

# CENTRE FOR LEADERSHIP & CENTRE FOR CONFLICT RESOLUTION



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## COURSE CALENDAR JULY 2016 - AUGUST 2017



SCHOOL OF HEALTH,  
COMMUNITY &  
SOCIAL JUSTICE

# GREAT INSTRUCTORS



## ADAM ROLLINS: HELPING STUDENTS CHANGE THEIR PERCEPTION OF CONFLICT

Adam Rollins is a Registered Clinical Counsellor and certified conflict resolution practitioner with a Master's degree in Counselling Psychology. Specializing in organizational and personal psychology, he works as a consultant helping people and organizations better manage conflict in their lives.

At JIBC he is a coach in the Centre for Conflict Resolution primarily for courses in the Certificate in Conflict Resolution: Specialization in Mediation/Third-Party Intervention. In his coaching role, he focuses on helping students understand and apply three essential elements to resolving conflict.

"I hope my students will learn to avoid making judgements and assumptions about the intentions of others and gain insight through curiosity. I hope they will learn that conflict can be positive and lead to amazing growth. And, I hope they will learn that they can affect positive change in others through modelling better behaviours themselves."



## ANNA RICHARDS: CULTIVATING COMFORT IN NAVIGATING CONFLICT

Anna Richards is a Registered Clinical Counsellor in private practice helping individuals and couples address a range of concerns such as acute anxiety, major life transitions, and workplace conflict. She is also a consultant focused on mediation.

In JIBC's Centre for Conflict Resolution, she is a coach in a number of conflict resolution courses including Negotiation Skills Level 1 and Foundations of Collaborative Conflict Resolution. In her coaching role, she aims to create a fun learning environment where students feel comfortable to challenge themselves as they learn about themselves and practice new skills and techniques.

"I believe that most of our interpersonal challenges stem from avoiding difficult conversations or getting emotionally flooded in the face of conflict. In learning how to manage ourselves in stressful environments, we can expand our capacity to work effectively in all of life's settings," she said. "I encourage students to pay attention to what's going on for them as they navigate their way through the process."



## FAZAL BHIMJI: HELPING LEARNERS CONFIDENTLY LEAD AND RESOLVE CONFLICT

Fazal Bhimji is former President of the Canadian Air Traffic Control Association and an experienced mediator and arbitrator focused on helping individuals and organizations resolve workplace and civil disputes. A graduate of JIBC's two conflict resolution certificates with a background in labour relations, he has mediated issues in Small Claims Court, WorkSafeBC and for the Public Service Labour Relations Board.

An experienced instructor, he teaches at BCIT, the Canadian Construction Institute, and in a number of core leadership and conflict resolution courses through JIBC's Centre for Leadership and Centre for Conflict Resolution.

At JIBC, his goal is to help learners focus on their own experience and skills, and create an environment where they can learn from others who have varied backgrounds and experiences.

"Success for me is having a learner say they had fun in my course and acquired skills, knowledge and confidence to do what they do purposefully and can measure the tangible improvement."



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.



**KATHRYN THOMSON:** HELPING STUDENTS GAIN THE CONFIDENCE AND SKILLS TO LEAD EFFECTIVELY

Kathryn Thomson is a leadership consultant and facilitator who provides team development, strategic planning, conflict resolution, change management and leadership coaching to a wide range of organizations in the public, private and non-profit sectors.

Kathryn is a longstanding instructor at JIBC for the past 19 years and teaches many of the core courses that make up JIBC's Certificate in Applied Leadership, as well as a number of specialized courses.

Her interactive classes allow students to gain a deeper understanding of, and appreciation for, what each person has to offer to their own organization or community. These insights, coupled with practical tools and leadership models, allow students to leverage their own leadership gifts.

"I have a very facilitative approach to teaching, which means that students are highly engaged with each other, giving them ample opportunities to work with the course material in ways that make it highly relevant to their own experience."



**SOPHIE MAS:** HELPING STUDENTS GAIN THE SKILLS TO SUCCESSFULLY MANAGE PROJECTS

Sophie Mas holds a Master's in Public Administration and is a certified Project Management Professional with more than 20 years of experience leading projects and programs in complex environments in both the public and non-profit sectors. She is currently the Director of the RCMP Contract Management Unit within the Policing and Security Branch of the BC Ministry of Public Safety and Solicitor General. She is also the co-founder and President of the STAND Foundation.

As an instructor, her goal is to provide practical skills that students can bring back to their organizations and start using as soon as they complete the course.

"Learning a few essential tools and techniques will give you the confidence and knowledge you need to lead and manage any project thrown at you," she said. "I make sure to use many practical examples from my experience to demonstrate the concepts we learn in class so students can see their direct application. Most importantly, I like to create a comfortable and dynamic atmosphere conducive to good, stimulating discussions."



**TIM CAME:** REINFORCING ESSENTIAL TRAINING AND FACILITATION SKILLS

Tim is a certified Instructional Skills Workshop (ISW) facilitator and trainer who has been facilitating workshops on instructional and presentation skills for 10 years. He began facilitating workshops for UBC while earning his master's degree in political science, and continued while conducting research on executive entrepreneurship and management of transformational change before coming to the JIBC as a curriculum consultant for the Police Academy.

As a coach in the Centre for Leadership, his goal is to support applying the principles of adult-based learning involved in designing and facilitating effective training sessions. "Like other forms of leadership, teaching involves recognizing what we have to offer others that is of value to them, understanding their contexts and needs as well as we can, and learning from them" he said. "I hope they will recognize and build on their strengths and capacities that they may never have truly noticed or appreciated."



# CUSTOMIZED/ CONTRACT TRAINING

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

Training and education dollars must be invested wisely. Our customized training is a cost-effective, practical and efficient way to provide essential skills your staff and organization need, now and in the future. Successful workplace training builds staff skills, strengthens performance, and gives you and your team confidence in a future together. The shared experience of taking a course together means team learning extends beyond the classroom.

Training keeps your team members feeling prepared to do their jobs, despite today's increased pressures. It's also a tangible way to demonstrate your commitment to their growth and to keep them focused on their future within your organization. You can provide workplace training that makes a difference by bringing our practical, immediately applicable courses and certificates to your organization. We can tailor any of our courses to meet your organization's specific learning goals, and bring our outstanding faculty to you.

Our clients include:

- AFCC Automotive Fuel Cell Cooperation Corp.
- BC Association for Community Living
- BC Safety Authority
- BC Teachers' Federation
- Canadian Food Inspection Agency
- City of Abbotsford
- Community Social Services Employers' Association
- District of Saanich
- Fraser Valley Regional Library
- Government of the North West Territories
- Grouse Mountain Resorts Ltd.
- Health Canada
- Justice Canada
- LifeLabs
- Northern Shuswap Tribal Council
- Oppenheimer Group
- RainCity Housing and Support Society
- Seaspans
- Science World
- Telus
- West Moberly First Nations
- Whitecaps FC
- WorkSafeBC

Our most popular customized courses:

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

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

PHOTO CAPTION: From left to right:

- Rob Pearson, CEO, Institute for Performance and Learning
- Dian Patterson, Director of Leadership and Learning, BC Housing
- Agnes Ross, VP Human Resources, BC Housing
- Barb Kidd, Dean, Justice Institute of BC
- Kent Highnam, Program Director, Justice Institute of BC

## BC HOUSING PARTNERS WITH JIBC TO DEVELOP AWARD-WINNING LEADERSHIP PROGRAM

For more than a decade, BC Housing has offered JIBC courses to its staff to strengthen the leadership, conflict resolution, and collaborative facilitation skills across the organization.

"The facilitators are knowledgeable and excel in their areas of expertise," said Dian Patterson, Director of Leadership and Learning at BC Housing. "JIBC course offerings are both cutting edge and experiential. When our participants return from courses at JIBC, their comments are very positive and they feel that their time spent at JIBC has been very valuable."

A few years ago, BC Housing was looking for an educational partner to provide a dynamic new leadership training program. JIBC successfully won the bid to develop

what would become CLIP: Competencies in Leadership – an Integrated Program.

"Due to their thoughtful and knowledgeable approach, it was clear that JIBC could deliver the vision we had in mind for the program," said Patterson.

CLIP was designed to provide an experiential, technology-enhanced leadership development program for leaders within the organization.

The results from the program have been significant since it was launched.

