

Connections

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June 2016

Summer Update

By Randy Grieser

The spring/early summer public workshop numbers have continued to be hit and miss. Some of our locations are doing really well, and others continue to struggle. CTRI on-site requests have stayed strong while ACHIEVE requests have slowed down from the previous year. We are very excited to be running our 10-day Certificate Program as a standalone event for the first time. It will be hosted in Winnipeg and we currently have close to 30 people registered for it.

July is the start of our summer holidays around here, so we are a few short weeks away. I'm heading to Halifax on June 30 and will have supper with Marion, Elizabeth, and Paula. My family will join me on July 1st and then we will make our way out to Cape Breton for 2 weeks. This is one of 2 times a year where I intentionally shut *almost* completely off. We are a skeleton staff for much of the summer with people going to various locations for their vacation. Cindy to Australia, Ana to Chile and Argentina, Amy to Banff, and Eric to Oregon to name a few.

IMPORTANT UPDATES

Name Change

As of July 27 **ACHIEVE Training Centre** will become **ACHIEVE Centre for Leadership and Workplace Performance**. We feel this new name is more reflective of who we really are and what we do. It's amazing to see the various details that go into a name change. For trainers, the impact will mostly be felt with regard to updating your PowerPoints and remembering the name. More direction on this will come in September.

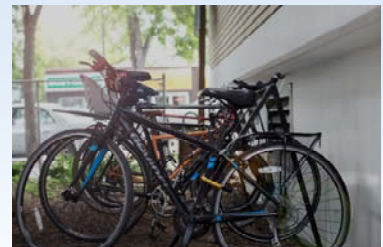
Indigenous or Aboriginal?

Many of you have likely noticed a change of preference over the last few years with respect to the use of these words. The clearly preferred choice of wording has shifted from aboriginal to indigenous. For example: the federal ministry formerly referred to as Aboriginal Affairs and Northern Development is now known as Indigenous and Northern Affairs Canada, and The Aboriginal Music Awards are now Indigenous Music Awards.

When we are working with indigenous communities it is important that we update our language (some of us already have). It's also important to recognize that different groups may have different opinions. Our role is not to offer opinions but to be respectful.

Public Workshop Changes

As most of you know, we set our public workshop schedule well in advance. Once we have confirmed dates with trainers, an interconnected set of tasks are set in motion. Shari Ladd puts workshops up on the website. Charles books the training space. Reid and Cindy use the information for marketing, creating both electronic and print content. The Client Services Team does countless little things to get ready for registrations, including putting the information into our database. From time to time, we get requests from trainers to change the date(s) a couple of months prior to the workshop. We do understand that plans change. However, we want you to be aware that changing dates is NOT a simple flick of the switch. There are countless things that must occur by multiple people. In short, please don't make requests to change a date lightly. While we will try to accommodate where we can, by assigning a different trainer, or cancelling if we have to, we want you to know that it requires significant effort and cost.



Signs of summer at our office in Winnipeg...

Meet Our Staff

Connections—June 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:

Marketing, On-site, and Accounting Staff!



Shari Ladd

Director of Communications

Has worked with us since the very beginning!

Shari is responsible for the daily maintenance and upkeep of the websites and search engine optimization. She also happens to be Randy's sister!

What is your favourite part of working at CTRI/ACHIEVE?

Personally, my favorite thing is working from home. I also very much value being a part of such a strong organization, helping provide amazing training to equip and assist others.

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

I have 5 children...at this point in my life, I'm not sure what a hobby is!

What is something you still hope to accomplish?

I'm really keen on getting a certain 1-year-old to sleep at night, but that is feeling next to impossible.

What does your dream vacation look like?

I love taking our kids to the various state and national parks to hike and explore nature and the amazing surroundings. But, my dream vacation would involve just my husband and I off to some exotic place like Bora Bora to relax and spend time together.

Reid Hebert

Marketing Coordinator

Has worked with us since August 2014

Reid assists the marketing department and works directly with Cindy and Randy. She takes the lead in our email campaigns and Google ads.



What is your favourite part of working at CTRI/ACHIEVE?

I love that there are always new projects to work on, and I can't complain about my location. Flexibility, working from wherever I want, is a huge plus. :)

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

Carl Jung. I have a lot I would love to discuss with him.

What is your favourite book?

I have so many. One of them is *The Places That Scare You* by Pema Chödrön.

What animal best represents you and why?

Golden Retriever! Happy, easygoing, enjoys long walks and car rides, but can be easily distracted by—hey, did you see that squirrel?



Cindy Rublee

Director of Internal Operations

Has worked with us for 6 years

Cindy provides direction in both the technical and design aspects of the company. She also does the majority of our print marketing, and maintains our database of addresses, emails and faxes.

What is your favourite part of working at CTRI/ACHIEVE?

