

# CENTRES FOR LEADERSHIP & CONFLICT RESOLUTION



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## COURSE CALENDAR JULY 2015 - AUGUST 2016



SCHOOL OF HEALTH,  
COMMUNITY &  
SOCIAL JUSTICE



# GREAT INSTRUCTORS



## **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."



## **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."



## **RAJ GILL:** OPTIMIZING EMOTIONAL INTELLIGENCE

If you want to improve your capacity to make sound decisions, build mutually supportive relationships, and handle stress effectively, you will learn how from Raj Gill.

An instructor in JIBC's Enhancing Emotional Intelligence for Workplace Success course, Raj is a Certified Professional Co-Active Coach and Certified Trainer in Nonviolent Communication with more than 30 years of experience teaching, facilitating and coaching.

Students in her course learn to understand their emotions, and the emotions of others, as a first step to responding to situations with inner calm and clarity. Students will also learn to apply practical ways to enhance their self-awareness, self-regard, assertiveness, stress tolerance and impulse control in order to build greater resilience to the challenges and changes they may face at work or in their personal life.

"Students will gain current and relevant knowledge and skills," she said. "My goal is to provide a highly interactive environment and make the learning engaging and the knowledge and skills easy to integrate into their lives."



AT JIBC, YOU LEARN FROM ENGAGING AND EXPERIENCED FACULTY ON THE FRONT LINES 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.



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### **EUGENIA WANG:** PROVIDING TRAINERS AND FACILITATORS WITH THE SKILLS TO SUCCEED

Eugenia Wang, M.Ed, strongly believes that being a great leader, trainer or facilitator involves skills that anyone can learn and practice. It's with that conviction that she imparts the information and experience needed for trainers and facilitators to effectively design, deliver and assess their own training workshops.

JIBC students who learn from her will benefit from her more than 10 years of experience providing training and strategic planning to individuals and organizations in Canada, the U.S., Central America and East Asia.

"I see the potential and greatness in every learner that I share a classroom with," she said. "My ultimate goal is for people to walk away with the skills and framework necessary to start creating and designing their own training workshops."

She added: "You won't get empty theories when you come to JIBC. All the instructors are passionate about what they do, and they come from a place of authentic practice and are open about sharing their experience with learners."



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### **DR. EAMONN O LAOCHA:** HELPING LEADERS ENGAGE WITH THEIR PROJECT TEAM

Dr. Eamonn O Laocha, has a Ph.D. in business from Warwick Business School, and is a certified Project Management Professional. Eamonn has been involved in projects and their management for over 20 years. He sits on the board of the lower mainland chapter of the Project Management Institute, and on the board of a large health and housing not for profit organization in the downtown east side of Vancouver.

At JIBC, he teaches the course "Leading Projects" for the Centre for Leadership and believes that given the highly dynamic and complex nature of most projects, a wide range of approaches to engaging with people and working in challenging project circumstances are necessary for leaders at every level of your organization.

He added: "If you are passionate about making projects work, yet feel frustrated by the challenges in successfully leading projects, then this course is for you!"



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### **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.

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- 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.
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- Justice Canada
- Northern Shuswap Tribal Council
- Oppenheimer Group
- RainCity Housing and Support Society
- Telus
- WorkSafe BC

Our most popular customized courses:

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- 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!



# CITY OF CHILLIWACK PARTNERS WITH JIBC TO PROVIDE LEADERSHIP TRAINING

A few years ago, the City of Chilliwack recognized a need to provide leadership skills for its staff as they advance into supervisory and leadership positions.

"We favour internal advancement whenever possible, and we were looking for a way to provide leadership skills for our employees," said Delcy Wells, Deputy Director of Corporate Services for the City of Chilliwack. "We selected the Justice Institute of British Columbia to partner with us to provide the education and training for our PIECES Program because JIBC is a well-recognized institution and many of our employees have taken JIBC courses and have been really happy with them."

Through JIBC, City staff gain a strong foundation in leadership, conflict resolution, negotiation and mediation. Upon completing

the course work and a capstone project, they receive an Associate Certificate in Leadership and Conflict Resolution.

"It's something that they can build on if they choose to, and it's something formal that they can proudly hang on their wall," said Wells.

To date, more than 60 of the City's 350 employees have taken the customized program that's provided locally in the community.

Wells said the feedback from the program has been very positive, especially for those that have been involved in negotiations or have had to resolve conflict. The program has also helped improve overall communication within the organization and build a more cohesive culture.

"We have had people from different departments throughout the organization take the program together," said Wells. "We wanted to develop a team aspect to our work, recognizing that we all have different needs, but we are all working for the City together. That was a very important goal for us. I feel we have come a long way towards improving overall communication in the City and are becoming a more proactive organization. Employees who would not normally cross paths in their day-to-day work have had a chance to meet and get to know each other, which has really promoted communication across all of our Departments."

## COURSE DESCRIPTIONS

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

### FOR MORE INFORMATION CONTACT:

Vanessa Gray  
604.528.5830 or [vgray@jibc.ca](mailto:vgray@jibc.ca)

#### **CRES-1725 (PREVIOUSLY 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.

#### **CRES-1726 (PREVIOUSLY CCR126) Effective Teamwork: From Conflict to Collaboration (0.5 Credit/1 Day)**

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.

#### **CRES-1728 (PREVIOUSLY CCR128) Navigating Challenging Conversations (0.5 Credit/1 Day)**

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.

#### **CRES-1720 (PREVIOUSLY CCR120) Respectful Communication in a Changing Workplace (0.5 Credit/1 Day)**

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 facilitation techniques, principles of adult learning, learner needs analysis, training session design and delivery, and evaluation strategies that will assess training efficacy.

## 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 five campuses, online, and in more than a dozen other locations in B.C., Alberta and the Yukon.

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)

- **INDC-1100 (Previously INDC100):** Foundations of Instructional Practice (1.5 credits) OR: **INDC-1110 (New Course):** Essential Skills for Training and Facilitation (1.5 credits)
- **INDC-1250 (Previously INDC250):** Advanced Facilitation (1.5 credits)
- **CRES-1100 (Previously CCR100):** Foundations of Collaborative Conflict Resolution (1.5 credits) OR: **CRES-1101 (Previously CCR101):** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits)
- **CRES-1170 (Previously CCR170):** Negotiation Skills Level I (1.5 Credits) OR **CRES-1180 (Previously CCR180):** Mediation Skills Level I (1.5 credits)
- **CRES-1210 (Previously CCR210):** Conflict Dynamics in Groups (1 credit)

## ELECTIVE COURSES (MINIMUM 1.5 CREDITS)

- **CRES-1401 (Previously CCR201):** Defining Issues and Setting the Agenda (1 credit)
  - **CRES-1408 (Previously CCR208):** The Art of Reframing (0.5 credits)
  - **INDC-1377 (Previously LEAD177):** Facilitation Fundamentals (1 credit)
- \* Additional courses that can be applied towards elective credit but are no longer offered include: INDC114 and INDC130.

For more information on Recognition for Prior Learning, please see our website.

## REQUIRED CAPSTONE / GRADED COURSES (2.5 CREDITS)

- **CRES-1500 (Previously CCR265):** Facilitating Group Conflict (1 credit/blended)
- **INDC-1402 (Previously 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.

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

## REQUIRED COURSES (6 CREDITS)

- **CRES-1100 (Previously CCR100):** Foundations of Collaborative Conflict Resolution (1.5 credits) OR **CRES-1101 (Previously CCR101):** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits)
  - **LEAD-1100 (Previously LEAD100):** Lead Yourself First (1.5 credits)
  - **LEAD-1101 (Previously LEAD101):** Leading Through Relationships (1.5 credits)
  - **CRES-1180 (Previously CCR180):** Mediation Skills Level 1 (1.5 credits)
  - **CRES-1550 (Previously ALCR299):** Assessment: Associate Certificate in Leadership and Conflict Resolution
- \* The following discontinued course offerings can be applied for credits:
- FMGMT100 is equivalent to LEAD-1100 (Previously LEAD100)
  - FMGMT200 and CCR175 is equivalent to LEAD-1101 (Previously LEAD101)



## 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. Courses and certificates are open to anyone.*

## 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

*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)

- **LEAD-1100 (Previously LEAD100):** Lead Yourself First (1.5 credits)
- **LEAD-1101 (Previously LEAD101):** Leading Through Relationships (1.5 credits)
- **LEAD-1102 (Previously LEAD102):** Leading with Influence in Organizations (1.5 credits)
- **LEAD-1103 (Previously LEAD103):** Critical Thinking for Better Decision Making (1 credit)
- **CRES-1100 (Previously CCR100):** Foundations of Collaborative Conflict Resolution (1.5 credits) OR: **CRES-1101 (Previously CCR101):** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits)
- **LEAD-1504 (Previously LEAD104):** Leadership Simulation Capstone (1 credit)
- **LEAD-1559 (Previously LEAD199):** Certificate in Applied Leadership-Final Assessment

## ELECTIVE COURSES (MINIMUM 2 CREDITS)

- **LEAD-1391 (Previously MGMT191):** Building Leadership Resiliency (1 credit)

- **LEAD1322 (Previously MGMT122):** Enhancing Emotional Intelligence for Workplace Success (1 credit)
- **INDC-1377 (Previously LEAD177):** Facilitation Fundamentals (1 credit)
- **MNGT-1389 (Previously MGMT189):** Financial Management for Community Organizations (1 credit)
- **LEAD-1366 (Previously LEAD166):** Leading Projects (1 credit)
- **CRES-1180 (Previously CCR180):** Mediation Skills Level I (1.5 credits)
- **LEAD-1382 (Previously MGMT182):** More than Words: Understanding Body Language (1 credit)
- **LEAD-1334 (Previously MGMT134):** Workplace Communications: It's All About You (1 credit)
- **LEAD-1315 (Previously MGMT315):** People Problems: How to Supervise Challenging Employees (1 credit)
- **LEAD-1392 (Previously MGMT192):** Building Cultural Intelligence in Your Workplace (1 credit)

\* The following discontinued course offerings can be applied for credits:

- FMGMT100 is equivalent to LEAD-1100 (Previously LEAD100)
- FMGMT200 and any 1 day elective is equivalent to LEAD-1101 (Previously LEAD101)
- FMGMT301, FMGMT401, MGMT166 or INDC110 can be applied towards elective credits





# ASSOCIATE CERTIFICATE IN TRAINING AND FACILITATION

**NEW**  
Starting  
September, 2015

This 11-day/5.5-credit hands-on certificate program offers both new and experienced trainers and facilitators comprehensive knowledge, skills and experience in adult education practice and theory. It is designed for mid-career professionals new to training and facilitation, developers and designers of learning material, and trainers looking to enhance and update their skills in learner-centered practices.