"There has been a positive shift in how people lead and interact with their own teams and internal branch customers, and how BC Housing, as a Crown Corporation, interacts and builds relationships with

its partners in the non-profit housing community," she said. "Overall skill level has increased in the areas related to the courses in the program; confidence of leaders has been reinforced; and target job competencies have been enhanced."

The program has been recognized nationally, winning a Gold Award from the Institute for Performance and Learning in 2015. CLIP received high marks for its originality, its value to the organization and the learner experience.

Patterson added: "I would highly recommend the JIBC experience to other employers, whether it be for individual class offerings or a full partnership."

## COURSE DESCRIPTIONS

### **CRES-1725**

#### **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**

#### **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

*\*THESE COURSES ARE AVAILABLE ON CONTRACT ONLY*

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**

#### **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

### FOR MORE INFORMATION CONTACT:

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

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**

#### **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.



# Top reasons to come and grow as a leader at JIBC

JIBC's Centres for Leadership and Conflict Resolution have helped thousands of people become more effective in making a difference at work, at home and in the community.

Our graduates have developed as successful leaders in all levels in business, industry, government and the non-profit sector. They are negotiators, mediators, and counsellors helping individuals and organizations resolve issues and conflict. JIBC education and training helps graduates contribute to society. What makes JIBC a great place to grow as a leader?

## 1) Our instructors walk the talk

JIBC instructors are academically qualified with master's degrees, PhDs, years of experience in the field and a track record of success in helping people excel in their organization.

## 2) Students are learning in an applied setting

An education at JIBC won't simply involve sitting in a classroom watching a PowerPoint presentation and taking notes of a lecture. In fact, you won't usually be listening to a lecture. In class, you'll be spending most of your time discussing the latest theories and best practices with your instructor and your fellow learners based on the valuable course materials you'll be provided. After that, you'll be given opportunities to practice what you've learned, and be encouraged to apply your knowledge right away in the real world.

## 3) Students are supported to learn and succeed

JIBC leadership and conflict resolution courses have a low student-teacher ratio, which means you'll have the opportunity to learn directly from your instructor. In most classes, students will also be able to practice their new-found skills with the support of coaches brought in to reinforce what is being taught. This additional support helps students succeed and feel confident applying their skills.

## 4) Students challenge themselves in a safe learning environment

One of the hallmarks of a JIBC education is its applied, experiential nature. Students practice specific skills and techniques learned through role-playing in interactive scenarios developed specifically to give students the opportunity to feel the emotions and impact of their decisions while in a safe learning environment. Students will be supported along the way by faculty who are there to help students reflect and learn from their experience. As a result, students walk out of class more confident in their ability to lead, negotiate, mediate, or resolve conflict.

## 5) Students access leading-edge education technology

JIBC uses a range of technologies to increase access to its effective courses. Students completing the Certificate in Applied Leadership take a unique leadership simulation course that uses

JIBC's award-winning PRAXIS simulation training technology. Offered only at JIBC, the course gives students the opportunity to be psychologically immersed in various scenarios to apply, in real-time, the leadership theory and skills they've gained in the program. Students who may not be able to attend a class on campus, have online courses available to them, such as JIBC's online Workplace Bullying course.

## 6) Students learn with their peers

An added benefit of JIBC's programs is that they are open to people from all walks of life. Our classes have a diverse range of students of various ages, different career stages, and in a wide variety of professions. This provides for a unique environment to learn from fellow students, and gain different perspectives on the leadership and conflict resolution challenges people face in the workforce.

# PROGRAMS OVERVIEW

Courses vary in length from one to three days, and you can take individual courses at your own pace to fit your schedule and budget or enroll in a Certificate at any point. Check for course pre-requisites prior to registering.

Our Certificates are designed to ladder so our students can successfully complete a short, associate certificate while working their way towards a more in-depth practice in their field of choice with one of the more intensive Certificates.

Our expert faculty combine theory with practice and are some of the most respected and experienced educators working in their fields. Our educational model is experiential and focuses on practical application of theory so that students leave the classroom with hands-on skills and perspectives that they can use immediately.

We offer customized courses and certificate programs to organizations across BC and Canada that draw on our content from our tuition courses. All courses can be adapted to

fit the needs and budget of any organization. Please see page 4 for more information.

We have a 7-day full refund policy. If students withdraw from a course up to 7 days prior to the start date, they will receive a full refund. Within 7 days, students are not eligible for a refund.

CERTIFICATE	# TRAINING DAYS	CREDITS	*APPROX TUITION COSTS
<b>Visit <a href="http://jibc.ca/leadership">jibc.ca/leadership</a> for more information on these certificates</b>			
Associate Certificate in Leadership and Conflict Resolution	12	6	\$2,600
Associate Certificate in Training and Facilitation	11	5.5	\$2,300
Certificate in Advanced Facilitation & Consultation	22	11	\$4,600
Certificate in Applied Leadership	20	10	\$4,000
<b>Visit <a href="http://jibc.ca/conres">jibc.ca/conres</a> for more information on these certificates</b>			
Associate Certificate in Conflict Coaching	12	6	\$2,600
Associate Certificate in Workplace Conflict	11	5.5	\$2,400
Certificate in Conflict Resolution: Specialization in Mediation/Third-Party Intervention	36	18	\$7,500
Certificate in Conflict Resolution: Specialization in Negotiation	36	18	\$7,500
Family Mediation Certificate	40	20	\$8,000



## NEW GRADUATE CERTIFICATE IN PUBLIC SAFETY LEADERSHIP

Next intake is September 2016, submit your application now!

The Graduate Certificate in Public Safety Leadership (GCPSL) is for experienced public safety professionals who want to gain the skills, attitude, and insights to become effective and resilient leaders in their field.

Together with public safety professionals from around the world, students in the GCPSL program will have the valuable opportunity to analyze, evaluate and develop strategies to address the personal and organizational impact of critical issues and trends in public safety leadership.

This part-time, fully online program can be completed in 16 months, allowing public safety professionals to serve their community and complete their professional development goals at the same time.

For more information or to apply visit [jibc.ca/gcpsl](http://jibc.ca/gcpsl)

# 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:** Foundations of Collaborative Conflict Resolution (1.5 credits) OR **CRES-1101:** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits)
- **LEAD-1100:** Lead Yourself First (1.5 credits)
- **LEAD-1101:** Leading Through Relationships (1.5 credits)
- **CRES-1180:** Mediation Skills Level 1 (1.5 credits)
- **CRES-1550:** Mail In Assessment: Associate Certificate in Leadership and Conflict Resolution



## 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 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 (5.5 CREDITS)

- **INDC-1250:** Advanced Facilitation (1.5 credits)
- **CRES-1100:** Foundations of Collaborative Conflict Resolution (1.5 credits) OR: **CRES-1101:** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits)
- **CRES-1170:** Negotiation Skills Level I (1.5 Credits) OR **CRES-1180:** Mediation Skills Level I (1.5 credits)
- **CRES-1210:** Conflict Dynamics in Groups (1 credit)

## ELECTIVE COURSES (MINIMUM 3.0 CREDITS)

- **CRES-1401:** Defining Issues and Setting the Agenda (1 credit)
- **CRES-1408:** The Art of Reframing (0.5 credits)
- **INDC-1110:** Essential Skills for Training and Facilitation (1.5 credits)
- **LEAD-1100:** Lead Yourself First (1.5 credits)
- **LEAD-1103:** Critical thinking For Better Decision Making (1.0 credit)
- **CRES-1305:** Asserting Yourself in Conflict Situations (1.0 credit)
- **CRES-1404:** Asking Better Questions (0.5 credits)

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

## REQUIRED CAPSTONE / GRADED COURSES (2.5 CREDITS)

*Take these courses last.*

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

# 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.*

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

## ELECTIVE COURSES (MINIMUM 2 CREDITS)

- **LEAD1322:** Enhancing Emotional Intelligence for Workplace Success (1 credit)
- **INDC-1377:** Facilitation Fundamentals (1 credit)
- **LEAD-1366:** Leading Projects (1 credit)
- **CRES-1180:** Mediation Skills Level I (1.5 credits)
- **LEAD-1382:** More than Words: Understanding Body Language (1 credit)
- **LEAD-1334:** Workplace Communications: It's All About You (1 credit)
- **LEAD-1315:** People Problems: How to Supervise Challenging Employees (1 credit)
- **LEAD-1395:** Leading with Resilience (1 credit)



### EDNA DAVEY:

#### GAINING THE APPLIED LEADERSHIP SKILLS TO PROGRESS IN HER CAREER

Edna Davey is a Translink bus operator who decided to complete JIBC's Certificate in Applied Leadership to advance in her career.

