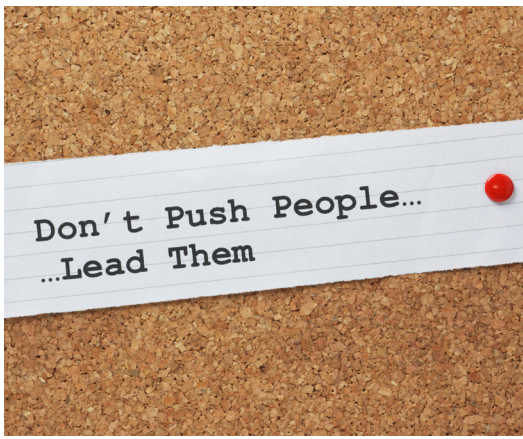


# CENTRE FOR LEADERSHIP & CENTRE FOR CONFLICT RESOLUTION



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## COURSE CALENDAR JUNE 2017 - AUGUST 2018



SCHOOL OF HEALTH,  
COMMUNITY &  
SOCIAL JUSTICE



## CHRISTINE DUNSWORTH: LEADERSHIP

Fan. Avid soccer player. Sales professional.

For Christine Dunsworth, it was a natural fit when she was first hired as a group sales representative for Vancouver Whitecaps FC during its inaugural Major League Soccer season. Three-and-a-half years later, she was promoted to manager of ticketing for a new property, Whitecaps FC 2 of the United Soccer League, which was gearing up for its first season.

She was pleasantly surprised to find she had enough experience and know-how to implement and execute successful programs, resulting

in her team creating a solid foundation to build upon after their first year. But Christine still wanted some formal training to support her managerial efforts. That's where JIBC came in.

"As our JIBC instructor says, most people get promoted because they were good in their previous role, not because of their leadership abilities," she said. "I know my job and what my team has to do to be successful, but I knew that I could use some training to help get our team to the next level."

So she was delighted to be one of the managers chosen by the Whitecaps to participate in a customized Leadership Academy through JIBC. At only partway through the four-day corporate training program she already noticed she was able to communicate more effectively with her crew and better focus on the real meaning of leadership.

"Good leaders find out what drives an individual and then they tap into that in order to inspire them," Christine explained. "That's the type of leader I want to be and this course is helping me achieve that."

The lessons learned have also translated well into other areas of Christine's life.

"The course taught me that the golden rule – treating others as I would want to be treated – does not necessarily apply in the workplace. Every individual has their own culture, and in order to communicate effectively with colleagues I must treat them as they want to be treated, not as I would want to be treated. This is something I now keep in mind when I disagree with others – in my private life and my work life! It helps to defuse a difficult situation and come to a compromise more quickly."

[JIBC.ca/leadership](https://www.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
- Canadian Food Inspection Agency
- City of Abbotsford
- Corrections Canada
- Employers' Association
- Fraser Valley Regional Library
- Gitxsan Corp
- Government of the North West Territories
- Health Canada
- Justice Canada
- MetroVancouver
- Northern Shuswap Tribal Council
- SD 34 (Abbotsford School District)
- Seaspan
- Science World
- Telus
- Township Esquimalt
- West Moberly First Nations
- Yukon Government

### Our most popular customized courses:

- Change Management
- Critical Thinking for Better Decision Making
- Facilitation Skills for Leaders
- Handling Conflict on the Telephone
- Leading Projects
- Lead Yourself First
- Managing the Hostile Individual
- Navigating Challenging Conversations
- Presentation Skills
- Positive Leadership
- Respectful Communication in the Workplace
- Sharpening Your Edge in Negotiation
- Team Building
- Training & Facilitation Skills for Leaders

Contact us to further your organization's learning today.

Increase your return on investment – bring courses to your workplace!  
[ccrcl@jibc.ca](mailto:ccrcl@jibc.ca)



# AWARD WINNING INSTRUCTORS



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## **SHERRI CALDER:** IMPARTING VITAL CONFLICT RESOLUTION SKILLS

When it comes to teaching conflict resolution skills, Sherri Calder doesn't just teach the theory; she's always looking for new ways to make the material relevant to students. "I talk about the concepts around conflict resolution, but I like to bring up real-world examples that people can relate to," she said.

Sherri received JIBC's Instructional Excellence Award in 2015.

"I also challenge the students I'm working with to actually apply what they have learned. I invite them to try things and report back." This applied educational approach has proven to make a difference in the personal and professional lives of the people she has taught. Whether she is teaching a group of employees and managers or students completing JIBC's Law Enforcement Studies Diploma, the feedback is similar.

"Many students have told me they speak differently to their partners, family members, work colleagues and supervisors. It's very applicable and bringing different perspectives and experiences does ground the material even more."



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## **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."



# TOP REASONS TO COME AND GROW AS A LEADER AT JIBC

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

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

## 1) Our instructors walk the talk

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

## 2) Students are learning in an applied setting

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

## 3) Students are supported to learn and succeed

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

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

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

## 5) Students access leading-edge education technology

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

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

## 6) Students learn with their peers

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



## PROGRAMS OVERVIEW

Courses vary in length from one to 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
<b>Visit <a href="http://jibc.ca/leadership">jibc.ca/leadership</a> for more information on these certificates</b>			
Associate Certificate in Leadership and Conflict Resolution	12	6	\$2,700
Associate Certificate in Training and Facilitation	11	5.5	\$2,400
Certificate in Applied Leadership	20	10	\$4,600
<b>Visit <a href="http://jibc.ca/conres">jibc.ca/conres</a> for more information on these certificates</b>			
Associate Certificate in Conflict Coaching	12	6	\$2,900
Associate Certificate in Workplace Conflict	11	5.5	\$2,700
Certificate in Conflict Resolution: Specialization in Mediation/Third-Party Intervention	36	18	\$8,200
Certificate in Conflict Resolution: Specialization in Negotiation	36	18	\$8,100
Family Mediation Certificate	40	20	\$8,900



## ASSOCIATE CERTIFICATE IN LEADERSHIP & CONFLICT RESOLUTION

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

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

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

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

REQUIRED COURSES (6 CREDITS)	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	

\* Each 0.5 credit = 1 day of class

## ASSOCIATE CERTIFICATE IN WORKPLACE CONFLICT

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

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

\* Each 0.5 credit = 1 day of class

# 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 <b>OR</b> 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](https://jibc.ca/registration)

# ASSOCIATE CERTIFICATE IN TRAINING AND FACILITATION

This 11-day/5.5 credit certificate program is designed for busy subject matter experts who find themselves in a formal, or informal, training role in their workplace. Throughout this program, you will gain comprehensive knowledge, skills and experience in evidence-based, adult education theory and apply proven instructional strategies that maximize the learning experience for people in your workplace. It offers both new and experienced trainers hands-on, practical learning.

