

CENTRE FOR LEADERSHIP & CENTRE FOR CONFLICT RESOLUTION



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COURSE & PROGRAM GUIDE



**JUSTICE
INSTITUTE**
of BRITISH COLUMBIA

SCHOOL OF HEALTH,
COMMUNITY &
SOCIAL JUSTICE



HEALTH SCIENCES ASSOCIATION
The union delivering modern health care

JIBC LEADERSHIP TRAINING EXCEEDS EXPECTATIONS

The Health Sciences Association of British Columbia (HSABC) has always been proactive in creating a positive work environment. So when they were looking for a partner to provide customized leadership training, they found the perfect fit with JIBC.

HSABC represents more than 18,000 health sciences professionals at more than 250 hospitals and agencies in acute care, long-term care and community health.

"The impetus was to take what is already an excellent leadership team and a great working environment and try to enhance it so that we have a positive work and growth environment for all of our staff," said Josef

Rieder, HSABC's director of human resources. "In terms of personality types and styles ... the broader our understanding of ourselves and others, the more open-minded we can be, and the more tools we can employ, in working with or leading others who are very different from ourselves."

He noted that HSABC chose JIBC because of its solid reputation. They started with JIBC's online workplace bullying course and were pleased with how it brought their staff to the desired level of awareness and understanding of the issue.

"I contacted JIBC's Centre for Leadership to see about stylizing a leadership workshop and was amazed at the responsiveness and cooperation," Josef said. "They will either have something that fits you perfectly or they will help you to find or create it."

Josef said JIBC's training exceeded his expectations, noting that he has received rave reviews from staff who completed the courses.

"It is doing exactly what I was looking for, which is to say that people are learning a lot about different traits, different styles, and different default assumptions and behaviours ... and gained insight and skills that they will be able to employ," he said. "I have had reports of individuals in our group immediately knowing more about themselves and their styles and feeling more confident and better equipped to lead, literally from one day to the next."

JIBC.ca/leadership

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
- Clearly
- City of Burnaby
- Corrections Canada
- Employers' Association of BC
- Fraser Valley Regional Library
- Gitxaala Nation
- Government of the North West Territories
- Health Sciences Association of British Columbia
- Department of Justice
- LTSA
- MetroVancouver
- Northern Shuswap Tribal Council
- SD 34 (Abbotsford School District)
- Seaspan
- Science World
- Township of Esquimalt
- West Moberly First Nations
- Yukon Government

Our most popular customized courses:

- Change Management
- Critical Thinking for Better Decision Making
- Facilitation Skills
- Handling Conflict on the Telephone
- Leading Projects
- Lead Yourself First
- Managing the Hostile Individual
- Navigating Challenging Conversations
- Presentation Skills
- Positive Leadership
- Respectful Communication in the Workplace
- Sharpening Your Edge in Negotiation
- Team Dynamics
- Train the Trainer
- Workplace Bullying: What You Need to Know

Contact us to further your organization's learning today. Increase your return on investment – bring courses to your workplace!
ccrcl@jibc.ca

Information in this course calendar is current as of June 2018. Please see our website for updated information.



AWARD WINNING INSTRUCTORS



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 with Neutral Zone Coaching and Consulting focused on mediation.

In JIBC's Centre for Conflict Resolution, she is a coach in a number of conflict resolution courses including Negotiation 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."

GEORGANNE OLDHAM: CHALLENGING STUDENTS IN A SAFE AND SUPPORTIVE ENVIRONMENT

Georganne Oldham has been a faculty member at JIBC's Centre for Leadership for more than 13 years. An accomplished group facilitator, she brings more than 25 years of organization and leadership development coaching and consulting experience to the classroom.

She is particularly skilled in helping groups and individuals grapple with the complex issues that come with organizational change, and in assessing the needs of organizations that come to JIBC for leadership development training. She has also played an integral part in designing the Centre's curriculum.

Georganne recently received JIBC's Instructional Excellence Award in 2016.

"Georganne's calm, competent manner, and deep commitment to the teaching and learning process, leaves students and clients wanting more," noted the citation for the award.

"Georganne is about transformational learning, not transactional experiences. She challenges students in a safe and supportive environment to move beyond acquiring 'tools for their toolbox' and into a space of embracing personal change."