She had initially considered programs at other post-secondary institutions, but felt the most comfortable at JIBC, which has a higher percentage of adult learners compared with other institutions. That added comfort level in class helped her focus on obtaining new skills, gaining different perspectives about communicating effectively, and realizing her own strengths and tendencies.

"In each class, I was eager to discover new abilities from within," she said. "In particular, these courses helped me zone in on a blind spot I didn't know I had. Whenever a customer asked me a question, I would go into 'think mode,' which left them wondering if I heard them or not. After the program, I now repeat their question back to them while I'm thinking and then give them my answer. Through the program, I learned the importance of being clear while communicating."

# ASSOCIATE CERTIFICATE IN TRAINING AND FACILITATION

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** Essential Skills for Training and Facilitation (1.5 credits)
- **INDC-1211** Tools and Activities for Trainers (1.5 credits)
- **INDC-1377**: Facilitation Fundamentals (1.0 credits)
- **INDC-1590**: Training and Facilitation Capstone (1.5 credits)

## FOR MORE INFORMATION CONTACT:

Centre for Leadership 604.528.5608 or  
1.888.799.0801 (toll free)  
[leadership@jibc.ca](mailto:leadership@jibc.ca)

## TO REGISTER:

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



## ERICA LI:

### GAINING THE SKILLS AND CONFIDENCE TO FACILITATE AND TRAIN AT WORK

Erica Li works in the insurance industry and is responsible for organizing professional development courses and new hire training in her organization.

To further her goal of becoming an Instructional Designer, she completed JIBC's Associate Certificate in Training and Facilitation to gain the skills and experience she needed to be the most effective in the role.

"The education I received through the program has been very useful personally and professionally," said Erica. "The best part of the program is that it enables you to put theories to work right away. For instance, the first course I took in the program required me to facilitate three sessions. With each session I delivered, I gained confidence and continually improved by implementing the feedback I received from my instructor and my peers."

"The instructors I had for all of the courses were great," she added. "They were approachable, and did a great job with creating a supportive and safe learning environment to allow us to try new things and learn from each other."

# 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:** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits) OR **CRES-1100:** Foundations of Collaborative Conflict Resolution (1.5 Credits)
- **CRES-1131:** Conflict Coaching Level I (1.5 credits)
- **CRES-1190:** Dealing With Anger (1.5 credits)
- **CRES-1231:** Conflict Coaching Level II (1.5 credits)
- **CRES-1551:** Assessment: Associate Certificate in Conflict Coaching

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

### FOR MORE INFORMATION CONTACT:

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

### TO REGISTER:

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



## CHERYL CROTTY: GAINING INCREASED CONFIDENCE DEALING WITH CONFLICT

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

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

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

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

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



# ASSOCIATE CERTIFICATE IN WORKPLACE CONFLICT

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

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

## REQUIRED COURSES (5.5 CREDITS)

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



### **ROBIN MCQUEEN:**

#### **GAINING CONFLICT RESOLUTION AND MEDIATION SKILLS TO MAKE A DIFFERENCE IN THE COMMUNITY**

Robin McQueen is an instructor in the Human Resource Management and Leadership and Public Administration programs at Camosun College. She completed JIBC's Certificate in Conflict Resolution, Specialization in Mediation/Third-Party Intervention to acquire the vital skills she needs to pursue a career in mediation and also volunteer to help families resolve conflict.

Through the program, she gained valuable insights from instructors whose experience and knowledge come from their day-to-day mediation practices. Her education has changed the way she now understands and resolves conflict.

"When conflicts arise in the workplace, I do a mental check of, 'What is the issue here?' and, 'What are this person's motives?' she said. "This clears away any communication confusion, removes assumptions, and gets to the heart of the cause of the conflict, and paves the way for a satisfactory resolution."

"Conflict resolution skills work well at home too," she added. "I am now more patient and take the time to understand another person's point of view, sorting out what really is the problem and how I can contribute to a positive outcome."



## **BULLYING CAN HAPPEN ANYWHERE: ARE YOU PART OF THE SOLUTION?**

### **NEW and ONLINE! Workplace Bullying: What you Need to Know (CRES-1310) Register NOW only \$39.99**

Changes to the WorkSafeBC OHS Regulations require employers and employees to recognize and address bullying and harassment in the workplace.

This course will introduce learners to equip themselves with the necessary information and insight to recognize and begin addressing bullying behaviour and learn how to best advocate for respectful behaviour in the workplace.

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

# 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:** Foundations of Collaborative Conflict Resolution: Workplace Focus - (1.5 credits) – OR **CRES-1100:** Foundations of Collaborative Conflict Resolution (1.5 credits)
- **CRES-1170:** Negotiation Skills Level I (1.5 credits)
- **CRES-1180:** Mediation Skills Level I (1.5 credits)
- **CRES-1190:** Dealing with Anger (1.5 credits)
- **CRES-1270:** Negotiation Skills Level II (2.5 credits)
- **CRES-1280:** Mediation Skills Level II (2.5 credits)
- **CRES-1150:** Theoretical Foundations of Dispute Resolution (1.5 credits online) OR **CRES-1152:** Integrating Conflict Theory and Practice (1.5 credits)
- **CRES-1560:** Assessment: Specialization in Mediation/Third-Party Intervention

## ELECTIVE COURSES (CHOOSE ANY 5 CREDITS)

- **CRES-1305:** Asserting Yourself in Conflict Situations (1 credit)
- **CRES-1302:** Building Your Communication Toolbox (1 credit)
- **CRES-1308:** Managing the Hostile Individual (1 credit)
- **CRES-1472:** Balancing Empathy and Assertion (1 credit)
- **CRES-1473:** Managing the Conflict Within (1 credit)
- **CRES-1408:** The Art of Reframing (0.5 credits)
- **CRES-1404:** Asking Better Questions (0.5 credits)
- **CRES-1411:** Civil Procedure (1 credit / online)
- **CRES-1405:** Dealing with Defensiveness in Conflict (1.5 credits)

- **CRES-1401:** Defining Issues & Setting the Agenda (1 credit)
- **CRES-1406:** Dynamics of Power (1.5 credits)
- **CRES-1474:** Identifying Control & Abuse in Pre-Mediation (1 credit)
- **CRES-1210:** Conflict Dynamics in Groups (1 credit)
- **CRES-1452:** Resolving Conflict in Groups Level II: Facilitating the Collaborative Process (1 credit)
- **CRES-1200:** Resolving Conflict on the Front Line: Demonstrating Leadership at Work (1.5 credits)
- **CRES-1409:** Separate Meetings: Pre-Mediation & Caucusing (1 credit)
- **CRES-1402:** Shifting from Positions to Interests (1.5 credits)
- **CRES-1298:** Ethical Dilemmas for Mediators (1 credit/online)
- **CRES-1495:** Mediation Skills Level III (1 credit)
- **CRES-1131:** Conflict Coaching Level I (1.5 credits)
- **CRES-1231:** Conflict Coaching Level II (1.5 credits)
- **CRES-1491:** 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:** Lead Yourself First
- **LEAD-1101:** 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:** Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits) **OR** **CRES-1100:** Foundations of Collaborative Conflict Resolution (1.5 credits)
- **CRES-1170:** Negotiation Skills Level I (1.5 credits)
- **CRES-1180:** Mediation Skills Level I (1.5 credits)
- **CRES-1190:** Dealing with Anger (1.5 credits)
- **CRES-1270:** Negotiation Skills Level II (2.5 credits)
- **CRES-1150:** Theoretical Foundations of Dispute Resolution (1.5 credits/online) **OR** **CRES-1152:** Integrating Conflict Theory and Practice (1.5 credits)
- **CRES-1561:** Assessment: Certificate in Conflict Resolution: Specialization in Negotiation

## ELECTIVE COURSES (CHOOSE ANY 5 CREDITS)

- **CRES-1305:** Asserting Yourself in Conflict Situations (1 credit)
- **CRES-1302:** Building Your Communication Toolbox (1 credit)

