluable. If you haven't completed the training, you may wonder how you get two people in a room to discuss their very contentious issues and come out with solutions that are self-determined and will work for their unique family circumstances. But through the program, you gain and practice those skills and learn how to become a neutral third party."

The course brings together students from various professional backgrounds including counsellors, lawyers, educators and law enforcement professionals.

"Most of them want to become family mediators. It was interesting to learn with such an eclectic mix of students from all different ages and professional backgrounds. That diversity speaks to the strength of the program, which provides a really solid foundation for people who want to support families."



CENTRE FOR CONFLICT RESOLUTION

COURSE DESCRIPTIONS

CCR100

Foundations of Collaborative Conflict Resolution

(1.5 Credits/ 3 Days)

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.

Prerequisite: None

CCR101

Foundations of Collaborative Conflict Resolution: Workplace Focus

(1.5 Credits/3 Days)

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.

Prerequisite: None

CCR102

Building Your Communication Toolbox

(1 Credit/2 Days)

If you have not had previous training in interpersonal communication skills, this elective course is strongly recommended immediately after CCR100 or CCR101. In this course, you will focus intensively on communication theory and skills that are the building blocks of mediating, negotiating or resolving interpersonal conflict.

Prerequisite: None

CCR104

Handling Conflict in Virtual Environments

(1 Credit/2 Days)

Dealing with angry people and trying to resolve conflict over the telephone, via email or text, or even by Skype can be distinctively challenging. In this two-day course, you will focus on learning and practicing effective verbal, para-verbal and text-based communication skills for defusing anger and resolving conflict, with an emphasis on the use of the voice and text-based communication. This course will be of interest to people who want to learn the contextual differences between the multiple communication mediums afforded by today's technology. You will explore how these differences can influence inter-personal conflict and attempts

at its resolution, while developing skills and approaches to respond effectively to anger and manager conflict.

Prerequisite: None

CCR105

Asserting Yourself in Conflict Situations

(1 Credit/2 Days)

This course addresses assertiveness in a variety of challenging situations and gives you opportunities to practice improving and maintaining an assertive style under pressure. Whether you are negotiating an important issue, expressing your thoughts and feelings in a conflict, or standing firm under pressure, the ability to assert yourself is crucial to reaching outcomes that work for you. In conflict situations, it can be especially difficult to maintain an assertive stance rather than overreacting or selling yourself short.

Prerequisite: None

CCR108

Managing the Hostile Individual

(1 Credit/ 2 Days)

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.

Prerequisite: None

CCR131 **Conflict Coaching Level I** **(1.5 Credits/3 Days)**

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 action solutions with those that you coach that will allow for conversations that lead to real change.

Prerequisite: None

CCR150 **Theoretical Foundations of Dispute Resolution** **(1.5 Credits/3 Days/online)**

Undertake a creative and critical examination of your dispute resolution beliefs, skills and practices. Mastering dispute resolution skills and processes requires adapting their use to varying circumstances. Assumptions about how human beings understand conflict, why they get involved in disputes and the meanings of “resolution” underlie all dispute resolution processes. Understanding these assumptions will help you to assess when particular circumstances require adaptation and how different processes might have disparate affects on particular disputants. Topics include: what is theory; conflict theories; culture and conflict; worldview and dispute resolution; and meanings of “resolution.” Online course methodology includes a series of readings, exercises and group discussions (there are no mandatory synchronous components). This highly participatory course requires your full engagement in exercises, consultations and assignments.

Prerequisite: None

CCR152 **Integrating Conflict Theory and Practice** **(1.5 Credits/3 Days)**

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.

Prerequisite: None

CCR170 **Negotiation Skills Level I** **(1.5 Credits/3 Days)**

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.

Prerequisite: CCR100 or CCR101

CCR172 **Balancing Empathy and Assertion** **(1 Credit/2 Days)**

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: CCR100 or CCR101

CCR173 **Managing the Conflict Within** **(1 Credit/2 Days)**

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: CCR100 or CCR101

CCR175 **Coached Small Group Clinic** **(0.5 Credits/1 Day)**

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

Prerequisite: CCR100 or CCR101

CCR180 **Mediation Skills Level I** **(1.5 Credits/3 Days)**

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: CCR100 or CCR101

CCR190 **Dealing with Anger** **(1 Credit/3 Days)**

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.

Prerequisite: CCR100 or CC101

CCR191 **Conflict Coaching Level II** **(1.5 Credits/3 Days)**

This advanced Conflict Coaching 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: CCR131

CCR200 **Resolving Conflict on the Front Line:** **Demonstrating Leadership at Work** **(1.5 Credits/3 Days)**

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.

Prerequisite: CCR170

CCR201 **Defining Issues & Setting the Agenda** **(1 Credit/2 Days)**

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: CCR100 or CCR101, and CCR170 or CCR180

CCR202 **Shifting from Positions to Interests** **(1.5 Credits/3 Days)**

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: CCR100 or CCR101, and CCR170 or CCR180

CCR204 **Asking Better Questions** **(0.5 Credits/ 1 Day)**

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: CCR100 or CCR101, and CCR170 or CCR180

CCR205 **Dealing with Defensiveness in Conflict** **(1.5 Credits/3 Days)**

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

Prerequisite: CCR100 or CCR101, and CCR170 or CCR180

CCR206 **Dynamics of Power** **(1.5 Credits/3 Days)**

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: CCR100 or CCR101, and CCR170 or CCR180

CCR207 **Negotiating with Difficult People: Making It Hard to Say No** **(1 Credit/2 Days)**

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: CCR100 or CCR101, and CCR170

CCR208 **The Art of Reframing** **(0.5 Credits/1 Days)**

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: CCR100 or CCR101, and CCR170 or CCR180

CCR209**Separate Meetings: Pre-Mediation & Caucusing**
(1 Credit/2 Days)

In this course, you will learn to recognize when, how and under what circumstances it is appropriate to meet separately with the parties. Mediators may meet separately with the parties in a pre-mediation format or caucus with them during the joint session or between joint sessions. These meetings and related conversations are key components of the mediation process, and they present their own set of challenges and strategies. The mediator should conduct these meetings efficiently and productively while ensuring balance, trust and impartiality. You will practice pre-mediation and joint session caucusing in role-playing simulations with the support and assistance of skill coaches.