Over the course of the program, you will practice training and facilitation skills in applied, real-life environments and receive timely feedback on your lessons design and delivery. You will have the opportunity to critically reflect on your professional development as a trainer 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.

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

## REQUIRED COURSES (5.5 CREDITS)

	Credits
INDC-1110: Essential Skills for Training and Facilitation	1.5
INDC-1211: Tools and Activities for Trainers	1.5
INDC-1377: Facilitation Fundamentals	1
INDC-1590: Training and Facilitation Capstone	1.5

\* Each 0.5 credit = 1 day of class

## 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.

\* 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 <b>OR</b> 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
LEAD-1322: Enhancing Emotional Intelligence for Workplace Success	1
INDC-1377: Facilitation Fundamentals	1
LEAD-1366: Leading Projects	1
CRES-1180: Mediation Skills Level I	1.5
LEAD-1334: Workplace Communications: It's All About You	1
LEAD-1395: Leading with Resilience	1
INDC-1396: Creating and Delivering Engaging Presentations	1
INDC-1402: Designing Consultation and Engagement Processes	1.5

\* Check out website for new elective options.



## JULIA DIAMOND: GAINING THE CONFIDENCE TO LEAD FROM WITHIN.

Julia Diamond decided to enroll in JIBC's Certificate in Applied Leadership to build on her public administration knowledge and strengthen her confidence to lead with integrity and influence. As an emerging leader in the BC Public Service, she chose JIBC for its willingness to meet you where you are in your learning – whether you are a new or seasoned professional.

"In each class, I am supported and inspired by my fellow classmates. As one of the younger learners, I never feel like I am at a disadvantage. Everyone is genuinely open to new perspectives, including the instructors. They encourage you to take risks and stretch yourself, in a safe environment, without entering your 'panic zone' of discomfort, which I really appreciate."

The flexible, experiential learning model is one of the key features that attracted Julia to JIBC. "I like that you get the chance to think about the concepts on your own, and how they apply to your life or your work, and then discuss and practice with your peers, either in small groups or one-to-one."

"The real gift of the courses is personal reflection and practical application. JIBC has given me the opportunity to realize what is truly important to me – both at work and in my personal life – and to always stay true to that in my leadership practice."



# 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	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	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](mailto: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

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

will learn how to create cohesion, invite and encourage meaningful communication and collaboration, engage in difficult conversations, and leverage diversity. By the end of this course, you will have developed competencies to increase engagement and accountability with your team and in your organization.

*\* This course uses a psychometric evaluation tool.*

**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-1334

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

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

**Prerequisite: None**

**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****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**

\* Additional material fees apply

## 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-1340****Creating a Positive Learning Environment****(1.5 Credits/3 Days)**

This course is designed for educators in the K-12 environment. In this 3-day course you will deepen your classroom management skills by exploring ways to respond to challenging classroom situations where the pressures are numerous, complex, and potentially contentious. You will examine how to deal constructively with teaching content process and student relationship issues, heightened emotion, challenging participant behaviours, and conflict. Simulation scenarios will provide you with the opportunity to practice relevant communication and intervention skills. Reflective practice will be encouraged through self-reflection and peer feedback.

**Prerequisite: None****INDC-1377****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-1402**

### **Designing Consultation and Engagement Processes**

**(1.5 Credits/3 Days)**

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

**Prerequisite: None**

**INDC-1590**

### **Training and Facilitation Capstone**

**(1.5 Credits/3 Days)**

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

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

**SEVE-1007**

### **POSITIVE LEADERSHIP: MAXIMIZING WORKPLACE WELLNESS**

OCTOBER 30, 2017

INSTRUCTOR: DR. JASON CRESSEY

\$149 + GST

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

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



Dr. Jason Cressey, PhD (Psychology) (Oxford University) specializes in interpersonal and communication skills.

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.

**SEVE-1013**

### **MEDIATOR IN A BOX**

NOVEMBER 27, 2017

INSTRUCTOR: JULIA MENARD

\$149 + GST \*ADDITIONAL MATERIAL FEES APPLY

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

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



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

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



# 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)**

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

**Prerequisite: None**

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

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

**Prerequisite: CRES-1100 or CRES-1101**

**CRES-1180****Mediation Skills Level I  
(1.5 Credits/3 Days)**

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

**Prerequisite: CRES-1100 or CRES-1101**

**CRES-1190****Dealing with Anger  
(1.5 Credits/3 Days)**

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This course builds on the material in Foundations of Collaborative Conflict Resolution (CRES-1100) and Foundations of Collaborative Conflict Resolution: Workplace Focus (CRES-1101), and presents theory, skills and approaches for managing one's own angry feelings and behaviours, and responding to anger in others. Angry, hostile or resistant feelings and behaviours are commonly generated in conflict situations. Efforts to resolve the conflict may be ineffective if these feelings are ignored or denied. Topics such as anger triggers, self-management, defusing skills, the origins of personal expressions of anger and disengaging from angry encounters are explored.

