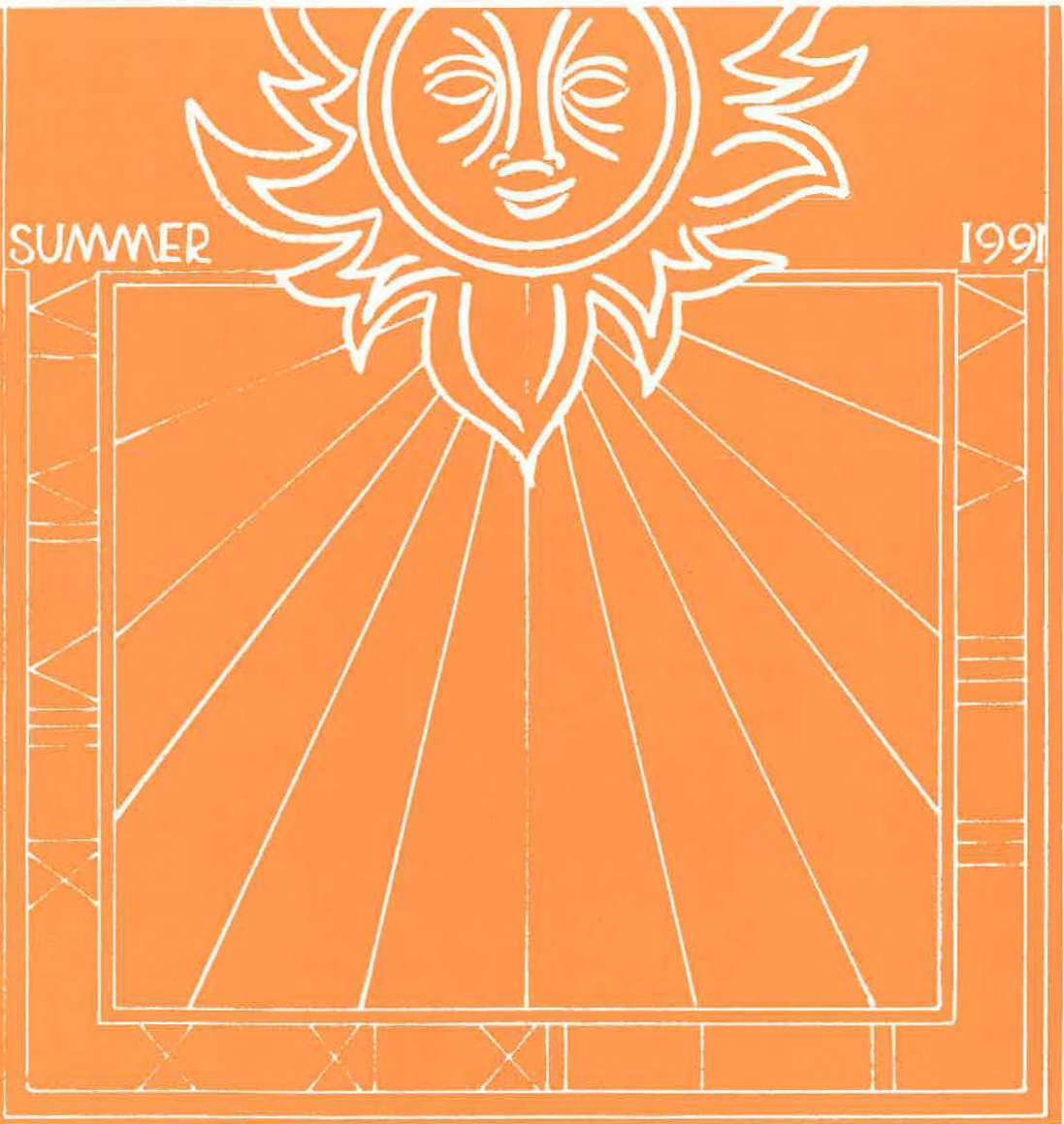


J  
JUSTICE  
INSTITUTE  
OF B.C.



# EXTENSION PROGRAMS

Professional Development  
and  
Community Education





## Extension Programs

June - August, 1991

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## Staff List

### Extension Programs

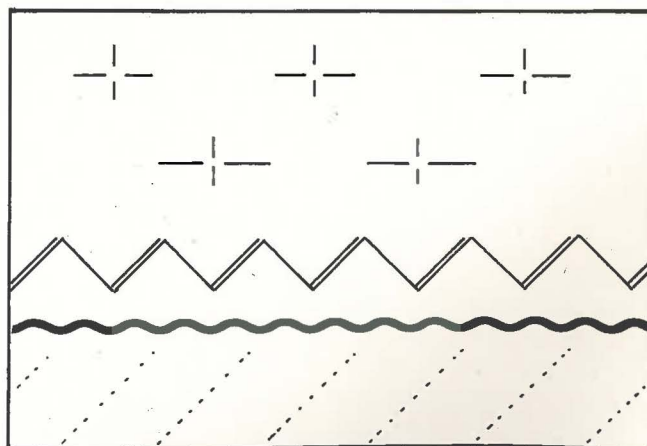
For numbers not listed below	228-9771
Program Director	
Flora MacLeod	222-7225
Centre for Conflict Resolution Training	
Marje Burdine, Co-ordinator	222-7248
Kendra McEown, Program Planner	222-7213
Nancy McPhee, Program Planner	222-7219
Sally McMurray, Program Assistant	222-7287
Justice, Family and Agency Training	
Shelley Rivkin, Co-ordinator	222-7233
Tad Dick, Program Planner	222-7271
Debbie Latimer, Program Assistant	222-7251
Group Home Management Training	
Sandra Rice, Co-ordinator	222-7273
Sandy Goettler-Johnson, Program Assistant	222-7285
Professional Health Programs	
Sandy Barabe, Co-ordinator	222-7121
Inara Neimers, Program Assistant	222-7114
Technical Enforcement & Management Training	
Patricia McNeill, Program Planner	222-7229
Sandy Goettler-Johnson, Program Assistant	222-7285
Office Support Staff	
Judy Laird	222-7224
Steven Schick	222-7224

### Registration Office

Registration Supervisor	
Kerry Gruber	222-7111
Registration Processing Clerks	
Lorraine Ordano	222-7276
Cindy Teather	222-7289



Extension Programs  
 Justice Institute of B.C.  
 4180 West 4th Avenue  
 Vancouver, B.C. V6R 4J5  
 Telephone: (604) 222-7251  
 Fax: 660-1875



In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.30.

# General Information

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**Time of classes:** Unless otherwise indicated, classes will be in session from 9:00 am to 5:00 pm.

**Parking:** Parking is available, free of charge, in lots located north of Blake Hall, adjacent to Lawrence Hall, and east of the driveway off 8th Avenue.

**Parking for the disabled:** Two parking stalls for disabled drivers are located beside the gymnasium in the parking lot adjacent to Blake Hall. Students in wheelchairs should check with the registration office for the location of access ramps and washrooms.

**Location of classrooms:** Unless otherwise stated, classes will take place at the Justice Institute in either Blake or Lawrence Hall. Check your receipt; it will show the location

of your class. Notice boards inside the main doors of both buildings list courses and classrooms for that day. It is a good idea to check the notice board on entering as rooms are subject to change on short notice.

**Food on campus:** Coffee and juice are provided in most classrooms and a small, deli-style store in Blake Hall is open from 8:00 am to 3:30 pm, Monday through Friday. The cafeteria, in a building just west of the gymnasium, is open from 7:00 am to 3:30 pm weekdays. You are welcome to bring your own lunch to eat in the student lounge area in Blake Hall, or outside if weather permits.

**Smoking:** Smoking is permitted in Room 10 in Blake Hall and in one section of the cafeteria. All other rooms are non-smoking.

**Out-of-town courses:** Courses offered outside the Lower Mainland are listed at the end of each category.

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## Accident Investigation

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**T**he Pacific Traffic Education Centre (PTEC) is a joint venture of the Justice Institute of BC and the Insurance Corporation of BC. Launched in 1988, PTEC was established to help reduce the number and severity of traffic accidents in British Columbia by offering courses in advanced driver training and traffic accident investigation, and by conducting traffic research and participating in other forms of traffic safety training. Fee-for-service courses are co-sponsored with Extension Programs.

**Unless otherwise indicated, Traffic Accident Investigation courses will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm.**

### Industrial Accident Investigation (#MGMT222)

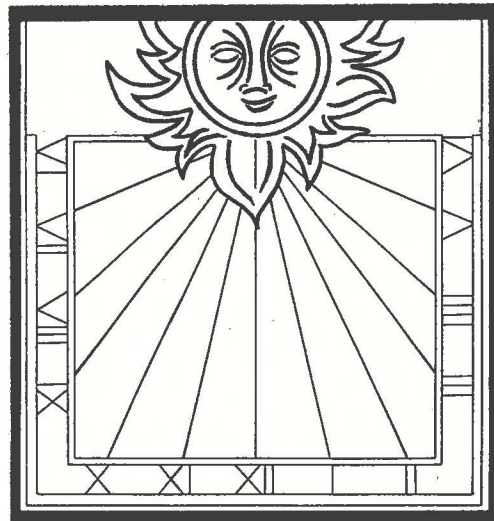
This contract course has been designed for supervisors/safety co-ordinators who investigate industrial or motor vehicle incidents on behalf of their organization. It is available only on a contract basis. Content for the course includes on-site investigations (identification, collection and preservation of evidence; note taking techniques; interviewing and obtaining statements from witnesses) and preparation of an investigator's report, including cause analysis and recommendations. Through the use of simulations, participants will demonstrate skills and techniques related to on-site investigations. The course is available on a contract basis. To find out more about the course and how it can be tailored to fit your needs, please call Al Lund at 222-7139 or Patricia McNeill at 222-7229.

**Resource People:** Instructors are experienced police investigators with current experience and expertise in investigational techniques as they relate to interviewing witnesses, examining the site, collecting evidence and taking statements.

### Traffic Accident Investigation: Level I (#PTEC100)

This course has been designed for fleet safety supervisors, peace officers, safety administrators, insurance adjustors and others with an interest in or responsibility for investigating motor vehicle accidents. The three-day course includes an introduction to damage evaluation and crash dynamics, interpretation of accident scene evidence, accident photography, measures and field sketches, and interviewing drivers and witnesses. The course will be run on a periodic basis. Interested applicants should contact Kim Howse at 222-7282 to put their name on a waiting list for the course.