PROGRAMS OVERVIEW

Courses vary in length from one to five 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 2 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
Visit jibc.ca/leadership for more information on these certificates			
Associate Certificate in Leadership and Conflict Resolution	12	6	\$2,900
Associate Certificate in Training and Facilitation	11	7	\$3,300
Certificate in Applied Leadership	20	10	\$4,700
Visit jibc.ca/conres for more information on these certificates			
Associate Certificate in Conflict Coaching	12	6	\$3,100
Associate Certificate in Workplace Conflict	11	5.5	\$2,900
Certificate in Conflict Resolution: Specialization in Mediation/Third-Party Intervention	36	18	\$8,450
Certificate in Conflict Resolution: Specialization in Negotiation	36	18	\$8,350
Family Mediation Certificate	40	20	\$9,400



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.

REQUIRED COURSES (6 CREDITS)	Credits
CRES-1100: Foundations of Collaborative Conflict Resolution OR CRES-1101: Foundations of Collaborative Conflict Resolution: Workplace Focus	1.5
LEAD-1100: Lead Yourself First	1.5
LEAD-1101: Leading Through Relationships	1.5
CRES-1180: Mediation Skills Level 1	1.5
CRES-1550: Mail In Assessment: Associate Certificate in Leadership and Conflict Resolution	

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.

REQUIRED COURSES (5.5 CREDITS)	Credits
CRES-1100: Foundations of Collaborative Conflict Resolution OR CRES-1101: Foundations of Collaborative Conflict Resolution: Workplace Focus	1.5
CRES-1170: Negotiation Skills Level 1	1.5
CRES-1210: Conflict Dynamics in Groups	1
CRES-1200: Resolving Conflict on the Front Line: Demonstrating Leadership at Work	1.5
CRES-1552: Assessment: Associate Certificate in Workplace Conflict	

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 a mail in assessment.

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)

Credits

CRES-1100: Foundations of Collaborative Conflict Resolution OR CRES-1101: Foundations of Collaborative Conflict Resolution: Workplace Focus	1.5
CRES-1131: Conflict Coaching Level I	1.5
CRES-1190: Dealing With Anger	1.5
CRES-1231: Conflict Coaching Level II	1.5
CRES-1551: Assessment: Associate Certificate in Conflict Coaching	

* Each 0.5 credit = 1 day of class

TO REGISTER:

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

THE UPDATED ASSOCIATE CERTIFICATE IN TRAINING AND FACILITATION (EFFECTIVE SEPTEMBER 1, 2018)

Effective September 1, 2018 this credential will increase to 5 courses/7 credits. All those who enrol after September 1st will be enrolled in the updated program.

This 14 day/7 credit 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 or facilitators looking to enhance and update their skills in participant-centered practices. This certificate is a five-course program with the final course being a capstone; the program is tailored for subject matter experts who find themselves in a training or facilitating role in their workplace.

Throughout the program, you will practice training and facilitation skills in applied, real-life environments and receive timely feedback on your design and delivery. You will have the opportunity to critically reflect on your professional development as a trainer and facilitator so that you can determine your next steps to progress in your career.

By the end of this program, you will have increased competence and confidence in your skills as a trainer and facilitator.

This program will benefit those in government, corporate or educational settings. It is designed for individuals training and facilitating in the workplace or within community environments.

REQUIRED COURSES (5.5 CREDITS)

Credits

INDC-1110: Essential Skills for Training and Facilitation	1.5
INDC-1377: Facilitation Fundamentals	1
*INDC-1591: Training and Facilitation Capstone (take this course last) NEW September 2018	1.5

ELECTIVE COURSES (CHOOSE TWO OF THE FOLLOWING) (3.0 CREDITS):

INDC-1211: Tools and Activities for Trainers	1.5
INDC-1250: Advanced Facilitation	1.5
INDC-1302: Designing Consultation and Engagement Processes (equivalent to INDC-1402) NEW September 2018	1.5

* INDC-1591 is 2 days in class and one day working independently.

DID YOU KNOW

Essential Skills for Training and Facilitation (INDC-1110) is equivalent to the Instructional Skills Workshop (ISW). This is a very successful, internationally-recognized course. For more information on the ISW, please visit: <https://iswnetwork.ca/>

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. :

BY THE END OF THIS 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 complete a mail in final assessment.