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

- Design effective learner-centered training grounded in principles of adult learning.
- Select and apply appropriate evidence-based training techniques.
- Facilitate learning events that engage participants and maximize learning outcomes.

- Create an encouraging and challenging learning environment that promotes respect and values inclusion.
- Provide formative feedback to participants that is practical and translates into improved performance.
- Identify evaluation techniques to assess learning and measure organizational value of training.
- Apply training and facilitation theory and skills in relevant, real-life scenarios.
- Reflect critically on personal and professional development as a trainer and facilitator.

*This program will benefit those in government, corporate or educational settings. The program is designed for individuals overseeing workplace training programs and instructors and/or trainers within community environments.*

## REQUIRED COURSES (5.5 CREDITS)

- **INDC-1110 (New Course)** Essential Skills for Training and Facilitation (1.5 credits) OR: **INDC-1100 (Previously INDC100)**: Foundations of Instructional Practice (1.5 credits)
- **INDC-1211 (New Course)**: Tools and Activities for Trainers (1.5 credits)
- **INDC-1377 (Previously LEAD177)**: Facilitation Fundamentals (1.0 credits)
- **INDC-1590 (Previously INDC190)**: Training and Facilitation Capstone (1.5 credits)

**This new certificate replaces the Instructor Development Certificate Program (INDC). Students enrolled in INDC will have until August 2016 to complete.**

## JIBC'S NEW ASSOCIATE CERTIFICATE IN TRAINING AND FACILITATION

Workplace trainers and facilitators will gain the essential skills they need to be effective in their role through a new JIBC program set to launch in September 2015. The Associate Certificate in Training and Facilitation is a four-course program tailored for busy subject matter experts who find themselves in a training role in their workplace.

"Often these are people who have been asked to 'download' their expertise to others," said Doug Kerr, one of JIBC's instructors in the program. "Through the program, however, we help them figure out how not to just download information by PowerPoint and lecturing, but by turning it around to be

more effective and focus on the needs of the learner." Trainers and facilitators from the government, non-profit and corporate sectors will find the program particularly useful.

They will learn to design, deliver and assess effective instruction for adult learners in the program. They will also learn about effective ways to create interactive and hands-on learning activities, and apply proven instructional strategies that maximize the learning experience for people in the workplace.

"It's very hands-on and practical," said Jason Cressey, another instructor in the program. "It's not a theoretical, academic course. It's very much an opportunity for people to learn and practice being a trainer or facilitator, while in a safe, encouraging, but challenging environment."

Those learners who have completed the Instructional Skills Workshop (ISW) will also be able to build upon their skills through the new Associate Certificate in Training and Facilitation. ISW graduates will be eligible to transfer credit into the associate certificate program to further develop and expand their teaching skills and experience.

But whether you are a full-time, part-time or temporary workplace trainer or facilitator, the skills gained will benefit anyone looking to progress in their career.

"The purpose of the program may be training and facilitation, but the 'side effects' are long-lasting," said Cressey. "The skills you gain in the program will be useful until the day you retire."



# CENTRE FOR LEADERSHIP

## COURSE DESCRIPTIONS

### **LEAD-1100 (PREVIOUSLY 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**

### **LEAD-1101 (PREVIOUSLY 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: LEAD-1100**

### **LEAD-1102 (PREVIOUSLY 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: LEAD-1100**

### **LEAD-1103 (PREVIOUSLY 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: LEAD-1100**

### **LEAD-1315 (PREVIOUSLY MGMT315)**

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

Identify techniques and tools that can transform problem employee behaviours into a cooperative, engaged working environment for everyone. Practice communication skills to deal with poor employee performance by identifying specifically what you can do differently. You will gain confidence in your ability to implement these tools in order to build a healthy, productive work environment.

**Prerequisite: None**

### **LEAD-1322 (PREVIOUSLY 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**



**LEAD-1334 (PREVIOUSLY MGMT134)**  
**Workplace Communications: It's All About You**  
(1 Credit/2 Days)

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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**

**LEAD-1366 (PREVIOUSLY LEAD166)**  
**Leading Projects**  
(1 Credit/2 Days)

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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.

**Prerequisite: None**

**LEAD-1382 (PREVIOUSLY MGMT182)**  
**More than Words: Understanding Body Language**  
(1 Credit/ 2 Days)

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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**

**LEAD-1391 (PREVIOUSLY MGMT191)**  
**Building Leadership Resiliency**  
(1 Credit/2 Days)

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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**

**LEAD-1392 (PREVIOUSLY MGMT192)**  
**Building Cultural Intelligence in Your Workplace**  
(1 Credit/2 Days)

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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**

**LEAD-1504 (PREVIOUSLY LEAD104)**  
**Leadership Simulation Capstone**  
(1 Credit/2 Days)

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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.

**Prerequisites: LEAD-1100, LEAD-1101, LEAD-1102, LEAD-1103, and CRES-1100 or CRES-1101**

**MNGT-1389 (PREVIOUSLY MGMT189)**  
**Financial Management for Community Organizations**  
(1 Credit/2 Days)

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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**

**INDC-1110 (NEW COURSE)**  
**Essential Skills for Training and Facilitation**  
(1.5 Credits/3 Days)

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This course will provide you with the fundamentals to design, deliver and assess effective training and facilitation. You will explore the principles of adult learning and brain-based methodology and how these concepts apply to your own work environment. Throughout the course you will develop and execute three short training sessions and

receive feedback from your peers and coaches. By the end of this course, you will increase your competence in designing effective training and your confidence in facilitating sessions.

**Prerequisite: None**

**INDC-1211 (NEW COURSE)**  
**Tools & Activities for Trainers**  
(1.5 Credits/3 Days)

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In this follow-up course to 'Essential Skills for Training and Facilitation' you will build on your ability to design and facilitate learner centered training. The focus of this course will be on analysis of learner needs and characteristics, developing your training toolbox, and creating effective training outcomes that lead to well-defined evaluation strategies. You will explore how these concepts relate to your training and facilitation context and leave the course ready to apply these skills immediately.

**Prerequisite: INDC-1110 or INDC-1100**

**INDC-1250 (PREVIOUSLY INDC250)**  
**Advanced Facilitation**  
(1.5 Credits/3 Days)

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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 behaviours, 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: INDC-1110 or INDC-1100**

**INDC-1340 (NEW COURSE)**  
**Creating a Positive Learning Environment**  
(1.5 Credits/3 Days)

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This course is designed for educators in the K-12 environment. In this 3-day course you will deepen your classroom management skills by exploring ways to respond to challenging classroom situations where the pressures are numerous, complex, and potentially contentious. You will examine how to deal constructively with teaching content process and student relationship issues, heightened emotion, challenging participant behaviours, 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: None**

**INDC-1377 (PREVIOUSLY LEAD177)**  
**Facilitation Fundamentals (formerly**  
**Facilitation Skills for Leaders)**  
**(1 Credit/2 Days)**

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This course provides an overview of the role of the facilitator within the context of leadership, training and organizational development. You will expand your own facilitation skill set and develop a better understanding of how you can best fulfill the role of facilitator in a variety of contexts. This interactive course will focus on the essentials of facilitation tools and methods. You will have an opportunity to practice a facilitation session focusing on workplace challenges and to engage in a self-assessment, giving and receiving feedback from your instructor and your peers.

**Prerequisite: None**

**INDC-1402 (PREVIOUSLY INDC202)**  
**Designing Consultation and Engagement**  
**Processes**  
**(1.5 Credits/3 Days)**

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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: INDC-1100 or INDC-1110, and INDC-1250**

**INDC-1590 (PREVIOUSLY INDC190)**  
**Training and Facilitation Capstone**  
**(formerly Instructional Skills Practicum)**  
**(1.5 Credits/3 Days)**

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In this course, you will have the opportunity to implement and integrate the skills you acquired through the other courses in the Associate Certificate in Training and Facilitation. You will plan and deliver a training session with support throughout the process. Day One will be a review of best practices and reflection on your experience applying course content in your context. You will then have several weeks to design a 30-minute training session to be delivered to your peers. This class will make extensive use of peer support and the instructor will be available for one-on-one coaching.

**Prerequisites: INDC-1100 or INDC-1110, INDC-1211 and INDC-1377**

**The following courses are being phased out and will only be available for registration on a limited basis.**

**INDC-1100 (PREVIOUSLY INDC100)**  
**Foundations of Instructional Practice**  
**(1.5 Credits/3 Days)**

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This course will provide you with the fundamentals to design, deliver and assess effective training and facilitation. You will explore the principles of adult learning and brain-based methodology and how these concepts apply to your own work environment. Throughout the course you will develop and execute three short training sessions and receive feedback from your peers and coaches. By the end of this course, you will increase your competence in designing effective training and your confidence in facilitating sessions. This course will be replaced by INDC-1110 as of September 1, 2015.