**Resource Person:** Don Le Comte is an accident reconstruction specialist and Director of Pacific Institute of Traffic Safety Inc. He is a retired member of the RCMP with expertise in forensic accident analysis who has given expert testimony in Saskatchewan, Alberta and British Columbia. He is a graduate of Northwestern University's Traffic Institute and the University of North Florida's Institute of Police Technology and Management.



## Administrative/ Support Staff

Unless otherwise indicated, Administrative/Support Staff courses will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm.

### Writing Better Business Letters (#SUP130)

Good business letters communicate information clearly, briefly and simply. At the same time, a good business letter maintains good will, even when the content may be bad news. If letter writing forms an important part of your job, this workshop will provide you with: a practical process for planning, writing and editing letters; a review of formats for informational, negative and persuasive messages; techniques for maintaining positive tone, persuasive attitude, emphasis and interest; ways to take advantage of your personal writing style and improve readability. Enrolment in this workshop is limited to 16 participants.

Dates: **June 6-7**

Fee: **\$175**

Resource Person: Sarah Kennedy, a consultant with Ryane Consulting Inc.

### Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)

This planning workshop is directed toward administrative support staff who have too much to do and too little time. Participants will learn how to identify and eliminate time wasters, manage their work better, and increase their productivity.

Date: **June 20**

Fee: **\$85**

Resource Person: Sheila MacCallum, consultant and trainer.

### Managing Your Boss (#SUP120)

Productive relationships are the key to satisfaction and efficiency on the job. This workshop will help participants gain insight into personality styles on the job and how to make good use of differences in style; problem solving techniques for effective handling of on-the-job difficulties; skills in balancing their own priorities with the priorities of others; and confidence in selling ideas to their boss. Enrolment in this workshop is limited to 16 participants.

Dates: **July 11-12**

Fee: **\$185**

Resource Person: Sherry Zysk or Suzu Speire, both with Ryane Consulting Inc.

## Children and Youth

Unless otherwise indicated, Children and Youth courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

### Working with Troubled and Troubling Adolescents: A Certificate Program for Practitioners (#CY135)

This certificate program has been designed to improve the knowledge base and skill level in assessment and intervention of practitioners who work with adolescents in community or residential settings. The assessment/intervention framework presented in the program draws on three theoretical perspectives: 1) normative development; 2) psycho-educational model of re-education of troubled youth; and 3) a stress-coping model of developmental outcome.

A certificate of achievement will be issued to participants who successfully complete the core program and the required four elective workshops. For a brochure describing program structure, content and eligibility, contact the Registration Office at 222-7111.

#### **In Vancouver**

Dates: **October 4 - November 30, 1991**  
(every second Friday and Saturday)

Fee: **\$600** for 12 core program sessions

#### **In Dawson Creek**

Dates: **Fall 1991 (TBA)** at Northern  
Lights College

Fee: Contact Northern Lights College at  
604/782-5251 for registration and fee  
information

Resource Person: Penny Parry, Ph.D. Dr. Parry has worked in the child and youth care field for over 15 years in both clinical and academic settings. She is the former Director of the School of Child and Youth Care at the University of Victoria and is currently a consultant in the areas of staff training and direct care.

## Electives

All of the following courses are electives in the Working with Troubled and Troubling Adolescents Certificate Program, but are also open to those not enrolled in the Certificate Program.

### Working with Pre-delinquent and Delinquent Youth - Level I: Awakening Personal Responsibility (#CY124)

This workshop is directed toward professionals working with pre-delinquent and delinquent youth. Day one will

look at the psychological needs of adolescents, compare and contrast normal and dysfunctional needs of adolescents, and present an overview of counselling strategies for behavioural change. Day two will examine counselling strategies in more depth, with particular emphasis on models that assist adolescents to develop a sense of personal responsibility and respect in their own community. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Dates: **May 16-17**

Fee: \$135

Resource Person: Larry Green, M.A., counsellor and trainer in private practice.

### Adolescents and Addiction: Practical Strategies for Assessment and Treatment (#CY141)

This workshop is directed toward staff who want to develop practical, community-based strategies for intervention with adolescents who are at risk of being, or are already, addicted to alcohol and/or drugs. The workshop will provide an overview of models of addiction, explore assessment approaches, and highlight counselling strategies for working with this target group. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Dates: **May 29-30**

Fee: \$135

Resource People: Rob Axsen, B.A., Program Director, Odyssey Substance Abuse Services for Youth; and Colin Sanders, M.A., Supervisor of Residential Services, P.E.A.K. House.

### Anger Management with Youth - Level II: An Advanced Level Workshop (#CR720A)

This advanced workshop is for practitioners dealing with adolescents who are particularly resistant and difficult to engage. An adolescent's expression of anger at this level is often motivated by mistrust, suspicion and fear, and is generally evidenced by behaviours which are inappropriate, indirect or displaced. Extreme resistance, whether expressed through withdrawal or acting out, is always a negative expression of an unmet need. In this workshop, participants will learn strategies for building rapport and identifying and addressing underlying needs. *Anger Management with Youth - Level I* is a prerequisite for this workshop. (An elective in both the Conflict Resolution and the Working with Troubled and Troubling Adolescents certificate programs.)

Dates: **May 31 - June 1**

Fee: \$150

Resource Person: Paula Temrick, mediator and counsellor in private practice, and education consultant.

### Working with Pre-delinquent and Delinquent Youth - Level II: Facilitating Personal Responsibility within the Teen's Belief System (#CY124A)

This workshop, which is directed toward youth and child care workers, will build upon the concepts presented in *Working with Pre-delinquent and Delinquent Youth - Level I*.

The focus will be on "reading" and integrating the client's ongoing behaviour into the overall shape of the therapeutic process. Strong emphasis will be placed on role modelling, role plays and particularized feedback. Participants are encouraged to bring case examples to the workshop for discussion and role play. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Dates: **June 13-14**

Fee: \$135

Resource Person: Larry Green, M.A., counsellor and trainer in private practice.

### Anger Management with Youth - Level I (#CR720)

Adult-youth conflicts often involve dealing with some level of anger. These angry feelings may take the form of resistance, withdrawal, or acting-out behaviours. To resolve conflicts with youth, angry feelings need to be acknowledged before rational problem solving can occur. This skill-building workshop will examine the developmental issues of adolescents in the context of conflict situations. Anger management skills will assist the adult and youth to move through anger to identification of the problem. Problem solving strategies will show how to resolve conflicts with youths and achieve the best outcome for both parties. The goal is to help adults empower youths with the problem solving skills necessary to develop independent behaviours and co-operative adult and peer relationships. (An elective in both the Conflict Resolution and the Working with Troubled and Troubling Adolescents certificate programs.)

Dates: **July 8-9**

Fee: \$150

Resource Person: Paula Temrick, mediator and counsellor in private practice, and education consultant.

### Empowering Youth through Problem Solving (#CY139)

In conflict situations adolescents frequently make decisions based on fear, assumptions and impulse. Adults often give them advice based on the adult's interpretation of the events and personal needs. As a result, there is no ongoing commitment on the part of the young person to follow through. This workshop, directed toward youth and child care workers and other practitioners working with adolescents, will model problem solving techniques that can be used to guide young people through conflict situations. Participants will learn to facilitate a process whereby adolescents can consider the circumstances, concerns and assumptions that motivate their behaviour; develop their own critical thinking and problem solving skills; and begin to make decisions that successfully meet their underlying needs. Participants are expected to have previously completed either *Anger Management with Youth* or *Critical Skills for Communication in Conflict Situations*. (An elective in both the Conflict Resolution and Working with Troubled and Troubling Adolescents certificate programs.)

Dates: **July 29-30**

Fee: \$150

Resource Person: Paula Temrick, mediator and counsellor in private practice, and education consultant.

## Out-of-Town Courses

### **Dawson Creek**

Working with Troubled and Troubling Adolescents  
(#CY135) - Fall 1991 (Dates TBA)

## Conferences and Special Events

### **Abuse of the Elderly: A Shared Problem (#EP185)**

This conference is directed toward service providers, law enforcement personnel and citizen advocates working with the elderly. The content will examine the definition, dimensions and issues related to the abuse of the elderly; present a range of program responses; and provide participants with opportunities to explore strategies and protocols to respond to a problem. Co-sponsored with Crime Prevention Programs, Ministry of Solicitor General, and the Ministry of Health.

Resource People: Judith Wahl, LLB, Executive Director, Advocacy Centre for the Elderly, Toronto; Rob Gordon, Associate Professor, Criminology, Simon Fraser University; Kay Stovold, Seniors' Activist; Mary Blake, Gerontologist; Pearl McKenzie, Director, Community Law Office, North Shore Community Services Society; and Corporal Terry Scarbo, Crime Prevention/Victim Services Unit, Nanaimo RCMP.

Date: **June 6, 1991**

Fee: \$60 includes hosted lunch

### **Western Canada/Pacific Northwest Conference on Adult Children**

The Justice Institute is a participating sponsor of this exciting conference designed to provide support and information on services for persons who grew up in alcoholic or chemically dependent families. This conference brings together some of North America's leading spokespersons, trainers and presenters in what should be a memorable event. Sponsored with US Journal Training Inc. in association with the Canadian Association for Children of Alcoholics.

Invited speakers include: Jane Middleton-Moz and Jacqueline Hope, Conference Co-Chairs; Lori Dwinell, Claudia Black, Janet Woititz, Rokelle Lerner, Ann Denis and Sue Lattell.

Group rates are available for five or more full-time registrants. For a conference brochure, further information and registration, please call US Journal Training Inc. at 1-800-851-9100.

Dates: **July 11-13, 1991**

Location: Sheraton Landmark Hotel, Vancouver, BC

## Conflict Resolution

**T**he Justice Institute's Certificate Program in Conflict Resolution is designed to meet the needs of a wide range of professionals for increased skill and knowledge in dealing with conflict in their work environments. It is the only program of its kind in Canada.

To complete the Certificate Program, participants must take 210 hours of core and elective courses and demonstrate competency in both mediation and negotiation skills. Students interested in pursuing the Certificate Program are encouraged to begin their studies with course #CR100. Those who have had no previous training in this field would also likely benefit from taking course #CR735 as an entry course. For further details, call 222-7287.