Enrol in the assessment when your portfolio is complete and ready to submit for marking.

* Each 0.5 credit = 1 day of class

REQUIRED COURSES (8 CREDITS)	Credits
LEAD-1100: Lead Yourself First	1.5
LEAD-1101: Leading Through Relationships	1.5
LEAD-1102: Leading with Influence in Organizations	1.5
LEAD-1103: Critical Thinking for Better Decision Making	1
CRES-1100: Foundations of Collaborative Conflict Resolution OR CRES-1101: Foundations of Collaborative Conflict Resolution: Workplace Focus	1.5
LEAD-1504: Leadership Simulation	1
LEAD-1559: Certificate in Applied Leadership-Final Mail In Assessment	

ELECTIVE COURSES (CHOOSE ANY 2 CREDITS)	Credits
INDC-1377: Facilitation Fundamentals	1
LEAD-1366: Leading Projects	1
CRES-1180: Mediation Skills Level I	1.5
LEAD-1395: Leading with Resilience	1
INDC-1396: Creating and Delivering Engaging Presentations	1
INDC-1302: Designing Consultation and Engagement Processes	1.5

* Check our website for new elective options.



LEDA STAWNYCHKO:
CERTIFICATE IN CONFLICT RESOLUTION

Calgary resident Leda Stawnychko was pursuing graduate studies in leadership when she realized that conflict resolution is a necessary skill of a successful leader. Wanting a well-recognized program that would also assist in her pursuit of a Qualified Mediator designation, she chose JIBC's Centre for Conflict Resolution.

From the very first class she attended, she learned many memorable lessons that will stay with her for the rest of

her life, she said. Among those lessons are that all conflicts are solvable, there are no losers in a win-win strategy, and the value of attentive listening in coming up with innovative solutions.

Leda completed a Certificate in Conflict Resolution with a specialization in mediation/third-party intervention. She believes the JIBC program enabled her to secure a promotion at the University of Calgary as its Director of Operations and Strategy in the Cumming School of Medicine, and that it may have played a part in her admission to her PhD program in leadership.

"What I learned is benefiting me constantly, both personally and professionally," she said. "I fully recommend this program to everyone. The skills you learn can help you as a parent, supervisor, mentor, and even as a student or employee when dealing with peers or supervisors. The program provides skills for life, and for personal and professional success, regardless of the role one takes."

CERTIFICATE IN CONFLICT RESOLUTION: SPECIALIZATION IN MEDIATION/ THIRD-PARTY INTERVENTION

This specialization provides 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 for those who 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.

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.

Learners are required to complete an on campus or mail in assessment.

UPON SUCCESSFUL COMPLETION OF THE CERTIFICATE YOU WILL BE ABLE TO:

- Integrate the knowledge, skills and values of collaborative conflict resolution.
- Demonstrate a high level of self-awareness regarding their own internal state, the impact of their behaviour, thoughts, emotions, and communication on others and an ability to receive feedback from others non-defensively.

- Use a collaborative mediation process which utilizes both problem-solving and building understanding and relationship.
- Recognize ethical issues facing mediators.
- Establish and maintain a safe environment for disputants.
- Understand and address power dynamics in the dispute they are mediating.

***Please note this is not a complete list of the learning outcomes.**

** Each 0.5 credit = 1 day of class*

REQUIRED COURSES (12.5 CREDITS)	Credits
CRES-1100: Foundations of Collaborative Conflict Resolution OR CRES-1101: Foundations of Collaborative Conflict Resolution: Workplace Focus	1.5
CRES-1170: Negotiation Skills Level I	1.5
CRES-1180: Mediation Skills Level I	1.5
CRES-1190: Dealing with Anger	1.5
CRES-1270: Negotiation Skills Level II	2.5
CRES-1280: Mediation Skills Level II	2.5
CRES-1150: Theoretical Foundations of Dispute Resolution (21 hours online) OR CRES-1152: Integrating Conflict Theory and Practice	1.5
CRES-1560: Assessment: Specialization in Mediation/Third-Party Intervention	
ELECTIVE COURSES (CHOOSE ANY 5 CREDITS)	Credits
CRES-1305: Asserting Yourself in Conflict Situations	1
CRES-1302: Building Your Communication Toolbox	1
CRES-1308: Managing the Hostile Individual	1
CRES-1472: Balancing Empathy and Assertion	1
CRES-1473: Managing the Conflict Within	1
CRES-1408: The Art of Reframing	0.5
CRES-1404: Asking Better Questions	0.5
CRES-1411: Civil Procedure (14 hours online)	1