Prerequisite: CCR100 or CCR101, and CCR180

CCR210**Conflict Dynamics in Groups**
(1 Credit/2 Days)

Conflict in a team situation is challenging and team members need strategies for positive resolutions. As an effective team member, you need to identify the dynamics at play in the team and learn and practice strategies for intervening to move the group towards resolution. Through role-play, case analysis and discussion, you will build your understanding of group role functions and problematic behaviours that interfere with the function of the team. You will practice a collaborative conflict resolution process.

Prerequisite: CCR100 or CCR101, and CCR170 or CCR180

CCR211**Civil Procedure**
(1 Credit/2 Days/online)

This ONLINE course is for those who want to practice mediation in the context of the civil justice system. It is required for mediators who do not have a law degree and want to be considered for the BC Mediator Roster. The course examines the aspects of civil procedure that mediators need to be familiar with what the litigation track looks like, including the practicalities of time and cost as a typical case proceeds through the system, as well as the role of lawyers in litigation and mediation. You will also learn how court rules use expense to encourage settlement, the difference between the formal legal parties and the real decision makers in a lawsuit, and the rules of evidence that commonly arise in mediation. Online course methodology includes a series of readings, exercises, assignments and group discussions.

Prerequisite: CCR100 or CCR101, CCR180

CCR260**Resolving Conflict in Groups Level II: Facilitating the Collaborative Process**
(1 Credit/2 Days)

Learn practical ways of assisting teams to resolve conflicts as either an internal or external facilitator. Assess your facilitation strengths and practice leading a collaborative process, managing group dynamics, dealing with challenging behaviours, handling power struggles, identifying hidden agendas and assisting the group to come to agreement. This course uses discussion, role-play and case studies and is intended for those who are already comfortable and confident in using basic facilitation skills.

Prerequisite: CCR100 or CCR101, and CCR170 or CCR180 and CCR210

CCR 265**Facilitating Group Conflict**
(1 credit/2 Days/blended)

Develop effective strategies to assist groups in addressing group conflicts as either an internal facilitator or external consultant. Assess your intervention strengths and practice in leading a collaborative process, managing complex group dynamics, managing challenging behaviours, moderating power issues, identifying agendas and assisting the group to move towards agreement. This course employs theory, discussion, simulation, structured feedback and self-reflection. It is intended for those already comfortable and confident in basic facilitation and conflict resolution.

Prerequisite: CCR 100 or CCR101, CCR 170 or CCR180 and CCR210

CCR272**Identifying Control & Abuse in Pre-Mediation**
(1 Credit/2 Days)

In this two-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. Participants will have the opportunity to look at current statistics and research into family violence, assess their own values and tolerance regarding power and control in relationships, and participate in hands-on,

simulated practice of screening tools that provide assessment components linked to the mediator's own attitudes and biases.

Prerequisite: CCR100 or CCR101, and CCR170, CCR180 and CCR190

CCR280**Negotiation Skills Level II**
(2.5 Credits/5 Days)

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.

Prerequisite: CCR100 or CCR101, and CCR170 and CCR180 and CCR190

CCR281**Preparing for Your Negotiation Assessment**
(0.5 Credits/1 Day)

This course provides you with an opportunity to interact with an instructor in negotiation role-playing. With a maximum class size of four, you will receive individual and immediate feedback from the instructor. Feedback consists of constructive comments about strengths as well as areas that need additional work, with reference to the criteria for successful assessment completion. CCR281 is recommended for assessment preparation. A video or DVD will be provided for you to record your roleplaying exercise.

Prerequisite: CCR100 or CCR101, and CCR150 or CCR152 and CCR170 and CCR180

CCR290**Mediation Skills Level II**
(2.5 Credits/5 Days)

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: CCR100 or CCR101, and CCR190 and CCR170 and CCR180

CCR291

Preparing for Your Mediation Assessment (0.5 Credits/1 Day)

As self-reflection and self-evaluation are crucial components of mediation practice, in this one-day course you will have the opportunity to compare your self-evaluation against detailed and concrete feedback from a senior faculty. A small class of four will engage in role-playing and receive feedback based on the criteria for the mediation assessment. CCR291 is recommended for assessment preparation. A video or DVD will be provided for you to record your role-playing exercise.

Prerequisite: CCR100 or CCR101, and CCR150 or CCR152 and CCR170, CCR180, CCR190, CCR280 and CCR290

CCR292

Mediating the Financial Aspects of Separation (3 Credits/6 Days)

This advanced mediation course covers the legal, financial and psychological background, as well as specific skills and tools to help you help couples negotiate the terms of their financial separation. The substantive knowledge needed to mediate financial separation will be delivered a 6 day face to face environment. 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 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. Please note: This course is not associated with any Centre for Conflict Resolution certificate or credential. It is a stand-alone advanced course and will be most useful to family mediators wishing to complete the core preparation for becoming a comprehensive mediator as defined by Family Mediation Canada.

Prerequisite: CCR100 or CCR101, CCR170, CCR180, CCR190, CCR290, CORR605, CORR606 and FAM185

CCR295

Mediation Skills Level III (1 Credits/2 Days)

In this two-day course, you will build on the skills and insights gained in Mediation Skills Level II, other foundational work and real world application. You will learn how to deal with more difficult mediation situations by applying previously learned as well as new mediation skills and interventions in innovative and strategic ways. You will be encouraged to bring your own way of working with people into the mediation process, increasing your ability to respond genuinely and intuitively. Areas of exploration and practice include balancing content and process, the production and use of a shared base of information, the effect of mediator presence and participation, tracking and shifting focus, listening for and getting to the real interests, building capacity as a means of power balancing, the continuum of facilitative and empathic to directness and assertiveness, mediator participation in problem solving, and framing of outcomes.