**Prerequisite: None**

**INDC-1101 (PREVIOUSLY INDC101)**  
**Instructional Design**  
**(1 Credit/2 Days)**

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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: INDC-1100**

**INDC-1102 (PREVIOUSLY INDC102)**  
**Enhancing Instructional Effectiveness**  
**(1 Credit/2 Days)**

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This instructor development course will further deepen your skills in facilitating learner-centred 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: INDC-1100**

**INDC-1103 (PREVIOUSLY INDC103)**  
**Instructional Assessment**  
**(1 Credit/2 Days) or ONLINE**

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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: Prerequisite: INDC-1100**

**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 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)

- **CRES-1101 (Previously CCR101):** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits) OR **CRES-1100 (Previously CCR100):** Foundations of Collaborative Conflict Resolution (1.5 Credits)
- **CRES-1131 (Previously CCR131):** Conflict Coaching Level I (1.5 credits)
- **CRES-1190 (Previously CCR190):** Dealing With Anger (1.5 credits)
- **CRES-1231 (Previously CCR191):** Conflict Coaching Level II (1.5 credits)
- **CRES-1551 (Previously ACCRCC299):** 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](mailto:conres@jibc.ca)

## TO REGISTER:

604.528.5590 or 1.877.528.5591 (toll free)  
[jibc.ca/registration](http://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)

- **CRES-1100 (Previously CCR100):** Foundations of Collaborative Conflict Resolution OR **CRES-1101 (Previously CCR101):** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits)
- **CRES-1170 (Previously CCR170):** Negotiation Skills Level 1 (1.5 credits)
- **CRES-1210 (Previously CCR210):** Conflict Dynamics in Groups (1 credit)
- **CRES-1200 (Previously CCR200):** Resolving Conflict on the Front Line: Demonstrating Leadership at Work (1.5 credits)
- **CRES-1552 (Previously 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.*



John Winslade, Ph.D. will present two special events focussing on "Narrative Mediation". Dr. Winslade, a pioneer in this field, has advanced the theory and practice of narrative approaches to resolving conflict around the world. He teaches counseling at California State University San Bernardino. He is also an Associate Professor at the University of Waikato in New Zealand. He has also taught mediation at California State University Dominguez Hills, at the University of Waterloo in Canada and at the Univeristat Oberta de Catalunya.

Dr. John Winslade is the co-author with Dr. Gerald Monk of two books on narrative mediation (*Narrative Mediation: A New Approach to Conflict Resolution*; and *Practicing Narrative Mediation; Loosening the Grip of Conflict*) and six others on narrative therapy and multicultural counseling. With Mike Williams, he wrote *Safe and Peaceful Schools: Addressing Conflict and Eliminating Violence* (2012). His most recent book is *When Stories Clash* (Taos institute).

## AN INTRODUCTION TO NARRATIVE MEDIATION: SPE-1601 (1 DAY/0 CREDIT)

NOVEMBER 5, 2015

EARLY BIRD/GROUP PRICE: \$99+GST (EXPIRES OCTOBER 5, 2015)

REGULAR PRICE: \$139+GST

This session is an introduction to the theories, tenets and practices embedded in the narrative approach to conflict resolution. This approach is organized around the narrative metaphor- the notion that how we talk about ourselves and our conflicts shapes how we perceive and react to these conflicts- and is premised on the idea that language plays a central role in constructing who we are or how we engage or behave with others.

## PRACTICING NARRATIVE MEDIATION: CRES-1602 (1 DAY/0.5 CREDIT)

NOVEMBER 6, 2015

\$250+LSF

This small class setting (max 20 students) is an advanced, skills-based course that will support practitioners of mediation to blend the central concepts of narrative conflict resolution and mediation theory, processes and skills into their mediation practice. The narrative approach re-examines traditional theories of conflict mediation by examining how the stories we tell (or discourses) about conflict, our interests, our positions and ourselves influence our interpretations and understanding of conflicts and their potential solutions.



# 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.

This 36-day/18-credit program is ideal 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. Credits can also be applied towards certifications by other 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)

- **CRES-1101 (Previously CCR101):** Foundations of Collaborative Conflict Resolution: Workplace Focus - (1.5 credits) – OR **CRES-1100 (Previously CCR100):** Foundations of Collaborative Conflict Resolution (1.5 credits)
- **CRES-1170 (Previously CCR170):** Negotiation Skills Level I (1.5 credits)
- **CRES-1180 (Previously CCR180):** Mediation Skills Level I (1.5 credits)
- **CRES-1190 (Previously CCR190):** Dealing with Anger (1.5 credits)
- **CRES-1270 (Previously CCR280):** Negotiation Skills Level II (2.5 credits)
- **CRES-1280 (Previously CCR290):** Mediation Skills Level II (2.5 credits)
- **CRES-1150 (Previously CCR150):** Theoretical Foundations of Dispute Resolution (1.5 credits online) OR **CRES-1152 (Previously CCR152):** Integrating Conflict Theory and Practice (1.5 credits)
- **CRES-1560 (Previously ACCRM299):** Assessment: Specialization in Mediation/Third-Party Intervention

## ELECTIVE COURSES (CHOOSE ANY 5 CREDITS)

- **CRES-1305 (Previously CCR105):** Asserting Yourself in Conflict Situations (1 credit)
- **CRES-1302 (Previously CCR102):** Building Your Communication Toolbox (1 credit)
- **CRES-1308 (Previously CCR108):** Managing the Hostile Individual (1 credit)
- **CRES-1472 (Previously CCR172):** Balancing Empathy and Assertion (1 credit)
- **CRES-1473 (Previously CCR173):** Managing the Conflict Within (1 credit)
- **CRES-1408 (Previously CCR208):** The Art of Reframing (0.5 credits)
- **CRES-1404 (Previously CCR204):** Asking Better Questions (0.5 credits)
- **CRES-1411 (Previously CCR211):**

Civil Procedure (1 credit / online)

- **CRES-1405 (Previously CCR205):** Dealing with Defensiveness in Conflict (1.5 credits)
- **CRES-1401 (Previously CCR201):** Defining Issues & Setting the Agenda (1 credit)
- **CRES-1406 (Previously CCR206):** Dynamics of Power (1.5 credits)
- **CRES-1474 (Previously CCR272):** Identifying Control & Abuse in Pre-Mediation (1 credit)
- **CRES-1210 (Previously CCR210):** Conflict Dynamics in Groups (1 credit)
- **CRES-1452 (Previously CCR260):** Resolving Conflict in Groups Level II: Facilitating the Collaborative Process (1 credit)
- **CRES-1200 (Previously CCR200):** Resolving Conflict on the Front Line: Demonstrating Leadership at Work (1.5 credits)
- **CRES-1409 (Previously CCR209):** Separate Meetings: Pre-Mediation & Caucusing (1 credit)
- **CRES-1402 (Previously CCR202):** Shifting from Positions to Interests (1.5 credits)
- **CRES-1298 (Previously CCR298):** Ethical Dilemmas for Mediators (1 credit/online)
- **CRES-1495 (Previously CCR295):** Mediation Skills Level III (1 credit)
- **CRES-1131 (Previously CCR131):** Conflict Coaching Level I (1.5 credits)
- **CRES-1231 (Previously CCR191):** Conflict Coaching Level II (1.5 credits)
- **CRES-1491 (Previously CCR291):** Preparing for Your Mediation Assessment/Reality Check (0.5 credits)

## GENERAL ELECTIVES (CHOOSE ANY 0.5 CREDITS)

Choose your remaining credits from the following options:

- Any conflict resolution course
- **LEAD-1100 (Previously LEAD100):** Lead Yourself First
- **LEAD-1101 (Previously LEAD101):** Leading Through Relationships

# 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 36-day/18-credit program 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)

- **CRES-1101 (Previously CCR101):** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits) **OR** **CRES-1100 (Previously CCR100):** Foundations of Collaborative Conflict Resolution (1.5 credits)
- **CRES-1170 (Previously CCR170):** Negotiation Skills Level I (1.5 credits)
- **CRES-1180 (Previously CCR180):** Mediation Skills Level I (1.5 credits)
- **CRES-1190 (Previously CCR190):** Dealing with Anger (1.5 credits)
- **CRES-1270 (Previously CCR280):** Negotiation Skills Level II (2.5 credits)
- **CRES-1150 (Previously CCR150):** Theoretical Foundations of Dispute Resolution (1.5 credits/online) **OR:** **CRES-1152 (Previously CCR152):** Integrating Conflict Theory and Practice (1.5 credits)
- **CRES-1561 (Previously ACCRN299):** Assessment: Certificate in Conflict Resolution: Specialization in Negotiation

## ELECTIVE COURSES (CHOOSE ANY 5 CREDITS)

- **CRES-1305 (Previously CCR105):** Asserting Yourself in Conflict Situations (1 credit)

- **CRES-1302 (Previously CCR102):** Building Your Communication Toolbox (1 credit)
- **CRES-1308 (Previously CCR108):** Managing the Hostile Individual (1 credit)
- **CRES-1472 (Previously CCR172):** Balancing Empathy and Assertion (1 credit)
- **CRES-1473 (Previously CCR173):** Managing the Conflict Within (1 credit)
- **CRES-1408 (Previously CCR208):** The Art of Reframing (0.5 credits)
- **CRES-1404 (Previously CCR204):** Asking Better Questions (0.5 credits)
- **CRES-1405 (Previously CCR205):** Dealing with Defensiveness in Conflict (1.5 credits)
- **CRES-1401 (Previously CCR201):** Defining Issues & Setting the Agenda (1 credit)
- **CRES-1406 (Previously CCR206):** Dynamics of Power (1.5 credits)
- **CRES-1407 (Previously CCR207):** Negotiating with Difficult People: Making it Hard to Say No (1 credit)
- **CRES-1210 (Previously CCR210):** Conflict Dynamics in Groups (1 credit)
- **CRES-1452 (Previously CCR260):** Resolving Conflict in Groups Level II: Facilitating the Collaborative Process (1 credit)
- **CRES-1200 (Previously CCR200):** Resolving Conflict on the Front Line: Demonstrating Leadership at Work (1.5 credits)
- **CRES-1402 (Previously CCR202):** Shifting from Positions to Interests (1.5 credits)
- **CRES-1481 (Previously CCR281):** Preparing for Your Negotiation Assessment/Reality Check (0.5 credits)