CRES-1405: Dealing with Defensiveness in Conflict	1.5
CRES-1401: Defining Issues & Setting the Agenda	1
CRES-1406: Dynamics of Power	1.5
CRES-1474: Identifying Control & Abuse in Pre-Mediation	1
CRES-1210: Conflict Dynamics in Groups	1
CRES-1452: Resolving Conflict in Groups Level II: Facilitating the Collaborative Process (offered at University of Calgary only)	1
CRES-1200: Resolving Conflict on the Front Line: Demonstrating Leadership at Work	1.5
CRES-1409: Separate Meetings: Pre-Mediation & Caucusing	1
CRES-1402: Shifting from Positions to Interests	1.5
CRES-1298: Ethical Dilemmas for Mediators (14 hours online)	1
CRES-1495: Mediation Skills Level III	1
CRES-1131: Conflict Coaching Level I	1.5
CRES-1231: Conflict Coaching Level II	1.5
CRES-1491: Preparing for Your Mediation Assessment/Reality Check	0.5
GENERAL ELECTIVES (CHOOSE ANY 0.5 CREDITS)	Credits
Any Conflict Resolution Course	
LEAD-1100: Lead Yourself First	1.5
LEAD-1101: Leading Through Relationships	1.5

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.

Learners are required to complete an on campus or mail in assessment

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

- Integrate the knowledge, skills and values of collaborative conflict resolution.
- Demonstrate respect for diversity in conflict situations.
- Demonstrate a high level of self-awareness regarding their own internal state, the impact of their behaviour, thoughts, emotions, and communication on others and an ability to receive feedback from others non-defensively.
- Articulate an understanding of the theoretical perspectives of the conflict resolution field.
- Effectively manage their own emotions in conflict situations and respond empathically and assertively to the emotions of others.

* Each 0.5 credit = 1 day of class

REQUIRED COURSES (10 CREDITS)	Credits
CRES-1100: Foundations of Collaborative Conflict Resolution OR CRES-1101: Foundations of Collaborative Conflict Resolution: Workplace Focus	1.5
CRES-1170: Negotiation Skills Level I	1.5
CRES-1180: Mediation Skills Level I	1.5
CRES-1190: Dealing with Anger	1.5
CRES-1270: Negotiation Skills Level II	2.5
CRES-1150: Theoretical Foundations of Dispute Resolution (21 hours online) OR CRES-1152: Integrating Conflict Theory and Practice	1.5
CRES-1561: Assessment: Certificate in Conflict Resolution: Specialization in Negotiation	

- Demonstrate effective interpersonal communication skills.
- Demonstrate proficiency in the application of at least one collaborative conflict resolution process.
- Articulate principles and processes of interest based negotiations.
- Demonstrate use of a collaborative interest-based process to negotiate in daily interpersonal communications in simple as well as complex or multi-issue and/or contentious situations.

ELECTIVE COURSES (CHOOSE ANY 5 CREDITS)	Credits
CRES-1305: Asserting Yourself in Conflict Situations	1
CRES-1302: Building Your Communication Toolbox	1
CRES-1308: Managing the Hostile Individual	1
CRES-1472: Balancing Empathy and Assertion	1
CRES-1473: Managing the Conflict Within	1
CRES-1408: The Art of Reframing	0.5
CRES-1404: Asking Better Questions	0.5
CRES-1405: Dealing with Defensiveness in Conflict	1.5
CRES-1401: Defining Issues & Setting the Agenda	1
CRES-1406: Dynamics of Power	1.5
CRES-1407: Negotiating with Difficult People: Making it Hard to Say No	1
CRES-1210: Conflict Dynamics in Groups	1
CRES-1452: Resolving Conflict in Groups Level II: Facilitating the Collaborative Process (offered at University of Calgary only)	1
CRES-1200: Resolving Conflict on the Front Line: Demonstrating Leadership at Work	1.5
CRES-1402: Shifting from Positions to Interests	1.5
CRES-1481: Preparing for Your Negotiation Assessment/Reality Check	0.5
GENERAL ELECTIVES (CHOOSE ANY 3 CREDITS)	Credits
Any Conflict Resolution Course	
LEAD-1100: Lead Yourself First	1.5
LEAD-1101: Leading Through Relationships	1.5

FAMILY MEDIATION CERTIFICATE

The Family Mediation Certificate gives you in-depth knowledge and skills in formal and informal mediation within the family context. This certificate can be applied towards Family Mediation Canada's training requirements for certification as a Family Relations mediator. This certificate can also be applied towards the training requirements for Mediate BC's Family Roster.