Prerequisite: CCR100 or CCR101, and CCR190, CCR170, CCR180 and CCR290

CCR298

Ethical Dilemmas for Mediators in BC (1 Credit/2 Days/online)

Professional mediators encounter situations that require tough decisions. Ethical and moral behaviour is expected of a professional mediator, but what's the right choice when there are shades of gray (perhaps several compelling answers)? This online course will involve you as a mediator in decision-making about how to apply ethical behaviour as it might be required in real mediation cases.

Prerequisite: CCR100 or CCR101, and CCR190, CCR170, CCR180 and CCR290

CCR299

Ethical Dilemmas for Mediators in Alberta (1 Credit/2 Days/online)

This course will help you clarify the application of professional codes of conduct and the real-world application of ethical behaviour in the practice of mediation. In practice, mediators frequently encounter situations that require tough decisions. What should a mediator do when personal or professional values are challenged? Professional codes of conduct that govern the mediator can sometimes conflict. How does a mediator sort through the issues and decide what to do?

When should clients be referred? When should the mediator terminate the mediation? What happens when the decision isn't clear?
University of Calgary Campus only

Prerequisite: CCR100 or CCR101, and CCR190, CCR170, CCR180 and CCR290

CCR350

Mediating in the deep end: An intensive Mediation Clinic for Practicing Mediators & Conflict Practitioners (2 Credits/4 days/blended)

This unique learning experience provides skilled, experienced mediators and conflict practitioners with an opportunity to explore and determine what it means to engage in a reflective practice that supports, and is supported by, a consciously intentional and mindful engagement with clients. Working closely with other practitioners, learners will discover and explore personal challenges and roadblocks to mindful engagement, adapt the use of listening and assertion skills through the lens of a deeper integration of emotional intelligence, mindfulness and reflective practice, and experience directly the role of three play in the process of continually maturing and deepening one's professional practice. As part of ongoing support and development, the course includes a follow-up personalized coaching component.

Prerequisite: None

ENROLLING IN A CERTIFICATE PROGRAM

Courses and certificates are open to anyone. Learners can register for the entire program or take courses on an individual basis.

Once you are enrolled in a certificate you have the added benefits of accessing the JIBC Library and other resources as well as being the first to hear of new courses and other information in your chosen program area.

Certificate enrolment is required prior to enrolling in final assignments. Enrolment fees range from \$75 to \$175 depending on the program. This fee is non-refundable.

You can enroll in all Leadership and Conflict Resolution Certificates online at jibc.ca/registration/apply-program or contact Student Services at 604.528.5590 or toll free 1.877.528.5591. See our website for further information.



COURSE CALENDAR

JIBC NEW WESTMINSTER CAMPUS

COURSE #	COURSE	COURSE DATE	COURSE FEE
CCR180	Mediation Skills Level I	October 1-3, 2014	\$588.97
CCR205	Dealing with Defensiveness in Conflict	October 6-8, 2014	\$588.97
LEAD100	Lead Yourself First	October 6-8, 2014	\$582.62
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Conflict	October 7-9, 2014	\$588.97
CCR281	Preparing for Your Negotiation Assessment	October 9, 2014	\$328.97
MGMT122	Enhancing Emotional Intelligence for Workplace Success	October 9-10, 2014	\$291.83
CCR206	Dynamics of Power	October 14-16, 2014	\$588.97
CCR170	Negotiation Skills Level I	October 15-17, 2014	\$588.97
INDC113	Instructional Tools and Activities	October 16-17, 2014	\$459.50
CCR208	The Art of Reframing	October 17, 2014	\$181.47
CCR291	Preparing for Your Mediation Assessment	October 17, 2014	\$382.03
ACCRM299	Mediation Assessment	October 20, 2014	\$567.74
CCR105	Asserting Yourself in Conflict Situations	October 20-21, 2014	\$387.35
CCR152	Integrating Conflict Theory and Practice	October 20-22, 2014	\$588.97
LEAD101	Leading Through Relationships	October 20-22, 2014	\$582.62
CCR100	Foundations of Collaborative Conflict Resolution	October 22-24, 2014	\$588.97
CCR172	Balancing Empathy and Assertion	October 23-24, 2014	\$387.35
INDC101	Instructional Design	October 23-24, 2014	\$459.50
CCR102	Building Your Communication Toolbox	October 27-28, 2014	\$387.35
CCR201	Defining Issues and Setting the Agenda	October 27-28, 2014	\$387.35
INDC114	The Mindful Educator: Beyond Expertise and Technique	October 28-29, 2014	\$459.50
ACCRM299	Assessment: Specialization in Mediation	October 29, 2014	\$567.74
ACCRN299	Assessment: Specialization in Negotiation	October 30, 2014	\$451.01
CCR290	Mediation Skills Level II	November 3-7, 2014	\$933.86
INDC250	Advanced Facilitation	November 3-5, 2014	\$676.26
MGMT189	Financial Management for Community Organizations	November 3-4, 2014	\$291.83
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	November 6-8, 2014	\$588.97
LEAD104	Leadership Simulation Capstone	November 6-7, 2014	\$510.00
CCR175	Coached Small Group Clinic	November 7, 2014	\$180.41
CCR281	Preparing for Your Negotiation Assessment	November 7, 2014	\$328.97
CCR180	Mediation Skills Level I	November 12-14, 2014	\$588.97
CCR190	Dealing with Anger	November 12-14, 2014	\$588.97
LEAD177	Facilitation Skills for Leaders	November 13-14, 2014	\$405.38
CCR291	Preparing for Your Mediation Assessment	November 14, 2014	\$382.03
CCR209	Separate Meetings: Pre-Mediation and Caucusing	November 17-18, 2014	\$403.26
CCR272	Identifying Control & Abuse in Pre-Mediation	November 17-18, 2014	\$387.35