### **Resource People**

Most courses in the Centre are delivered by:

#### **Trainers:**

**Michael Altshuler**, J.D., M.S., President of the Mediation Centre, mediator and counsellor in private practice;

**Randy Boychuck**, M.A., counsellor and trainer in private practice;

**Michael Fogel**, LLB, J.D., M.Ed., mediator and counsellor in private practice, and Director of Mediation Services with BC International Commercial Arbitration Centre;

**Mario Govorchin**, trainer, consultant and adolescent psychiatric worker;

**Karen Haddigan**, mediator in private practice, and Project Co-ordinator, Inner City Housing;

**Stacey Holloway**, consultant and counsellor in private practice specializing in youth and education;

**Marg Huber**, trainer and mediator in private practice, specializing in family, community and native groups;

**Arthur Ridgeway**, Ph.D., registered psychologist, consultant and trainer in private practice;

**Gordon Sloan**, LLB, mediator and trainer in private practice;

**Deborah White**, M.A., ABS, organization development consultant and trainer in private practice;

**Dale Zaiser**, consultant and counsellor in private practice, and Instructor, Douglas College.

Other resource people with complementary expertise and specializations are also involved.

#### **Coaches:**

Elizabeth Azmier-Stewart, Sally Campbell, Pamela Coots, Donna Dussault, Kelly Henderson, Wendy Hilliard, Nancy McPhee, Ronald Monk, Carol Oleksiuk, Michael Reynolds, Jill Schroder, Jim Toogood, Jacque Waechter.

### **Course Times and Locations**

Unless otherwise indicated under individual course listings, Vancouver courses will be held at the Justice Institute of BC, 4180 West 4th Ave., Vancouver, BC. **Classes will be in session from 8:30 am to 4:30 pm June through August.** Parking is free.

Certificate Program courses are co-sponsored with Okanagan College in Kelowna (Russell Krasnuik, Program

Administrator, telephone 604/862-5480 to register using VISA or MasterCard); and Yukon College in Whitehorse (telephone 403/668-8710 to register using VISA).

## Core Courses

### Conflict Resolution I:

#### Dealing with Interpersonal Conflict (#CR100)

This course explores the sources and implications of interpersonal conflict within various contexts. Participants will have an opportunity to assess their current approaches to resolving conflicts and to broaden their range of options. An examination of power, expectations, anger and problem solving will include specific concepts, skills and techniques useful in the resolution of interpersonal conflicts. Emphasis will be on skill development through structured practice and roleplay simulations. *Recommended as a prerequisite for Conflict Resolution II: Dealing with Anger (#CR200).* (A Certificate Program core course.)

#### **In Vancouver:**

Dates: **June 3-5**, Randy Boychuck  
**June 12-14**, Michael Altshuler/Deborah White  
**July 10-12**, Marg Huber  
Time: 8:30 am - 4:30 pm  
Fee: \$225

**In Kelowna:** (Co-sponsored with Okanagan College.  
For registration call 604/862-5480.)  
Dates: **July 17-19**, Dale Zaiser  
Time: 9:00 am - 5:00 pm  
Fee: \$295

### Conflict Resolution II:

#### Dealing with Anger (#CR200)

Angry, hostile or resistant feelings and behaviours are commonly generated in conflict situations. Efforts at resolving the conflict may be ineffective if these feelings are ignored or denied. This course presents theory, techniques and approaches for effectively managing angry feelings and behaviour, including confronting, defusing and disengaging in angry conflict situations and moving through anger to constructive problem solving. Emphasis will be on skill development through small group and individual exercises. *Conflict Resolution I: Dealing with Interpersonal Conflict (#CR100) is recommended as a prerequisite for this course.* (A Certificate Program core course.)

#### **In Vancouver:**

Dates: **June 17-19**, Stacey Holloway  
**August 28-30**, Stacey Holloway  
Time: 8:30 am - 4:30 pm  
Fee: \$225

**In Kelowna:** (Co-sponsored with Okanagan College.  
For registration call 604/862-5480.)  
Dates: **August 21-23**, Randy Boychuck  
Time: 9:00 am - 5:00 pm  
Fee: \$295

## Mediation Skills I (#CR300)

Mediation is a practical method for assisting other people to resolve their conflicts and attain mutually satisfying outcomes. The process is useful in a wide variety of settings, including organizations, neighbourhoods, committees, schools and families. This course introduces the concepts, skills and techniques needed to mediate disputes encountered on a day-to-day basis. Emphasis will be on skill development through simulated mediations. (A Certificate Program core course.)

#### **In Vancouver:**

Dates: **June 10-12**, Michael Fogel  
**July 29-31**, Marg Huber  
Time: 8:30 am - 4:30 pm  
Fee: \$225

**In Whitehorse:** (Co-sponsored with Yukon College.  
For registration call 403/668-8710.)  
Dates: **June 6-8**, Marg Huber  
Time: 9:00 am - 5:00 pm  
Fee: \$300

## Mediation Skills II (#CR400)

This course prepares the mediator to deal with complex and emotionally charged conflicts. Skills, techniques and theory include power-balancing; dealing with resistance and dysfunctional behaviour; mediator interventions and styles; and legal and ethical issues. Skill practice sessions are facilitated by trained coaches. Prerequisite: at least four other courses in the Certificate Program, including Mediation Skills, Level I, or by permission of the Co-ordinator. (A Certificate Program core course.)

Dates: **August 12-16**, Michael Fogel  
Time: 8:30 am - 4:30 pm  
Fee: \$385

## Negotiation Skills I (#CR500)

Negotiation skills are essential in daily interactions with others to assist you in getting what you need and want. Principled negotiation results in an agreement that responds to the interests of both parties involved. This course introduces the skills, theory and techniques for applying interest-based negotiation in a variety of work and day-to-day situations. Participants will learn to build a collaborative climate and use the skills and concepts of principled negotiation. Required reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 1981. (A Certificate Program core course.)

#### **In Vancouver:**

Dates: **July 3-5**, Michael Fogel  
**July 8-10**, Michael Altshuler/Deborah White  
**August 19-21**, Mario Govorchin  
Time: 8:30 am - 4:30 pm  
Fee: \$225

**In Whitehorse:** (Co-sponsored with Yukon College.  
For registration call 403/668-8710.)  
Dates: **July 11-13**, Gordon Sloan  
Time: 9:00 am - 5:00 pm  
Fee: \$300

## Negotiation Skills II (#CR600)

This course applies the negotiation process and techniques from the Level I course to more complex situations. Content will include negotiator assertiveness and style, factors that escalate or de-escalate competitiveness, resolving impasses and overcoming resistance. Emphasis will be on skill development through simulated negotiations facilitated by trained coaches. Required reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 1981. Prerequisite: at least four other courses in the Certificate Program, including Negotiation Skills, Level I, or by permission of the Co-ordinator. (A Certificate Program core course.)

Dates: **July 23-26**, Paula Temrick  
Time: 8:30 am - 4:30 pm  
Fee: \$300

## Elective Courses

### Creating a Climate for Resolution (#CR757)

When working with others in mediation and negotiation, it is important to establish rapport quickly and effectively. In conflict situations, people need to develop a positive focus to support the resolution of their differences and the formation of mutually satisfying agreements. This skill development course will present rapport-building concepts and techniques which prevent costly miscommunications and improve the quality of interpersonal relating. Focus will be on communicating support and understanding, clearing judgements, acknowledging emotional issues, reducing defensiveness and resistance, maintaining personal boundaries, and using nonverbal and indirect methods of pacing and leading.

Dates: **June 17-18**, Arthur Ridgeway  
Time: 8:30 am - 4:30 pm  
Fee: \$165

### Intercultural Conflict Resolution: Native Perspectives (#CR761)

The need to communicate and be understood is shared by all cultures. Our ability to resolve intercultural conflict between native and white people is greatly enhanced by learning more about these cultural differences, including cultural values, beliefs, attitudes and traditions; use of languages and imagery; communication and processing styles; and the effect of internalized oppression and dominance. We can then apply this learning to understand and adapt to individual differences. Without it, we risk inaccurate assumptions and stereotyping. Through native co-facilitation, this course will enable participants to increase their awareness of native/white cultures and their effectiveness in responding to inter-cultural conflicts. There will be opportunities to practice communication skills that lead to empathy-building and an ability to shift between cultural frames of reference. (A Certificate Program elective course.)

Dates: **June 17-18**, Marg Huber/Amanda White  
(native youth counsellor and intercultural trainer)  
Time: 8:30 am - 4:30 pm  
Fee: \$165

## Assertion Skills in Conflict Situations (#CR702)

This course is for people who are usually assertive but who either over-react or sell themselves out in difficult conflict encounters, such as when dealing with powerful, aggressive individuals, or in high-risk, high-stake situations. The result is often a diminished relationship or unmet goals. Assertively expressing your needs, thoughts, feelings and beliefs is essential to improving self-esteem and enhancing relationships. It is also a key element in ensuring mutual understanding and respect, even though strong feelings are involved. (A Certificate Program elective course.)

Dates: **June 20-21**, Stacey Holloway  
Time: 8:30 am - 4:30 pm  
Fee: \$165

### Resolving Inner Conflict (#CR744)

Many of us work with clients who feel stuck when faced with a major decision or who repeatedly make decisions which do not seem to work out well for them. They may be confused by the message they are receiving from the head versus the heart, or may feel overwhelmed by the multitude and complexity of the influencing factors. As a result, they postpone decision making beyond the optimal time, or plunge ahead and risk making a poor decision. This course will present a set of skills and processes to facilitate personal decision making when values or needs are in conflict. Participants will assess their own styles of decision making and will focus on one of their own inner conflicts in order to learn an innovative and systematic approach to personal decision making. (A Certificate Program elective course.)

Dates: **July 2-3**, Randy Boychuck  
Time: 8:30 am - 4:30 pm  
Fee: \$165

### Divorce Mediation: Focus on Feelings (#CR732)

Divorce is a stressful and emotionally charged experience. Divorce mediation (the settling of a couple's financial and custody arrangements by mutual agreement) often alleviates some of the difficulty. This course will increase the mediator's awareness and understanding of the emotional processes experienced by divorcing couples. Skill development will focus on a range of techniques to assist mediators in dealing with the couple's feelings in the mediation process. Coaches will facilitate in simulated mediations. This course will be valuable to practising mediators as well as those in the Certificate Program.

Dates: **July 2-3**  
Time: 8:30 am - 4:30 pm  
Fee: \$165

Resource Person: Sharon Marmorstein, MSW, co-ordinated a divorce mediation clinic in Israel. She is now a marital and family therapist in private practice.

### Anger Management with Youth - Level I (#CR720)

Dates: **July 8-9**, Paula Temrick  
Time: 9:00 am - 4:30 pm  
See Children and Youth category for workshop details.