**Prerequisite: CRES-1100 or CRES-1101**

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

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

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

**CRES-1210****Conflict Dynamics in Groups  
(1 Credit/2 Days)**

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

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

**CRES-1231****Conflict Coaching Level II  
(1.5 Credits/3 Days)**

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

**Prerequisite: CRES-1131**

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

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This advanced course builds on Negotiation Skills Level I (CRES-1170) to apply an interest based approach to more complex negotiations. You will learn about negotiator assertiveness and style, identifying and responding to competitive tactics, assessing power dynamics and resolving impasses. As this course is the final prerequisite course for Assessment: Negotiation (CRES-1561), coaches' feedback on your role-playing will be based on the assessment role-playing criteria. For certificate candidates, it is strongly recommended that you take this course near the end of your certificate. You must complete this course before scheduling your negotiation assessment.

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

**CRES-1280****Mediation Skills Level II  
(2.5 Credits/5 Days)**

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Building on the mediation process and skills learned in Mediation Skills Level I (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)

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

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

**CRES-1302**  
**Building Your Communication Toolbox**  
(1 Credit/2 Days)

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If you have not had previous training in interpersonal communication skills, this elective course is strongly recommended immediately after CRES-1100 or CRES-1101. In this course, you will focus intensively on communication theory and skills that are the building blocks of mediating, negotiating or resolving interpersonal conflict.

**Prerequisite: None**

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

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

**Prerequisite: None**

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

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

**Prerequisite: None**

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

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

**Prerequisite: None**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Prerequisites: CRES-1100 or CRES-1101, and CRES-1170****CRES-1408****The Art of Reframing****(0.5 Credits/1 Day)**

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

**Prerequisites: CRES-1100 or CRES-1101, and CRES-1170 or CRES-1180****CRES-1409****Separate Meetings: Pre-Mediation & Caucusing****(1 Credit/2 Days)**

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

**Prerequisites: CRES-1100 or CRES-1101, and CRES-1180****CRES-1411****Civil Procedure****(1 Credit/14 Hours online)**

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

**Prerequisites: CRES-1100 or CRES-1101, and CRES-1180****CRES-1452****Resolving Conflict in Groups Level II: Facilitating the Collaborative Process****(1 Credit/2 Days)**

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

**Prerequisites: CRES-1100 or CRES-1101, and CRES-1170 or CRES-1180 and CRES-1210***\* Only offered at University of Calgary***CRES-1472****Balancing Empathy and Assertion****(1 Credit/2 Days)**

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In this two-day course, you will practice strategies for achieving the mental and emotional clarity necessary to effectively use assertion and empathy. Through facilitated small-group exercises, you will have opportunities to practice finding - and keeping - the elusive balance between empathy and assertion. These are often described as the two foundations of collaborative conflict resolution, and finding the balance between them can be tricky. You will be able to recognize when conflicts are about to occur and skillfully self-manage the interactions away from the conflict or move through it.

**Prerequisite: CRES-1100 or CRES-1101****CRES-1473****Managing the Conflict Within****(1 Credit/2 Days)**

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This course is designed to increase your levels of self-awareness and self-mastery, and to increase your abilities and skills in managing yourself more effectively both when conflict occurs and during the resolution process. Conflict situations often provoke strong emotions and reactions such as fear, anger, bitterness, powerlessness, despondency, vulnerability, arrogance and so on. This may lead to internal confusion about the conflict itself, resulting in entrenchment of your position, an unsatisfying compromise or a collapse into accommodation. Through exercises and awareness-raising techniques, you will develop the skills of inquiry, emotional awareness, self-observation and assessment, self-management and being in the present.

**Prerequisite: CRES-1100 or CRES-1101****CRES-1474****Identifying Control & Abuse in Pre-Mediation****(1 Credit/2 Days)**

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In this two-day course, you will look at patterns of control that lead to abuse, discuss the reality of control in any relationship and what that means to a fair, negotiated settlement, and develop screening tools for a variety of pre-mediation applications. Forms of control that lead to coercion and abuse are sometimes overt, sometimes subtle. Played out in a mediation setting, the mediator can unwittingly assist in the continuance of that abuse. The standards of practice for many professional mediation organizations require screening prior to joint meetings. Participants will have the opportunity to look at current statistics and research into family violence, assess their own values and tolerance regarding power and control in relationships, and participate in hands-on, simulated practice of screening tools that provide assessment components linked to the mediator's own attitudes and biases.

**Prerequisites: CRES-1100 or CRES-1101, and CRES-1170 and CRES-1180 and CRES-1190****CRES-1475****Coached Small Group Clinic****(0.5 Credits/1 Day)**

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Practice is a critical factor in gaining competence and confidence in collaborative conflict resolution, and this course provides you with plenty of practice in a full day of role-playing. You choose what you want to work on: interpersonal conflict resolution, dealing with anger, mediation or negotiation. You can use this course to complete your assessment recording for the Associate Certificate in Workplace Conflict, or to brush up on your skills after an absence from your

conflict resolution program. This course can also be used to make up for time missed in any three or five-day course, or to obtain partial credit as a result of a prior learning assessment application.

**Prerequisite: CRES-1100 or CRES-1101**

### **CRES-1481** **Preparing for Your Negotiation Assessment** **(0.5 Credits/1 Day)**

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-1492** **Mediating the Financial Aspects of Separation** **(3 Credits/6 Days)**

This advanced mediation course covers the legal, financial and psychological background, as well as specific skills and tools to help you help couples negotiate the terms of their financial separation. This course will be most useful to family mediators wishing to obtain the core preparation for becoming a comprehensive mediator as defined by Family Mediation Canada. Please note: This course is not associated with any Centre for Conflict

Resolution certificate or credential. It is a stand-alone advanced course and will be most useful to family mediators wishing to complete the core preparation for becoming a comprehensive mediator as defined by Family Mediation Canada