COURSE #	COURSE	COURSE DATE	COURSE FEE
CCR280	Negotiation Skills Level II	November 17-21, 2014	\$933.86
INDC110	Best Practices in Program Evaluation	November 17-18, 2014	\$364.00
INDC202	Designing Consultation and Engagement Processes	November 17-19, 2014	\$676.26
LEAD100	Lead Yourself First	November 17-19, 2014	\$582.62
CCR100	Foundations of Collaborative Conflict Resolution	November 18-20, 2014	\$588.97
CCR204	Asking Better Questions	November 19, 2014	\$192.08
INDC100	Foundations of Instructional Practice	November 19-21, 2014	\$611.26
LEAD103	Critical Thinking for Better Decision Making	November 20-21, 2014	\$468.18
ACCRN299	Assessment: Specialization in Negotiation	November 24, 2014	\$451.01
CCR105	Asserting Yourself in Conflict Situations	November 24-25, 2014	\$387.35
CCR202	Shifting from Positions to Interests	November 24-26, 2014	\$604.89
LEAD101	Leading Through Relationships	November 24-26, 2014	\$582.62
ACCRM299	Assessment: Specialization in Mediation	November 25, 2014	\$567.74
CCR170	Negotiation Skills Level I	November 26-28, 2014	\$588.97
INDC102	Enhancing Instructional Effectiveness	November 27-28, 2014	\$459.50
MGMT182	More than Words: Understanding Body Language	November 27-28, 2014	\$291.83
CCR108	Managing the Hostile Individual	December 1-2, 2014	\$387.35
LEAD166	Leading Projects	December 1-2, 2014	\$405.38
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	December 3-5, 2014	\$588.97
CCR131	Conflict Coaching Level I	December 3-5, 2014	\$588.97
LEAD100	Lead Yourself First	December 3-5, 2014	\$582.62
INDC103	Instructional Assessment	December 4-5, 2014	\$459.50
CCR295	Mediation Skills Level III	December 8-9, 2014	\$403.26
LEAD102	Leading with Influence in Organizations	December 8-10, 2014	\$582.62
CCR190	Dealing with Anger	December 10-12, 2014	\$588.97
CCR200	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	December 10-12, 2014	\$588.97
ACCRN299	Assessment: Specialization in Negotiation	December 11, 2014	\$451.01
MGMT191	Building Leadership Resiliency	December 11-12, 2014	\$291.83
ACCRM299	Assessment: Specialization in Mediation	December 12, 2014	\$567.74
CCR105	Asserting Yourself in Conflict Situations	December 15-16, 2014	\$387.35
CCR100	Foundations of Collaborative Conflict Resolution	December 16-18, 2014	\$588.97
CCR180	Mediation Skills Level I	December 17-19, 2014	\$588.97
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	January 7-9, 2015	\$588.97
CCR170	Negotiation Skills Level I	January 12-14, 2015	\$588.97
INDC100	Foundations of Instructional Practice	January 12-14, 2015	\$611.26
LEAD100	Lead Yourself First	January 12-14, 2015	\$582.62
CCR102	Building Your Communication Toolbox	January 15-16, 2015	\$387.35
CCR190	Dealing with Anger	January 19-21, 2015	\$588.97
LEAD101	Leading Through Relationships	January 19-21, 2015	\$582.62
CCR100	Foundations of Collaborative Conflict Resolution	January 21-23, 2015	\$588.97
MGMT192	Building Cultural Intelligence in Your Workplace	January 22-23, 2015	\$291.83
CCR281	Preparing for Your Negotiation Assessment	January 23, 2015	\$328.97
CCR180	Mediation Skills Level I	January 26-28, 2015	\$588.97
LEAD166	Leading Projects	January 26-27, 2015	\$405.38
MGMT135	Workplace Communications: It's All About You	January 29-30, 2015	\$291.83
CCR105	Asserting Yourself in Conflict Situations	January 29-30, 2015	\$387.35
INDC190	Instructional Skills Practicum	January 29 & Feb 23 & 24, 2015	\$616.56
CCR291	Preparing for Your Mediation Assessment	January 30, 2015	\$382.03
LEAD100	Lead Yourself First	February 2-4, 2015	\$582.62
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	February 3-5, 2015	\$588.97
CCR190	Dealing with Anger	February 10-12, 2015	\$588.97
CCR170	Negotiation Skills Level I	February 11-13, 2015	\$588.97
LEAD101	Leading Through Relationships	February 11-13, 2015	\$582.62
INDC101	Instructional Design	February 12-13, 2015	\$459.50
CCR105	Asserting Yourself in Conflict Situations	February 16-17, 2015	\$387.35
CCR207	Negotiating with Difficult People: Making It Hard to Say No	February 16-17, 2015	\$403.26