## Anger Management with Youth - Level II: An Advanced Level Workshop (#CR720A)

Dates: **May 31-June 1**, Paula Temrick  
Time: 9:00 am - 4:30 pm  
See Children and Youth category for workshop details.

## Shifting from Positions to Interests (An Advanced Workshop) (#CR748)

Whether in the context of negotiation, mediation or interpersonal conflict, people need to know and be able to express what they want. Yet people are often unaware of what they want or only know what they don't want. Their needs, wants, fears and concerns are unclear. This skill-building course is designed to assist participants in creating positive outcomes through a deeper exploration of underlying interests and intentions in conflict situations. Participants will expand their questioning strategies, develop behavioural flexibility, increase choice, and identify personal and interpersonal barriers and strengths. Recommended prerequisite: at least two other courses in the Certificate Program. (A Certificate Program elective course.)

### **In Vancouver:**

Dates: **July 11-12**, Arthur Ridgeway  
Time: 8:30 am - 4:30 pm  
Fee: \$165

**In Whitehorse:** (Co-sponsored with Yukon College.  
For registration call 403/668-8710.)

Dates: **July 22-23**, Arthur Ridgeway  
Time: 9:00 am - 5:00 pm  
Fee: \$225

## Conflict in Organizations: Symptoms, Origins and Strategies (#CR704)

Conflict in organizations takes many forms. This course focuses on those difficulties that arise because of differences between the needs of the individual and those of the organization. What prevents an organization from working well for its people? What are the impacts of management style and organizational culture? What are our deep-rooted assumptions about the nature of our organizations and our work? From these questions, the focus will shift to a review of some alternative forms of organizations and strategies for their development. The objectives of this course are to increase the understanding of organizational conflict and to provide options that participants may then apply in their own situations. (A Certificate Program elective course.)

Dates: **July 15-16**  
Time: 8:30 am - 4:30 pm  
Fee: \$165

Resource Person: Mike Talbot; M.A., M.Tech., organizational consultant in private practice with a particular interest in organizational evolution.

## Critical Skills for Communicating in Conflict Situations (#CR735)

This course is intended for those who have had little or no previous training in conflict resolution skills. It will focus intensively on the micro-skills essential to effective mediating, negotiating or resolving of interpersonal conflict. It is recommended for anyone entering the Certificate Program but would be helpful as an isolated learning experience. Each skill will be demonstrated and then practised in the context of a conflict situation. Specific skills will include: non-judgemental listening; probing; clarifying; reframing; refocusing; and assertive, non-defensive communication. (A Certificate Program elective course.)

### **In Vancouver:**

Dates: **July 22-23**, Dale Zaiser  
Time: 8:30 am - 4:30 pm  
Fee: \$165

**In Kelowna:** (Co-sponsored with Okanagan College.  
For registration call 604/862-5480.)

Dates: **July 15-16**, Dale Zaiser  
Time: 9:00 am - 5:00 pm  
Fee: \$225

## Interpersonal Conflict Resolution in the Workplace (#CR725)

When employees run into conflicts on the job - with co-workers, clients, supervisors or managers - they are often unsure of the best way to deal with them. If they confront the person directly, they may be misunderstood and pay a high price. So the tendency is to avoid the situation or to suffer in silence. The result is low morale or a desire to "get even." This course will provide a road map and skills to help employees resolve conflicts and help reduce workplace tensions. It is intended for those who have not had previous training in conflict resolution at the Justice Institute. Participants learn to: distinguish between symptoms and causes of conflicts; create a positive tone for resolving differences; determine what people do to make conflicts worse instead of better; use communication skills essential to working out differences; determine when other resources are needed if the conflict is too complex or emotions are too high. (A Certificate Program elective course.)

Dates: **July 22-23**, Deborah White  
Time: 8:30 am - 4:30 pm  
Fee: \$165

## Empowering Youth Through Problem Solving: An Advanced Level Workshop (#CY139)

Dates: **July 29-30**  
Time: 9:00 am - 4:30 pm  
See Children and Youth category for workshop details.

## How to Deal Effectively with Criticism in the Workplace (#CR715)

Giving and receiving critical feedback is necessary for the development of a productive and challenging work

environment. However, criticism is often experienced as negative and confrontational, resulting in feelings of anxiety, fear and resentment. This course will explore ways to provide critical feedback in a straightforward yet respectful and constructive manner. We will demonstrate ways to identify issues, express concerns constructively and work toward problem solving. (A Certificate Program elective course.)

Dates: **August 1-2**, Paula Temrick  
Time: 8:30 am - 4:30 pm  
Fee: \$165

### Group Conflict Resolution (#CR736)

Group conflict stems from a variety of sources, including: role or task confusion, value differences, conflicting needs or styles, personality differences and hidden agendas. This course is designed to help group leaders or members identify the cause of the conflict, determine an appropriate method of intervention, and assist the group to move from conflict to problem solving. Content will include theory and concepts essential to understanding group process and group facilitation. Prerequisite: a core course in the program or by permission of the Co-ordinator. (A Certificate Program elective course.)

Dates: **August 7-8**, Karen Haddigan  
Time: 8:30 am - 4:30 pm  
Fee: \$165

### Building Competency in Negotiation (#CR765)

Building competency requires the integration of skills and concepts that form the backbone of negotiation. This course will isolate stumbling blocks that chronically arise in this learning process. Video examples of negotiation pitfalls will be presented as well as examples of effective techniques for avoiding these trouble spots. Learners will be assisted to assess their own work given these indicators of competency. Prerequisite: #CR100 and #CR500. (A Certificate Program elective course.)

Date: **August 22**, Michael Fogel  
Time: 8:30 am - 4:30 pm  
Fee: \$80

### Silent Messages: Communicating Non-Verbally in Conflict Situations (#CR758)

We all communicate something every minute that we are with other people. Particularly in conflict situations, people often give one message non-verbally and quite another message verbally. These mixed messages may be confusing, irritating and misleading. Resolving conflicts effectively requires an awareness of our own and others' non-verbal communication including facial expressions, hand gestures, posture, voice tone, pacing, eye contact and spacial variations. This course will expand your ability to tune into the fuller message in conflict situations, including mediations, negotiations and interpersonal disputes. It will also help you improve your own skills in sending clear, congruent messages. (A Certificate Program elective course.)

### **In Vancouver:**

Dates: **August 26-27**, Mario Govorchin  
Time: 8:30 am - 4:30 pm  
Fee: \$165

**In Kelowna:** (Co-sponsored with Okanagan College. For registration call 604/862-5480.)

Dates: **August 19-20**, Randy Boychuck  
Time: 9:00 am - 5:00 pm  
Fee: \$225

### Building Competency in Mediation (#CR759)

Building competency requires the integration of skills and concepts that form the backbone of the mediation process. This course will isolate stumbling blocks that chronically arise in this learning process. Video examples of mediation pitfalls will be presented as well as examples of effective techniques for avoiding these trouble spots. Learners will be assisted to assess their own work given these indicators of competency. Prerequisite: #CR100 and #CR300. (A Certificate Program elective course.)

Date: **August 28**, Marg Huber  
(This workshop has been changed from July 18.)  
Time: 8:30 am - 4:30 pm  
Fee: \$80

## Out-of-Town Courses

### **Kelowna**

Conflict Resolution I: Dealing with Interpersonal Conflict (#CR100) - July 17-19

Conflict Resolution II: Dealing with Anger (#CR200) - August 21-23

Critical Skills for Communicating in Conflict Situations (#CR735) - July 15-16

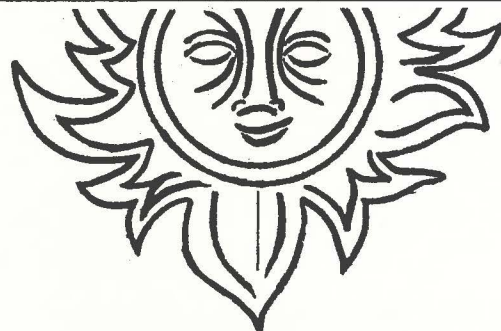
Silent Messages: Communicating Non-Verbally in Conflict Situations (#CR758) - August 19-20

### **Whitehorse**

Mediation Skills I (#CR3500) - June 6-8

Negotiation Skills I (#CR500) - July 11-13

Shifting From Positions to Interests (An Advanced Workshop) (#CR748) - July 22-23



# Crime Prevention

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The following courses are co-sponsored with the BC Ministry of Solicitor General, Crime Prevention Program. **Unless otherwise indicated, Crime Prevention courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.**

## Working with Pre-delinquent and Delinquent Youth - Level I: Awakening Personal Responsibility (#CY124)

This workshop is directed toward professionals working with pre-delinquent and delinquent youth. Day one will look at the psychological needs of adolescents, compare and contrast normal and dysfunctional needs of adolescents, and present an overview of counselling strategies for behavioural change. Day two will examine counselling strategies in more depth, with particular emphasis on models that assist adolescents to develop a sense of personal responsibility and respect in their own community. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Dates: **May 16-17**

Fee: \$135

Resource Person: Larry Green, M.A., counsellor and trainer in private practice.

## Adolescents and Addiction: Practical Strategies for Assessment and Treatment (#CY141)

This workshop is directed toward staff who want to develop practical, community-based strategies for intervention with adolescents who are at risk of being, or are already, addicted to alcohol and/or drugs. The workshop will provide an overview of models of addiction, explore assessment approaches, and highlight counselling strategies for working with this target group. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Dates: **May 29-30**

Fee: \$135

Resource People: Rob Axsen, B.A., Program Director, Odyssey Substance Abuse Services for Youth; and Colin Sanders, M.A., Supervisor of Residential Services, P.E.A.K. House.

## Abuse of the Elderly: A Shared Problem (#EP185)

This conference is directed toward service providers, law enforcement personnel and citizen advocates working with the elderly. The content will examine the definition, dimensions and issues related to the abuse of the elderly; present a range of program responses; and provide participants with opportunities to explore strategies and protocols to respond to a problem. Co-sponsored with Crime Prevention Programs, Ministry of Solicitor General, and the Ministry of Health.

Resource People: Judith Wahl, LLB, Executive Director, Advocacy Centre for the Elderly, Toronto; Rob Gordon,

Associate Professor, Criminology, Simon Fraser University; Kay Stovold, Seniors' Activist; Mary Blake, Gerontologist; Pearl McKenzie, Director, Community Law Office, North Shore Community Services Society; and Corporal Terry Scarbo, Crime Prevention/Victim Services Unit, Nanaimo RCMP.