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

### **CRES-1495** **Mediation Skills Level III** **(1 Credit/2 Days)**

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

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

### **CRES-1500** **Facilitating Group Conflict** **(1 credit/2 Days/blended)**

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

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



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

**NEW and ONLINE!**  
**Workplace Bullying:  
What you Need to Know**  
**(CRES-1310)**

**Register NOW only \$39.99**

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

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

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



# CENTRE FOR LEADERSHIP

## LEADERSHIP, TRAINING AND FACILITATION COURSES

### NEW WESTMINSTER

COURSE DATE	COURSE	COURSE CODE	FEE
June 1-2, 2017	People Problems: How to Supervise Challenging Employees	LEAD-1315	\$309.68
June 5-7, 2017	Lead Yourself First	LEAD-1100	\$618.27
June 7-9, 2017	Tools and Activities for Trainers	INDC-1211	\$648.66
June 8-9, 2017	Critical Thinking for Better Decision Making	LEAD-1103	\$496.83
June 12-13, 2017	Facilitation Fundamentals	INDC-1377	\$430.17
June 14-16, 2017	Leading with Influence in Organizations	LEAD-1102	\$618.27
June 19-21, 2017	Designing Consultation and Engagement Processes	INDC-1402	\$717.64
June 22-23, 2017	Leadership Simulation	LEAD-1504	\$541.21
July 5-7, 2017	Essential Skills for Training and Facilitation	INDC-1110	\$648.66
July 10-12, 2017	Creating a Positive Learning Environment	INDC-1340	\$688.60
July 10-12, 2017	Lead Yourself First	LEAD-1100	\$618.27
July 13-14, 2017	Leading with Resilience	LEAD-1395	\$438.77
July 17-19, 2017	Leading Through Relationships	LEAD-1101	\$618.27
August 14-15, 2017	Critical Thinking for Better Decision Making	LEAD-1103	\$496.83
August 23-25, 2017	Lead Yourself First	LEAD-1100	\$618.27
September 13-15, 2017	Lead Yourself First	LEAD-1100	\$618.27
September 18-20, 2017	Leading Through Relationships	LEAD-1101	\$618.27
September 20-22, 2017	Essential Skills for Training and Facilitation	INDC-1110	\$648.66
September 21-22, 2017	Creating and Delivering Engaging Presentations	INDC-1396	\$430.17
September 25-27, 2017	Leading with Influence in Organizations	LEAD-1102	\$618.27
October 2-3, 2017	Leading Projects	LEAD-1366	\$430.17
October 4-6, 2017	Tools and Activities for Trainers	INDC-1211	\$648.66
October 11-13, 2017	Lead Yourself First	LEAD-1100	\$618.27
October 16-18, 2017	Leading Through Relationships	LEAD-1101	\$618.27
October 19-20, 2017	Critical Thinking for Better Decision Making	LEAD-1103	\$496.83

Courses subject to Learners Service Fee.  
Additional material fees may apply.

<b>COURSE DATE</b>	<b>COURSE</b>	<b>COURSE CODE</b>	<b>FEE</b>
October 23-24, 2017	Facilitation Fundamentals	INDC-1377	\$430.17
October 25-26, 2017	Leadership Simulation	LEAD-1504	\$541.21
October 30, 2017	Positive Leadership: Maximizing Workplace Wellness	SEVE-1007	\$149.00
November 1-3, 2017	Essential Skills for Training and Facilitation	INDC-1110	\$648.66
November 6-8 , 2017	Leading with Influence in Organizations	LEAD-1102	\$618.27
November 9, December 7, 8, 2017	Training and Facilitation Capstone	INDC-1590	\$654.28
November 9-10, 2017	Workplace Communications: It's All About You	LEAD-1334	\$309.68
November 15-17, 2017	Lead Yourself First	LEAD-1100	\$618.27
November 20-22, 2017	Advanced Facilitation	INDC-1250	\$717.64
November 23-24, 2017	Leading with Resilience	LEAD-1395	\$438.77
November 27-29, 2017	Leading Through Relationships	LEAD-1101	\$618.27
December 4-5, 2017	Critical Thinking for Better Decision Making	LEAD-1103	\$496.83
December 6-7, 2017	Facilitation Fundamentals	INDC-1377	\$430.17
December 11-13, 2017	Lead Yourself First	LEAD-1100	\$618.27
January 15-17, 2018	Leading Through Relationships	LEAD-1101	\$618.27
January 22-24, 2018	Essential Skills for Training and Facilitation	INDC-1110	\$648.66
January 24-26, 2018	Lead Yourself First	LEAD-1100	\$618.27
January 29-31, 2018	Leading with Influence in Organizations	LEAD-1102	\$618.27
February 5-7, 2018	Tools and Activities for Trainers	INDC-1211	\$648.66
Feb 8, March 8-9, 2018	Training and Facilitation Capstone	INDC-1590	\$654.28
February 8-9, 2018	Leading Projects	LEAD-1366	\$430.17
February 14-16 , 2018	Designing Consultation and Engagement Processes	INDC-1402	\$717.64
February 19-20, 2018	Critical Thinking for Better Decision Making	LEAD-1103	\$496.83
February 21-23, 2018	Leading Through Relationships	LEAD-1101	\$618.27
February 26-28, 2018	Lead Yourself First	LEAD-1100	\$618.27
March 1-2, 2018	Leadership Simulation	LEAD-1504	\$541.21
March 5-7, 2018	Essential Skills for Training and Facilitation	INDC-1110	\$648.66
March 8-9, 2018	Facilitation Fundamentals	INDC-1377	\$430.17
March 12-14, 2018	Lead Yourself First	LEAD-1100	\$618.27
March 19-20, 2018	Leading with Resilience	LEAD-1395	\$438.77
March 21-23, 2018	Creating a Positive Learning Environment	INDC-1340	\$688.60
March 26-28, 2018	Leading Through Relationships	LEAD-1101	\$618.27
April 5-6, 2018	Facilitation Fundamentals	INDC-1377	\$438.77
April 9-11, 2018	Lead Yourself First	LEAD-1100	\$630.64
April 12-13, 2018	Critical Thinking for Better Decision Making	LEAD-1103	\$506.77
April 18-20, 2018	Leading with Influence in Organizations	LEAD-1102	\$630.64
April 23-25, 2018	Advanced Facilitation	INDC-1250	\$731.99
April 26-27 2018	Creating and Delivering Engaging Presentations	INDC-1396	\$438.77
May 2-4, 2018	Essential Skills for Training and Facilitation	INDC-1110	\$661.63
May 7-8, 2018	Workplace Communications: It's All About You	LEAD-1334	\$315.87
May 9-11, 2018	Lead Yourself First	LEAD-1100	\$630.64
May 14-16, 2018	Leading Through Relationships	LEAD-1101	\$630.64
June 4-6, 2018	Lead Yourself First	LEAD-1100	\$630.64
June 7-8, 2018	Critical Thinking for Better Decision Making	LEAD-1103	\$506.77
June 11-13, 2018	Tools and Activities for Trainers	INDC-1211	\$661.63
June 14-15, 2018	Facilitation Fundamentals	INDC-1377	\$438.77
June 25-27, 2018	Leading with Influence in Organizations	LEAD-1102	\$630.64
June 28-29, 2018	Leadership Simulation	LEAD-1504	\$552.03
July 4-6, 2018	Essential Skills for Training and Facilitation	INDC-1110	\$661.63
July 9-11, 2018	Lead Yourself First	LEAD-1100	\$630.64
July 11-13, 2018	Creating a Positive Learning Environment	INDC-1340	\$688.60
July 16-18, 2018	Leading Through Relationships	LEAD-1101	\$630.64
August 16-17, 2018	Critical Thinking for Better Decision Making	LEAD-1103	\$506.77
August 20-22, 2018	Lead Yourself First	LEAD-1100	\$630.64
September 26-27, 2018	Creating and Delivering Engaging Presentations	INDC-1396	\$438.77