COURSE #	COURSE	COURSE DATE	COURSE FEE
LEAD102	Leading with Influence in Organizations	February 16-18, 2015	\$582.62
CCR100	Foundations of Collaborative Conflict Resolution	February 18-20, 2015	\$588.97
CCR210	Conflict Dynamics in Groups	February 18-19, 2015	\$387.35
LEAD103	Critical Thinking for Better Decision Making	February 19-20, 2015	\$468.18
ACCRN299	Assessment: Specialization in Negotiation	February 20, 2015	\$451.01
CCR102	Building Your Communication Toolbox	February 23-24, 2015	\$387.35
CCR202	Shifting from Positions to Interests	February 23-25, 2015	\$604.89
LEAD177	Facilitation Skills for Leaders	February 23-24, 2015	\$405.38
CCR180	Mediation Skills Level I	February 25-27, 2015	\$588.97
CCR201	Defining Issues and Setting the Agenda	February 26-27, 2015	\$387.35
ACCRM299	Assessment: Specialization in Mediation	February 27, 2015	\$567.74
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	March 2-4, 2015	\$588.97
CCR290	Mediation Skills Level II	March 2-6, 2015	\$933.86
INDC100	Foundations of Instructional Practice	March 4-6, 2015	\$611.26
LEAD100	Lead Yourself First	March 4-6, 2015	\$582.62
CCR175	Coached Small Group Clinic	March 6, 2015	\$180.41
CCR190	Dealing with Anger	March 9-11, 2015	\$588.97
CCR191	Conflict Coaching Level II	March 9-11, 2015	\$588.97
INDC113	Instructional Tools and Activities	March 9-10, 2015	\$459.50
LEAD101	Leading Through Relationships	March 9-11, 2015	\$582.62
CCR170	Negotiation Skills Level I	March 11-13, 2015	\$588.97
CCR105	Asserting Yourself in Conflict Situations	March 12-13, 2015	\$387.35
INDC102	Enhancing Instructional Effectiveness	March 12-13, 2015	\$459.50
MGMT191	Building Leadership Resiliency	March 12-13, 2015	\$291.83
CCR100	Foundations of Collaborative Conflict Resolution	March 16-18, 2015	\$588.97
CCR280	Negotiation Skills Level II	March 16-20, 2015	\$933.86
INDC103	Instructional Assessment	March 16-17, 2015	\$459.50
MGMT189	Financial Management for Community Organizations	March 19-20, 2015	\$291.83
CCR204	Asking Better Questions	March 23, 2015	\$192.08
INDC250	Advanced Facilitation	March 23-25, 2015	\$676.26
MGMT315	People Problems: How to Supervise Challenging Employees	March 23-24, 2015	\$291.83
CCR208	The Art of Reframing	March 24, 2015	\$181.47
CCR281	Preparing for Your Negotiation Assessment	March 24, 2015	\$328.97
CCR205	Dealing with Defensiveness in Conflict	March 25-27, 2015	\$588.97
LEAD102	Leading with Influence in Organizations	March 25-27, 2015	\$582.62
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	March 26-28, 2015	\$588.97
ACCRN299	Assessment: Specialization in Negotiation	March 30, 2015	\$451.01
CCR102	Building Your Communication Toolbox	March 30-31, 2015	\$387.35
CCR180	Mediation Skills Level I	March 30 - April 1, 2015	\$588.97
CCR291	Preparing for Your Mediation Assessment	March 30, 2015	\$382.03
LEAD100	Lead Yourself First	March 30 - April 1, 2015	\$582.62
ACCRM299	Assessment: Specialization in Mediation	March 31, 2015	\$567.74
CCR265	Facilitating Group Conflict	April 2-3, 2015	\$483.79
CCR152	Integrating Conflict Theory and Practice	April 8-10, 2015	\$588.97
LEAD177	Facilitation Skills for Leaders	April 9-10, 2015	\$405.38
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	April 13-15, 2015	\$588.97
CCR206	Dynamics of Power	April 13-15, 2015	\$588.97
INDC114	The Mindful Educator: Beyond Expertise and Technique	April 13-14, 2015	\$459.50
LEAD101	Leading Through Relationships	April 13-15, 2015	\$582.62
CCR108	Managing the Hostile Individual	April 16-17, 2015	\$387.35
MGMT134	Workplace Communications: It's All About You	April 16-17, 2015	\$291.83
ACCRN299	Assessment: Specialization in Negotiation	April 17, 2015	\$451.01
CCR170	Negotiation Skills Level I	April 20-22, 2015	\$588.97
LEAD103	Critical Thinking for Better Decision Making	April 20-21, 2015	\$468.18
LEAD100	Lead Yourself First	April 22-24, 2015	\$582.62
CCR105	Asserting Yourself in Conflict Situations	April 23-24, 2015	\$387.35