Date: **June 6**

Fee: \$60 includes hosted lunch

## Working with Pre-delinquent and Delinquent Youth - Level II: Facilitating Personal Responsibility within the Teen's Belief System (#CY124A)

This workshop, which is directed toward youth and child care workers, will build upon the concepts presented in *Working with Pre-delinquent and Delinquent Youth - Level I*. The focus will be on "reading" and integrating the client's ongoing behaviour into the overall shape of the therapeutic process. Strong emphasis will be placed on role modelling, role plays and particularized feedback. Participants are encouraged to bring case examples to the workshop for discussion and role play. Co-sponsored with the Ministry of Solicitor General, Crime Prevention Program.

Date: **June 13-14**

Fee: \$135

Resource Person: Larry Green, M.A., counsellor and trainer in private practice.

# Driving

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The Pacific Traffic Education Centre (PTEC) is a joint venture of the Justice Institute of BC and the Insurance Corporation of BC. Launched in 1988, PTEC was established to help reduce the number and severity of traffic accidents in British Columbia by offering courses in advanced driver training and traffic accident investigation, and by conducting traffic research and participating in other forms of traffic safety training. Fee-for-service courses are co-sponsored with Extension Programs.

## Staying in Control: A Driving Course in Skid Control and Avoidance Tactics (Half-day course #PTEC200/Full-day course #PTEC201)

In this unique, advanced-level driving course, participants spend 80% of the course time in hands-on driving at a state-of-the-art driver training facility. Participants practice skid control techniques using the unique ProFormance Skid Car. They use their own cars to practice techniques offered in the course for staying in control while operating a vehicle. These half-day and full-day courses are designed to teach drivers better handling and control of their cars; and make them aware of their limitations and capabilities

as drivers, and the limitations and capabilities of the vehicles they operate.

Dates: To be announced. For further information or to put your name on a waiting list for the course, contact Kim Howse or Al Lund at 222-7282.

Fee: \$175 for the half-day course  
\$350 for the full-day course

Resource people: Ross Bentley, President and Chief Instructor with ProFormance Advance Driving School Inc. Ross has over 13 years of racing experience and 10 years' experience as an advanced driving instructor. Al Lund, Program Director of PTEC. Al is an accident reconstructionist and a former member of the RCMP. Al developed the tactical driving course currently used by both the RCMP and municipal police in BC. Ross Bentley and Al Lund will be assisted on the course by instructors who have been specifically trained in advanced driving techniques.

## Family Assault and Sexual Violence

**Unless otherwise indicated, Family Assault and Sexual Violence courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.**

### Child Sexual Abuse Intervention: A Training Program for Practitioners (#CSA105)

This program is designed for practitioners currently working with child or adult sexual abuse victims. It will examine theoretical issues, demonstrate intervention skills, present treatment approaches, and develop interdisciplinary networking. A certificate of achievement will be available to registrants who successfully complete the program.

Dates: Complete Program: **July 2 - Nov. 30, 1991**  
(Total of 24 days of training.)  
Children and Youth option: **July 2-19, 1991**  
Adult Survivor option: **Sept. 20 - Nov. 30, 1991** (every second Friday and Saturday)

Fee: \$775 for Complete Program; \$600 for Children and Youth option; \$500 for Adult Survivor option.

Contact the Registration Office for a brochure describing the program, dates and resource people.

### Abuse of the Elderly: A Shared Problem (#EP185)

This conference is directed toward service providers, law enforcement personnel and citizen advocates working with the elderly. The content will examine the definition,

dimensions and issues related to the abuse of the elderly; present a range of program responses; and provide participants with opportunities to explore strategies and protocols to respond to a problem. Co-sponsored with Crime Prevention Programs, Ministry of Solicitor General, and the Ministry of Health.

Resource People: Judith Wahl, LL.B., Executive Director, Advocacy Centre for the Elderly, Toronto; Rob Gordon, Associate Professor, Criminology, Simon Fraser University; Kay Stovold, Seniors' Activist; Mary Blake, Gerontologist; Pearl McKenzie, Director, Community Law Office, North Shore Community Services Society; and Corporal Terry Scarbo, Crime Prevention/Victim Services Unit, Nanaimo RCMP.

Date: **June 6**

Fee: \$60 includes hosted lunch

### Abuse of the Elderly: Assessment and Intervention Approaches (#EP195)

This skill-focused workshop is directed toward social workers, health care professionals and other direct service providers working with the elderly. Content will present skills for interviewing victims, assessing risk, documenting concerns, working with difficult and resistant clients and performing mental status exams. It will also explore a range of intervention approaches and highlight interdisciplinary responses.

Date: **June 8**

Fee: \$85

Resource People: Lisa Nerenberg and Susan Garbuio, Consultants for Elder Abuse Prevention, San Francisco.

### Western Canada/Pacific Northwest Conference on Adult Children

The Justice Institute is a participating sponsor of this exciting conference designed to provide support and information on services for persons who grew up in alcoholic or chemically dependent families. This conference brings together some of North America's leading spokespersons, trainers and presenters in what should be a memorable event. Sponsored with US Journal Training Inc. in association with the Canadian Association for Children of Alcoholics.

Invited speakers include: Jane Middleton-Moz and Jacqueline Hope, Conference Co-Chairs; Lori Dwinell, Claudia Black, Janet Woititz, Rokelle Lerner, Ann Denis and Sue Lattell.

Group rates are available for five or more full-time registrants. For a conference brochure, further information and registration, please call US Journal Training Inc. at 1-800-851-9100.

Dates: **July 11-13**

Location: Sheraton Landmark Hotel, Vancouver, BC

### Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A)

This training is directed toward experienced clinicians working with adult survivors of child sexual abuse. The training will highlight the differences and similarities among different clinical approaches and will demonstrate the value of linking aspects of various models in therapists' work with adult survivors. Specific attention will be paid to socio-cultural, gender and intergenerational issues and their relevance in treatment. Participants will be encouraged to bring cases from their own practice for group examination and feedback. Registration priority will be given to participants who have completed the basic level certificate program.

Dates: **July 22-August 2, 1991** (inclusive)  
Fee: \$700

Contact the Registration Office for a brochure describing the program, dates and resource people.

## Fire Safety Distance Education

**P**eople registered in distance education courses will have access to a knowledgeable tutor by telephone and correspondence throughout the course. Co-sponsored by Extension Programs and the Fire Academy. (Note: Fire service personnel in BC should contact the Fire Academy directly to obtain this self-study course.)

### Fire Safety at Work (#DE102)

Designed in the distance education format and developed in co-operation with the Open College Component of the Open Learning Agency, this course is intended for employees and supervisors with job responsibilities in fire safety, and others with an interest in fire prevention and response. Course materials explore the nature of fire, common fuels and ignition sources, hazards for each building type, fire prevention, fire drills, and using portable extinguishers and a fire safety plan. After completing the course, students will be able to conduct basic fire prevention inspections, educate other employees on safe ways to respond to fire, lead fire drills, and prepare a full fire safety plan for any organization. Students are required to submit four written projects and pass a multiple choice exam to complete the course. Successful candidates will receive a certificate. **(This course is not designed for professional or volunteer fire service personnel.)**

Length: 120 self-study hours  
Fee: \$250

### Dangerous Goods (#DE101)

This course has been designed for fire service personnel, but is also relevant to non-fire service personnel whose responsibilities include the area of dangerous goods. A series of five self-study booklets present the basic principles of controlling dangerous goods incidents. The course covers legal jurisdiction and highlights legislation that affects safety in the storage and transport of dangerous goods. It also offers information on identification of dangerous goods under emergency conditions and on national, provincial and local information sources. The course discusses the inherent hazards of dangerous goods, with specific attention to assessing a situation, determining the resources required, and taking appropriate initial action.

Length: 60 self-study hours  
Fee: \$200

### Basic Fire Science (#DE100)

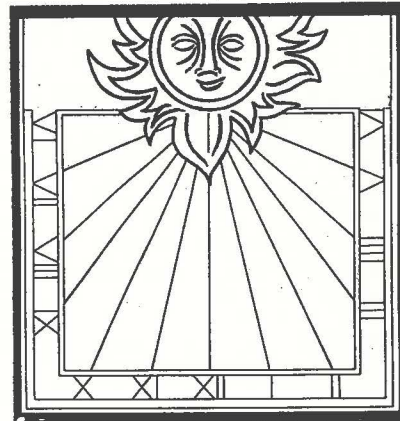
This course has been designed for fire service personnel, but is also applicable to non-fire service personnel who need a fundamental understanding of fire and flammable materials, and to members of the general public with an interest in this safety area. The course provides an introductory level study of basic chemical and physical principles underlying fire and dangerous goods behaviour in emergency situations. Topics include vapour pressure and combustion, elements of fire suppression, and general methods of fire control.

Length: 40 self-study hours  
Fee: \$150

### Technical Math (#DE105)

This course presents the basic math skills needed for fire flow calculations such as volume and surface area, and provides frequent opportunities to apply the information to practical situations. Units covered include whole numbers, fractions and decimals, percentages, averages, algebraic equations, powers and square roots, ratios and proportions, and measurements of length, area and volume. It is assumed that the student has basic skills in addition, subtraction, multiplication and division.

Length: 40 self-study hours  
Fee: \$150



# Group Homes and Residential Care

The Justice Institute will keep records of all participants who complete workshops directed to people who work in residential settings and will apply credit for participation in these workshops to the new certificate program. **Unless otherwise indicated, Group Home and Residential Care courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.**

## Management Development for Residential Settings Certificate Program

The Management Development for Residential Settings Certificate program includes eight levels of two-day workshops and two electives. This 20-day certificate program will be offered at different intervals throughout the year and must be completed within two years. A special brochure outlining the entire program will be available soon. Levels 3 and 4 of this program are now being offered and Levels 5 to 8 will be offered in the fall. The first two levels of the program were formerly titled *Supervising in a Group Home Setting*. Persons enrolled in the *Management Development for Residential Settings* certificate program will receive credit for Level I and Level II *Supervising in a Group Home Setting* courses already completed. **(Participants may complete Levels I and II without entering the certificate program.)**

## Management Development for Residential Settings - Level II (#MGMT218)

This two-day course is designed to help new and existing supervisors who work in residential settings: develop performance goals and objectives with their staff; practice writing performance standards; examine methods for conducting effective performance reviews; develop action plans for staff development; practice managing performance problems; discuss situational leadership theory and assess personal leadership styles; diagnose the level of competence and commitment of staff in relation to tasks; and contract with staff for specific leadership styles to best suit their needs.