This 40 day/20 credit certificate is ideal for those interested in working with families in a conflict setting. This includes those

interested in working in a family law context such as Family Justice Counsellors, Social Workers or other social service professionals.

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 complete an on campus or mail in assessment.



* Each 0.5 credit = 1 day of class

REQUIRED COURSES (18 CREDITS)	Credits
FAMJ-1000*: Family Justice Services in BC (21 hours online) OR FAMJ-1001: Introduction to Family Justice Services in Canada (21 hours online)	1.5
FAMJ-1002*: Family Violence: Impact on Separation and Divorce (21 hours online)	1.5
FAMJ-1005*: Effects of Separation and Divorce on Adults (21 hours online)	1.5
FAMJ-1006*: Effects of Separation and Divorce on Children (21 hours online)	1.5
FAMJ-1008: Mediated Agreements and Related Court Orders (7 hours online)	0.5
FAMJ-1012*: Multicultural Issues in Family Justice (7 hours online)	0.5
FAMJ-1009*: Child Support Guidelines (21 hours online)	1.5
CRES-1100: Foundations of Collaborative Conflict Resolution OR CRES-1101: Foundations of Collaborative Conflict Resolution: Workplace Focus	1.5
CRES-1170: Negotiation Skills Level I	1.5
CRES-1180: Mediation Skills Level I	1.5
CRES-1190: Dealing with Anger	1.5
CRES-1280: Mediation Skills Level II	2.5
CRES-1298: Ethical Dilemmas for Mediators (14 hours online)	1
CRES-1570: Assessment: Family Mediation Certificate	

ELECTIVE COURSES (CHOOSE ANY 2 CREDITS)	Credits
CRES-1405: Dealing with Defensiveness in Conflict	1.5
CRES-1401: Defining Issues & Setting the Agenda	1
CRES-1406: Dynamics of Power	1.5
CRES-1495: Mediation Skills Level III	1
CRES-1474: Identifying Control & Abuse in Pre-Meditation	1
CRES-1409: Separate Meetings: Pre-Mediation & Caucusing	1
CRES-1402: Shifting from Positions to Interests	1.5
FAMJ-1011*: Substance Use Issues in Family Justice (7 hours online)	0.5
CRES-1150: Theoretical Foundations of Dispute Resolution (21 hours online) OR CRES-1152: Integrating Conflict Theory and Practice	1.5
FAMJ-1021: Writing Children's Needs Assessments (35 hours online)	2.5
FAMJ-1023: Shuttle Mediation (28 hours online)	2

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

FOR MORE
INFORMATION & HOW
TO APPLY CONTACT:

604.528.5608 or 1.888.799.0801 (toll free) or ccrcl@jibc.ca



CENTRE FOR LEADERSHIP

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.*

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.

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-1366

Leading Projects (1 Credit/2 Days)

This course will benefit organizational leaders and managers at any level of an organization who have a role to play in project management, as either project leads or team members on task forces, special initiatives and discreet projects. Project work is an increasingly used form of organization in and within all sectors, and is a mechanism to deliver value and benefit to organizations engaged in activities as diverse as cultural transformation and new product development. This is a practical course in "leading and managing" that will equip participants to better navigate the complex project environment in a purposeful, meaningful and effective manner.