COURSE #	COURSE	COURSE DATE	COURSE FEE
ACCRM299	Assessment: Specialization in Mediation	April 24, 2015	\$567.74
CCR190	Dealing with Anger	April 27-29, 2015	\$588.97
CCR100	Foundations of Collaborative Conflict Resolution	April 29 - May 1, 2015	\$588.97
LEAD104	Leadership Simulation Capstone	April 30-May 1, 2015	\$510.00
CCR281	Preparing for Your Negotiation Assessment	May 1, 2015	\$328.97
CCR180	Mediation Skills Level I	May 4-6, 2015	\$588.97
LEAD166	Leading Projects	May 4-5, 2015	\$405.38
INDC100	Foundations of Instructional Practice	May 6-8, 2015	\$611.26
CCR209	Separate Meetings: Pre-Mediation and Caucusing	May 7-8, 2015	\$403.26
CCR291	Preparing for Your Mediation Assessment	May 8, 2015	\$382.03
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	May 11-13, 2015	\$588.97
LEAD101	Leading Through Relationships	May 11-13, 2015	\$582.62
CCR200	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	May 13-15, 2015	\$588.97
CCR102	Building Your Communication Toolbox	May 14-15, 2015	\$387.35
LEAD177	Facilitation Skills for Leaders	May 14-15, 2015	\$405.38
CCR105	Asserting Yourself in Conflict Situations	May 19-20, 2015	\$387.35
LEAD100	Lead Yourself First	May 20-22, 2015	\$582.62
CCR100	Foundations of Collaborative Conflict Resolution	May 21-23, 2015	\$588.97
ACCRN299	Assessment: Specialization in Negotiation	May 22, 2015	\$451.01
CCR170	Negotiation Skills Level I	May 25-27, 2015	\$588.97
CCR290	Mediation Skills Level II	May 25-29, 2015	\$933.86
MGMT122	Enhancing Emotional Intelligence for Workplace Success	May 25-26, 2015	\$291.83
LEAD102	Leading with Influence in Organizations	May 27-29, 2015	\$582.62
INDC101	Instructional Design	May 28-29, 2015	\$459.50
ACCRM299	Assessment: Specialization in Mediation	May 29, 2015	\$567.74
CCR280	Negotiation Skills Level II	June 1-5, 2015	\$933.86
LEAD100	Lead Yourself First	June 1-3, 2015	\$582.62
CCR173	Managing the Conflict Within	June 4-5, 2015	\$387.35
MGMT182	More than Words: Understanding Body Language	June 4-5, 2015	\$291.83
CCR190	Dealing with Anger	June 8-10, 2015	\$588.97
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	June 10-12, 2015	\$588.97
INDC202	Designing Consultation and Engagement Processes	June 10-12, 2015	\$676.26
LEAD101	Leading Through Relationships	June 10-12, 2015	\$582.62
CCR295	Mediation Skills Level III	June 11-12, 2015	\$403.26
CCR131	Conflict Coaching Level I	June 15-17, 2015	\$588.97
CCR170	Negotiation Skills Level I	June 15-17, 2015	\$588.97
CCR172	Balancing Empathy and Assertion	June 18-19, 2015	\$387.35
CCR180	Mediation Skills Level I	June 18-20, 2015	\$588.97
INDC110	Best Practices in Program Evaluation	June 18-19, 2015	\$364.00
CCR105	Asserting Yourself in Conflict Situations	June 22-23, 2015	\$387.35
CCR202	Shifting from Positions to Interests	June 22-24, 2015	\$604.89
LEAD102	Leading with Influence in Organizations	June 22-24, 2015	\$582.62
CCR100	Foundations of Collaborative Conflict Resolution	June 24-26, 2015	\$588.97
CCR350	Mediating in the Deep End:An Intensive Mediation Clinic for Practicing Mediators & Conflict Practitioners	June 25, 26, 29 and 30, 2015	\$950.00
CCR201	Defining Issues & Setting the Agenda	June 25-26, 2015	\$387.35
MGMT315	People Problems: How to Supervise Challenging Employees	June 25-26, 2015	\$291.83
CCR102	Building Your Communication Toolbox	July 6-7, 2015	\$387.35
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	July 8-10, 2015	\$588.97
INDC100	Foundations of Instructional Practice	July 8-10, 2015	\$611.26
CCR175	Coached Small Group Clinic	July 13, 2015	\$180.41
CCR281	Preparing for Your Negotiation Assessment	July 13, 2015	\$328.97
CCR190	Dealing with Anger	July 14-16, 2015	\$588.97
CCR170	Negotiation Skills Level I	July 15-17, 2015	\$588.97
INDC190	Instructional Skills Practicum	July 16 & Aug 20-21, 2015	\$616.56
MGMT191	Building Leadership Resiliency	July 16-17, 2015	\$291.83

COURSE #	COURSE	COURSE DATE	COURSE FEE
CCR291	Preparing for Your Mediation Assessment	July 17, 2015	\$382.03
CCR100	Foundations of Collaborative Conflict Resolution	July 20-22, 2015	\$588.97
CCR191	Conflict Coaching Level II	July 20-22, 2015	\$588.97
LEAD100	Lead Yourself First	July 20-22, 2015	\$582.62
CCR180	Mediation Skills Level I	July 22-24, 2015	\$588.97
CCR105	Asserting Yourself in Conflict Situations	July 23-24, 2015	\$387.35
LEAD103	Critical Thinking for Better Decision Making	July 23-24, 2015	\$468.18
CCR210	Conflict Dynamics in Groups	July 27-28, 2015	\$387.35
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	July 28-30, 2015	\$588.97
CCR208	The Art of Reframing	July 29, 2015	\$181.47
CCR205	Dealing with Defensiveness in Conflict	August 5-7, 2015	\$588.97
ACCRN299	Assessment: Specialization in Negotiation	August 7, 2015	\$451.01
ACCRM299	Assessment: Specialization in Mediation	August 10, 2015	\$567.74
CCR290	Mediation Skills Level II	August 10-14, 2015	\$933.86
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	August 12-14, 2015	\$588.97
INDC250	Advanced Facilitation	August 12-14, 2015	\$676.26
LEAD100	Lead Yourself First	August 12-14, 2015	\$582.62
CCR190	Dealing with Anger	August 17-19, 2015	\$588.97
LEAD177	Facilitation Skills for Leaders	August 17-18, 2015	\$405.38
CCR180	Mediation Skills Level I	August 19-21, 2015	\$588.97
LEAD101	Leading Through Relationships	August 19-21, 2015	\$582.62
CCR105	Asserting Yourself in Conflict Situations	August 20-21, 2015	\$387.35
CCR280	Negotiation Skills Level II	August 24-28, 2015	\$933.86
CCR100	Foundations of Collaborative Conflict Resolution	August 25-27, 2015	\$588.97
INDC102	Enhancing Instructional Effectiveness	August 25-26, 2015	\$459.50
CCR170	Negotiation Skills Level I	August 31 - September 2, 2015	\$588.97

JIBC CHILLIWACK CAMPUS

COURSE #	COURSE	COURSE DATE	COURSE FEE
LEAD101	Leading Through Relationships	February 25-27, 2015	\$582.62
LEAD100	Lead Yourself First	July 8-10, 2015	\$582.62