- **CRES-1308:** Managing the Hostile Individual (1 credit)
- **CRES-1472:** Balancing Empathy and Assertion (1 credit)
- **CRES-1473:** Managing the Conflict Within (1 credit)
- **CRES-1408:** The Art of Reframing (0.5 credits)
- **CRES-1404:** Asking Better Questions (0.5 credits)
- **CRES-1405:** Dealing with Defensiveness in Conflict (1.5 credits)
- **CRES-1401:** Defining Issues & Setting the Agenda (1 credit)
- **CRES-1406:** Dynamics of Power (1.5 credits)
- **CRES-1407:** Negotiating with Difficult People: Making it Hard to Say No (1 credit)
- **CRES-1210:** Conflict Dynamics in Groups (1 credit)
- **CRES-1452:** Resolving Conflict in Groups Level II: Facilitating the Collaborative Process (1 credit)
- **CRES-1200:** Resolving Conflict on the Front Line: Demonstrating Leadership at Work (1.5 credits)
- **CRES-1402:** Shifting from Positions to Interests (1.5 credits)
- **CRES-1481:** 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:** Lead Yourself First
- **LEAD-1101:** Leading Through Relationships



## **HILARY STRANG:** GAINING THE SKILLS TO SUPPORT RECONCILIATION AND INDIGENOUS COMMUNITY BUILDING

With her experience in the arts, Hilary Strang decided to pursue an education to realize her desire to help support capacity building and truth and reconciliation with Indigenous communities. Following completion of a Master's in Intercultural and International Communication at Royal Roads University, she is working towards completing JIBC's certificates in conflict resolution that specialize in negotiation and mediation/third-party intervention.

"My master's program was fascinating, full of theory, research and analysis," she said.

"I thought the experiential way of learning at JIBC would be an excellent balance. In fact, I have found these certificate programs to be very helpful personally too." In addition to enjoying the interaction in each class with fellow students, Hilary has valued the openness of her instructors.

"We have laughed a lot in class, because the level of engagement is very high," she said. "And I like every single instructor I have had. They are extraordinarily attentive, knowledgeable, and passionately immersed in their work. They share their understanding and experience and set a very collaborative tone."

# 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\***: Family Justice Services in BC (1.5 Credits/online) OR: **FAMJ-1001**: Introduction to Family Justice Services in Canada (1.5 credits/online)
- **FAMJ-1002\***: Family Violence: Impact on Separation and Divorce (1.5 credits/online)
- **FAMJ-1005\***: Effects of Separation and Divorce on Adults (1.5 credits/online)
- **FAMJ-1006\***: Effects of Separation and Divorce on Children (1.5 credits/online)
- **FAMJ-1008**: Mediated Agreements and Related Court Orders (0.5 credits/online)
- **FAMJ-1012\***: Multicultural Issues in Family Justice (0.5 credits/online)
- **FAMJ-1009\***: Child Support Guidelines (1.5 credits/online)
- **CRES-1101**: Foundations of Collaborative Conflict Resolution: Workplace Focus (1.5 credits) OR **CRES-1100**: Foundations of Collaborative Conflict Resolution (1.5 credits)
- **CRES-1180**: Mediation Skills Level I (1.5 credits)
- **CRES-1170**: Negotiation Skills Level I (1.5 credits)
- **CRES-1190**: Dealing with Anger (1.5 credits)

- **CRES-1280**: Mediation Skills Level II (2.5 credits)
- **CRES-1298**: Ethical Dilemmas for Mediators (1 credit/online)
- **CRES-1570**: Assessment: Family Mediation Certificate

## ELECTIVE COURSES (CHOOSE ANY 2 CREDITS)

- **CRES-1405**: Dealing with Defensiveness in Conflict (1.5 credits)
- **CRES-1401**: Defining Issues & Setting the Agenda (1 credit)
- **CRES-1406**: Dynamics of Power (1.5 credits)
- **CRES-1495**: Mediation Skills Level III (1 credit)
- **CRES-1474**: Identifying Control & Abuse in Pre-Meditation (1 credit)
- **CRES-1409**: Separate Meetings: Pre-Mediation & Caucusing (1 credit)
- **CRES-1402**: Shifting from Positions to Interests (1.5 credits)
- **FAMJ-1011\***: Substance Use Issues in Family Justice (0.5 credits/online)
- **CRES-1150**: Theoretical Foundations of Dispute Resolution (1.5 credits/online) OR: **CRES-1152**: Integrating Conflict Theory and Practice (1.5 credits)
- **FAMJ-1014**: FMC Family Mediation Certification Preparation Workshop (1 credit)
- **FAMJ-1021**: Writing Children's Needs Assessments (2.5 credits/online)
- **FAMJ-1023**: Shuttle Mediation (2 credits/online)

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

### FOR MORE INFORMATION CONTACT:

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

### TO REGISTER:

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jibc.ca/registration



## EILEEN MOYLAN:

### OBTAINING THE SKILLS TO HELP FAMILIES THROUGH MEDIATION

Eileen Moylan decided to complete JIBC's Family Mediation Certificate to gain the necessary knowledge and skills to help facilitate conflict resolution within families and between family members.

A unique program at JIBC offered jointly by JIBC's Centre for Conflict Resolution and the Corrections & Community Justice Division, the Family Mediation Certificate provides training in mediation in a family context, which can be applied towards the minimum training requirements for becoming a certified Family Relations Mediator through Family Mediation Canada.

"The program has been fantastic," said Eileen. "There is so much hands-on work and role-playing, which helps provide an opportunity to really understand each different stage of the mediation process."

She has valued the fact that all the instructors are active practitioners in mediation that have an "obvious desire to see their students succeed."

"One thing that has been amazing is the varied backgrounds that the students bring to the program," she added. "The eclectic mix of careers and experiences of students in each class has only added to the learning at JIBC."





# CENTRE FOR LEADERSHIP

## COURSE DESCRIPTIONS

### LEAD-1100

#### **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.

*\* This course uses a psychometric evaluation tool. Starting September 1, 2016 a fee of \$43.45 + GST will be charged for this tool at time of enrolment.*

**Prerequisite: None**

### LEAD-1101

#### **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.

*\* This course uses a psychometric evaluation tool. Starting September 1, 2016 a fee of \$25.25 + GST will be charged for this tool at time of enrolment.*

**Prerequisite: LEAD-1100**

### LEAD-1102

#### **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

#### **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: None**

### LEAD-1315

#### **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

#### **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

*\* Additional material fees apply*

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.

*\* This course uses a psychometric evaluation tool. Starting September 1, 2016 a fee of \$66.00 + GST will be charged for this tool at time of enrolment.*

**Prerequisite: None**

#### **LEAD-1334**

### **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**

### **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**

### **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-1395 (NEW)**

### **Leading with Resiliency** (1 Credit/2 Days)

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What makes human beings resilient? What makes stress a key component of resiliency? And why are these questions critical for anyone leading in today's world? These are some of the questions we'll explore in this 2 day course on the neuroscience of stress and resiliency. There is a vast body of research on the role that resiliency plays in personal, organizational, and social health and countless books and articles have popularized this topic. Most of us know what we need to do to stay healthy, engaged, and connected in the busy-ness of our work and personal lives. Fewer know how to remove the mental blocks that prevent us from making the changes we genuinely want to make. This course will give you the map, the tools and the insight to help you become truly resilient in increasingly demanding and challenging work environments.

**Prerequisite: None**

#### **LEAD-1504**

### **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**

#### **INDC-1110**

### **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**

### **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**

#### **INDC-1250**

### **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.

*\* There will be an additional reference guide fee of \$46.20 + GST charged at time of enrolment..*

**Prerequisite: None**

#### **INDC-1340**

### **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**

*\* Additional material fees apply*

## INDC-1377

### Facilitation Fundamentals

(1 Credit/2 Days)

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

### Designing Consultation and Engagement Processes

(1.5 Credits/3 Days)

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

**Prerequisite: None**

## INDC-1590

### Training and Facilitation Capstone

(1.5 Credits/3 Days)

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-1110, INDC-1211 and INDC-1377**

## SEVE-1007

### POSITIVE LEADERSHIP: MAXIMIZING WORKPLACE WELLNESS

NOVEMBER 1, 2016

INSTRUCTOR: DR. JASON CRESSEY

\$149 + GST

Successful organizations are those that have a high level of well-being, autonomy and enthusiasm and allow individuals to thrive with a sense of fulfilment and purpose. Research findings from the field of Positive Psychology identify successful strategies and offer practical tools to help us view the world in ways that enhance levels of motivation, productivity and contribute to a positive outlook.