## GENERAL ELECTIVES (CHOOSE ANY 3 CREDITS)

Choose your remaining credits from the following options:

- Any conflict resolution course
- **LEAD-1100 (Previously LEAD100):** Lead Yourself First
- **LEAD-1101 (Previously LEAD101):** Leading Through Relationships



### 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)

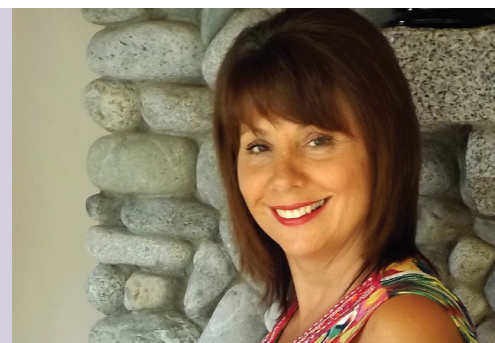
- **FAMJ-1000 (Previously FAM190)\*:** Family Justice Services in BC (1.5 Credits/online) OR: **FAMJ-1001 (Previously FAM300):** Introduction to Family Justice Services in Canada (1.5 credits/online)
- **FAMJ-1002 (Previously FAM191)\*:** Family Violence: Impact on Separation and Divorce (1.5 credits/online)
- **FAMJ-1005 (Previously FAM181)\*:** Effects of Separation and Divorce on Adults (1.5 credits/online)
- **FAMJ-1006 (Previously FAM182)\*:** Effects of Separation and Divorce on Children (1.5 credits/online)
- **FAMJ-1008 (Previously FAM184):** Mediated Agreements and Related Court Orders (0.5 credits/online)
- **FAMJ-1012 (Previously FAM188)\*:** Multicultural Issues in Family Justice (0.5 credits/online)
- **FAMJ-1009 (Previously FAM185)\*:** Child Support Guidelines (1.5 credits/online)
- **CRES-1101 (Previously CCR101):** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits) OR **CRES-1100 (Previously CCR100):** Foundations of Collaborative Conflict Resolution (1.5 credits)
- **CRES-1180 (Previously CCR180):** Mediation Skills Level I (1.5 credits)

- **CRES-1170 (Previously CCR170):** Negotiation Skills Level I (1.5 credits)
- **CRES-1190 (Previously CCR190)\*:** Dealing with Anger (1.5 credits)
- **CRES-1280 (Previously CCR290):** Mediation Skills Level II (2.5 credits)
- **CRES-1298 (Previously CCR298):** Ethical Dilemmas for Mediators (1 credit/online)
- **CRES-1570 (Previously AFM299):** Assessment: Family Mediation Certificate

## ELECTIVE COURSES (CHOOSE ANY 2 CREDITS)

- **CRES-1405 (Previously CCR205):** Dealing with Defensiveness in Conflict (1.5 credits)
- **CRES-1401 (Previously CCR201):** Defining Issues & Setting the Agenda (1 credit)
- **CRES-1406 (Previously CCR206):** Dynamics of Power (1.5 credits)
- **CRES-1495 (Previously CCR295):** Mediation Skills Level III (1 credit)
- **CRES-1474 (Previously CCR272):** Identifying Control & Abuse in Pre-Mediation (1 credit)
- **CRES-1409 (Previously CCR209):** Separate Meetings: Pre-Mediation & Caucusing (1 credit)
- **CRES-1402 (Previously CCR202):** Shifting from Positions to Interests (1.5 credits)
- **FAMJ-1011 (Previously FAM187)\*:** Substance Use Issues in Family Justice (0.5 credits/online)
- **CRES-1150 (Previously CCR150):** Theoretical Foundations of Dispute Resolution (1.5 credits/online)
- **FAMJ-1014 (Previously FAM193):** FMC Family Mediation Certification Preparation Workshop (1 credit)
- **FAMJ-1021 (Previously FAM201):** Writing Children's Needs Assessments (2.5 credits/online)
- **FAMJ-1023 (Previously FAM500):** Shuttle Mediation (2 credits/online)

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



## 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

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## COURSE DESCRIPTIONS

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### **CRES-1100 (PREVIOUSLY 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**

### **CRES-1101 (PREVIOUSLY 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**

### **CRES-1131 (PREVIOUSLY 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**

### **CRES-1150 (PREVIOUSLY 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**

### **CRES-1152 (PREVIOUSLY 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**



**CRES-1170 (PREVIOUSLY CCR170)****Negotiation Skills Level I****(1.5 Credits/3 Days)**

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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: CRES-1100 or CRES-1101****CRES-1180 (PREVIOUSLY CCR180)****Mediation Skills Level I****(1.5 Credits/3 Days)**

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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: CRES-1100 or CRES-1101****CRES-1190 (PREVIOUSLY CCR190)****Dealing with Anger****(1.5 Credits/3 Days)**

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This course builds on the material in Foundations of Collaborative Conflict Resolution (CRES-1100) and Foundations of Collaborative Conflict Resolution: Workplace Focus (CRES-1101), 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: CRES-1100 or CRES-1101****CRES-1200 (PREVIOUSLY CCR200)****Resolving Conflict on the Front Line:****Demonstrating Leadership at Work****(1.5 Credits/3 Days)**

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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.

**Prerequisites: CRES-1100 or CRES-1101 and CRES-1170****CRES-1210 (PREVIOUSLY CCR210)****Conflict Dynamics in Groups****(1 Credit/2 Days)**

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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.

**Prerequisites: CRES-1100 or CRES-1101, and CRES-1170 or CRES-1180****CRES-1231 (PREVIOUSLY CCR191)****Conflict Coaching Level II****(1.5 Credits/3 Days)**

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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: CRES-1131****CRES-1270 (PREVIOUSLY CCR280)****Negotiation Skills Level II****(2.5 Credits/5 Days)**

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This advanced course builds on Negotiation Skills Level I (CRES-1170) 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 this course is the final prerequisite course for Assessment: Negotiation (CRES-1561), 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 this course near the end of your certificate. You must complete this course before scheduling your negotiation assessment.

**Prerequisites: CRES-1100 or CRES-1101, and CRES-1170 and CRES-1180 and CRES-1190****CRES-1280 (PREVIOUSLY CCR290)****Mediation Skills Level II****(2.5 Credits/5 Days)**

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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.

**Prerequisites: CRES-1100 or CRES-1101, and CRES-1170 and CRES-1180 and CRES-1190****CRES-1298 (PREVIOUSLY CCR298)****Ethical Dilemmas for Mediators****(1 Credit/2 Days/online)**

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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.

**Prerequisites: CRES-1100 or CRES-1101, and CRES-1170 and CRES-1180 and CRES-1190 and CRES-1280****CRES-1302 (PREVIOUSLY CCR102)****Building Your Communication Toolbox****(1 Credit/2 Days)**

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If you have not had previous training in interpersonal communication skills, this elective course is strongly recommended immediately after CRES-1100 or CRES-1101. 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**

**CRES-1305 (PREVIOUSLY CCR105)****Asserting Yourself in Conflict Situations  
(1 Credit/2 Days)**

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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

**CRES-1308 (PREVIOUSLY CCR108)****Managing the Hostile Individual  
(1 Credit/ 2 Days)**

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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

**CRES-1310 (NEW COURSE)****Workplace Bullying: What you need to know  
(0 Credits/2 hours Online)**

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Changes to the Work Safe OHS Regulations require employers and employees to recognize and address bullying and harassment in the workplace. This course provides learners with information and insight to recognize and address bullying behaviour as well as strategies for advocating respectful behaviour in the workplace. Learners examine the definition, dynamics and impact of workplace bullying and explore effective strategies to stop the bullying cycle in an organizational environment. This course is self-paced and delivered online. Course components include a series of first-hand accounts of the impact of bullying, educational resources, reflective work, and an evaluation of the learning. This course will be most useful for employees in a front line position.

**Prerequisite:** None

**CRES-1401 (PREVIOUSLY CCR201)****Defining Issues & Setting the Agenda  
(1 Credit/2 Days)**

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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.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1170 or CRES-1180

**CRES-1402 (PREVIOUSLY CCR202)****Shifting from Positions to Interests  
(1.5 Credits/3 Days)**

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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.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1170 or CRES-1180

**CRES-1404 (PREVIOUSLY CCR204)****Asking Better Questions  
(0.5 Credits/ 1 Day)**

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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.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1170 or CRES-1180

**CRES-1405 (PREVIOUSLY CCR205)****Dealing with Defensiveness in Conflict  
(1.5 Credits/3 Days)**

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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.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1170 or CRES-1180

**CRES-1406 (PREVIOUSLY CCR206)****Dynamics of Power  
(1.5 Credits/3 Days)**

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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.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1170 or CRES-1180

**CRES-1407 (PREVIOUSLY CCR207)****Negotiating with Difficult People: Making It Hard to Say No  
(1 Credit/2 Days)**

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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.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1170



**CRES-1408 (PREVIOUSLY CCR208)****The Art of Reframing**  
(0.5 Credits/1 Day)

In this intensive one-day skill-building course, you will learn how to identify problematic conflict frames wherever and whenever they occur, and practice providing reframing that leads towards resolution. More than merely changing language, reframing can shift the entire perception of an approach to the conflict. As one of the most powerful tools available, reframing can be used effectively in every phase of conflict discussion, from building an atmosphere to identifying issues, exploring interests and reaching agreement.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1170 or CRES-1180

**CRES-1409 (PREVIOUSLY 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 coaches.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1180

**CRES-1411 (PREVIOUSLY 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. 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 readings, exercises, assignments and group discussions.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1180

**CRES-1452 (PREVIOUSLY 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.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1170 or CRES-1180 and CRES-1210