JIBC KELOWNA CAMPUS

COURSE #	COURSE	COURSE DATE	COURSE FEE
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	October 8-10, 2014	\$604.89
INDC100	Foundations of Instructional Practice	October 20-22, 2014	\$674.92
CCR105	Asserting Yourself in Conflict Situations	November 13-14, 2014	\$429.79
LEAD100	Lead Yourself First	November 24-26, 2014	\$663.78
CCR170	Negotiation Skills Level I	January 21-23, 2015	\$604.89
CCR100	Foundations of Collaborative Conflict Resolution	February 23-25, 2015	\$604.89
LEAD100	Lead Yourself First	March 2-4, 2015	\$663.78
LEAD101	Leading Through Relationships	March 16-18, 2015	\$663.78
CCR180	Mediation Skills Level I	March 25-27, 2015	\$604.89
LEAD177	Facilitation Skills for Leaders	June 15-16, 2015	\$443.70
LEAD103	Critical Thinking for Better Decision Making	August 17-18, 2015	\$532.68

JIBC MAPLE RIDGE CAMPUS

COURSE #	COURSE	COURSE DATE	COURSE FEE
LEAD100	Lead Yourself First	October 22-24, 2014	\$582.62
LEAD101	Leading Through Relationships	December 1-3, 2014	\$582.62
LEAD100	Lead Yourself First	March 16-18, 2015	\$582.62
LEAD103	Critical Thinking for Better Decision Making	May 7-8, 2015	\$468.18
MGMT134	Workplace Communications: It's All About You	June 8-9, 2015	\$291.83
INDC100	Foundations of Instructional Practice	June 15-17, 2015	\$611.26
LEAD102	Leading with Influence in Organizations	June 17-19, 2015	\$582.62

ONLINE COURSES

COURSE #	COURSE	COURSE DATE	COURSE FEE
CCR150	Theoretical Foundations of Dispute Resolution	September 29 - November 9, 2014	\$588.97
INDC103	Instructional Assessment	September 30 - October 28, 2014	\$459.50
CCR211	Civil Procedure	October 6 - November 30, 2014	\$387.35
INDC130	Facilitating Online Learning	October 21 - December 2, 2014	\$621.86
CCR298	Ethical Dilemmas for Mediators in BC	October 27- November 23, 2014	\$387.35
CCR141	Intro to Conflict Analysis and Resolution	January 5 - April 10, 2015	\$616.56
CCR150	Theoretical Foundations of Dispute Resolution	February 2 - March 15, 2015	\$588.97
INDC130	Facilitating Online Learning	February 18-March 30, 2015	\$621.86
CCR211	Civil Procedure	March 23 - May 17, 2015	\$387.35
CCR298	Ethical Dilemmas for Mediators in British Columbia	April 13 - May 20, 2015	\$387.35
CCR150	Theoretical Foundations of Dispute Resolution	June 1 - July 12, 2015	\$588.97

JIBC VICTORIA CAMPUS

COURSE #	COURSE	COURSE DATE	COURSE FEE
CCR170	Negotiation Skills Level I	September 29 - October 1, 2014	\$604.89
CCR210	Conflict Dynamics in Groups	October 9-10, 2014	\$429.79
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	October 15-17, 2014	\$604.89
LEAD100	Lead Yourself First	October 15-17, 2014	\$663.78
CCR180	Mediation Skills Level I	October 20-22, 2014	\$604.89
CCR190	Dealing with Anger	November 3-5, 2014	\$604.89
CCR105	Asserting Yourself in Conflict Situations	November 6-7, 2014	\$429.79
CCR100	Foundations of Collaborative Conflict Resolution	November 12-14, 2014	\$604.89
LEAD102	Leading with Influence in Organizations	November 19-21, 2014	\$663.78
CCR290	Mediation Skills Level II	November 24-28, 2014	\$933.86
CCR202	Shifting from Positions to Interests	December 1-3, 2014	\$604.89
CCR172	Balancing Empathy and Assertion	December 4-5, 2014	\$419.18
CCR175	Coached Small Group Clinic	December 8, 2014	\$197.38
CCR102	Building Your Communication Toolbox	December 11-12, 2014	\$429.79
CCR100	Foundations of Collaborative Conflict Resolution	January 19-21, 2015	\$604.89
CCR205	Dealing with Defensiveness in Conflict	January 26-28, 2015	\$604.89
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	February 11-13, 2015	\$604.89
CCR170	Negotiation Skills Level I	February 16-18, 2015	\$604.89
CCR280	Negotiation Skills Level II	February 23-27, 2015	\$933.86
CCR108	Managing the Hostile Individual	March 2-3, 2015	\$424.48
CCR100	Foundations of Collaborative Conflict Resolution	March 4-6, 2015	\$604.89

COURSE #	COURSE	COURSE DATE	COURSE FEE
CCR152	Integrating Conflict Theory and Practice	March 9-11, 2015	\$604.89
CCR102	Building Your Communication Toolbox	March 12-13, 2015	\$429.79
CCR210	Conflict Dynamics in Groups	March 16-17, 2015	\$429.79
CCR180	Mediation Skills Level I	March 18-20, 2015	\$604.89
LEAD100	Lead Yourself First	March 25-27, 2015	\$663.78
CCR105	Asserting Yourself in Conflict Situations	March 26-27, 2015	\$429.79
CCR190	Dealing with Anger	March 30 - April 1, 2015	\$604.89
CCR200	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	April 15-17, 2015	\$604.89
LEAD101	Leading Through Relationships	April 27-29, 2015	\$663.78
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	May 4-6, 2015	\$604.89
CCR172	Balancing Empathy and Assertion	May 14-15, 2015	\$419.18
CCR131	Conflict Coaching Level I	May 25-27, 2015	\$604.89
INDC100	Foundations of Instructional Practice	May 25-27, 2015	\$674.92
CCR100	Foundations of Collaborative Conflict Resolution	June 3-5, 2015	\$604.89
CCR105	Asserting Yourself in Conflict Situations	June 11-12, 2015	\$429.79
CCR202	Shifting from Positions to Interests	June 15-17, 2015	\$604.89
CCR201	Defining Issues & Setting the Agenda	June 18-19, 2015	\$424.48
CCR191	Conflict Coaching Level II	June 22-24, 2015	\$604.89
CCR170	Negotiation Skills Level I	July 13-15, 2015	\$604.89
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	July 28-30, 2015	\$604.89
CCR102	Building Your Communication Toolbox	August 17-18, 2015	\$429.79
CCR100	Foundations of Collaborative Conflict Resolution	August 19-21, 2015	\$604.89
CCR180	Mediation Skills Level I	August 24-26, 2015	\$604.89

TO REGISTER:

604.528.5590 or 1-877-528-5591
jibc.ca/registration

- A Learner Services Fee (LSF) is charged for all credit courses, and is collected at the time of registration. The Learner Services Fee is currently set at \$5.30 per course credit.
- Tuition subject to 2% increase April 1, 2015.
- Schedule subject to change - see our website for the most current class schedule.