Prerequisite: None

LEAD-1395

Leading with Resiliency (1 Credit/2 Days)

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

** Additional material fees apply and will be charged at time of enrolment.*

LEAD-1504

Leadership Simulation

(1 Credit/2 Days)

In this immersive, interactive two-day course you'll have the unique opportunity to put leadership theory and skills into practice in real-time. You will participate in a simulated workplace in our applied learning lab, which uses cutting-edge technology to support complex educational scenarios. You can apply core leadership skills learned 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

LEAD-1559

Assessment: Certificate Applied

Leadership

(Mail-in)

The Assessment: Certificate in Applied Leadership is a mail-in assessment. Enroll in this assessment when you have completed all required courses and your portfolio is ready to submit for marking; it is recommended that you begin work on your portfolio in LEAD-1100 Lead Yourself First. You must be enrolled in the CAL certificate program before submitting this assessment. Certificate enrolment forms are found on the Certificate for Applied Leadership webpage under the heading "Enrolment Process". Required courses include LEAD-1100, LEAD-1101, LEAD-1102, LEAD-1103, LEAD-1504, and CRES-1100 or CRES-1101 plus two electives, which need to be completed prior to enrollment. Submit your completed portfolio to leadership@jibc.ca with your full name, contact information and "CAL Final Assessment" in the subject line.

Prerequisites: Required courses include LEAD-1100, LEAD-1101, LEAD-1102, LEAD-1103, LEAD-1504, and CRES-1100 or CRES-1101 plus two electives, which need to be completed prior to enrollment. You must also be enrolled in the certificate program.

TRAINING & FACILITATION COURSE DESCRIPTIONS

INDC-1110

Essential Skills for Training and Facilitation

(1.5 Credits/3 Days)

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. There will be some self-paced online pre-course work including reading, assignments and discussions, starting two weeks prior to class dates.

Prerequisite: None

INDC-1211

Tools & Activities for Trainers

(1.5 Credits/3 Days)

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)

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 charged at time of enrolment.*

Prerequisite: None

INDC-1302

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-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-1396

Creating and Delivering Engaging Presentations

(1 Credit/2 Days)

According to Warren Buffet, learning the art of public speaking will raise your value by 50%. Whether you are communicating a message to a colleague or delivering a keynote at your next AGM, delivering a clear, concise, and memorable message can be a difficult task. Learn how to structure your message for clarity, use the latest presentation tools to engage your audience, and gain the skills needed to present with confidence. In this course you will learn the secrets behind the best presenters, and how they use their voice and body language to make their message a memorable one so that you can become a more confident public speaker and embrace the opportunity next time it is presented to you.

Prerequisite: None

INDC-1591

Training and Facilitation Capstone

(1.5 Credits/2 Days F2F)

In this course you will have the opportunity to implement and integrate the skills you acquired through the other courses in this Associate Certificate in Training & Facilitation. You will plan and deliver a training session in a collaborative and supportive environment. 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 on Day 2. A written and verbal feedback process will follow each training session. You will be required to submit a written "reflections on learning" document to complete the course. This class will make extensive use of peer support, and the instructor will be available for one-on-one coaching.

Prerequisites: INDC-1110, INDC-1377 and two of the following: INDC-1211, INDC-1250, INDC-1302

You must also be enrolled in the certificate program.

** Additional material fees apply*

SEVE-1072

AGILE PROJECT MANAGEMENT

NOVEMBER 21, 2018

INSTRUCTOR: SOPHIE MAS

\$189.00 + GST

If you're between a rock and a hard place – or in project management terms – feeling conflicted between Waterfall and Agile Project Management approaches, this is the course for you. While traditional “Waterfall” project management has grown stronger in a broad spectrum of organizations as an overall approach to work, Agile project management has recently emerged as the newest way to obtain effective delivery. Many organizations find themselves wondering whether they should consider switching approaches. But is Agile better than Waterfall? Are the two mutually exclusive, or can organizations adopt a combination of both to meet their needs? This special event will compare the two and explore how to integrate both of them into your work environment. This workshop is suitable for all project management skill levels.



Sophie Mas has over 20 years' experience in leading and managing projects in the public sector including the 2010 Winter Olympic and Paralympic Games, the creation of the civilian-led Independent Investigations Office, the BC Policing and Community Safety Plan, and the response to the Missing Women Commission of Inquiry. Sophie is currently the Project Director of the Cannabis Legalization and Regulation Secretariat with the BC Ministry of Public Safety and Solicitor General. Sophie is a certified PMP (Project Manager Professional) and holds a Master's in Public Administration from the University of Victoria. She teaches Leading Projects at the JIBC and is one of the Project Management Institute Westcoast Chapter's PMP exam preparation course instructors. See our Events webpage for more information.