**CRES-1472 (PREVIOUSLY 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:** CRES-1100 or CRES-1101

**CRES-1473 (PREVIOUSLY 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:** CRES-1100 or CRES-1101

**CRES-1474 (PREVIOUSLY 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.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1170 and CRES-1180 and CRES-1190

**CRES-1475 (PREVIOUSLY 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:** CRES-1100 or CRES-1101

**CRES-1481 (PREVIOUSLY 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. This

course is recommended for assessment preparation. A video or DVD will be provided for you to record your roleplaying exercise.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1150 or CRES-1152 and CRES-1170 and CRES-1180 and CRES-1190 and CRES-1270

#### **CRES-1491 (PREVIOUSLY 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. This course is recommended for assessment preparation. A video or DVD will be provided for you to record your role-playing exercise.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1150 or CRES-1152 and CRES-1170 and CRES-1180 and CRES-1190 and CRES-1270 and CRES-1280

#### **CRES-1492 (PREVIOUSLY 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. 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. 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

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1170 and CRES-1180 and CRES-1190 and CRES-1280 and FAMJ-1002 and FAMJ-1000 and FAMJ-1009

#### **CRES-1495 (PREVIOUSLY CCR295)**

##### **Mediation Skills Level III (1 Credit/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.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1170 and CRES-1180 and CRES-1190 and CRES-1280

#### **CRES-1500 (PREVIOUSLY CCR265)**

##### **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.

**Prerequisites:** CRES-1100 or CRES-1101, and CRES-1170 or CRES-1180 and CRES-1210

### **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 by contacting Student Services at 604.528.5590 or tollfree 1.877.528.5591.

Visit [jibc.ca/registration](http://jibc.ca/registration) for more information



## **BULLYING CAN HAPPEN ANYWHERE**

**New online Workplace  
Bullying course**

**[jibc.ca/workplace-bullying](http://jibc.ca/workplace-bullying)**



# COURSE CALENDAR

◆ Leadership Courses    ● Conflict Resolution Courses

## JIBC NEW WESTMINSTER CAMPUS

COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
July 6-7, 2015	● Building Your Communication Toolbox	CCR102	CRES-1302	\$395.09
July 8-10, 2015	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
July 8-10, 2015	◆ Foundations of Instructional Practice	INDC100	INDC-1100	\$623.48
July 9-10, 2015	● Managing the Hostile Individual	CCR108	CRES-1308	\$395.09
July 13, 2015	● Coached Small Group Clinic	CCR175	CRES-1475	\$184.01
July 13, 2015	● Preparing for Your Negotiation Assessment	CCR281	CRES-1481	\$335.54
July 14-16, 2015	● Dealing with Anger	CCR190	CRES-1190	\$600.74
July 15-17, 2015	● Negotiation Skills Level I	CCR170	CRES-1170	\$600.74
July 16 & Aug 20-21, 2015	◆ Instructional Skills Practicum	INDC190	INDC-1590	\$628.89
July 16-17, 2015	◆ Building Leadership Resiliency	MGMT191	LEAD-1391	\$297.66
July 17, 2015	● Preparing for Your Mediation Assessment	CCR291	CRES-1491	\$389.67
July 20-22, 2015	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$600.74
July 20-22, 2015	● Conflict Coaching Level II	CCR191	CRES-1231	\$600.74
July 20-22, 2015	◆ Lead Yourself First	LEAD100	LEAD-1100	\$594.27
July 22-24, 2015	● Mediation Skills Level I	CCR180	CRES-1180	\$600.74
July 23-24, 2015	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$395.09
July 23-24, 2015	◆ Critical Thinking for Better Decision Making	LEAD103	LEAD-1103	\$477.54
July 27-28, 2015	● Conflict Dynamics in Groups	CCR210	CRES-1210	\$395.09
July 29, 2015	● The Art of Reframing	CCR208	CRES-1408	\$185.09
Aug 5-7, 2015	● Dealing with Defensiveness in Conflict	CCR205	CRES-1405	\$600.74
Aug 7, 2015	● Assessment: Specialization in Negotiation	ACCRN299	CRES-1561	\$460.03
Aug 10, 2015	● Assessment: Specialization in Mediation/Third-Party Intervention	ACCRM299	CRES-1560	\$579.09
Aug 10-14, 2015	● Mediation Skills Level II	CCR290	CRES-1280	\$952.53
Aug 12-14, 2015	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
Aug 12-14, 2015	◆ Advanced Facilitation	INDC250	INDC-1250	\$689.78
Aug 12-14, 2015	◆ Lead Yourself First	LEAD100	LEAD-1100	\$594.27
Aug 17-19, 2015	● Dealing with Anger	CCR190	CRES-1190	\$600.74
Aug 17-18, 2015	◆ Facilitation Skills for Leaders	LEAD177	INDC-1377	\$413.48
Aug 19-21, 2015	● Mediation Skills Level I	CCR180	CRES-1180	\$600.74
Aug 19-21, 2015	◆ Creating a Positive Learning Environment *NEW*	NEW	INDC-1340	\$697.00
Aug 19-21, 2015	◆ Leading Through Relationships	LEAD101	LEAD-1101	\$594.27
Aug 20-21, 2015	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$395.09

COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
Aug24-28, 2015	● Negotiation Skills Level II	CCR280	CRES-1270	\$952.53
Aug 25-27, 2015	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$600.74
Aug 25-26, 2015	◆ Enhancing Instructional Effectiveness	INDC102	INDC-1102	\$468.68
Aug 31-Sept 2, 2015	● Negotiation Skills Level I	CCR170	CRES-1170	\$600.74
Sept 1-3, 2015	● Resolving Conflict on the Front Line: ● Demonstrating Leadership at Work	CCR200	CRES-1200	\$600.74
Sept 3, 2015	● Preparing for Your Negotiation Assessment	CCR281	CRES-1481	\$335.54
Sept 8, 2015	● Preparing for Your Mediation Assessment	CCR291	CRES-1491	\$389.67
Sept 8-Oct 8, 2015	● Facilitating Group Conflict	CCR265	CRES-1500	\$493.46
Sept 9-11, 2015	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
Sept 9-10, 2015	● Building Your Communication Toolbox	CCR102	CRES-1302	\$395.09
Sept 12-14 & Oct 3-5, 2015	● Mediating the Financial Aspects of Separation	CCR292	CRES-1492	\$1,152.79
Sept 14-16, 2015	● Dynamics of Power	CCR206	CRES-1406	\$600.74
Sept 14-16, 2015	◆ Essential Skills for Training and Facilitation *NEW*	NEW	INDC-1110	\$623.48
Sept 14-15, 2015	◆ Workplace Communications: It's All About You	MGMT134	LEAD-1334	\$297.66
Sept 16-18, 2015	◆ Lead Yourself First	LEAD100	LEAD-1100	\$594.27
Sept 21-23, 2015	● Dealing with Anger	CCR190	CRES-1190	\$600.74
Sept 21-22, 2015	● Conflict Dynamics in Groups	CCR210	CRES-1210	\$395.09
Sept 24, 2015	● Assessment: Specialization in Negotiation	ACCRN299	CRES-1561	\$460.03
Sept 24-25, 2015	◆ Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$395.09
Sept 24-25, 2015	◆ Critical Thinking for Better Decision Making	LEAD103	LEAD-1103	\$477.54
Sept 28, 2015	● Assessment: Specialization in Mediation/Third-Party Intervention	ACCRM299	CRES-1560	\$579.09
Sept 28-30, 2015	● Mediation Skills Level I	CCR180	CRES-1180	\$600.74
Sept 28-29, 2015	◆ Facilitation Fundamentals (formerly Facilitation Skills for Leaders)	LEAD177	INDC-1377	\$413.48
Sept 30-Oct 1, 2015	◆ Instructional Design	INDC101	INDC-1101	\$468.68
Sept 30-Oct 2, 2015	◆ Leading with Influence in Organizations	LEAD102	LEAD-1102	\$594.27
Oct 1, 2015	● The Art of Reframing	CCR208	CRES-1408	\$185.09
Oct 1-2, 2015	◆ Leading Projects	LEAD166	LEAD-1366	\$413.48
Oct 5-6, 2015	● Defining Issues & Setting the Agenda	CCR201	CRES-1401	\$395.09
Oct 5-7, 2015	◆ Essential Skills for Training and Facilitation *NEW*	NEW	INDC-1110	\$623.48
Oct 5-7, 2015	◆ Lead Yourself First	LEAD100	LEAD-1100	\$594.27
Oct 7-9, 2015	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
Oct 14-16, 2015	● Negotiation Skills Level I	CCR170	CRES-1170	\$600.74
Oct 15, 2015	● Assessment: Specialization in Mediation/Third-Party Intervention	ACCRM299	CRES-1560	\$579.09
Oct 16, 2015	● Coached Small Group Clinic	CCR175	CRES-1475	\$184.01
Oct 19-20, 2015	◆ Building Leadership Resiliency	MGMT191	LEAD-1391	\$297.66
Oct 19-20, 2015	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$395.09
Oct 19-21, 2015	● Integrating Conflict Theory and Practice	CCR152	CRES-1152	\$600.74
Oct 19-21, 2015	◆ Tools & Activities for Trainers *NEW*	NEW	INDC-1211	\$623.48
Oct 21-23, 2015	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$600.74
Oct 21-23, 2015	◆ Leading Through Relationships	LEAD101	LEAD-1101	\$594.27
Oct 22-23, 2015	● Balancing Empathy and Assertion	CCR172	CRES-1472	\$395.09
Oct 22, Nov 16, 17, 2015	◆ Training and Facilitation Capstone (formerly Instructional Skills Practicum)	INDC190	INDC-1590	\$628.89
Oct 26-28, 2015	● Dealing with Anger	CCR190	CRES-1190	\$600.74
Oct 26-28, 2015	● Shifting from Positions to Interests	CCR202	CRES-1402	\$616.98
Oct 26-27, 2015	◆ Instructional Assessment	INDC103	INDC-1103	\$468.68
Oct 29-30, 2015	◆ People Problems: How to Supervise Challenging Employees	MGMT315	LEAD-1315	\$297.66
Nov 2-6, 2015	● Mediation Skills Level II	CCR290	CRES-1280	\$952.53
Nov 2-3, 2015	◆ Leadership Simulation Capstone	LEAD104	LEAD-1504	\$520.20
Nov 4-6, 2015	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
Nov 4-6, 2015	◆ Advanced Facilitation	INDC250	INDC-1250	\$689.78
Nov 4-5, 2015	◆ Financial Management for Community Organizations	MGMT189	MNGT-1389	\$297.66
Nov 9-10, 2015	● Building Your Communication Toolbox	CCR102	CRES-1302	\$395.09
Nov 9, 2015	● Preparing for Your Negotiation Assessment	CCR281	CRES-1481	\$335.54
Nov 12-14, 2015	● Mediation Skills Level I	CCR180	CRES-1180	\$600.74
Nov 16-20, 2015	● Negotiation Skills Level II	CCR280	CRES-1270	\$952.53
Nov 16, 2015	● Preparing for Your Mediation Assessment	CCR291	CRES-1491	\$389.67



COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
Nov 16-17, 2015	◆ More than Words: Understanding Body Language	MGMT182	LEAD-1382	\$297.66
Nov 18-20, 2015	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$600.74
Nov 18-20, 2015	◆ Lead Yourself First (Video Conference)	LEAD100	LEAD-1100	\$594.27
Nov 19, 2015	● Assessment: Specialization in Negotiation	ACCRN299	CRES-1561	\$460.03
Nov 23-24, 2015	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$395.09
Nov 23-25, 2015	● Negotiation Skills Level I	CCR170	CRES-1170	\$600.74
Nov 23-25, 2015	◆ Essential Skills for Training and Facilitation *NEW*	NEW	INDC-1110	\$623.48
Nov 26, 2015	● Asking Better Questions	CCR204	CRES-1404	\$195.91
Nov 26-27, 2015	● Identifying Control and Abuse in Pre-Mediation	CCR272	CRES-1474	\$387.35
Nov 26-27, 2015	◆ Critical Thinking for Better Decision Making	LEAD103	LEAD-1103	\$477.54
Nov 30-Dec 1, 2015	◆ Facilitation Fundamentals (formerly Facilitation Skills for Leaders)	LEAD177	INDC-1377	\$413.48
Nov 30-Dec 2, 2015	◆ Designing Consultation and Engagement Processes	INDC202	INDC-1402	\$689.78
Dec 1-2, 2015	● Managing the Hostile Individual	CCR108	CRES-1308	\$395.09
Dec 2-4, 2015	● Conflict Coaching Level I	CCR131	CRES-1131	\$600.74
Dec 2-4, 2015	◆ Leading Through Relationships	LEAD101	LEAD-1101	\$594.27
Dec 3, 2015	● Assessment: Specialization in Mediation/Third-Party Intervention	ACCRM299	CRES-1560	\$579.09
Dec 7-9, 2015	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
Dec 7-8, 2015	● Mediation Skills Level III	CCR295	CRES-1495	\$403.26
Dec 7-9, 2015	◆ Leading with Influence in Organizations	LEAD102	LEAD-1102	\$594.27
Dec 9-11, 2015	● Dealing with Anger	CCR190	CRES-1190	\$600.74
Dec 10-11, 2015	◆ Enhancing Emotional Intelligence for Workplace Success	MGMT122	LEAD-1322	\$297.66
Dec 14-16, 2015	● Mediation Skills Level I	CCR180	CRES-1180	\$600.74
Dec 16-18, 2015	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$600.74
Dec 18, 2015	● Assessment: Specialization in Negotiation	ACCRN299	CRES-1561	\$460.03
Jan 5-7, 2016	● Negotiation Skills Level I	CCR170	CRES-1170	\$600.74
Jan 6-8, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
Jan 11-12, 2016	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$395.09
Jan 13-15, 2016	◆ Essential Skills for Training and Facilitation *NEW*	NEW	INDC-1110	\$623.48
Jan 13-15, 2016	◆ Lead Yourself First	LEAD100	LEAD-1100	\$594.27
Jan 14-15, 2016	● Building Your Communication Toolbox	CCR102	CRES-1302	\$395.09
Jan 18, 2016	● Coached Small Group Clinic	CCR175	CRES-1475	\$184.01
Jan 18-19, 2016	◆ Workplace Communications: It's All About You	MGMT134	LEAD-1334	\$297.66
Jan 19, 2016	● Preparing for Your Negotiation Assessment	CCR281	CRES-1481	\$335.54
Jan 20-22, 2016	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$600.74
Jan 25-26, 2016	◆ Facilitation Fundamentals (formerly Facilitation Skills for Leaders)	LEAD177	INDC-1377	\$413.48
Jan 26, 2016	● Preparing for Your Mediation Assessment	CCR291	CRES-1491	\$389.67
Jan 27-29, 2016	● Dealing with Defensiveness in Conflict	CCR205	CRES-1405	\$600.74
Feb 1-3, 2016	● Dealing with Anger	CCR190	CRES-1190	\$600.74
Feb 2-4, 2016	● Mediation Skills Level I	CCR180	CRES-1180	\$600.74
Feb 4-5, 2016	● Balancing Empathy and Assertion	CCR172	CRES-1472	\$395.09
Feb 4, Mar 3-4, 2016	◆ Training and Facilitation Capstone (formerly Instructional Skills Practicum)	INDC190	INDC-1590	\$628.89
Feb 9-11, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
Feb 9, 2016	● The Art of Reframing	CCR208	CRES-1408	\$185.09
Feb 10, 2016	● Assessment: Specialization in Negotiation	ACCRN299	CRES-1561	\$460.03
Feb 15-17, 2016	● Negotiation Skills Level I	CCR170	CRES-1170	\$600.74
Feb 15-17, 2016	● Shifting from Positions to Interests	CCR202	CRES-1402	\$616.98
Feb 15-17, 2016	◆ Tools & Activities for Trainers *NEW*	NEW	INDC-1211	\$623.48
Feb 15-16, 2016	◆ Leading Projects	LEAD166	LEAD-1366	\$413.48
Feb 17, 2016	● Assessment: Specialization in Mediation/Third-Party Intervention	ACCRM299	CRES-1560	\$579.09
Feb 17-19, 2016	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$600.74
Feb 17-19, 2016	◆ Lead Yourself First	LEAD100	LEAD-1100	\$594.27
Feb 18-19, 2016	● Conflict Dynamics in Groups	CCR210	CRES-1210	\$395.09
Feb 22-23, 2016	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$395.09
Feb 22-26, 2016	● Negotiation Skills Level II	CCR280	CRES-1270	\$952.53
Feb 22-24, 2016	◆ Leading with Influence in Organizations	LEAD102	LEAD-1102	\$594.27
Feb 25-26, 2016	● Defining Issues and Setting the Agenda	CCR201	CRES-1401	\$395.09

COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
Feb 29-Mar 4, 2016	● Mediation Skills Level II	CCR290	CRES-1280	\$952.53
Feb 29-Mar 1, 2016	◆ Critical Thinking for Better Decision Making	LEAD103	LEAD-1103	\$477.54
Mar 7-9, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
Mar 7-9, 2016	◆ Essential Skills for Training and Facilitation *NEW*	NEW	INDC-1110	\$623.48
Mar 7-8, 2016	◆ More than Words: Understanding Body Language	MGMT182	LEAD-1382	\$291.83
Mar 9-11, 2016	● Dealing with Anger	CCR190	CRES-1190	\$600.74
Mar 9-10, 2016	◆ Leadership Simulation Capstone	LEAD104	LEAD-1504	\$520.20
Mar 14-16, 2016	● Mediation Skills Level I	CCR180	CRES-1180	\$600.74
Mar 14, 2016	● Preparing for Your Negotiation Assessment	CCR281	CRES-1481	\$335.54
Mar 14-16, 2016	◆ Leading Through Relationships	LEAD101	LEAD-1101	\$594.27
Mar 16-18, 2016	● Conflict Coaching Level II	CCR191	CRES-1231	\$600.74
Mar 17-18, 2016	● Building Your Communication Toolbox	CCR102	CRES-1302	\$395.09
Mar 17-Apr 17, 2016	● Facilitating Group Conflict	CCR265	CRES-1500	\$493.46
Mar 21-23, 2016	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$600.74
Mar 21-22, 2016	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$395.09
Mar 23-24, 2016	● Separate Meetings: Pre-Mediation and Caucusing	CCR209	CRES-1409	\$411.32
Mar 24, 2016	● Preparing for Your Mediation Assessment	CCR291	CRES-1491	\$389.67
Mar 29-31, 2016	● Negotiation Skills Level I	CCR170	CRES-1170	\$600.74
Mar 30-Apr 1, 2016	◆ Lead Yourself First	LEAD100	LEAD-1100	\$594.27
Apr 1, 2016	● Asking Better Questions	CCR204	CRES-1404	\$195.91
Apr 4-5, 2016	◆ Building Cultural Intelligence in Your Workplace	MGMT192	LEAD-1392	\$297.66
Apr 5-7, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
Apr 7-8, 2016	◆ Building Leadership Resiliency	MGMT191	LEAD-1391	\$297.66
Apr 8, 2016	● Coached Small Group Clinic	CCR175	CRES-1475	\$184.01
Apr 11-13, 2016	● Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	CRES-1200	\$600.74
Apr 11-12, 2016	◆ Facilitation Fundamentals (formerly Facilitation Skills for Leaders)	LEAD177	INDC-1377	\$413.48
Apr 12, 2016	● Assessment: Specialization in Negotiation	ACCRN299	CRES-1561	\$460.03
Apr 14, 2016	● Assessment: Specialization in Mediation/Third-Party Intervention	ACCRM299	CRES-1560	\$579.09
Apr 18-20, 2016	● Dealing with Anger	CCR190	CRES-1190	\$600.74
Apr 18-20, 2016	◆ Advanced Facilitation	INDC250	INDC-1250	\$689.78
Apr 20-22, 2016	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$600.74
Apr 21-22, 2016	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$395.09
Apr 21-22, 2016	◆ Critical Thinking for Better Decision Making	LEAD103	LEAD-1103	\$477.54
Apr 25-27, 2016	● Mediation Skills Level I	CCR180	CRES-1180	\$600.74
Apr 25-26, 2016	◆ Workplace Communications: It's All About You	MGMT134	LEAD-1334	\$297.66
Apr 27-29, 2016	● Dynamics of Power	CCR206	CRES-1406	\$600.74
May 2-4, 2016	● Integrating Conflict Theory and Practice	CCR152	CRES-1152	\$600.74
May 2, 2016	● Preparing for Your Negotiation Assessment	CCR281	CRES-1481	\$335.54
May 2-4, 2016	◆ Lead Yourself First	LEAD100	LEAD-1100	\$594.27
May 4, 2016	● Preparing for Your Mediation Assessment	CCR291	CRES-1491	\$389.67
May 5-6, 2016	● Mediation Skills Level III	CCR295	CRES-1495	\$403.26
May 9-11, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
May 9-10, 2016	● Identifying Control and Abuse in Pre-Mediation	CCR272	CRES-1474	\$387.35
May 9-10, 2016	◆ Enhancing Emotional Intelligence for Workplace Success	MGMT122	LEAD-1322	\$297.66
May 11-13, 2016	● Negotiation Skills Level I	CCR170	CRES-1170	\$600.74
May 11-13, 2016	◆ Designing Consultation and Engagement Processes	INDC202	INDC-1402	\$689.78
May 11-13, 2016	◆ Leading Through Relationships	LEAD101	LEAD-1101	\$594.27
May 16-20, 2016	● Negotiation Skills Level II	CCR280	CRES-1270	\$952.53
May 16-18, 2016	◆ Essential Skills for Training and Facilitation *NEW*	NEW	INDC-1110	\$623.48
May 18-20, 2016	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$600.74
May 24-25, 2016	● Building Your Communication Toolbox	CCR102	CRES-1302	\$395.09
May 24-25, 2016	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$395.09
May 26, 2016	● Assessment: Specialization in Negotiation	ACCRN299	CRES-1561	\$460.03
May 26-27, 2016	● Balancing Empathy and Assertion	CCR172	CRES-1472	\$395.09
May 30, 2016	● Assessment: Specialization in Mediation/Third-Party Intervention	ACCRM299	CRES-1560	\$579.09
May 30-June 3, 2016	● Mediation Skills Level II	CCR290	CRES-1280	\$952.53



COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
May 30-31, 2016	◆ Financial Management for Community Organizations	MGMT189	MNGT-1389	\$297.66
June 1-3, 2016	● Dealing with Anger	CCR190	CRES-1190	\$600.74
June 2, 27, 28, 2016	◆ Training and Facilitation Capstone (formerly Instructional Skills Practicum)	INDC190	INDC-1590	\$628.89
June 6-8, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
June 6-7, 2016	● Managing the Conflict Within	CCR173	CRES-1473	\$395.09
June 8-10, 2016	● Mediation Skills Level I	CCR180	CRES-1180	\$600.74
June 13-15, 2016	● Negotiation Skills Level I	CCR170	CRES-1170	\$600.74
June 13-15, 2016	◆ Tools & Activities for Trainers *NEW*	NEW	INDC-1211	\$623.48
June 15-17, 2016	◆ Leading with Influence in Organizations	LEAD102	LEAD-1102	\$594.27
June 16, 2016	● Assessment: Specialization in Mediation/Third-Party Intervention	ACCRM299	CRES-1560	\$579.09
June 20-21, 2016	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$395.09
June 20-21, 2016	◆ People Problems: How to Supervise Challenging Employees	MGMT315	LEAD-1315	\$297.66
June 21-23, 2016	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$600.74
June 22-24, 2016	◆ Lead Yourself First	LEAD100	LEAD-1100	\$594.27
June 23-24, 2016	● Defining Issues and Setting the Agenda	CCR201	CRES-1401	\$395.09
June 27-29, 2016	● Conflict Coaching Level I	CCR131	CRES-1131	\$600.74
June 27-29, 2016	● Shifting from Positions to Interests	CCR202	CRES-1402	\$616.98
June 27-28, 2016	◆ Critical Thinking for Better Decision Making	LEAD103	LEAD-1103	\$477.54
June 30, 2016	● The Art of Reframing	CCR208	CRES-1408	\$185.09
July 4-6, 2016	● Dealing with Defensiveness in Conflict	CCR205	CRES-1405	\$600.74
July 6-8, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
July 6-8, 2016	◆ Advanced Facilitation	INDC250	INDC-1250	\$689.78
July 11-12, 2016	● Managing the Hostile Individual	CCR108	CRES-1308	\$395.09
July 11, 2016	● Preparing for Your Negotiation Assessment	CCR281	CRES-1481	\$335.54
July 11-12, 2016	◆ Facilitation Fundamentals (formerly Facilitation Skills for Leaders)	LEAD177	INDC-1377	\$413.48
July 12-14, 2016	● Mediation Skills Level I	CCR180	CRES-1180	\$600.74
July 13-15, 2016	◆ Leading Through Relationships	LEAD101	LEAD-1101	\$594.27
July 15, 2016	● Coached Small Group Clinic	CCR175	CRES-1475	\$184.01
July 15, 2016	● Preparing for Your Mediation Assessment	CCR291	CRES-1491	\$389.67
July 18-20, 2016	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$600.74
July 18-19, 2016	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$395.09
July 18-19, 2016	◆ Leadership Simulation Capstone	LEAD104	LEAD-1504	\$520.20
July 20-22, 2016	● Dealing with Anger	CCR190	CRES-1190	\$600.74
July 20-21, 2016	◆ Building Leadership Resiliency	MGMT191	LEAD-1391	\$297.66
July 21-22, 2016	● Building Your Communication Toolbox	CCR102	CRES-1302	\$395.09
July 25-27, 2016	● Negotiation Skills Level I	CCR170	CRES-1170	\$600.74
July 25-26, 2016	● Conflict Dynamics in Groups	CCR210	CRES-1210	\$395.09
July 25-27, 2016	◆ Essential Skills for Training and Facilitation *NEW*	NEW	INDC-1110	\$623.48
July 27-29, 2016	● Conflict Coaching Level II	CCR191	CRES-1231	\$600.74
July 28, 2016	● Assessment: Specialization in Negotiation	ACCRN299	CRES-1561	\$460.03
Aug 8-10, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.74
Aug 8-10, 2016	◆ Lead Yourself First	LEAD100	LEAD-1100	\$594.27
Aug 9, 2016	● Assessment: Specialization in Mediation/Third-Party Intervention	ACCRM299	CRES-1560	\$579.09
Aug 10-12, 2016	● Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	CRES-1200	\$600.74
Aug 15-17, 2016	● Mediation Skills Level I	CCR180	CRES-1180	\$600.74
Aug 17-19, 2016	● Dealing with Anger	CCR190	CRES-1190	\$600.74
Aug 18-19, 2016	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$395.09
Aug 22, 2016	● Assessment: Specialization in Negotiation	ACCRN299	CRES-1561	\$460.03
Aug 22-26, 2016	● Negotiation Skills Level II	CCR280	CRES-1270	\$952.53
Aug 23-25, 2016	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$600.74
Aug 29-31, 2016	● Negotiation Skills Level I	CCR170	CRES-1170	\$600.74
Aug 29-Sept 2, 2016	● Mediation Skills Level II	CCR290	CRES-1280	\$952.53

# JIBC CHILLIWACK CAMPUS

COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
July 8-10, 2015	◆ Lead Yourself First	LEAD100	LEAD-1100	\$594.27

# JIBC KELOWNA CAMPUS

COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
Aug 17-18, 2015	◆ Critical Thinking for Better Decision Making	LEAD103	LEAD-1103	\$543.33
Sept 16-18, 2015	◆ Lead Yourself First (video conference)	LEAD100	LEAD-1100	\$594.27
Sept 28-30, 2015	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$616.98
Oct 26-28, 2015	● Negotiation Skills Level I	CCR170	CRES-1170	\$616.98

# ONLINE COURSES

COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
Sept 21-Nov 13, 2015	● Civil Procedure	CCR211	CRES-1411	\$395.09
Sept 28-Nov 8, 2015	● Theoretical Foundations of Dispute Resolution	CCR150	CRES-1150	\$600.74
Oct 13-Nov 10, 2015	● Ethical Dilemmas for Mediators	CCR298	CRES-1298	\$395.09
Feb 1-Mar 11, 2016	● Theoretical Foundations of Dispute Resolution	CCR150	CRES-1150	\$600.74
Mar 21-May 13, 2016	● Civil Procedure	CCR211	CRES-1411	\$395.09
Apr 11-May 9, 2016	● Ethical Dilemmas for Mediators	CCR298	CRES-1298	\$395.09
June 6-July 15, 2016	● Theoretical Foundations of Dispute Resolution	CCR150	CRES-1150	\$600.74