# VICTORIA

COURSE DATE	COURSE	COURSE CODE	FEE
November 20-22, 2017	Lead Yourself First	LEAD-1100	\$618.27
March 1-2, 2018	Critical Thinking for Better Decision Making	LEAD-1103	\$496.83
March 21-23, 2018	Lead Yourself First	LEAD-1100	\$618.27

## CONFLICT RESOLUTION COURSES

### NEW WESTMINSTER

COURSE DATE	COURSE	COURSE CODE	FEE
June 5-7, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
June 7-9, 2017	Dealing with Anger	CRES-1190	\$625.01
June 12-14, 2017	Conflict Coaching Level 1	CRES-1131	\$625.01
June 14-16, 2017	Negotiation Skills Level 1	CRES-1170	\$625.01
June 15, 2017	The Art of Reframing	CRES-1408	\$192.57
June 19-21, 2017	Dealing With Defensiveness in Conflict	CRES-1405	\$625.01
June 19-21, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
June 22, 2017	Assessment: Specialization in Negotiation	CRES-1561	\$478.61
June 22-23, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
June 23, 2017	Assessment: Specialization in Mediation/Third Party Intervention	CRES-1560	\$602.48
July 5-7, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
July 10-12, 2017	Mediation Skills Level 1	CRES-1180	\$625.01
July 12, 2017	Preparing for your Mediation Assessment	CRES-1491	\$405.41
July 13-14, 2017	Building Your Communication Toolbox	CRES-1302	\$411.05
July 14, 2017	Preparing for your Negotiation Assessment	CRES-1481	\$349.10
July 17-19, 2017	Dealing with Anger	CRES-1190	\$625.01
July 18, 2017	Preparing for Your Mediation Assessment	CRES-1491	\$405.41
July 19-21, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
July 21, 2017	Coached Small Group Clinic	CRES-1475	\$191.44
July 24-25, 2017	Conflict Dynamics in Groups	CRES-1210	\$411.05
July 24-26, 2017	Negotiation Skills Level 1	CRES-1170	\$625.01
July 26-28, 2017	Conflict Coaching Level II	CRES-1231	\$625.01
July 27-28, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
July 31 - August 2, 2017	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	CRES-1200	\$625.01
August 2-4, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
August 3, 2017	Assessment: Specialization in Negotiation	CRES-1561	\$478.61
August 8, 2017	Assessment: Specialization in Mediation/Third Party Intervention	CRES-1560	\$602.48
August 10, 2017	Assessment: Specialization in Mediation/Third Party Intervention	CRES-1560	\$602.48
August 8-10, 2017	Mediation Skills Level 1	CRES-1180	\$625.01
August 14-18, 2017	Mediation Skills Level II	CRES-1280	\$991.01
August 16-18, 2017	The Mindful Educator	CRES-1120	\$688.60
August 17-18, 2017	Managing the Hostile Individual	CRES-1308	\$411.05
August 21-23, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
August 21-25, 2017	Negotiation Skills Level II	CRES-1270	\$991.01
August 24-25, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
August 28-30, 2017	Negotiation Skills Level 1	CRES-1170	\$625.01
August 30 - September 1, 2017	Dealing with Anger	CRES-1190	\$625.01
September 6-8, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
September 11-13, 2017	Mediation Skills Level 1	CRES-1180	\$625.01
September 11 - October 11, 2017	Facilitating Group Conflict (Blended)	CRES-1500	\$513.38

Courses subject to Learners Service Fee.  
Additional material fess may apply.