SEVE-1007

POSITIVE LEADERSHIP: MAXIMIZING WORKPLACE WELLNESS

MAY 16, 2019

INSTRUCTOR: DR. JASON CRESSEY

\$189 + 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.

At JIBC, he teaches core courses in the Centre for Leadership's Applied Leadership Certificate Program.

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

TED^x JIBC

x = independently organized TED event

... ideas worth spreading.

TEDx JIBC is designed to spark conversation and connection through a JIBC TED-like experience.

JANUARY 24, 2019



International Women's Day

International Women's Day – March 8th. To inspire and embolden people in the fields of public safety and social justice to bring the female perspective into their work in meaningful and innovative ways. This event is open to students, faculty, staff, clients and the community.

MARCH 8, 2019

SEVE-1080

BUILDING A SUCCESSFUL CONFLICT RESOLUTION BUSINESS

OCTOBER 12, 2018

INSTRUCTOR: RAJ DHASI

NEW WESTMINSTER CAMPUS

\$189 + GST

Please join us for an exciting opportunity to look behind the scenes of operating a successful conflict management business. This interactive session will allow participants to hone in on the day-to-day realities of operating a business focused on resolving conflicts from contracting, insurance, marketing, and legalities to pricing and self-care. This workshop is suitable for those interested in creating a sustainable and growth focused conflict management business.



Raj Dhasi is an experienced Organizational Development Consultant. Raj holds a Master's degree in Organizational Conflict Analysis and Management with a specialization in managing power dynamics and a specialized degree in Adult Education. At present, Raj is pursuing her education in Neuroscience through the University of British Columbia and Portland State University.

SEVE-1081

TRAUMA INFORMED PRACTICE IN DISPUTE RESOLUTION

OCTOBER 25,26, 2018

VICTORIA CAMPUS

FEBRUARY 11,12, 2019

NEW WESTMINSTER CAMPUS

INSTRUCTOR: KAT BELLAMANO

\$389 + GST

This two day special event will appeal to dispute resolution and other professionals who work with families and individuals impacted by trauma. This workshop will highlight the experience of working with people in conflict such as separating and divorcing families and workplace disputes. This workshop is suitable for dispute resolution professionals: mediators, arbitrators, lawyers, counsellors, social workers, outreach workers.



Kat Bellamano has been a dispute resolution practitioner for 15 years. She is a Chartered Arbitrator and Mediator, certified as a Comprehensive Family Mediator by Family Mediation Canada, is on the family and civil rosters of Mediate BC, the BC Hear the Child and Parenting Coordinator rosters and is a Restorative Justice Facilitator and Mentor. She has a Bachelor of Social Work from the University of Victoria and is currently completing a Master of Social Work with a Clinical Specialization and a Certificate in Adult Education.

SEVE-1076

MEDIATOR IN A BOX

NOVEMBER 29 2018

INSTRUCTOR: JULIA MENARD

\$189 + 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) 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. Julia has recently completed her Masters of Educational Psychology, specializing in Leadership.



CENTRE FOR CONFLICT RESOLUTION

CONFLICT RESOLUTION COURSE DESCRIPTIONS

CRES-1100

Foundations of Collaborative Conflict Resolution

(1.5 Credits/ 3 Days)

This foundation course offers you effective and practical tools in collaborative conflict resolution. Through examination of the sources of conflict attitudes and beliefs, conflict styles, and the role of assumptions and emotions, you will gain an overview of conflict dynamics and collaboration strategies. This highly participatory course emphasizes self-awareness and understanding through structured exercises and simulations.

Prerequisite: None

CRES-1101

Foundations of Collaborative Conflict Resolution: Workplace Focus

(1.5 Credits/3 Days)

Dealing effectively with workplace conflicts is a key competency for success in any job. This foundation course offers you effective and practical tools for resolving conflicts collaboratively in the workplace. Through examination of the sources of conflict attitudes and beliefs, conflict styles, and the role of assumptions and emotions, you will gain an overview of conflict dynamics and collaboration strategies.