### **In Vancouver**

Dates: **June 12-13**

Fee: \$135 for one registrant, \$110 per registrant for two or more people from the same agency

### **In Victoria**

Dates: **June 19-20**

Fee: \$150 for one registrant; \$135 per registrant for two or more people from the same agency

Resource Person: Sandra Rice, Program Co-ordinator, Management Development for Residential Settings. Ms. Rice has extensive experience training and working in the management field and has experience working in residential settings.

## Management Development for Residential Settings - Level III (#MGMT230)

This two-day course is designed to help new and existing supervisors strengthen their supervisory skills and knowledge. Participants will have the opportunity to: gain information regarding the legal constraints affecting ethical standards; develop a set of ethical standards for their workplace; explore current information on professionalism and develop professional standards for their workplace; and examine the supervisor's role in relation to ethical standards, values and professionalism in residential settings. A panel of professionals will be available for a question and answer session on these topics. Participants will also: examine the supervisor's role in effective time and stress management within the team; identify sources of employee stress and strategies for coping; examine their organizational hierarchy and communication flow to assess levels of stress; and develop personal action plans for improvement.

Dates: **June 24-25**

Fee: \$135 for one registrant; \$110 per registrant for two or more people from the same agency

Resource People: Carol Cohen, M.A. and Marion Malcolmson, MSW, counsellors and consultants in private practice. Both are experienced in direct service and management in a variety of settings.

## Management Development for Residential Settings - Level IV (#MGMT240)

This two-day course is designed to assist new and existing supervisors to develop a methodology for effective labour/management relations. Participants will have the opportunity to: clarify existing policies and legalities such as collective agreements and employment standards which govern labour/management relations; identify discrepancies between policies (contracts) and practice; identify and practice the communication skills required for effective disciplinary action; explore the principles of clarity, consistency and fairness which constitute due process; and examine the legal and ethical responsibilities of the employer/manager regarding labour relations and some areas of contention.

### **In Vancouver**

Dates: **June 26-27**

**July 17-18**

Fee: \$135 for one registrant; \$110 per registrant for two or more people from the same agency

### **In Victoria**

Dates: **July 4-5**

Fee: \$150 for one registrant; \$135 per registrant for two or more people from the same agency

Resource People: Carol Cohen, M.A. and Marion Malcolmson, MSW, counsellors and consultants in private practice. Both are experienced in direct service and management in a variety of settings.

## Front Line Training for Residential Settings (#SUP119)

This five-day training program is designed to provide front line workers with the basic skills required to work

effectively within a residential setting. Participants will: identify and practice communication skills for effective relations with peers and methods for managing conflict on the job; examine personal and work values, ethical standards and practices; practice writing skills and writing P.S.P.'s; identify and practice methods for teaching life skills and strategies for managing stress in the workplace; and develop a personal action plan for strengthening skills. A certificate of achievement will be granted to successful participants. **All five days must be completed to receive certification.** This course may be used as an elective for those participants who later wish to enter the Management Development for Residential Settings certificate program.

Dates: **May 30-31 and Saturday June 1  
June 14 and Saturday June 15**

Fee: \$225 for one registrant

Resource Persons: Mario Govorchin, Elaine Stoll, Lorée Rose, Susan Tolley and Judy Adams. All trainers have experience within the context of residential settings and bring their own expertise to each topic area.

## Out-of-Town Courses

### **Victoria**

Management Development for Residential Settings -  
Level II (#MGMT218) - June 19-20

Management Development for Residential Settings -  
Level IV (#MGMT240) - July 4-5

## Intervention

**Unless otherwise indicated, Intervention courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.**

### The Co-dependency Trap - Level II (#EP143A)

This advanced-level workshop will allow participants to look at the complexities of co-dependency in more detail. They will explore how the issues of grief and loss affect the co-dependent, practice techniques for working with related feelings of anger and sadness, and expand on creative techniques for working with these issues. The increasingly complex nature of the extended co-dependent relationship will be addressed as it relates to both the family and the workplace, where it frequently culminates in burnout and stress reactions. Participants will learn ways to help clients meet their needs in a healthy way rather than continuing to use their familiar, but dysfunctional, ways of coping in the world. Participants who have completed *The Co-dependency Trap - Level I* will be given registration priority.

Dates: **May 22-23**  
Fee: \$160

Resource People: Maureen Ludwig Gold and Elaine S. Stoll, group leaders and counsellors in private practice with extensive experience working in private community agencies with clients who have chemical and behavioural addictions.

### Working with the Troubled Family: Level II (#EP 136A)

This second-level workshop is directed toward practitioners who work with families where physical abuse, emotional neglect or substance abuse have occurred. The focus of this workshop will be on modelling specific interventions that can be used to assist individual family members, or the family system, recover. Through the use of experiential exercises and structured role plays, participants will have an opportunity to explore the recovery process, consider models for healthy family development, and examine family beliefs and values and their impact on the family's ability to adapt and cope. Specific skills to assist individual family members to develop their own identity and individuate within their family system will also be presented. Registration priority will be given to participants who have completed *Working with the Troubled Family Level I*.

Dates: **June 17-18**, 9:00 am to 4:00 pm  
Fee: \$150

Resource People: Brenda Casey, counsellor and group leader in private practice; and Denise Peterson-Hall, family counsellor and group facilitator.

### ▼ Trauma and Post Traumatic Stress Reactions: Supporting Clients through the Process (#EP178)

This workshop is directed toward emergency response and other front line workers involved with clients who have experienced a traumatic event. Content will cover key concepts in trauma and post traumatic stress; the relationship of depression, grief and loss to traumatic stress; the impact on the worker of work related traumatic events; and options and strategies to reduce the long term effects of trauma and post traumatic stress on the client.

Dates: **June 18** (all day) and **June 19** (9:00 am to 1:00 pm)  
Fee: \$100

Resource Person: Maggie Ziegler, M.A., therapist and trainer in private practice.

### ▼ Responding to Critical Incident Stress: A Workshop for Emergency Responders and Front Line Workers (#EP145)

This workshop will explore the short- and long-term impact on staff of being involved in traumatic events or working with people who have been traumatized. Content will explore the ongoing coping mechanisms used by helpers in crisis situations and define critical incident stress interventions, including peer support system.

Dates: **June 20-21**  
Fee: \$175

Resource Person: Toby Snelgrove, Ph.D., a clinical psychologist in private practice and a consultant and trainer in the area of critical incident stress.

**For participants who register in both EP178 and EP145, the registration fee will be \$250.**

### Supporting Women in Difficult Relationships (#EP175)

This workshop is directed toward staff who are facilitating peer-oriented support groups for women in difficult relationships. Content will explore societal, family and personal issues that define and influence group work with women, approaches and techniques that can be used in the group, and ways to enable group members to examine relationship issues.

Date: **July 12**

Fee: \$75

Resource People: Denise Peterson-Hall, family counsellor and group facilitator; and Ronni Richards, M.A., registered psychologist in private practice.

## Management

**Unless otherwise indicated, Management courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.**

### Managing in Trying Times (#MGMT120)

In trying times, managers must pay special attention to taking care of their staff, the system they work in, and themselves. This workshop will focus on the key points managers need to pay attention to in each of those areas. Participants will develop the skills needed to foster open communication around concerns, confront rather than avoid conflict, and develop a support system among their colleagues that can serve as a "sounding board." Enrolment in this workshop is limited to 18 participants.

Dates: **May 27-28**

Fee: \$160

Resource Person: Sherry Zysk, Senior Consultant with Ryane Consulting Inc.

### Writing Better Business Letters (#SUP 130)

Dates: **June 6-7**, 8:30 a.m. - 4:30 p.m.

See Administrative/Support Staff category for workshop details.

### Training for Trainers: Tips, Techniques and Tactics (#MGMT223)

This practical workshop is directed toward people who deliver training programs as part of their overall job and want to learn new skills or enhance existing ones. Content will include: characteristics of adult learners, positive learning environments, instructional styles and techniques, motivational strategies, and instructional challenges. The number of registrants will be limited to 12 to allow opportunities for each participant to practice group and one-to-one training in a supportive setting.

Dates: **June 10-11**

Fee: \$210

Resource Person: Reva Kalef, M.Ed. (Adult Education), consultant with RK Educational Design Associates.

### Advanced Training for Trainers: Working with Groups (#MGMT223B)

This practical, advanced-level workshop is directed toward trainers who instruct in a group setting. Participants will have an opportunity to increase their understanding of group dynamics and will learn specific facilitation techniques which encourage adult learning. This highly interactive workshop will focus on: climate setting, stages of group development, roles assumed by group members, common group issues and effective responses, and observation guidelines for analyzing group behaviour.

**Participants should have completed the first level course (#MGMT223) or be experienced trainers.**

Dates: **June 13-14**

Fee: \$160

Resource Person: Reva Kalef, M.Ed. (Adult Education), consultant with RK Educational Design Associates.

NOTE: The second course in this series covers instructional planning. It is not a prerequisite for Advanced Training for Trainers.

### Leadership and Motivation (#MGMT110)

This workshop is designed to assist managers and supervisors to examine and improve their leadership and motivation skills. Through the use of small group tasks, self-assessment and self-scoring of leadership styles, case studies and skill practice sessions, participants will be able to: understand the situational leadership concepts and framework; identify skills central to leadership and motivation; identify demotivators; and assess the style of leadership required to create a motivational climate for employees.

Date: **June 20**

Fee: \$85

Resource Person: Maureen Hannah, training consultant.



## **Creative Problem Solving (#MGMT207)**

Recent research has demonstrated that creativity, like any other skills, can be developed. This workshop is designed to help participants think more creatively and solve problems more efficiently and effectively. Participants will examine the basic concepts of creativity, problem solving and lateral thinking; identify the obstacles that block creativity; demonstrate how creative thinking complements logical thinking; select specific tools and techniques for developing creative thinking and solutions; and tailor creative ideas to their own specific needs.

Date: **July 11**

Fee: **\$85**

Resource Person: Maureen Hannah, training consultant.

