

Connections

Volume 1, Issue 1

February 2016

Winter Update

By Randy Grieser

What's This Newsletter All About?

Welcome to our first newsletter! Note that the name of the newsletter is **Connections**. Our hope is that this bi-monthly newsletter will work to connect our network of trainers to each other and to our head office in Winnipeg. You trainers are a diverse bunch. Some of you train nearly full-time for us, others train only 1-2 times a year. Some of you have been with us since the beginning, and some are new to training with us this year. Regardless of your history with us, we value connections with our trainers.

Winter Outlook

Our **public workshop** schedule begins in next week. The initial number of participants for CTRI look really good. For ACHIEVE we are struggling. I really believe this slow start to participant registration for ACHIEVE is an indicator of our current negative economic outlook. The type of people who come to ACHIEVE workshops are usually people who access discretionary spending to do so. Whereas with CTRI, our clients still need their continuing education credits, regardless of economic or political realities.

The number of **on-site workshops** continues to grow for both CTRI and ACHIEVE. As I've mentioned in the past, this is largely due to our repeat clients. Building great relationships with our on-site clients often results in additional work down the road. When you are representing us, remember that if you build a relationship with the client, they are likely to want *you* back. I am still the trainer that goes to a community in Quebec after 10 years because they want *me*. In our work, relationships matter!

Politics impact our work. I anticipate the federal government's focus on mental health will carry over into more opportunities for CTRI. I also anticipate their focus on fulfilling the recommendations of the Truth and Reconciliation Report to affect both CTRI and ACHIEVE in a positive way.

The **economy** impacts our work. I am watching carefully to see if we are headed for another 2008 type recession, which of course would impact our work in a negative way. Eric recently met with a client who is a large manufacturer. They indicated that there would be no training this year because the training budget has been cut until the company can make more money. So in reality, the poor economy is already impacting us, both for on-site and public workshops – particularly for ACHIEVE. The good news is we have been through this before, so we feel confident in our ability to navigate the impact of a negative economy.

Some of you still ask about **my health**. It has now been 8 months since my concussion and I am slowly getting better. At work, I am around 90% better, however, my fitness level is only at about 50%. The issue that I'm still struggling with is feeling dizzy all the time. Getting better means that I'm not as dizzy as I was previously. The good news is that as the months go by, I keep getting a "little" bit better.

New Resource and Manual

Most of you are aware that in late 2015, Vicki developed a new webinar that we have made available for free on our website: *Trauma and Refugees – Tips for Supporting*. The response to this resource has been fantastic. We have also adapted our existing trauma manual and developed a 2 day workshop specific to refugees and trauma. I'm happy with how quickly we've been able to pull together these resources and training to help those working with the refugee population.

Ordinary Leader Update

I am halfway done my book! Every month I take a week to write a chapter, and by June, I expect to be finished. Well, are you ever really finished with a book? I am on track for a January 2017 release. If you haven't done so yet, check out what the book is about and fill out the survey: www.theordinaryleader.com.

Meet our Staff

Connections—February 2016

Every issue we'll introduce you to some of the creative and enthusiastic people that staff our office and facilitate our workshops. We've asked them to answer a few questions to help you get to know them better.

This issue we present:

The Client Services Team!



Charles Smadella

Logistics Coordinator

Has worked here for 1.5 years

Charles packs all of the trainer materials for on-site and public workshops under both divisions. He also connects with hotels about public workshop conference rooms.

What is your favourite part of working here?

The day to day challenge of managing workshop details has made it a job that makes me enjoy walking in the door every day. The excellent staff and training is the icing on the cake.

If you could only have coffee, chocolate or alcohol which would it be and why?

Coffee - I can start and finish my day with a coffee. It gets you going, helps you plan the day and can also help you reflect on the day that was. I can't say that about the other two.

If you could wake up tomorrow having gained one quality or ability, what would it be?

The ability to not take things so personally.

What is something you still hope to accomplish?

I have a large collection of songs I have written since 1994 that I haven't really ever had the chance to record properly. I want to record a series of EPs and make them available.

What animal best represents you and why?

The Bull Shark - This shark lives in salt and fresh water and when motivated is unstoppable. Goes where it wants, does what it wants.