<b>COURSE DATE</b>	<b>COURSE</b>	<b>COURSE CODE</b>	<b>FEE</b>
September 14, 2017	Preparing for your Negotiation Assessment	CRES-1481	\$349.10
September 18-19, 2017	Building Your Communication Toolbox	CRES-1302	\$411.05
September 20, 2017	Preparing for Your Mediation Assessment	CRES-1491	\$405.41
September 25-27, 2017	Shifting from Positions to Interests	CRES-1402	\$641.90
October 2-4, 2017	Negotiation Skills Level 1	CRES-1170	\$625.01
October 4-6, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
October 5, 2017	Assessment: Specialization in Negotiation	CRES-1561	\$478.61
October 10-11, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
October 12, 2017	Asking Better Questions	CRES-1404	\$203.82
October 12-13, 2017	Defining Issues & Setting the Agenda	CRES-1401	\$411.05
October 13, 2017	The Art of Reframing	CRES-1408	\$192.57
October 17, 2017	Assessment: Specialization in Mediation/Third Party Intervention	CRES-1560	\$602.48
October 18-20, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
October 23-25, 2017	Dealing With Defensiveness in Conflict	CRES-1405	\$625.01
October 25-27, 2017	Dynamics of Power	CRES-1406	\$625.01
October 30 - November 1, 2017	Dealing with Anger	CRES-1190	\$625.01
November 1-3, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
November 6-8, 2017	Integrating Conflict Theory and Practice	CRES-1152	\$625.01
November 6-8, 2017	Mediation Skills Level 1	CRES-1180	\$625.01
November 9-10, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
November 14, 2017	Preparing for your Negotiation Assessment	CRES-1481	\$349.10
November 14-15, 2017	Conflict Dynamics in Groups	CRES-1210	\$411.05
November 15-17, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
November 20-24, 2017	Negotiation Skills Level II	CRES-1270	\$991.01
November 21, 2017	Coached Small Group Clinic	CRES-1475	\$191.44
November 22, 2017	Preparing for Your Mediation Assessment	CRES-1491	\$405.41
November 23-24, 2017	Building Your Communication Toolbox	CRES-1302	\$411.05
November 28, 2017	Assessment: Specialization in Mediation/Third Party Intervention	CRES-1560	\$602.48
November 29 - December 1, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
November 30 - December 1, 2017	Managing the Hostile Individual	CRES-1308	\$411.05
December 4-6, 2017	Negotiation Skills Level 1	CRES-1170	\$625.01
December 5-7, 2017	Dealing with Anger	CRES-1190	\$625.01
December 6-8, 2017	Conflict Coaching Level 1	CRES-1131	\$625.01
December 11-15, 2017	Mediation Skills Level II	CRES-1280	\$991.01
December 13-15, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
January 3-4, 2018	Defining Issues & Setting the Agenda	CRES-1401	\$411.05
January 3-5, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
January 8-10, 2018	Mediation Skills Level 1	CRES-1180	\$625.01
January 11, 2018	Assessment: Specialization in Negotiation	CRES-1561	\$478.61
January 11-12, 2018	Mediation Skills Level III	CRES-1495	\$411.05
January 15-17, 2018	Dealing with Anger	CRES-1190	\$625.01
January 16-18, 2018	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
January 18, 2018	Assessment: Specialization in Mediation/Third Party Intervention	CRES-1560	\$602.48
January 17-19, 2018	Negotiation Skills Level 1	CRES-1170	\$625.01
January 22-24, 2018	Shifting from Positions to Interests	CRES-1402	\$641.90
January 24-26, 2018	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	CRES-1200	\$625.01
January 29-30, 2018	Balancing Empathy & Assertion	CRES-1472	\$411.05
January 29-31, 2018	Conflict Coaching Level II	CRES-1231	\$625.01
February 1-2, 2018	Building Your Communication Toolbox	CRES-1302	\$411.05
February 5-7, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
February 13, 2018	The Art of Reframing	CRES-1408	\$192.57
February 14-16, 2018	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
February 19-20, 2018	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
February 21-23, 2018	Dealing with Anger	CRES-1190	\$625.01
February 26-28, 2018	Mediation Skills Level 1	CRES-1180	\$625.01

<b>COURSE DATE</b>	<b>COURSE</b>	<b>COURSE CODE</b>	<b>FEE</b>
February 27, 2018	Assessment: Specialization in Mediation/Third Party Intervention	CRES-1560	\$602.48
March 1-2, 2018	Conflict Dynamics in Groups	CRES-1210	\$411.05
March 5-7, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
March 6, 2018	Assessment: Specialization in Negotiation	CRES-1561	\$478.61
March 7-9, 2018	Negotiation Skills Level 1	CRES-1170	\$625.01
March 12-13, 2018	Separate Meetings: Pre-Mediation & Caucusing	CRES-1409	\$427.93
March 13, 2018	Preparing for your Negotiation Assessment	CRES-1481	\$349.10
March 14, 2018	Coached Small Group Clinic	CRES-1475	\$191.44
March 19-21, 2018	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
March 22, 2018	Preparing for Your Mediation Assessment	CRES-1491	\$405.41
March 22-23, 2018	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
March 26-28, 2018	Dealing with Anger	CRES-1190	\$625.01
March 29, 2018	Assessment: Specialization in Mediation/Third Party Intervention	CRES-1560	\$602.48
April 3-5, 2018	Negotiation Skills Level 1	CRES-1170	\$637.51
April 9-11, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$637.51
April 9-13, 2018	Negotiation Skills Level II	CRES-1270	\$1,010.83
April 12-13, 2018	Managing the Hostile Individual	CRES-1308	\$419.27
April 16-18, 2018	Mediation Skills Level 1	CRES-1180	\$637.51
April 18-20, 2018	Foundations of Collaborative Conflict Resolution	CRES-1100	\$637.51
April 19, 2018	Asking Better Questions	CRES-1404	\$207.90
April 23-25, 2018	Dynamics of Power	CRES-1406	\$637.51
April 30 - May 1, 2018	Asserting Yourself in Conflict Situations	CRES-1305	\$419.27
April 30 - May 4, 2018	Mediation Skills Level II	CRES-1280	\$1,010.83
May 1-3, 2018	Dealing with Anger	CRES-1190	\$637.51
May 3, 2018	Assessment: Specialization in Mediation/Third Party Intervention	CRES-1560	\$614.53
May 7-9, 2018	Integrating Conflict Theory and Practice	CRES-1152	\$637.51
May 9-11, 2018	Dealing With Defensiveness in Conflict	CRES-1405	\$637.51
May 10, 2018	Assessment: Specialization in Negotiation	CRES-1561	\$488.18
May 14-16, 2018	Negotiation Skills Level 1	CRES-1170	\$637.51
May 16-18, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$637.51
May 22-23, 2018	Defining Issues & Setting the Agenda	CRES-1401	\$419.27
May 22-24, 2018	Foundations of Collaborative Conflict Resolution	CRES-1100	\$637.51
May 24-25, 2018	Identifying Control & Abuse in Pre-Mediation	CRES-1474	\$419.27
May 28-30, 2018	Mediation Skills Level 1	CRES-1180	\$637.51
May 28-30, 2018	Shifting from Positions to Interests	CRES-1402	\$654.74
June 4-5, 2018	Managing the Conflict Within	CRES-1473	\$419.27
June 4-6, 2018	Dealing with Anger	CRES-1190	\$637.51
June 6 -13, 2018	Mediating the Financial Aspects of Separation	CRES-1492	\$1,223.33
June 7, 2018	The Art of Reframing	CRES-1408	\$196.42
June 11-12, 2018	Asserting Yourself in Conflict Situations	CRES-1305	\$419.27
June 11-13, 2018	Conflict Coaching Level 1	CRES-1131	\$637.51
June 14, 2018	Preparing for your Negotiation Assessment	CRES-1481	\$356.08
June 15, 2018	Assessment: Specialization in Mediation/Third Party Intervention	CRES-1560	\$614.53
June 18-20, 2018	Foundations of Collaborative Conflict Resolution	CRES-1100	\$637.51
June 21, 2018	Preparing for Your Mediation Assessment	CRES-1491	\$413.52
June 25-27, 2018	Negotiation Skills Level 1	CRES-1170	\$637.51
June 26-27, 2018	Building Your Communication Toolbox	CRES-1302	\$419.27
June 27-29, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$637.51
July 4, 2018	Assessment: Specialization in Negotiation	CRES-1561	\$488.18
July 5-6, 2018	Conflict Dynamics in Groups	CRES-1210	\$419.27
July 9-11, 2018	Mediation Skills Level 1	CRES-1180	\$637.51
July 12-13, 2018	Mediation Skills Level III	CRES-1495	\$419.27
July 16-17, 2018	Balancing Empathy & Assertion	CRES-1472	\$419.27
July 18-20, 2018	Foundations of Collaborative Conflict Resolution	CRES-1100	\$637.51
July 19, 2018	Assessment: Specialization in Mediation/Third Party Intervention	CRES-1560	\$614.53