## **Basic Supervisory Competency Program (#MGMT213)**

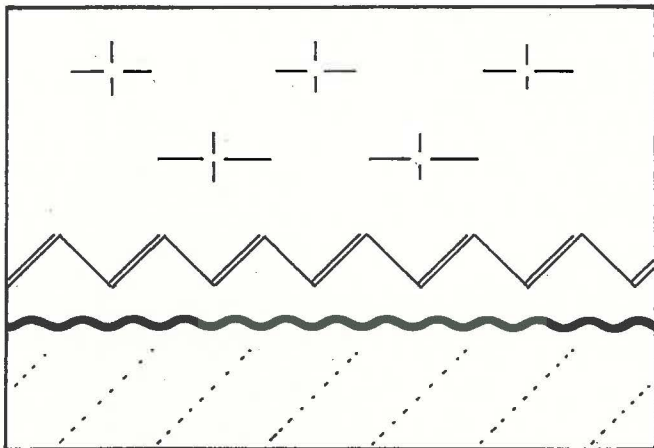
Each job or function has specific areas of knowledge, skill and operating values which, taken together, give individuals the competence to perform a particular job. This competency-based basic supervisory program covers such topics as the role of the supervisor, situational leadership and teamwork, staff development, delegation of work, communication and interpersonal effectiveness, problem solving and decision making, and conflict resolution. The program is intended for first level supervisors, or those who aspire to be supervisors, in both government and private agencies. Before coming to the course participants and their managers will complete an inventory assessment of participants' skills and knowledge. BC Corrections Branch employees who successfully complete the course will be granted certification for the Basic Supervisor Competency Program, Week I. Co-sponsored with the Corrections Academy.

Dates: **July 15-19**, 9:00 am - 4:30 pm on Day 1;  
8:30 am - 4:30 pm on subsequent days

Fee: **\$395**

Resource Person: Joyanne Landers or Suzu Speire, both with Ryane Consulting Ltd.

**See the new Administrative/Support Staff category for additional listings.**



In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.30.

## **Professional Health Programs**

**P**rofessional Health Programs at the Justice Institute offers courses for physicians, nurses and pre-hospital care workers. **Unless otherwise indicated, the scheduled Professional Health Programs courses listed below will be held at the Justice Institute and will be in session from 8:00 am to 5:00 pm.** These courses can be held in other communities on request. For more information or to enquire about the possibility of courses in your area contact Professional Health Programs, 222-7121.

### **Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)**

This two-day workshop is intended for physicians, nurses and pre-hospital care workers who are involved in the management of cardiac arrest victims. The two days are divided into lecture and practice components. The lectures highlight important information in pharmacology, dysrhythmia interpretation, sudden cardiac death, and post-resuscitation care as related to cardiac arrest management. Practice time is provided to enable participants to manage a cardiac arrest simulation and review cardiac dysrhythmias. Each participant will be given at least one opportunity to manage a cardiac arrest scenario. Pre-reading from the ACLS manual is required; allow at least eight hours to adequately prepare for this course. Successful completion is based on:

1. Demonstrating leadership during a cardiac arrest scenario.
2. Obtaining 80% correct on the written exam.
3. Demonstrating ventilation and endotracheal intubation techniques.
4. Providing evidence of current BCLS, level C, status.

Dates: **June 8-9**

Fee: **\$325**

### **Advanced Cardiac Life Support Update (#PHP110)**

This one-day course provides an opportunity for persons who have successfully completed ACLS to update to current ACLS standards. Pre-reading is required to supplement the theory lectures and practice sessions held during the day. Successful completion is based on:

1. Demonstrating leadership during a cardiac arrest scenario.
2. Obtaining 80% correct on each exam, theory and dysrhythmia interpretation.
3. Demonstrating ventilation and endotracheal intubation techniques.
4. Providing evidence of current BCLS, level C, status.

Date: **June 8**

Fee: **\$175**

## Cardiac Arrest Management

A one-day course to develop confidence in cardiac arrest situations. The workshop is a combination of lectures and small group practice sessions. It covers the pharmacology of cardiac arrest drugs, lethal dysrhythmia interpretation, compromised airway management, and cardiac arrest practice scenarios.

Date: **June 12**  
Fee: **\$125**

## Paediatric Advanced Life Support (#PHP204)

An advanced life support course developed by the American Heart Association and endorsed by the Heart and Stroke Foundation of Canada and B.C./Yukon. This course is for physicians, nurses, paramedics, and respiratory therapists caring for critically ill paediatric patients. Course content covers management of the acute paediatric patient with difficulties related to cardiopulmonary arrest, respiratory failure, and shock. The information in this two-day course is presented through a series of lectures and small group practice stations. Successful completion is based on:

1. Attending all sessions.
2. Obtaining 84% correct on the written exam.
3. Demonstrating acceptable performance during simulated scenario stations for:
  - a. Newborn resuscitation, Cardiopulmonary Arrest
  - b. Respiratory failure and Shock

Dates: **June 15-16**  
Fee: **\$375**

**(NB: This course cannot be offered out of the Lower Mainland at this time.)**

## First Line Trauma Management for Nurses

Program content is related to the "must-dos" of multi-trauma assessment, treatment, and stabilization, and can be presented in one- or two-day seminars. Program presentation is a combination of lecture and group practice sessions.

## First Line Trauma Management for Physicians

This one-day course is designed for physicians responsible for managing the trauma victim in a non-tertiary facility. Course content is provided by two emergency physicians and covers appropriate management of the ABC's and the assessment, treatment, and management of the multi-trauma victim.

## Out-of-Town Courses

The courses listed above can be held outside the Lower Mainland. For more information or to enquire about the possibility of courses in your area contact Professional Health Programs at 222-7121.

# **Victim Assistance**

The purpose of the Victim Assistance Training Program is to provide learning opportunities for victim assistance co-ordinators and volunteers to acquire the skills, knowledge and information required to assist victims of crime. The objectives of the training are:

- To provide co-ordinators with core training in victim assistance by ensuring that all co-ordinators are aware of the policies, procedures and practices of the Victim Assistance Program and their own roles and responsibilities on the job.
- To ensure consistency, quality and equality in the delivery of service.
- To provide training opportunities for ongoing professional development.
- To motivate co-ordinators to stay on top of their field.

Government funded Victim Assistance Program co-ordinators should telephone their program managers for information on financial assistance.

**Courses that may be of particular interest to Victim Assistance Program co-ordinators have been marked throughout this calendar with the Program symbol**

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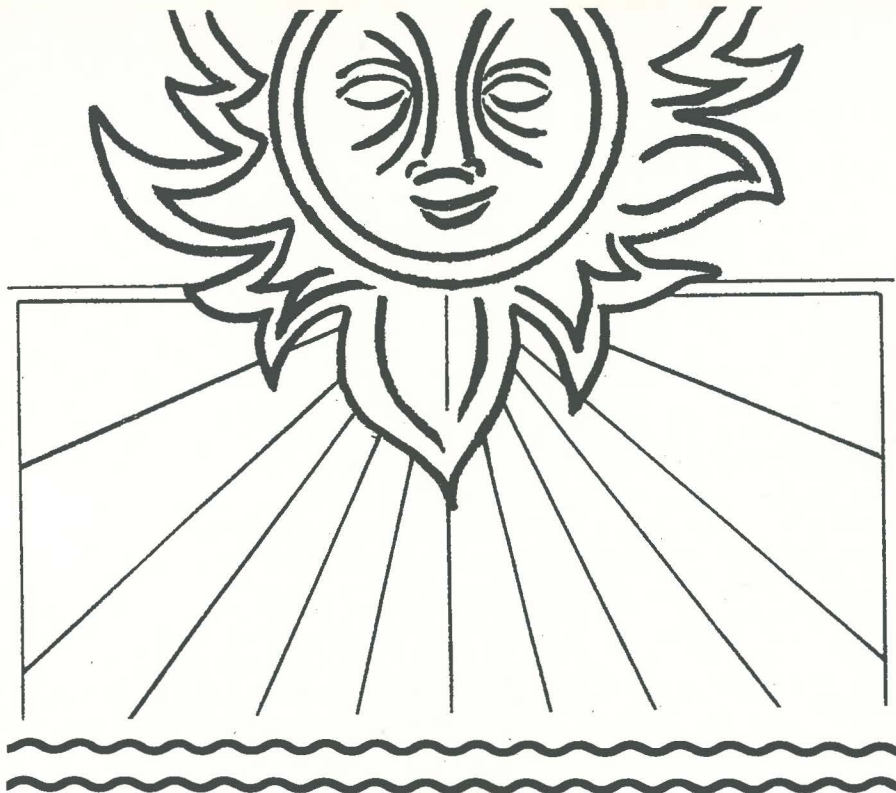


## Other

### Executing a Court Order (#EP159)

Court Services Branch now contracts with private companies to perform a variety of court bailiff functions. Employees of companies awarded the contracts are required to demonstrate their familiarity with execution procedures and legal requirements through successful completion of a written examination. This purpose of this course is to ensure that participants are familiar with the documents and procedures involved in the provision of execution services in BC, and to prepare them for the exam. This course is run on an "as needed" basis. For more information, and to add your name to a waiting list for the course, contact Patricia McNeill at 222-7229.

Resource Person: Bill Bradshaw, a retired sheriff with extensive experience in executing court orders. He instructed the Basic Deputy Sheriff course on execution procedures for approximately ten years at BCIT and the Justice Institute.



## Certificate Programs

Extension Programs offers certificate programs in the following fields:

**Management Development for Residential Settings** — a new program for supervisors and managers who work in residential settings. The program includes eight levels of core courses in supervisory and management skills and two electives. Additional core content and electives are currently being developed. See page 12.

**Working with Troubled and Troubling Adolescents** — a program for practitioners working with adolescents in community and residential settings. Workshops focus on assessment and intervention skills. See page 2.

**Child Sexual Abuse Intervention** — designed for practitioners currently working with child or adult sexual abuse victims. The program covers theory, assessment and treatment approaches. Participants can choose from Adult Survivor, including an advanced level course, Children and Youth, or Complete Program options. See page 10.

**Conflict Resolution** — includes courses in meditation, negotiation, interpersonal conflict resolution and dealing with anger. Individualized training is provided by experienced coaches using video feedback. The program is designed for counsellors, educators, managers and other service providers whose jobs involve resolving conflicts with clients or staff. See page 4.

# **Contract Services**

Extension Programs responds to requests for specially designed staff training, ranging from short-term courses to fully co-ordinated conferences.

## **Specialized training**

Extension Programs staff will work with your agency or organization to adapt an existing program or design a special, skill development workshop to fit your specific needs. Our services include needs assessment, curriculum design, program development, instruction and workshop co-ordination.

## **Conference management**

Extension Programs staff have expertise in managing major national and international conferences. Services include agenda design, program planning and co-ordinating on-site logistics. Depending on your agency's needs and budget we can make all facility arrangements, prepare conference advertising and other printed material, arrange for translation services, and co-ordinate conference follow-up, including proceedings and evaluations.