Delayne Hogan

Client Services Team Leader

Has worked here for 5.5 years

Delayne coordinates our CTRI Canada Public Workshops as well as the Train the Trainer and Certificate Programs for both CTRI and ACHIEVE.



What is your favourite part of working here?

Knowing that every day when I come to work the atmosphere will be a positive one. I feel that I work with and for really good people.

What is one of your hobbies/what do you do for fun?

In my spare time I play pool in a league and I dance as much as possible, both ballroom and country.

If you could only have coffee, chocolate or alcohol, which would it be and why?

If I had to choose from coffee, chocolate or alcohol my choice would definitely be chocolate. I think I'm addicted to it.

What is your favourite book ?

Mutant Message Down Under. For some reason it had a profound effect on me and I've talked about it and recommended it to people ever since reading it many years ago.

Given the choice of anyone in the world, whom would you want as a dinner guest and why?

Sofia Vergara from Modern Family. Since seeing her on the Ellen show I was quite intrigued by her down to earth and witty sense of humour.



Amy Ferris *CTRI US Public Workshop Coordinator*

Has worked here for 1.5 years

Amy manages the public workshop registration process for the US side of CTRI. She also implements our social media marketing and takes on special projects related to videos and photos.

What is your favourite part of working here? Being part of such an innovative workplace, things are always moving and changing and improving.

What is one of your hobbies/what do you do for fun? Portrait/Wedding Photography.

If you could only have coffee, chocolate or alcohol, which would it be and why? Coffee, I just recently started drinking it black and have never really appreciated the flavour as I do now. It's become a relaxing ritual in my day.

What is your favourite book? Alice's Adventures in Wonderland.

Given the choice of anyone in the world, whom would you want as a dinner guest and why? Quentin Tarantino - he's by far my favourite film director. I feel like his non-linear story telling would transfer over well into conversation and we could talk for hours.



Ana Speranza

ACHIEVE Public Workshop Coordinator

Has worked here for 6 months

Ana manages the public workshop registration process for all ACHIEVE workshops. She has also been assisting with Randy's book publication process.

What is your favourite part of working here?

My favorite thing about working here is being a part of such a dynamic team of people. Everyone who works here has such diverse talents and interests that it makes the work environment very engaging.

What is one of your hobbies/what do you do for fun? I really enjoy baking.

If you could wake up tomorrow having gained one quality or ability, what would it be?

I would love to gain the ability to speak and understand all languages.

What is your favourite book? I truly adore *The Little Prince* by Antoine de Saint Exupery.

What is something you still hope to accomplish?

One thing I would like to accomplish in my life is to walk the Camino de Santiago from France to Spain.



Karla Froese

Public Workshop Assistant

Has worked here for 3 years

Karla assists the public workshop coordinators in a variety of ways. Her speedy, helpful manner is very much appreciated by everyone at the office.

What is your favourite part of working here?

As a student, CTRI/ACHIEVE has been an ideal place to gain practical skills while also studying. I enjoy being part of a team doing important work in the fields of crisis and conflict.

What is one of your hobbies/what do you do for fun?

I enjoy spending time outside. Some of my favourite outdoor activities include camping, hiking and gardening.

If you could only have coffee, chocolate or alcohol, which would it be and why?

Coffee, because mornings just aren't the same without it.

What does your dream vacation look like?

The three elements that make up my dream vacation are local culture, outdoor activity and heat.

What is something you still hope to accomplish?

I am currently attempting to learn to knit. One day I really hope to finish this pair of mittens.

RANDY'S TRAINING TIP!

Talk to everyone in the room at least once!

I was at a 3 day workshop recently and not once did either of the two facilitators engage with me. At breaks the trainers were on their phones, talking to each other, or engaging with a few of the more keen participants in the front row.

Over the years as a trainer, I've learned how important it is to build relationships with everyone in the room. The best time to do this is first thing in the morning as people arrive. That grouchy guy in the corner (me, last week) will become more involved, and think more highly of the workshop if you give him a little attention. If you haven't had at least one mini- conversation with each participant you risk getting a poor evaluation.

Part 2 of this tip: During small group exercises I will always hop around from table to table to engage with smaller groups of participants.