This course offers leaders, managers and team members techniques to recognize unconscious patterns of thinking and behaving and proposes concrete methods to challenge the way we view obstacles and setbacks so that they can be overcome.



Dr. Jason Cressey, PhD (Psychology) (Oxford University) specializes in interpersonal and communication skills. With a PhD in Psychology from Oxford University, Jason helps learners improve customer relations, team building, emotional intelligence and other psychological factors in the workplace.

At JIBC, he teaches core courses in the Centre for Leadership's Applied Leadership Certificate Program and has been teaching the course, "More than Words: Understanding Body Language" (LEAD-1382) for more than a decade.

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

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

#### 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



# CENTRE FOR CONFLICT RESOLUTION

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## COURSE DESCRIPTIONS

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### **CRES-1100** **Foundations of Collaborative Conflict Resolution** **(1.5 Credits/ 3 Days)**

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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** **Foundations of Collaborative Conflict Resolution: Workplace Focus** **(1.5 Credits/3 Days)**

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

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

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

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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****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****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****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****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****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****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****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****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****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****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****Asserting Yourself in Conflict Situations**  
(1 Credit/2 Days)

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

**Prerequisite: None**

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

This course provides you with alternatives for managing hostile individuals constructively. Many people find themselves the target of hostile or aggressive behaviour as a regular part of their jobs. Dealing with these encounters requires emotional energy and frequently results in increased stress. During the course, attention is given to risk factors and ensuring personal safety.

**Prerequisite: None**

**CRES-1310****Workplace Bullying: What You Need to Know**  
(0 Credits/2 hours Online)

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

Now expanded to include negotiation as well as mediation, this two-day elective focuses on

Stage 2 of the model. Using a variety of video, demonstration and in-the moment examples, you will learn how to sift through the dynamics; the emotion and the way people express themselves in order to clearly isolate issues that should form the agenda. You will learn how to ask the kinds of questions that clarify themes and issues, how to summarize to provide focus and how to get agreement on the agenda. You will have lots of opportunity to practice.

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

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

This course is designed to help you reach positive outcomes through a deeper exploration of positions, interests and intentions. Whether in the context of negotiation, mediation or interpersonal conflict, people adopt positions and offer solutions in order to meet their underlying interests. Working towards interest-based resolutions requires skill in clarifying and understanding the wants, needs, concerns and fears that support the opposing positions. You will enhance skills aimed at eliciting underlying interests, illuminating blocks, facilitating processes, establishing positive outcomes and generating a wider range of choices.

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

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

Basing negotiation or mediation on interests is greatly assisted by the conscious use of questions. This course is practice oriented, focusing on the issues you raise in class. Questions can be facilitative, directive, accusatory, helpful or condemnatory. They evoke ideas, illuminate culture, encourage images and invite articulation. How do we make the question a tool of art in the hands of a principled asker? How can we use questions to ensure an honest, curious and thorough inquiry? Come prepared to ask and learn.

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

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

This course covers theories from different psychological perspectives on defense mechanisms affecting all people. These theories are then integrated with skills for addressing defensiveness in conflict situations. You will also explore how face saving affects

defensive behaviours. Defensiveness is behaviour for protecting oneself from a perceived threat or attack. In negotiations and mediations, it can create major barriers, but when explored, it can open up opportunities for breakthroughs. When people are defending and protecting their self-image (face saving), listening becomes more difficult and positions become entrenched. Left unaddressed, defensiveness can stalemata the discussion.

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

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

This course will provide you with an opportunity to examine critical questions regarding your personal relationship with power. What is power? How do we relate to it on a daily basis? How do we use personal power and influence in conflict or negotiation situations? What is the basis of our power as we work to resolve disputes and implement restorative practices, and what are the implications of using that power? Learn how to recognize the power base of others, and the implications that power dynamics have in dispute resolution and restorative practice. Through video simulations, self-reflective exercises and small-group discussions, you will become more comfortable with power dynamics and identify how power can be used positively to enhance the dispute resolution process.

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

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

This course is designed to help you understand your own reactions to difficult situations and develop skills to effectively overcome the obstacles to reaching successful agreements. At one time or another, everyone has had to negotiate with aggressive, critical or argumentative people. Decision-making and implementation are often derailed by entrenched, negatively focused, reactive responses to change and diversity. Trying to resolve issues with people whose behaviour we find challenging often brings us to the limits of our patience and interpersonal skills.

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

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

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

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

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

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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

*\* Only offered at University of Calgary*

**CRES-1472****Balancing Empathy and Assertion****(1 Credit/2 Days)**

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

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

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

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

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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

### 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

### 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

### 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

### 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

## SEVE-1008

### MEDIATOR IN A BOX

NOVEMBER 29, 2016

INSTRUCTOR: JULIA MENARD

\$149 + GST

\*ADDITIONAL MATERIAL FEES APPLY

Leaders are responsible for ensuring conflict-positive work environments yet often do not have the support or the training to help those in conflict to solve their own problems. Mediator in a Box ([www.mediatorinabox.com](http://www.mediatorinabox.com)) is a simple step-by-step process which guides those in conflict to create their own solutions. It is designed to be your own "mediator in a box" and is based on an interest-based negotiation and mediation model. This one-day workshop will focus on using the box in the workplace to engage difficult conversations for employee to employee conflicts and supervisor to employee conflicts.

By the end of this workshop, you will strengthen your capacity to engage in an interest-based negotiation and mediation model and learn a process which you can also extend to your employees to use to solve their own problems.



Julia Menard has a private consulting, coaching, training and mediating practice specializing in supporting Managers and Leaders to engage in conflict constructively. Julia has also been on faculty at the Centre for Conflict Resolution since 1998, where she has coached hundreds of leaders from various professions in more effective communication. Her background includes supervising teams in several non-profit organizations, facilitating workshops on assertion and creative goal-setting, and mediating.

Julia has a B.A. in English Literature, a Post-Graduate Certificate in Applied Linguistics, a Diploma in Human

Resource Management and one in Immigrant Settlement Work. She has professional certificates/designations in conflict resolution and coaching, including her Professional Certified Coach (P.C.C.) designation through the International Coach Federation and is on Mediate BC's Civil Mediation Roster.

Since 2004, Julia has worked closely with several large, multi-union public organizations supporting leaders in applying clear communication principles to the workplace and setting and meeting personal and professional goals. Julia is presently working towards her Masters in Leadership while her Black Lab, Amie, keeps nudging her for one more walk.





# COURSE CALENDAR

## LEADERSHIP, TRAINING AND FACILITATION COURSES

### NEW WESTMINSTER

COURSE DATE	COURSE	COURSE CODE	FEE
Sept 12-14, 2016	Lead Yourself First	LEAD-1100	\$606.15
Sept 15-16, 2016	Facilitation Fundamentals	INDC-1377	\$421.74
Sept 19-21, 2016	Leading Through Relationships	LEAD-1101	\$606.15
Sept 21-23, 2016	Essential Skills for Training and Facilitation	INDC-1110	\$635.94
Sept 22-23, 2016	Critical Thinking for Better Decision Making	LEAD-1103	\$487.09
Sept 28-30, 2016	Leading with Influence in Organizations	LEAD-1102	\$606.15
Oct 3-4, 2016	Leading Projects	LEAD-1366	\$421.74
Oct 5-7, 2016	Tools and Activities for Trainers	INDC-1211	\$635.94
Oct 12-14, 2016	Lead Yourself First	LEAD-1100	\$606.15
Oct 17-19, 2016	Leading Through Relationships	LEAD-1101	\$606.15
Oct 20, Nov 17-18, 2016	Training and Facilitation Capstone	INDC-1590	\$641.46
Oct 20-21, 2016	More than Words: Understanding Body Language	LEAD-1382	\$303.61
Oct 26-27, 2016	Leadership Simulation Capstone	LEAD-1504	\$530.60
Nov 1, 2016	Positive Leadership: Maximizing Workplace Wellness	SEVE-1007	\$149.00
Nov 2-4, 2016	Essential Skills for Training and Facilitation	INDC-1110	\$635.94
Nov 14-16, 2016	Lead Yourself First	LEAD-1100	\$606.15
Nov 21-23, 2016	Advanced Facilitation	INDC-1250	\$703.57
Nov 24-25, 2016	Enhancing Emotional Intelligence for Workplace Success	LEAD-1322	\$303.61
Nov 28-30, 2016	Designing Consultation and Engagement Processes	INDC-1402	\$703.57
Nov 28-30, 2016	Leading Through Relationships	LEAD-1101	\$606.15
Dec 1-2, 2016	Facilitation Fundamentals	INDC-1377	\$421.74
Dec 1-2, 2016	Critical Thinking for Better Decision Making	LEAD-1103	\$487.09
Dec 5-7, 2016	Essential Skills for Training and Facilitation	INDC-1110	\$635.94
Dec 5-6, 2016	Workplace Communications: It's All About You	LEAD-1334	\$303.61
Dec 7-9, 2016	Leading with Influence in Organizations	LEAD-1102	\$606.15
Dec 12-14, 2016	Lead Yourself First	LEAD-1100	\$606.15
Jan 16-18, 2017	Leading Through Relationships	LEAD-1101	\$606.15
Jan 19-20, 2017	Leading with Resilience <b>*NEW*</b>	LEAD-1395	\$421.74
Jan 23-25, 2017	Lead Yourself First	LEAD-1100	\$606.15
Jan 30-Feb 1, 2017	Essential Skills for Training and Facilitation	INDC-1110	\$635.94