For more information, call 222-7271.

# What is the Justice Institute?

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The Justice Institute of BC was established as a post-secondary educational institute in 1978. The Institute is funded through a core budget provided by the Ministry of Advanced Education, Training and Technology, and is governed by a Board of Directors.

The following provincial ministries contract with the Justice Institute to develop and deliver academy-based training through separate academies/divisions.

## Ministry of Solicitor General

- Corrections Academy
- Police Academy
- Provincial Emergency Program Academy

## Ministry of Municipal Affairs

- Fire Academy

## Ministry of Attorney General

- Court Services Academy

## Ministry of Health

- Emergency Health Services Academy

Programs offered by the academies and divisions can be summarized as follows:

- **Corrections Academy** trains all Corrections Branch employees who work in institutional and community settings, i.e. security and probation officers. The Academy develops courses for both recruit and advanced levels.
- **Emergency Health Services Academy** trains emergency medical attendants and advanced level paramedics employed in the provincial ambulance system. Other persons employed in emergency medical care may also receive training through Emergency Health Services Academy.
- **Fire Academy** trains volunteer and full-time firefighters to assume leadership roles in fire prevention, training and command. The Academy uses distance education, hands-on training, and train-the-trainer programs, both in the field and on-site.
- **Provincial Emergency Program Academy** trains volunteers, municipal authorities and government emergency personnel to respond to disasters such as earthquakes, floods and oil spills. The Academy also assists in training over 7,500 volunteers involved in search and rescue operations to locate lost persons.

- **Police Academy** trains the recruits and career officers of BC's 12 municipal police departments. Employees of other enforcement agencies also participate in Academy training, when appropriate.
- **Courts Academy** provides courses for managers and supervisors, deputy sheriffs and other court services staff. The Academy also undertakes special projects on behalf of Court Services Branch.
- **Finance and Administration Division** attends to the business operations of the Institute. It is responsible for financial operations, purchasing, receiving and stores, accounting, legal and personnel matters, and the operations of the physical facilities.
- **Educational Services Division** provides library, media, and curriculum development services to the Institute. The Division offers interdisciplinary and public programs through Extension Programs and the Pacific Traffic Education Centre.

# What is Extension Programs?

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Extension Programs offers a range of interdisciplinary, contract and public programs for government personnel, community agency staff and volunteers, and other interested individuals. Programs deal with justice and public safety issues, information and education on the justice system, and job related skills.

Special projects undertaken by Extension Programs are either sponsored solely by the Justice Institute or developed in conjunction with other organizations. Most programs are held at the Justice Institute; however, staff have a provincial mandate and work co-operatively with other groups to organize programs throughout British Columbia.

Extension Programs offers certificate programs in Conflict Resolution, Child Sexual Abuse Intervention, Working with Troubled and Troubling Adolescents, and Management Development for Residential Settings.

**Extension Programs professional development and community education courses** - Calendars of Extension Programs courses are produced three times a year and distributed to a cross-section of people. If you would like to receive this calendar regularly and are not currently on our mailing lists, call Extension Programs at 222-7287, and ask to be put on the general mailing list.



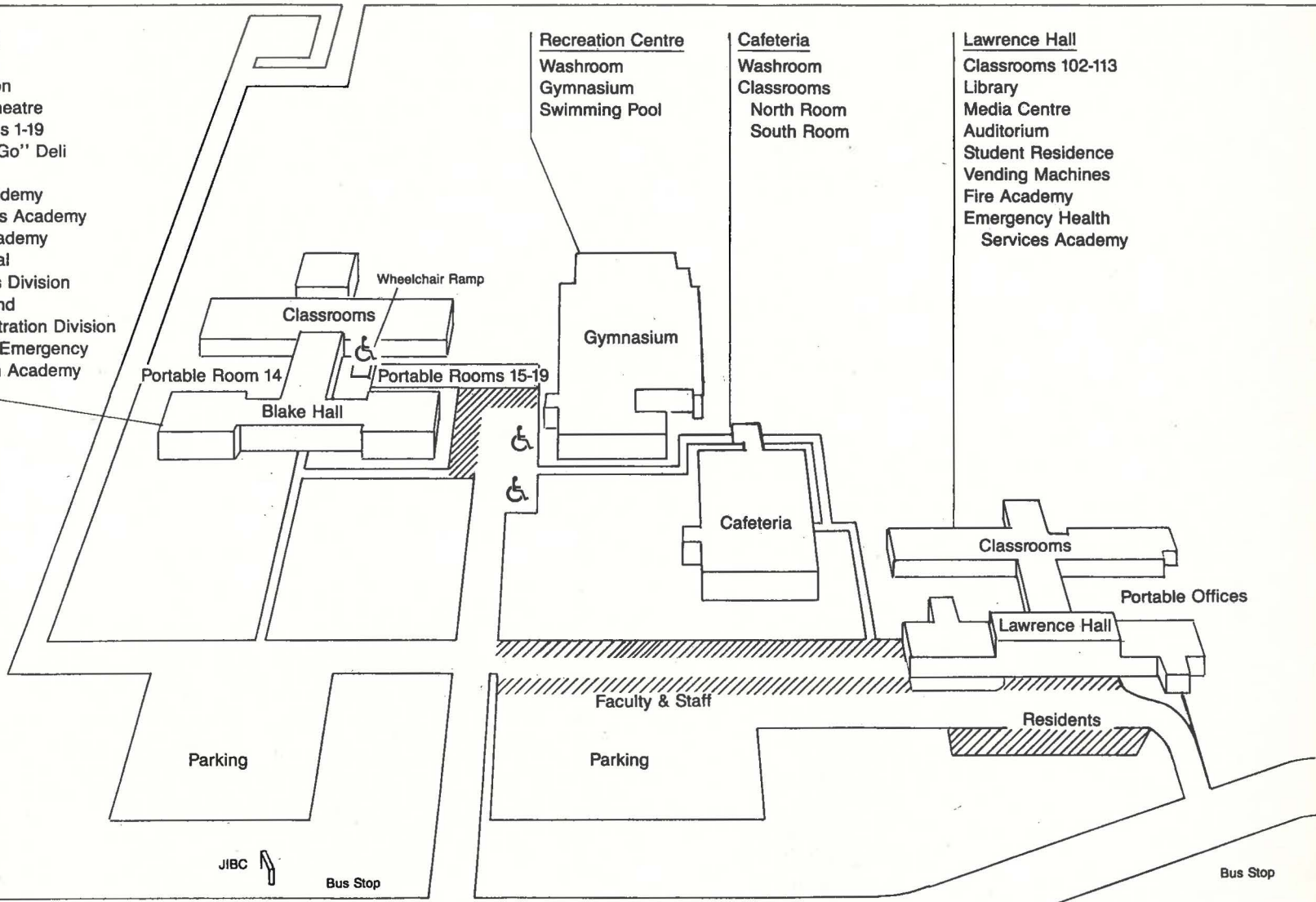
West 8th Ave.

- Blake Hall
- Reception
- Registration
- Lecture Theatre
- Classrooms 1-19
- "Stop To Go" Deli
- First Aid
- Police Academy
- Corrections Academy
- Courts Academy
- Educational Services Division
- Finance and Administration Division
- Provincial Emergency Program Academy

- Recreation Centre
- Washroom
- Gymnasium
- Swimming Pool

- Cafeteria
- Washroom
- Classrooms
- North Room
- South Room

- Lawrence Hall
- Classrooms 102-113
- Library
- Media Centre
- Auditorium
- Student Residence
- Vending Machines
- Fire Academy
- Emergency Health Services Academy



West 4th Ave.

Main Entrance

JIBC

Bus Stop

Parking

Faculty & Staff

Residents

Lawrence Hall

Portable Offices

Classrooms

Cafeteria

Gymnasium

Classrooms

Wheelchair Ramp

Portable Room 14

Portable Rooms 15-19

Blake Hall

Bus Stop

INDICATES  
RESTRICTED  
PARKING



# How to Register for a Course

## Register by Mail

To register by mail, complete the Registration Form below or send the required information and a cheque made payable to the Justice Institute (**no post-dated cheques accepted**) to:

Registration Office  
Justice Institute of BC  
4180 West 4th Avenue  
Vancouver, BC  
V6R 4J5

If the Justice Institute is not handling registration, telephone the number listed in the program description for further information. If registering for more than one course, **please send separate cheques for each course.**

## Register by Phone

To register by phone using your VISA or MasterCard, call 222-7111 between 8:30 am and 4:30 pm, weekdays. Please have your credit card number ready when you call.

## Register in Person

You can register in person at the Justice Institute, Room 119, Blake Hall (two doors down from receptionist on the main floor). Hours are 8:30 am to 4:30 pm, Monday-Friday. Please telephone in advance to ensure there is space for you in the course(s).

## Register by FAX

To register by FAX using your VISA or MasterCard, complete the Registration Form, including all credit card information, and FAX it to the Registration Office, Justice Institute of BC at 660-1875.

## Tax Deduction

You may deduct tuition fees from your income tax if the total amount exceeds \$100 and is paid to one educational institution. Deductions may be claimed for one or more courses taken during the tax year. **Save your registration receipts.**

## Refund Policy

Registration fee minus an administration charge is refundable if we receive your **written notification** of cancellation **seven working days** in advance of the course date. The white copy of the registration receipt must be presented in order to receive a refund.

## Transfer Policy

Notification regarding transfer from one course to another must be received **seven working days** in advance of the course date. There is an administrative fee of \$15 for all transfers.

## Course Cancellations

A full refund of tuition fees will be issued for courses cancelled by the Justice Institute. The Institute is **not** responsible for participants' expenses if a course must be cancelled because of low enrolment. The Institute reserves the right to cancel courses if enrolments are insufficient. We truly regret any inconvenience this may cause.

**Registration information and individual course brochures: 222-7111.**

## Registration Form

Mail to: Registration Office, Justice Institute, 4180 West 4th Avenue, Vancouver, BC, V6R 4J5

I wish to register in the following program(s):

PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE

SURNAME \_\_\_\_\_ GIVEN NAME \_\_\_\_\_

POSITION \_\_\_\_\_ ORGANIZATION \_\_\_\_\_

STREET/CITY \_\_\_\_\_ POSTAL CODE \_\_\_\_\_

PHONE (DAY) \_\_\_\_\_

### METHOD OF PAYMENT:

Enclosed is my cheque payable to the Justice Institute.

VISA CARD # --- Expiry Date: \_\_\_\_\_

MASTERCARD # --- Expiry Date: \_\_\_\_\_