

JUSTICE INSTITUTE OF BRITISH COLUMBIA COURSE OUTLINE

Division: Centre for Counselling & Community Safety
Program: Victim Services Practitioner Certificate Program
Course Code: VSP131
Course Title: Module 3: Mobilizing for Effective Victim Services Leadership

	New Course	x	Revised Course
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Previous Course Code & Title: VIC701: Module 3: Program Management Skills; VSP130: Program Management Skills

Course Effective Date: N/A

Course Level:

x	First Year		Second Year		Third Year		Fourth Year
	Other:						

x	Required		Elective	# of Credits: 2
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Delivery Method:

	Method	Hrs
x	Face to Face	28
	Online	
	Correspondence	
	Simulation / Lab	
	Practicum	

Is this course delivered only online? Yes No # Hours

Comments: N/A

Pre-requisites: N/A

Equivalent Course(s) within the JIBC: VIC701: Module 3: Program Management Skills;
VSP130: Program Management Skills

Transfer Credit Exists at (List Institutions): N/A

Course Description:

This 4-day course was developed to help Victim Services Practitioners “lead from wherever you are” in your Victim Services Programs. You will learn about such topics as self awareness in relation to personal styles on teams, ways to manage conflict, leadership within your programs, and within the communities you are situated. Victim Services Division staff will attend the class to outline particular initiatives of the moment and answer your questions. You will leave the workshop

with an increased sense of understanding of your place in Victim Services specifically, and where Victim Services as a Division is going generally.

Grading System:

Check whichever applies to this course: (if applicable)

	Letter Grades		Percentage		Pass/Fail		Credit/No Credit
x	Complete/Incomplete		Attendance Only				

Passing Grade: N/A

Grading Scale: N/A

Evaluation - Activities and Weighing: (complete the %'s which apply – total must equal 100%)

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	100%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%		

Comments: Students must complete a pre-assignment prior to attending the course and be prepared to discuss their submission in the classroom context.

Course Goals: N/A

Learning Objectives:

Upon successful completion of the course, participants will be able to:

- Describe one's own style and the different styles of various team players.
- Assess strengths and provide a basis for a plan for increasing individual effectiveness as a team player.
- Assess strengths and provide a basis for a plan for increasing team effectiveness.
- Describe typical human responses to conflict.
- Describe modes of response to conflict using the *Thomas-Kilmann Conflict Mode Instrument*.
- Describe the conditions under which different modes of response to conflict should be used.
- Demonstrate beginning skills in collaborative conflict resolution.
- Define the terms management and leadership and their differences.
- Explain the history of leadership theory.
- Identify the characteristics of good leadership.
- Understand systems thinking in relation to leadership.
- Analyze a performance management framework and apply it to their work site.
- Describe the rationale for written job descriptions for paid and volunteer staff.
- Describe key elements of effective job descriptions.
- Develop an effective protocol for reviewing volunteer and paid job applications and interviewing job applicants.
- Ask behaviour-based questions when interviewing job applicants.
- Communicate employment decisions appropriately to successful and unsuccessful volunteer job applicants.
- Describe the purpose of continuous appraisal.

- Describe appropriate steps when taking disciplinary action.
- Describe appropriate steps to take and language to use when the service or employment of a paid or volunteer staff member is being terminated.
- Describe a collaborative approach to community planning.
- Describe the initiatives from Victim Services Division.
- Identify the types of planning done in victim services organizations.
- Describe the process of strategic planning.
- Apply a planning model to their community.
- Assess the functioning of team meetings.
- Develop skills in improving team meetings.

Course Topics/Content:

Day 1

- Introductions and opening exercises
- Parker Team Player Survey
- Thomas Kilmann Conflict Questionnaire

Day 2

- Leading from wherever you are
- Management and Leadership
- LPI
- Systems thinking

Day 3

- Managing resources: staff
- Managing resources: community

Day 4

- Guest from Victim Services Division
- Planning and meeting management
- Endings

Text and Resource Materials: ([APA Style Guidelines](#))

N/A

Comments and Course Policies:

To view the Justice Institute of BC Policies listed below, visit:

<http://www.jibc.bc.ca/studentServices/main/AcademicServices/policies.htm>

Access Policy

Harassment Policy

Prior Learning Assessment Policy

Student Code of Conduct

Academic Appeals Policy

Intellectual Property Rights Policy

Research on Human Subjects: Ethics

Student Records