COURSE DATE	COURSE	COURSE CODE	FEE
Jan 30-Feb 1, 2017	Leading with Influence in Organizations	LEAD-1102	\$606.15
Feb 2-3, 2017	Facilitation Fundamentals	INDC-1377	\$421.74
Feb 6-8, 2017	Tools and Activities for Trainers	INDC-1211	\$635.94
Feb 20-21, 2017	Critical Thinking for Better Decision Making	LEAD-1103	\$487.09
Feb 22-24, 2017	Leading Through Relationships	LEAD-1101	\$606.15
Feb 27-Mar 1, 2017	Lead Yourself First	LEAD-1100	\$606.15
Mar 1-2, 2017	Leadership Simulation Capstone	LEAD-1504	\$530.60
Mar 15-17, 2017	Essential Skills for Training and Facilitation	INDC-1110	\$635.94
Mar 20-22, 2017	Lead Yourself First	LEAD-1100	\$606.15
Mar 22-24, 2017	Creating a Positive Learning Environment	INDC-1340	\$688.90
Mar 23-24, 2017	Leading Projects	LEAD-1366	\$421.74
Mar 27-29, 2017	Leading Through Relationships	LEAD-1101	\$606.15
Mar 30-31, 2017	Workplace Communications: It's All About You	LEAD-1334	\$303.61
Apr 3-4, 2017	Facilitation Fundamentals	INDC-1377	\$430.17
Apr 5-6, 2017	Critical Thinking for Better Decision Making	LEAD-1103	\$496.83
Apr 10-12, 2017	Lead Yourself First	LEAD-1100	\$618.27
Apr 19-21, 2017	Leading with Influence in Organizations	LEAD-1102	\$618.27
Apr 24-26, 2017	Advanced Facilitation	INDC-1250	\$717.64
Apr 27, May 18-19, 2017	Training and Facilitation Capstone	INDC-1590	\$654.28
May 1-3, 2017	Essential Skills for Training and Facilitation	INDC-1110	\$648.65
May 10-12, 2017	Lead Yourself First	LEAD-1100	\$618.27
May 15-17, 2017	Leading Through Relationships	LEAD-1101	\$618.27
June 1-2, 2017	People Problems: How to Supervise Challenging Employees	LEAD-1315	\$309.68
June 5-7, 2017	Lead Yourself First	LEAD-1100	\$618.27
June 7-9, 2017	Tools and Activities for Trainers	INDC-1211	\$648.65
June 8-9, 2017	Critical Thinking for Better Decision Making	LEAD-1103	\$496.83
June 12-13, 2017	Facilitation Fundamentals	INDC-1377	\$430.17
June 14-16, 2017	Leading with Influence in Organizations	LEAD-1102	\$618.27
June 19-21, 2017	Designing Consultation and Engagement Processes	INDC-1402	\$717.64
June 22-23, 2017	Leadership Simulation Capstone	LEAD-1504	\$541.21
July 5-7, 2017	Essential Skills for Training and Facilitation	INDC-1110	\$648.65
July 10-12, 2017	Lead Yourself First	LEAD-1100	\$618.27
July 13-14, 2017	Leading with Resilience <b>*NEW*</b>	LEAD-1395	\$430.17
July 17-19, 2017	Leading Through Relationships	LEAD-1101	\$618.27
Aug 14-15, 2017	Critical Thinking for Better Decision Making	LEAD-1103	\$496.83
Aug 21-22, 2017	Enhancing Emotional Intelligence for Workplace Success	LEAD-1322	\$309.68
Aug 23-25, 2017	Lead Yourself First	LEAD-1100	\$618.27

## KELOWNA

COURSE DATE	COURSE	COURSE CODE	FEE
Sept 12-14, 2016	Essential Skills for Training and Facilitation	INDC-1110	\$635.94

## VIDEO CONFERENCING

We offer some classes via video conferencing at the JIBC Campuses below. Groups of learners can join classes taking place in New Westminster; each remote group of learners will have an experienced coach onsite to facilitate learning.

COURSE DATE	COURSE	COURSE CODE	LOCATION	FEE
Sept 22-23, 2016	Critical Thinking for Better Decision Making	LEAD-1103	Victoria Campus	\$487.09
Feb 27-Mar 1, 2017	Lead Yourself First	LEAD-1100	Kelowna Campus	\$606.15
Mar 23-24, 2017	Leading Projects	LEAD-1366	Victoria Campus	\$421.74

# CONFLICT RESOLUTION COURSES

## NEW WESTMINSTER

COURSE DATE	COURSE	COURSE CODE	FEE
Sept 1-2, 2016	Building Your Communication Toolbox	CRES-1302	\$402.99
Sept 6, 2016	Preparing for Your Negotiation Assessment	CRES-1481	\$342.25
Sept 7-9, 2016	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$612.75
Sept 7, 2016	Assessment: Specialization in Mediation/Third-Party Intervention	CRES-1560	\$590.67
Sept 12-Oct 12, 2016	Facilitating Group Conflict	CRES-1500	\$503.32
Sept 12-14, 2016	Dynamics of Power	CRES-1406	\$612.75
Sept 15-16, 2016	Asserting Yourself in Conflict Situations	CRES-1305	\$402.99
Sept 19-21, 2016	Dealing with Anger	CRES-1190	\$612.75
Sept 23, 2016	Preparing for Your Mediation Assessment	CRES-1491	\$397.46
Sept 26-28, 2016	Mediation Skills Level I	CRES-1180	\$612.75
Sept 28, 2016	Assessment: Specialization in Negotiation	CRES-1561	\$469.23
Sept 29-30, 2016	Balancing Empathy and Assertion	CRES-1472	\$402.99
Oct 3-5, 2016	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$612.75
Oct 6, 2016	Asking Better Questions	CRES-1404	\$199.82
Oct 6, 2016	Assessment: Specialization in Mediation/Third-Party Intervention	CRES-1560	\$590.67
Oct 7, 2016	The Art of Reframing	CRES-1408	\$188.79
Oct 11-13, 2016	Negotiation Skills Level I	CRES-1170	\$612.75
Oct 13-14, 2016	Asserting Yourself in Conflict Situations	CRES-1305	\$402.99
Oct 17-19, 2016	Shifting from Positions to Interests	CRES-1402	\$629.31
Oct 19-21, 2016	Foundations of Collaborative Conflict Resolution	CRES-1100	\$612.75
Oct 20-21, 2016	Defining Issues & Setting the Agenda	CRES-1401	\$402.99
Oct 24-26, 2016	Dealing with Anger	CRES-1190	\$612.75
Oct 31-Nov 4, 2016	Mediation Skills Level II	CRES-1280	\$971.58
Nov 2-4, 2016	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$612.75
Nov 7-9, 2016	Mediation Skills Level I	CRES-1180	\$612.75
Nov 8, 2016	Coached Small Group Clinic	CRES-1475	\$187.69
Nov 9-10, 2016	Building Your Communication Toolbox	CRES-1302	\$402.99
Nov 10, 2016	Preparing for Your Negotiation Assessment	CRES-1481	\$342.25
Nov 14-18, 2016	Negotiation Skills Level II	CRES-1270	\$971.58
Nov 15, 2016	Assessment: Specialization in Mediation/Third-Party Intervention	CRES-1560	\$590.67
Nov 16-18, 2016	Foundations of Collaborative Conflict Resolution	CRES-1100	\$612.75
Nov 21-23, 2016	Integrating Conflict Theory and Practice	CRES-1152	\$612.75
Nov 21-22, 2016	Asserting Yourself in Conflict Situations	CRES-1305	\$402.99
Nov 23-25, 2016	Negotiation Skills Level I	CRES-1170	\$612.75
Nov 24, 2016	Assessment: Specialization in Negotiation	CRES-1561	\$469.23
Nov 25, 2016	Preparing for Your Mediation Assessment	CRES-1491	\$397.46
Nov 28-30, 2016	Dealing with Anger	CRES-1190	\$612.75
Nov 30-Dec 2, 2016	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$612.75
Dec 1-2, 2016	Conflict Dynamics in Groups	CRES-1210	\$402.99
Dec 5-6, 2016	Managing the Hostile Individual	CRES-1308	\$402.99
Dec 5-7, 2016	Dealing with Defensiveness in Conflict	CRES-1405	\$612.75
Dec 7-9, 2016	Mediation Skills Level I	CRES-1180	\$612.75
Dec 12-14, 2016	Conflict Coaching Level I	CRES-1131	\$612.75
Dec 14-16, 2016	Foundations of Collaborative Conflict Resolution	CRES-1100	\$612.75
Jan 4-6, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$612.75
Jan 4, 2017	Assessment: Specialization in Negotiation	CRES-1561	\$469.23
Jan 5-6, 2017	Mediation Skills Level III	CRES-1495	\$419.54
Jan 5, 2017	Assessment: Specialization in Mediation/Third-Party Intervention	CRES-1560	\$590.67
Jan 9-11, 2017	Negotiation Skills Level I	CRES-1170	\$612.75

