



**JUSTICE
INSTITUTE**
of BRITISH COLUMBIA

CENTRE FOR
CONFLICT RESOLUTION

ASSOCIATE CERTIFICATE IN WORKPLACE CONFLICT



This program is key for anyone wishing to learn more about the process and practice of collaborative conflict resolution within the specific context of workplace conflict.

When you complete this 11- day associate certificate, you will be able 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.

LEARN CLOSE TO HOME! COURSES ARE AVAILABLE AT ANY OF THE JIBC CAMPUSES ACROSS BC:

- Victoria
- New Westminster

Courses can also be taken at a variety of community colleges and universities throughout BC, Alberta, and the Yukon Territories.

COURSES

This associate certificate is comprised of four required courses and an assessment:

- Foundations of Collaborative Conflict Resolution: Workplace Focus - CRES-1101
- Negotiation Skills Level 1 - CRES-1170
- Resolving Conflict in Groups Level 1: Effective Team Dynamics- CRES-1210
- Resolving Conflict on the Front Line: Demonstrating Leadership at Work - CRES-1200
- Assessment: Associate Certificate in Workplace Conflict- CRES-1552

HOW TO APPLY?

Admission Requirements: These courses and certificate are open to anyone. There is a \$75 non-refundable certificate enrolment fee.

FOR MORE INFORMATION

jibc.ca/conres

conres@jibc.ca

604.528.5608

TO REGISTER

register@jibc.ca

604.528.5590 or 1.877.528.5591 Toll Free



**JUSTICE
INSTITUTE**
of BRITISH COLUMBIA

715 McBride Boulevard
New Westminster, BC V3L 5T4
Canada

Justice Institute of British Columbia (JIBC) is Canada's leading public safety educator with a mission to develop dynamic justice and public safety professionals through its exceptional applied education, training and research.

To learn more, go to **JIBC.CA**.