PARTNER INSTITUTIONS

Our conflict resolution and leadership courses are offered throughout British Columbia, the Yukon and Alberta through partnerships with the following post-secondary institutions. To register for the courses listed below, contact our partner institution directly.

COLLEGE OF NEW CALEDONIA, PRINCE GEORGE, BC

REGISTRATION & INFORMATION: 250.562.2131

www.cnc.bc.ca

COURSE #	COURSE	COURSE DATE	COURSE FEE
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	October 29-31, 2014	\$599.00
LEAD100	Lead Yourself First	November 19-21, 2014	\$599.00
CCR170	Negotiation Skills Level I	December 10-12, 2014	\$599.00
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	January 28-30, 2015	\$599.00
CCR180	Mediation Skills Level I	March 4-6, 2015	\$599.00
CCR210	Conflict Dynamics in Groups	March 19-20, 2015	\$488.00
LEAD100	Lead Yourself First	March 30 - April 1, 2015	\$599.00
LEAD101	Leading Through Relationships	April 22-24, 2015	\$599.00
CCR200	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	May 11-13, 2015	\$599.00

LANGARA COLLEGE, VANCOUVER, BC

REGISTRATION & INFORMATION: 604.323.5241

www.langara.bc.ca

COURSE #	COURSE	COURSE DATE	COURSE FEE
CCR105	Asserting Yourself in Conflict Situations	November 1-2, 2014	\$392.65
CCR108	Managing the Hostile Individual	February 21-22, 2015	\$387.00
LEAD100	Lead Yourself First	July 13-15, 2015	\$597.00
LEAD101	Leading Through Relationships	July 27-29, 2015	\$597.00

NORTHERN LIGHTS COLLEGE, FORT ST. JOHN, BC

REGISTRATION & INFORMATION: 250.782.5251 OR 1.866.463.6652

www.nlc.bc.ca

COURSE #	COURSE	COURSE DATE	COURSE FEE
CCR170	Negotiation Skills Level I	November 12-14, 2014	\$637.00

UNIVERSITY OF CALGARY, CALGARY AB

REGISTRATION & INFORMATION: 403.220.2988 OR 1.866.220.4992

www.conted.ucalgary.ca

COURSE #	COURSE	COURSE DATE	COURSE FEE
CCR105	Asserting Yourself in Conflict Situations	October 7-8, 2014	\$425.00
CCR170	Negotiation Skills Level I	October 21-23, 2014	\$575.00
CCR180	Mediation Skills Level I	November 4-6, 2014	\$575.00
CCR102	Building Your Communication Toolbox	November 25-26, 2014	\$425.00
CCR280	Negotiation Skills Level II	December 1-5, 2014	\$895.00
CCR100	Foundations of Collaborative Conflict Resolution	January 27-29, 2015	\$575.00
CCR170	Negotiation Skills Level I	February 10-12, 2015	\$575.00
CCR201	Defining Issues and Setting the Agenda	February 24-25, 2015	\$425.00
CCR202	Shifting from Positions to Interests	March 3-5, 2015	\$575.00
CCR210	Conflict Dynamics in Groups	March 10-11, 2015	\$425.00
CCR207	Negotiating with Difficult People: Making It Hard to Say No	March 17-18, 2015	\$425.00
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	April 14-16, 2015	\$575.00
CCR190	Dealing with Anger	April 28-30, 2015	\$575.00
CCR200	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	May 5-7, 2015	\$575.00
CCR100	Foundations of Collaborative Conflict Resolution	May 12-14, 2015	\$575.00
CCR180	Mediation Skills Level I	May 26-28, 2015	\$575.00
CCR208	The Art of Reframing	May 29, 2015	\$225.00
CCR260	Resolving Conflict in Groups Level II:Facilitating the Collaborative Process	June 2-3, 2015	\$425.00
CCR290	Mediation Skills Level II	June 8-12, 2015	\$895.00

YUKON COLLEGE, WHITEHORSE, YT

REGISTRATION: 867.668.8710 INFORMATION: 867.668.5200

www.yukoncollege.yk.ca

COURSE #	COURSE	COURSE DATE	COURSE FEE
CCR102	Building Your Communication Toolbox	September 22-23, 2014	\$450.00
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	September 29 - October 1, 2014	\$600.00
CCR170	Negotiation Skills Level I	October 20-22, 2014	\$600.00
CCR105	Asserting Yourself in Conflict Situations	November 6-7, 2014	\$450.00
CCR180	Mediation Skills Level I	November 12-14, 2014	\$600.00
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	December 8-10, 2014	\$600.00
CCR101	Foundations of Collaborative Conflict Resolution: Workplace Focus	January 26-28, 2015	\$600.00
LEAD100	Lead Yourself First	February 9-11, 2015	\$600.00
CCR170	Negotiation Skills Level I	February 16-18, 2015	\$600.00
CCR210	Conflict Dynamics in Groups	March 2-3, 2015	\$450.00
CCR180	Mediation Skills Level I	March 23-25, 2015	\$600.00



JUSTICE INSTITUTE

of BRITISH COLUMBIA

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Maple Ridge, BC V4R 1C9

TEL **604.462.1000**

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Kelowna, BC V1Y 2S4

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