COURSE DATE	COURSE	COURSE CODE	FEE
Jan 12-13, 2017	Building Your Communication Toolbox	CRES-1302	\$402.99
Jan 13, 2017	Preparing for Your Negotiation Assessment	CRES-1481	\$342.25
Jan 16-18, 2017	Dealing with Anger	CRES-1190	\$612.75
Jan 18-20, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$612.75
Jan 23-24, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$402.99
Jan 24, 2017	Preparing for Your Mediation Assessment	CRES-1491	\$397.46
Jan 25-27, 2017	Conflict Coaching Level II	CRES-1231	\$612.75
Jan 30 - February 1, 2017	Mediation Skills Level I	CRES-1180	\$612.75
Feb 1-3, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$612.75
Feb 2-3, 2017	Defining Issues and Setting the Agenda	CRES-1401	\$402.99
Feb 6-10, 2017	Mediation Skills Level II	CRES-1280	\$971.58
Feb 6-7, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$402.99
Feb 8-9, 2017	Balancing Empathy and Assertion	CRES-1472	\$402.99
Feb 10, 2017	The Art of Reframing	CRES-1408	\$188.79
Feb 14-16, 2017	Negotiation Skills Level I	CRES-1170	\$612.75
Feb 14, 2017	Assessment: Specialization in Negotiation	CRES-1561	\$469.23
Feb 15-17, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$612.75
Feb 15, 2017	Assessment: Specialization in Mediation/Third-Party Intervention	CRES-1560	\$590.67
Feb 20-24, 2017	Negotiation Skills Level II	CRES-1270	\$971.58
Feb 27-Mar 1, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$612.75
Mar 1-3, 2017	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CRES-1200	\$612.75
Mar 6-8, 2017	Dealing with Anger	CRES-1190	\$612.75
Mar 6-8, 2017	Shifting from Positions to Interests	CRES-1402	\$629.31
Mar 7, 2017	Coached Small Group Clinic	CRES-1475	\$187.69
Mar 9-10, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$402.99
Mar 9, 2017	Assessment: Specialization in Mediation/Third-Party Intervention	CRES-1560	\$590.67
Mar 10, 2017	Preparing for Your Negotiation Assessment	CRES-1481	\$342.25
Mar 13-15, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$612.75
Mar 16-17, 2017	Building Your Communication Toolbox	CRES-1302	\$402.99
Mar 20-22, 2017	Mediation Skills Level I	CRES-1180	\$612.75
Mar 23-24, 2017	Separate Meetings: Pre-Mediation and Caucusing	CRES-1409	\$419.54
Mar 27-29, 2017	Negotiation Skills Level I	CRES-1170	\$612.75
Mar 28, 2017	Preparing for Your Mediation Assessment	CRES-1491	\$397.46
Mar 30-31, 2017	Conflict Dynamics in Groups	CRES-1210	\$402.99
Mar 30, 2017	Assessment: Specialization in Negotiation	CRES-1561	\$469.23
Apr 3-5, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
Apr 4-6, 2017	Dynamics of Power	CRES-1406	\$625.01
Apr 6-7, 2017	Managing the Hostile Individual	CRES-1308	\$411.05
Apr 10-12, 2017	Dealing with Anger	CRES-1190	\$625.01
Apr 10, 2017	Assessment: Specialization in Mediation/Third-Party Intervention	CRES-1560	\$602.48
Apr 12-13, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
Apr 18, 2017	Asking Better Questions	CRES-1404	\$203.82
Apr 19-21, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
Apr 24-26, 2017	Mediation Skills Level I	CRES-1180	\$625.01
May 1-3, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
May 4, 2017	Assessment: Specialization in Mediation/Third-Party Intervention	CRES-1560	\$602.48
May 5, 2017	Preparing for Your Negotiation Assessment	CRES-1481	\$349.10
May 8-10, 2017	Negotiation Skills Level I	CRES-1170	\$625.01
May 8-12, 2017	Mediation Skills Level II	CRES-1280	\$991.01
May 11, 2017	Assessment: Specialization in Negotiation	CRES-1561	\$478.61
May 15-17, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
May 15-17, 2017	Integrating Conflict Theory and Practice	CRES-1152	\$625.01
May 15-19, 2017	Negotiation Skills Level II	CRES-1270	\$991.01
May 18-19, 2017	Building Your Communication Toolbox	CRES-1302	\$411.05

COURSE DATE	COURSE	COURSE CODE	FEE
May 23-24, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
May 23-24, 2017	Defining Issues and Setting the Agenda	CRES-1401	\$411.05
May 24, 2017	Preparing for Your Mediation Assessment	CRES-1491	\$405.41
May 25-26, 2017	Identifying Control and Abuse in Pre-Mediation	CRES-1474	\$411.05
May 29-31, 2017	Shifting from Positions to Interests	CRES-1402	\$641.90
May 29-30, 2017	Balancing Empathy and Assertion	CRES-1472	\$411.05
May 31-June 2, 2017	Mediation Skills Level I	CRES-1180	\$625.01
June 5-7, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
June 5-6, 2017	Managing the Conflict Within	CRES-1473	\$411.05
June 7-9, 2017	Dealing with Anger	CRES-1190	\$625.01
June 12-14, 2017	Conflict Coaching Level I	CRES-1131	\$625.01
June 14-16, 2017	Negotiation Skills Level I	CRES-1170	\$625.01
June 15, 2017	The Art of Reframing	CRES-1408	\$192.57
June 19-21, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
June 19-21, 2017	Dealing with Defensiveness in Conflict	CRES-1405	\$625.01
June 22-23, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
June 22, 2017	Assessment: Specialization in Negotiation	CRES-1561	\$478.61
June 23, 2017	Assessment: Specialization in Mediation/Third-Party Intervention	CRES-1560	\$602.48
July 4-5, 2017	Mediation Skills Level III	CRES-1495	\$411.05
July 5-7, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
July 10-12, 2017	Mediation Skills Level I	CRES-1180	\$625.01
July 13-14, 2017	Building Your Communication Toolbox	CRES-1302	\$411.05
July 14, 2017	Preparing for Your Negotiation Assessment	CRES-1481	\$349.10
July 17-19, 2017	Dealing with Anger	CRES-1190	\$625.01
July 18, 2017	Preparing for Your Mediation Assessment	CRES-1491	\$405.41
July 19-21, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
July 21, 2017	Coached Small Group Clinic	CRES-1475	\$191.44
July 24-26, 2017	Negotiation Skills Level I	CRES-1170	\$625.01
July 24-25, 2017	Conflict Dynamics in Groups	CRES-1210	\$411.05
July 26-28, 2017	Conflict Coaching Level II	CRES-1231	\$625.01
July 27-28, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
July 31-Aug 2, 2017	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CRES-1200	\$625.01
Aug 2-4, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
Aug 3, 2017	Assessment: Specialization in Negotiation	CRES-1561	\$478.61
Aug 8-10, 2017	Mediation Skills Level I	CRES-1180	\$625.01
Aug 8, 2017	Assessment: Specialization in Mediation/Third-Party Intervention	CRES-1560	\$602.48
Aug 14-18, 2017	Mediation Skills Level II	CRES-1280	\$999.01
Aug 17-18, 2017	Managing the Hostile Individual	CRES-1308	\$411.05
Aug 21-23, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
Aug 21-25, 2017	Negotiation Skills Level II	CRES-1270	\$991.01
Aug 24-25, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
Aug 28-30, 2017	Negotiation Skills Level I	CRES-1170	\$625.01
Aug 30-Sept 1, 2017	Dealing with Anger	CRES-1190	\$625.01

## 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 \$5.50 per course credit.
- Tuition fees reflect 2% increase April 1, 2017.
- Schedule subject to change - see our website for the most current class schedule.
- Additional student material fee may apply.