Prerequisite: None

CRES-1120

The Mindful Educator in Managing Conflict

(1.5 credits/3 Days)

Through self-reflection, dialogue, exercises, and scenario practice, this 21-hour course will increase your awareness of how you perceive and personify your role as an educator in the K-12 sector in the face of conflict and anger. You will gain a working knowledge of Emotional Intelligence competencies as they relate to managing conflict and learn practical ways to enhance self-awareness, self-regard, self-regulation, assertiveness, stress tolerance and impulse control. With this gained insight, you will begin to construct more productive ways to address such challenges. This will increase capacity to make sound decisions, build mutually supportive relationships, and to handle stress and anger effectively. You will learn the necessary skills and approaches to help manage your own angry feelings and behaviours, and to effectively respond to anger in others. Topics such as anger triggers, self-management, defusing skills, the origins of personal expressions of anger and disengaging from angry encounters are explored.

Prerequisite: None

CRES-1131

Conflict Coaching Level I

(1.5 Credits/3 Days)

In this introductory course, you will learn coaching techniques to help others gain clarity, develop fresh perspectives, and address their conflict with new strategies acquired through their coaching interaction with you. You will

develop tools to champion and support, enlighten and confirm, understand and action solutions with those that you coach that will allow for conversations that lead to real change.

Prerequisite: None

CRES-1150

Theoretical Foundations of Dispute Resolution

(1.5 Credits/21 Hours online)

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

Prerequisite: None

CRES-1152**Integrating Conflict Theory and Practice****(1.5 Credits/3 Days)**

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

Prerequisite: None**CRES-1170****Negotiation Skills Level I****(1.5 Credits/3 Days)**

In this course, you will learn to prepare for negotiations, assess your alternatives, build a climate of collaboration, get beyond stubborn positioning and develop agreements that work for both sides. Negotiation skills are essential in daily interactions with others. Traditional approaches to negotiation promote competitive tactics, often resulting in unsatisfactory outcomes for one or both negotiators. Collaborative or interest-based negotiation aims for agreements that respond to the interests of both parties. Emphasis is on skill development through simulated negotiations assisted by trained coaches. Recommended taking this course before CRES-1180

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

This course introduces you to the concepts, skills and techniques needed to mediate disputes: determining whether mediation is appropriate, the role of the mediator, guiding the process, managing emotions and using communication skills as a mediator. Mediation is a practical method for helping people resolve their conflicts and attain mutually satisfactory outcomes. You will have opportunities to mediate simulated disputes involving co-workers, customers, committee members, neighbours, parents/teens and co-parents. Emphasis is on skill development through simulated mediations assisted by trained coaches. Recommend taking CRES-1170 before CRES-1180

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

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. Recommend taking CRES-1170 before CRES-1180

Prerequisite: CRES-1100 or CRES-1101**CRES-1200****Resolving Conflict on the Front Line:****Demonstrating Leadership at Work****(1.5 Credits/3 Days)**

All members of organizations are expected and often required to handle workplace conflicts effectively, yet this can be a challenging task. This course will give you knowledge and skills for assessing workplace conflict, determining whether a collaborative process or a more formal intervention process is needed and choosing the best intervention approach. You will practice analyzing workplace conflicts, and using a collaborative process to intervene as a third party.

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

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

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

This advanced Conflict Coaching course will both broaden and deepen your ability to coach others through challenging situations. You will learn how to work with clients who are experiencing stronger emotions related to their conflicts, identify elements of face-saving and choice making, and help others move away from apathy or victimization and toward choice and integrity. You will also learn how to position conflict coaching within the contexts of other dispute resolution processes and strategies (such as negotiation and mediation).

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

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)**

Building on the mediation process and skills learned in Mediation Skills Level I CRES-1180), 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/14 Hours online)**

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

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)**

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 stalemate 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)

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)

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/14 Hours online)

This ONLINE course is for those who want to practice mediation in the context of the civil justice system. It is required for mediators who do not have a law degree and want to be considered for the Mediate BC 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)

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)

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)

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)

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)

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)

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. You will be provided with a recording of your role play 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)

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 as assessment preparation for those pursuing the Certificate in Conflict Resolution: Specialization in Mediation/Third party Intervention and those pursuing the Family Mediation Certificate. You will be provided with a recording of your role play exercise.

Prerequisites: CRES 1100 or CRES 1101 and CRES 1170 and CRES 1180 and CRES 1190 and CRES 1280

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



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