<b>COURSE DATE</b>	<b>COURSE</b>	<b>COURSE CODE</b>	<b>FEE</b>
July 23-25, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$637.51
July 25-27, 2018	Conflict Coaching Level II	CRES-1231	\$637.51
July 27, 2018	Coached Small Group Clinic	CRES-1475	\$195.27
July 30 - August 1, 2018	Dealing with Anger	CRES-1190	\$637.51
July 30 - August 1, 2018	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	CRES-1200	\$637.51
August 9-10, 2018	Managing the Hostile Individual	CRES-1308	\$419.27
August 13-15, 2018	Negotiation Skills Level 1	CRES-1170	\$637.51
August 15-17, 2018	Mediation Skills Level 1	CRES-1180	\$637.51
August 20-22, 2018	Foundations of Collaborative Conflict Resolution	CRES-1100	\$637.51
August 20-24, 2018	Negotiation Skills Level II	CRES-1270	\$1,010.83
August 23, 2018	Assessment: Specialization in Negotiation	CRES-1561	\$488.18
August 27-29, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$637.51
August 27-31, 2018	Mediation Skills Level II	CRES-1280	\$1,010.83
August 30, 2018	Assessment: Specialization in Mediation/Third Party Intervention	CRES-1560	\$614.53

## VICTORIA

<b>COURSE DATE</b>	<b>COURSE</b>	<b>COURSE CODE</b>	<b>FEE</b>
June 1-2, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
June 5-7, 2017	Conflict Coaching Level II	CRES-1231	\$625.01
June 12-14, 2017	Shifting from Positions to Interests	CRES-1402	\$641.90
July 5-7, 2017	Negotiation Skills Level 1	CRES-1170	\$625.01
July 17-19, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
August 2-4, 2017	Mediation Skills Level 1	CRES-1180	\$625.01
August 14-16, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
August 17-18, 2017	Building Your Communication Toolbox	CRES-1302	\$411.05
September 5-7, 2017	Dealing with Anger	CRES-1190	\$625.01
October 12-13, 2017	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
October 23-25, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
November 6-8, 2017	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
November 14-16, 2017	Negotiation Skills Level 1	CRES-1170	\$625.01
December 4-6, 2017	Mediation Skills Level 1	CRES-1180	\$625.01
December 11-12, 2017	Building Your Communication Toolbox	CRES-1302	\$411.05
January 8-10, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
January 22-26, 2018	Mediation Skills Level II	CRES-1280	\$991.01
February 5-7, 2018	Foundations of Collaborative Conflict Resolution	CRES-1100	\$625.01
February 15-16, 2018	Asserting Yourself in Conflict Situations	CRES-1305	\$411.05
February 19-23, 2018	Negotiation Skills Level II	CRES-1270	\$991.01
February 26, 2018	Coached Small Group Clinic	CRES-1475	\$191.44
March 5-6, 2018	Managing the Hostile Individual	CRES-1308	\$411.05
March 7-9, 2018	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	CRES-1200	\$625.01
March 12-14, 2018	Negotiation Skills Level 1	CRES-1170	\$625.01
March 15-16, 2018	Conflict Dynamics in Groups	CRES-1210	\$411.05
March 19-21, 2018	Dealing with Anger	CRES-1190	\$625.01
April 9-11, 2018	Mediation Skills Level 1	CRES-1180	\$637.51
April 16-18, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$637.51