# VICTORIA

COURSE DATE	COURSE	COURSE CODE	FEE
Sept 7-9, 2016	Dealing with Anger	CRES-1190	\$612.75
Oct 12-14, 2016	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$612.75
Oct 17-18, 2016	Asserting Yourself in Conflict Situations	CRES-1305	\$402.99
Nov 7-9, 2016	Mediation Skills Level I	CRES-1180	\$612.75
Nov 21-23, 2016	Foundations of Collaborative Conflict Resolution	CRES-1100	\$612.75
Nov 28-30, 2016	Negotiation Skills Level I	CRES-1170	\$612.75
Dec 8-9, 2016	Building Your Communication Toolbox	CRES-1302	\$402.99
Dec 12-16, 2016	Mediation Skills Level II	CRES-1280	\$971.58
Jan 16-18, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$612.75
Feb 3, 2017	Coached Small Group Clinic	CRES-1475	\$187.69
Feb 15-17, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$612.75
Feb 20-24, 2017	Negotiation Skills Level II	CRES-1270	\$971.58
Feb 27-28, 2017	Asserting Yourself in Conflict Situation	CRES-1305	\$402.99
Mar 1-3, 2017	Negotiation Skills Level I	CRES-1170	\$612.75
Mar 6-8, 2017	Dealing with Anger	CRES-1190	\$612.75
Mar 9-10, 2017	Managing the Hostile Individual	CRES-1308	\$402.99
Mar 13-14, 2017	Conflict Dynamics in Groups	CRES-1210	\$402.99
Mar 27-29, 2017	Resolving Conflict on the Front Line: Demonstrating Leadership at Work	CRES-1200	\$612.75
Apr 3-5, 2017	Mediation Skills Level I	CRES-1180	\$625.01
Apr 6-7, 2017	Building Your Communication Toolbox	CRES-1302	\$411.05
Apr 10-12, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
May 1-3, 2017	Conflict Coaching Level I	CRES-1131	\$625.01
May 4-5, 2017	Defining Issues & Setting the Agenda	CRES-1401	\$411.05
May 15-17, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
May 18-19, 2017	Balancing Empathy and Assertion	CRES-1472	\$411.05
June 1-2, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
June 5-7, 2017	Conflict Coaching Level II	CRES-1231	\$625.01
June 12-14, 2017	Shifting from Positions to Interests	CRES-1402	\$641.90
July 5-7, 2017	Negotiation Skills Level I	CRES-1170	\$625.01
July 17-19, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
Aug 2-4, 2017	Mediation Skills Level I	CRES-1180	\$625.01
Aug 14-16, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
Aug 17-18, 2017	Building Your Communication Toolbox	CRES-1302	\$411.05

# ONLINE

COURSE DATE	COURSE	COURSE CODE	FEE
Sept 19-Nov 11, 2016	Civil Procedure	CRES-1411	\$402.99
Sept 26-Nov 6, 2016	Theoretical Foundations of Dispute Resolution	CRES-1150	\$612.75
Oct 11-Nov 8, 2016	Ethical Dilemmas for Mediators	CRES-1298	\$402.99
Feb 6-Mar 19, 2017	Theoretical Foundations of Dispute Resolution	CRES-1150	\$612.75
Mar 20-May 12, 2017	Civil Procedure	CRES-1411	\$402.99
Apr 10-May 10, 2017	Ethical Dilemmas for Mediators	CRES-1298	\$411.05
June 5-July 14, 2017	Theoretical Foundations of Dispute Resolution	CRES-1150	\$625.01
New class starts every 2 weeks	Workplace Bullying	CRES-1310	\$39.99

## COLLEGE OF NEW CALEDONIA (PRINCE GEORGE, B.C.)

Register for New Caledonia courses at [JIBC.ca](http://jibc.ca)

COURSE DATE	COURSE	COURSE CODE	FEE
Oct 26-28, 2016	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$612.75
Nov 28-29, 2016	Conflict Dynamics in Groups	CRES-1210	\$402.99
Jan 25-27, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$612.75
Mar 8-10, 2017	Negotiation Skills Level I	CRES-1170	\$612.75
Apr 19-21, 2017	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	CRES-1200	\$625.01

## UNIVERSITY OF CALGARY (CALGARY, AB)

Register for University of Calgary courses at <http://conted.ucalgary.ca/conflictresolution/>

COURSE DATE	COURSE	UofC CODE	JIBC CODE	FEE
Sept 27-29, 2016	Foundations of Collaborative Conflict Resolution: Workplace Focus	PDS-002	CRES-1101	\$610.00
Oct 4-5, 2016	Asserting Yourself in Conflict Situations	PDS-004	CRES-1305	\$435.00
Oct 18-20, 2016	Negotiation Skills Level I	PDS-185	CRES-1170	\$610.00
Oct 25-27, 2016	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	PDS-009	CRES-1200	\$610.00
Nov 1-3, 2016	Mediation Skills Level I	PDS-006	CRES-1180	\$610.00
Nov 8-10, 2016	Dealing with Anger	PDS-007	CRES-1190	\$610.00
Nov 15-16, 2016	Building Your Communication Toolbox	PDS-173	CRES-1302	\$435.00
Nov 28-Dec 2, 2016	Negotiation Skills Level II	PDS-010	CRES-1270	\$975.00
Jan 24-26, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	PDS-002	CRES-1101	\$610.00
Jan 31-Feb 1, 2017	Asserting Yourself in Conflict Situations	PDS-004	CRES-1305	\$435.00
Feb 7-9, 2017	Negotiation Skills Level I	PDS-185	CRES-1170	\$610.00
Feb 14-15, 2017	Defining Issues and Setting the Agenda	PDS-021	CRES-1401	\$435.00
Feb 28-Mar 1, 2017	Shifting From Positions to Interests	PDS-208	CRES-1402	\$610.00
Mar 7-8, 2017	Conflict Dynamics in Groups	PDS-229	CRES-1210	\$435.00
Mar 14-15, 2017	Negotiating with Difficult People: Making it Hard to Say No	PDS-018	CRES-1407	\$435.00
Mar 21-22, 2017	Building Your Communication Toolbox	PDS-173	CRES-1302	\$435.00
April 4-6, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	PDS-002	CRES-1101	\$610.00
Apr 25-27, 2017	Dealing with Anger	PDS-007	CRES-1190	\$610.00
May 2-4, 2017	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	PDS-009	CRES-1200	\$610.00
May 9-11, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	PDS-002	CRES-1101	\$610.00
May 16-18, 2017	Negotiation Skills Level I	PDS-185	CRES-1170	\$610.00
May 23-25, 2017	Mediation Skills Level I	PDS-006	CRES-1180	\$610.00
May 26, 2017	The Art of Reframing	PDS-013	CRES-1408	\$235.00
June 5-9, 2017	Mediation Skills Level II	PDS-012	CRES-1280	\$975.00
June 13-14, 2017	Building Your Communication Toolbox	PDS-173	CRES-1302	\$435.00

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- Schedule subject to change - see our website for the most current class schedule.
- Additional student material fee may apply.



# JUSTICE INSTITUTE

of BRITISH COLUMBIA

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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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## JIBC SCHOOL OF HEALTH, COMMUNITY & SOCIAL JUSTICE

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

