



## Call for Proposals

### Course Facilitation: Crisis Intervention and Conflict Resolution

The Alberta Association of Immigrant Serving Agencies (AAISA) is an umbrella organization of immigrant and refugee serving agencies in Alberta addressing the needs of immigrants, the agencies that serve them, and the larger community that welcomes them. AAISA has been a leader in Settlement and Integration since 1980. Collectively, AAISA agencies provide services to over 100,000 newcomers annually, and employ over 1000 staff to provide these services. AAISA is committed to facilitating the recognition of settlement and integration work as a profession. To achieve this, AAISA manages a comprehensive training and certification program for staff of settlement agencies and professional development for other settlement professionals in Alberta.

#### **Purpose of Contract**

AAISA is seeking calls for proposals for an experienced Module Facilitator to facilitate a two-day training for **Crisis Intervention and Conflict Resolution** course. AAISA courses are developed in alignment with the Settlement Practitioner Competency Framework that describes a continuum of functions, knowledge, and skills, representing best practices within the settlement sector. This course is to be delivered as a face-to-face learning module to be delivered in two locations. An overview of the course, **Crisis Intervention and Conflict Resolution** follows this Call for Proposals.

**Contract Value:** to a maximum of **\$7000 + travel expenses**

#### **Overview of Participants**

- Settlement practitioners who work within the settlement and integration field and are employees within AAISA's member agencies.
- Other community social service professionals who serve clients going through crisis/conflicts in their client base.

#### **Module Facilitation**

AAISA intends to deliver a blended learning approach to a face-to-face delivery of a previously existing course. It is expected that the proposal submitted in response to this call demonstrates a willingness to work with AAISA's Learning and Professional Development team to facilitate the delivery of the course. The Course Facilitator is expected to act as Subject Matter Expert in the content area and facilitation of adult learning in a combination of face-to-face and online learning environments.

### **Facilitation Timeframe**

The face-to-face course is expected to be **delivered in September or October, 2017**. AAISA's Learning and Professional Development team will support the facilitation of the course. The two (2) day face-to-face course will be delivered **twice in two locations within Alberta, yet to be determined**.

### **Module Components:**

- A brief description of the course and intended outcomes
- Demonstration of how learner outcomes align with the competencies in the framework
- Key tasks and activities, including formal and/or informal assessment of learnings to be completed during the course; discussion questions for the course
- Facilitator guide including notes to facilitators with instructions for delivery and materials required
- Assessment of learning that can be completed by participants within 15 instructional hours.

### **Responsibilities of Module Facilitator(s):**

- Meet with AAISA Team Lead, Learning and Professional Development to plan delivery of the course
  - Course delivery locations and dates
  - Existing course package review
  - Module Preparation
- Submit course package to AAISA office prior to delivery.
- Facilitate the delivery of the course in face-to-face environment to a group of Settlement Practitioners and other Settlement professionals
  - 15 hours of facilitation per course
  - Preparation, Administration and Assessment within on-line environment: up to 5 hours per course
  - 1 hour debrief with AAISA PD team

**Deadline for submission of proposal:  
4:00 Friday, August 18th, 2017.**

Individual or collaborative proposals will be considered.



Criteria for the Evaluation of Proposals:

1. Academic credentials
2. Curriculum development experience
3. Facilitation/adult education experience
4. Knowledge of the role and ethical principles and standards of the Settlement Practitioners
5. Knowledge of immigrant settlement and integration sector
6. In your proposal please identify the following information;
  - o Learning goals and outcomes
  - o Key focus questions
  - o Main areas of awareness and attitude
7. Fees

To submit a proposal, please send a letter of intent, curriculum vitae, and proposed fees to: [pd@aaisa.ca](mailto:pd@aaisa.ca)

Attention: Team Lead, Learning and Professional Development  
Re: Proposal for Module Facilitation: Crisis Intervention and Conflict Resolution

Qualified applicants will be added to AAISA's network for notification of these future opportunities.

## **Module 3D: Crisis Intervention and Conflict Resolution**

### **Course Objective**

The purpose of this module is to build the capacity of settlement practitioners to apply interpersonal communication and assessment skills and strategies to identify and deal effectively with crises and conflicts that arise in their work.

### **Learner Objectives**

Students will be able to demonstrate an understanding and application of skills and strategies to deal with crises and conflicts in order to:

- Support clients in managing significant change, cultural shock, and crises
- Advocate for clients
- Facilitate access to appropriate services
- Provide culturally sensitive services and counselling
- Assist clients in identifying and assessing their needs
- Assist clients to develop and sustain healthy lifestyles of their choice
- Work effectively with volunteers
- Maintain a positive and culturally sensitive working environment

### **Skills:**

After completing this course, participants will be able to:

- Assess whether a person is in crisis
- Describe and practice key steps in crisis intervention
- Provide service to people experiencing crisis
- Provide service in the area of conflict management
- Explain the limitations of crisis intervention for a settlement practitioner and to use referrals for additional assistance
- Practice self-care in relation to being involved in crisis intervention and conflict management

### **Knowledge:**

After completing this course, participants will have an understanding of:

- Theories and concepts of conflict and crisis
- Approaches to conflict management and crisis intervention
- Ethics of the role of a settlement practitioner in crisis intervention and conflict management
- The role of language and culture in situations of crisis intervention and conflict management

- Skills required for professional involvement with crisis intervention and conflict management