# JIBC VICTORIA CAMPUS

COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
July 13-15, 2015	● Negotiation Skills Level I	CCR170	CRES-1170	\$616.98
July 28-30, 2015	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$616.98
Aug 17-18, 2015	● Building Your Communication Toolbox	CCR102	CRES-1302	\$438.38
Aug 19-21, 2015	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$616.98
Aug 24-26, 2015	● Mediation Skills Level I	CCR180	CRES-1180	\$616.98
Sept 14-16, 2015	● Dealing with Defensiveness in Conflict	CCR205	CRES-1405	\$616.98
Sept 28-30, 2015	● Negotiation Skills Level I	CCR170	CRES-1170	\$616.98
Oct 8-9, 2015	● Conflict Dynamics in Groups	CCR210	CRES-1210	\$438.38
Oct 14-16, 2015	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$616.98
Oct 19-21, 2015	● Mediation Skills Level I	CCR180	CRES-1180	\$616.98
Oct 22-23, 2015	● Defining Issues & Setting the Agenda	CCR201	CRES-1401	\$432.96
Nov 2-4, 2015	● Dealing with Anger	CCR190	CRES-1190	\$616.98
Nov 5-6, 2015	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$438.38
Nov 16-18, 2015	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$616.98
Nov 30-Dec 2, 2015	● Shifting from Positions to Interests	CCR202	CRES-1402	\$616.98
Dec 7-8, 2015	● Balancing Empathy and Assertion	CCR172	CRES-1472	\$427.56
Dec 10-11, 2015	● Building Your Communication Toolbox	CCR102	CRES-1302	\$438.38
Dec 14-18, 2015	● Mediation Skills Level II	CCR290	CRES-1280	\$952.53
Jan 18-20, 2016	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$616.98
Feb 5, 2016	● Coached Small Group Clinic	CCR175	CRES-1475	\$201.33



COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
Feb 9-11, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$616.98
Feb 15-17, 2016	● Negotiation Skills Level I	CCR170	CRES-1170	\$616.98
Feb 17-19, 2016	● Lead Yourself First (Video Conference)	LEAD100	LEAD-1100	\$594.27
Feb 22-26, 2016	● Negotiation Skills Level II	CCR280	CRES-1270	\$952.53
Mar 1-2, 2016	● Managing the Hostile Individual	CCR108	CRES-1308	\$432.96
Mar 3-4, 2016	● Conflict Dynamics in Groups	CCR210	CRES-1210	\$438.38
Mar 7-8, 2016	● Asserting Yourself in Conflict Situation	CCR105	CRES-1305	\$438.38
Mar 9-11, 2016	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$616.98
Mar 17-18, 2016	● Building Your Communication Toolbox	CCR102	CRES-1302	\$438.38
Mar 21-23, 2016	● Mediation Skills Level I	CCR180	CRES-1180	\$616.98
Mar 29-31, 2016	● Dealing with Anger	CCR190	CRES-1190	\$616.98
Apr 4-6, 2016	● Integrating Conflict Theory and Practice	CCR152	CRES-1152	\$616.98
Apr 13-15, 2016	● Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	CRES-1200	\$616.98
May 9-11, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$616.98
May 19-20, 2016	● Balancing Empathy and Assertion	CCR172	CRES-1472	\$427.56
May 25-27, 2016	● Conflict Coaching Level I	CCR191	CRES-1231	\$616.98
June 1-3, 2016	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$616.98
June 9-10, 2016	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$438.38
June 13-15, 2016	● Shifting from Positions to Interests	CCR202	CRES-1402	\$616.98
June 16-17, 2016	● Defining Issues and Setting the Agenda	CCR201	CRES-1401	\$432.96
June 20-22, 2016	● Conflict Coaching Level II	CCR191	CRES-1231	\$616.98
July 11-13, 2016	● Negotiation Skills Level I	CCR170	CRES-1170	\$616.98
July 26-28, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$616.98
Aug 15-16, 2016	● Building Your Communication Toolbox	CCR102	CRES-1302	\$438.38
Aug 17-19, 2016	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$616.98
Aug 22-24, 2016	● Mediation Skills Level I	CCR180	CRES-1180	\$616.98

## 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

COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
Oct 28-30, 2015	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$599.00
Nov 30-Dec 1, 2015	● Conflict Dynamics in Groups	CCR210	CRES-1210	\$488.00
Dec 2-4, 2015	◆ Lead Yourself First	LEAD100	LEAD-1100	\$599.00
Jan 27-29, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$599.00
Feb 24-26, 2016	● Mediation Skills Level I	CCR180	CRES-1180	\$599.00
Mar 9-11, 2016	● Negotiation Skills Level I	CCR170	CRES-1170	\$599.00
Mar 21-23, 2016	◆ Lead Yourself First	LEAD100	LEAD-1100	\$599.00
Apr 20-22, 2016	● Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CCR200	CRES-1200	\$599.00
Apr 27-29, 2016	◆ Leading Through Relationships	LEAD101	LEAD-1101	\$599.00

### LANGARA COLLEGE, VANCOUVER, BC

REGISTRATION & INFORMATION: 604.323.5241

[www.langara.bc.ca](http://www.langara.bc.ca)

COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
July 13-15, 2015	◆ Lead Yourself First	LEAD100	LEAD-1100	\$597.00
July 27-29, 2015	◆ Leading Through Relationships	LEAD101	LEAD-1101	\$597.00
Aug 6-7, 2015	● Managing the Hostile Individual	CCR108	CRES-1308	\$387.35
Oct 26-28, 2015	● Mediation Skills Level I	CCR180	CRES-1180	\$588.97

# UNIVERSITY OF CALGARY, CALGARY AB

REGISTRATION & INFORMATION: 403.220.2988 OR 1.866.220.4992

[www.conted.ucalgary.ca](http://www.conted.ucalgary.ca)

COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
Sept 22-24, 2015	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$595.00
Oct 6-7, 2015	● Asserting Yourself in Conflict Situations	CCR105	CRES-1305	\$425.00
Oct 20-22, 2015	● Negotiation Skills Level I	CCR170	CRES-1170	\$595.00
Nov 3-5, 2015	● Mediation Skills Level I	CCR180	CRES-1180	\$595.00
Nov 24-25, 2015	● Building Your Communication Toolbox	CCR102	CRES-1302	\$425.00
Nov 30-Dec 4, 2015	● Negotiation Skills Level II	CCR280	CRES-1270	\$945.00
Jan 26-28, 2016	● Foundations of Collaborative Conflict Resolution	CCR100	CRES-1100	\$595.00
Feb 9-11, 2016	● Negotiation Skills Level I	CCR170	CRES-1170	\$595.00
Feb 23-25, 2016	● Defining Issues & Setting the Agenda	CCR201	CRES-1401	\$425.00
Mar 1-3, 2016	● Shifting from Positions to Interests	CCR202	CRES-1402	\$595.00
Mar 8-10, 2016	● Conflict Dynamics in Groups	CCR210	CRES-1210	\$425.00
Mar 15-16, 2016	● Negotiating with Difficult People: Making It Hard to Say No	CCR207	CRES-1407	\$425.00
Apr 12-14, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$595.00
Apr 26-28, 2016	● Dealing with Anger	CCR190	CRES-1190	\$595.00
May 10-12, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$595.00
May 23, 2016	● The Art of Reframing	CCR208	CRES-1408	\$225.00
May 24-26, 2016	● Mediation Skills Level I	CCR180	CRES-1180	\$595.00
June 6-10, 2016	● Mediation Skills Level II	CCR290	CRES-1280	\$945.00
June 14-15, 2016	● Resolving Conflict in Groups Level II	CCR260	CRES-1452	\$425.00

## OKANAGAN COLLEGE - KELOWNA

COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
July 6-8, 2015	● Negotiation Skills Level I	CCR170	CRES-1170	\$595.00
July 30-31, 2015	● Building Your Communication Toolbox	CCR102	CRES-1302	\$430.00
Aug 12-14, 2015	● Mediation Skills Level I	CCR180	CRES-1180	\$595.00

## YUKON COLLEGE, WHITEHORSE, YT

REGISTRATION: 867.668.8710 INFORMATION: 867.668.5200

[www.yukoncollege.yk.ca](http://www.yukoncollege.yk.ca)

COURSE DATE	COURSE	COURSE CODE PRIOR TO JULY 1, 2015	NEW COURSE CODE	FEE
Oct 19-21, 2015	◆ Lead Yourself First	LEAD100	LEAD-1100	\$600.00
Nov 18-20, 2015	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.00
Dec 2-4, 2015	● Mediation Skills Level I	CCR180	CRES-1180	\$600.00
Jan 25-27, 2016	● Foundations of Collaborative Conflict Resolution: Workplace Focus	CCR101	CRES-1101	\$600.00
Feb 17-19, 2016	◆ Lead Yourself First	LEAD100	LEAD-1100	\$600.00
Apr 4-6, 2016	● Negotiation Skills Level I	CCR170	CRES-1170	\$600.00
June 1-3, 2016	◆ Lead Yourself First	LEAD100	LEAD-1100	\$600.00

### TO REGISTER:

604.528.5590 or 1-877-528-5591

[jibc.ca/registration](http://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 \$5.40 per course credit.
- Tuition subject to 2% increase April 1, 2016.
- Schedule subject to change - see our website for the most current class schedule.





# JUSTICE INSTITUTE

of BRITISH COLUMBIA

715 McBride Boulevard  
New Westminster, BC V3L 5T4  
Canada

TEL **604.525.5422**  
FAX 604.528.5518  
EMAIL [info@jibc.ca](mailto:info@jibc.ca)

**jibc.ca**

*Justice Institute of British  
Columbia (JIBC) is Canada's  
leading public safety educator  
recognized nationally and  
internationally for innovative  
education in justice, public safety  
and social services.*

**Chilliwack Campus**  
5470 Dieppe Street  
Chilliwack, BC V2R 5Y8

TEL **604.847.0881**

**Maple Ridge Campus**  
13500 – 256th Street  
Maple Ridge, BC V4R 1C9

TEL **604.462.1000**

**Okanagan Campus**  
825 Walrod Street  
Kelowna, BC V1Y 2S4

TEL **250.469.6020**

**Pitt Meadows Campus**  
18799 Airport Way  
Pitt Meadows, BC V3Y 2B4

TEL **604.528.5891**

**Victoria Campus**  
810 Fort Street  
Victoria, BC V8W 1H8

TEL **250.405.3500**



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715 McBride Boulevard, New Westminster, BC V3L 5T4  
Located in Coast Salish territory