COURSE DATE	COURSE	COURSE CODE	FEE
April 19-20, 2018	Building Your Communication Toolbox	CRES-1302	\$419.27
May 3-4, 2018	Defining Issues & Setting the Agenda	CRES-1401	\$419.27
May 7-9, 2018	Conflict Coaching Level 1	CRES-1131	\$637.51
May 14-16, 2018	Foundations of Collaborative Conflict Resolution	CRES-1100	\$637.51
May 17-18, 2018	Balancing Empathy & Assertion	CRES-1472	\$419.27
June 11-12, 2018	Asserting Yourself in Conflict Situations	CRES-1305	\$419.27
June 18-20, 2018	Conflict Coaching Level II	CRES-1231	\$637.51
July 16-18, 2018	Negotiation Skills Level 1	CRES-1170	\$637.51
July 23-25, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$637.51
August 7-9, 2018	Mediation Skills Level 1	CRES-1180	\$637.51
August 13-15, 2018	Foundations of Collaborative Conflict Resolution	CRES-1100	\$637.51
August 16-17, 2018	Building Your Communication Toolbox	CRES-1302	\$419.27

## ONLINE

COURSE DATE	COURSE	COURSE CODE	FEE
September 11 - November 3, 2017	Civil Procedure	CRES-1411	\$411.05
October 2 - November 10, 2017	Theoretical Foundations of Dispute Resolution	CRES-1150	\$625.01
October 16 - November 10, 2017	Ethical Dilemmas for Mediators	CRES-1298	\$411.05
January 8 - April 16, 2018	Introduction to Conflict Analysis & Resolution	CRES-1851	\$654.28
February 5 - March 16, 2018	Theoretical Foundations of Dispute Resolution	CRES-1150	\$625.01
March 19 - May 11, 2018	Civil Procedure	CRES-1411	\$411.05
April 16 - May 11, 2018	Ethical Dilemmas for Mediators	CRES-1298	\$419.27
June 4- July 13, 2018	Theoretical Foundations of Dispute Resolution	CRES-1150	\$637.51

## UNIVERSITY OF CALGARY (CALGARY, AB)

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

COURSE DATE	COURSE	UofC CODE	JIBC CODE	FEE
September 26-28, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	PDS 002	CRES-1101	\$625.00
October 3-4, 2017	Asserting Yourself in Conflict Situations	PDS 004	CRES-1305	\$445.00
October 17-19, 2017	Negotiation Skills Level 1	PDS 185	CRES-1170	\$625.00
October 24-26, 2017	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	PDS 009	CRES-1200	\$625.00
October 31 - November 2, 2017	Mediation Skills Level I	PDS 006	CRES-1180	\$625.00
November 7-9, 2017	Dealing With Anger	PDS 007	CRES-1190	\$625.00
November 14-15, 2017	Building Your Communication Toolbox	PDS 173	CRES-1302	\$445.00
November 27 - December 1, 2017	Negotiation Skills Level II	PDS 010	CRES-1270	\$995.00
January 23-25, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	PDS 002	CRES-1101	\$625.00
February 6-7, 2018	Asserting Yourself in Conflict Situations	PDS 004	CRES-1305	\$445.00
February 20-22, 2018	Negotiation Skills Level 1	PDS 185	CRES-1170	\$625.00
February 27-28, 2018	Defining Issues & Setting the Agenda	PDS 021	CRES-1401	\$445.00
March 6-8, 2018	Shifting from Positions to Interests	PDS 208	CRES-1402	\$625.00
March 13-14, 2018	Conflict Dynamics in Groups	PDS 229	CRES-1210	\$445.00

COURSE DATE	COURSE	UofC CODE	JIBC CODE	FEE
March 20-21, 2018	Negotiating With Difficult People: Making It Hard to Say No	PDS 018	CRES-1407	\$445.00
April 10-12, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	PDS 002	CRES-1101	\$625.00
April 17-18, 2018	Building Your Communication Toolbox	PDS 173	CRES-1302	\$445.00
April 24-26, 2018	Dealing With Anger	PDS 007	CRES-1190	\$625.00
May 1-3, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	PDS 002	CRES-1101	\$625.00
May 8-10, 2018	Negotiation Skills Level 1	PDS 185	CRES-1170	\$625.00
May 15-17, 2018	Mediation Skills Level I	PDS 006	CRES-1180	\$625.00
18-May, 2018	The Art of Reframing	PDS 013	CRES-1408	\$240.00
May 29-31, 2018	Resolving Conflict on the Frontline: Demonstrating Leadership at Work	PDS 009	CRES-1200	\$625.00
June 4-8, 2018	Mediation Skills Level II	PDS 012	CRES-1280	\$995.00
June 12-13, 2018	Managing the Hostile Individual	PDS 236	CRES-1308	\$650.00

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

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

COURSE DATE	COURSE	COURSE CODE	FEE
October 2-4, 2017	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
December 4-5, 2017	Building Your Communication Toolbox	CRES-1302	\$411.05
February 5-7, 2018	Foundations of Collaborative Conflict Resolution: Workplace Focus	CRES-1101	\$625.01
March 26-28, 2018	Negotiation Skills Level 1	CRES-1170	\$625.01

## AWARDS

For many of our students, the opportunity to study at JIBC is a next step towards reaching your personal and/or professional goals. However, while this is an exciting time in your life, it's important to anticipate the financial strains associated with pursuing a substantial course load.

Staying informed about available assistance and planning ahead will help you avoid a situation where you are overwhelmed. It is important to avoid waiting until the last minute to look for help with your finances.

You might be eligible for JIBC award and bursaries, visit [jibc.ca/financial-aid](http://jibc.ca/financial-aid) or call **604.528.5762** or **1.877.275.4332**

## LIBRARY

The JIBC Library offers research assistance and access to a unique and specialized collection of books, journals and online sources, all focused on the programs offered here. The Library catalogue and other online resources may be searched while on-site from a JIBC campus online from other locations.

JIBC librarians are available to help locate information on subjects taught at JIBC and to assist students with a variety of academic and research skills, such as locating the most current journal articles or citing sources correctly. Computers available for student use in the Library all have Microsoft Office, Internet access, and a wireless network is available campus-wide. Laptops and iPads are available to certificate, diploma or degree program students for short-term loan.

visit [jibc.ca/library](http://jibc.ca/library) for more information



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*JIBC's New Westminster campus is located on the ancestral and unceded territory of the Central Coast Salish peoples. We acknowledge the Indigenous nations' stewardship of these lands where we are grateful for the privilege to conduct our work.*