I've really enjoyed watching CTRI grow over these past 6 years and with that came so many opportunities for me to learn new skills. I also have to mention the amazing group of people I work with (no workplace drama) - just a great atmosphere.

What is something you still hope to accomplish?

I'd like to have time to focus on drawing again and have my own studio to do it in.

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

Jon Stewart (the comedian/talk show host), because he's very clever, he's funny, and he cares about what's going on in the world.

What does your dream vacation look like?

I'd like to go on one of the great train journeys, like the Orient Express or the Trans-Siberian.



Chantel Runtz

On-site Workshop Coordinator

Has worked with us for 2 years

Chantel assists Nathan and Eric in organizing the logistical details of on-site training for both CTRI and ACHIEVE. She is often the first point of contact for clients wishing to utilize on-site training services.

What is your favourite part of working at CTRI/ACHIEVE?

The coffee shop next door? Just kidding...I love my co-workers!

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

I think I have to go with alcohol, because I could probably replace coffee with a strong cup of tea, but there's really no substitute for a glass of red wine.

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

Someone gave me a sewing machine a couple of years ago and I've really enjoyed learning how to sew clothing for myself, especially re-purposing things I've found at thrift stores.

What does your dream vacation look like?

A bicycle-camping tour of Europe with my husband, sampling all the delicious local food along the way.



Joyce Vincent

Accounting

Has worked with us for almost 3 years

Joyce brings her many years of experience to CTRI as head of our accounting department. Her attention to detail and problem solving capabilities help ensure that that billing and invoicing are accurate and timely.

What is your favourite part of working at CTRI/ACHIEVE?

I like the people and the relaxed environment...a great combination.

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

I'm looking forward to spending our first summer at the beach with family and friends. (Note to self... service bicycle, practice kayaking everyday, and go fishing with husband once a week.)

What is something you still hope to accomplish?

I have had a guitar for years...I would love to wake up one morning and know how to play effortlessly!

What is your favourite book?

I enjoy Mitch Albom's writings. I believe I have read all his books. I find I think about them long after I have finished reading them.

WENDY'S TRAINING TIP!

Trust Your Instincts!

This spring I made a mistake in training. I failed to trust my experience with a workshop and my trainer's instinct. I would like to blame it on the size of the room – it was way too small. We were crowded, hot, and a little too close for comfort. I took the easy route and opted to not have participants mix and match tables for activities after the struggle that ensued when I tried it once. I had found from previous experience, this particular workshop works best when I get people moving around. Instead, for the rest of the day, the participants stayed parked at their home tables. Looking back, I should have made movement a part of the day regardless.

Although the day went well overall, it could have been better, and I am responsible. We as trainers need to be specialists in adapting and making whatever we are handed the very best it can be, instead of taking an easy way out. Movement for that workshop, on that day of training was necessary – I knew better.

Wendy Loewen is a trainer in Manitoba

Mission, Beliefs, Vision, and Values

We have spent time in the last few months updating and clarifying our Mission, Beliefs, Vision, and Values. While our values may be referenced more internally, you will begin to see our Mission, Beliefs, and Vision featured more prominently in marketing and training material.

Mission:

To provide exceptional training and resources to better lives.

Beliefs:

We believe access to knowledge and skill development changes individual lives, communities, and organizations; and we believe that people should be able to like where they work.

Vision:

At CTRI we envision a future where everyone has access to *high quality* mental health, counselling, and violence prevention resources. At ACHIEVE we envision a future where everyone has access to *high quality* leadership and workplace development resources. We aspire to be the *most trusted, accessible, and widely known* provider of these resources.

Core Values:

Embody	We practice what we teach.
Engaged	We care about being here.
Exceptional	We have a diverse skill set and each of us is great at something.
Productive	We work hard and get things done.
Receptive	We are open to feedback and change.

TALES FROM THE ROAD

By Michelle Bentley

In March this year CTRI was contracted to provide CIGD as an on-site for an Ottawa "Public Health" government department. Prior to the workshop, I was told that I would not be able to bring in my laptop, projector, data stick, a data CD, cell phone or even my fitness watch! That's when it was revealed to me that I was going to provide training for one of our security agencies!

The building was very nice with glass ceilings for daylight, expensive parking, and inexpensive healthy eats (I don't know when I will find another grilled curry quinoa tofu wrap that tasty). I was inadvertently left off the visitor log so I had to wait while they paged someone to authorize me through the first security checkpoint, and then again waited to be escorted through the entrance and everywhere else, including the restroom. I made a serious faux pas during lunch and was chased down by a security officer when I wore my visitor badge out of the building on the "modeling healthy living" walk which I of course joined, since I couldn't remain in the building unescorted.

With all that in and out of building walking, I wish I could have worn my fitness watch - it would have been the best work day foot-step count ever. This was certainly not just another day of training, and it ranks high in my memorable experiences with CTRI! There was the time the participants convinced the on-site organizer to end two hours early so they could get to the casino - but that's a different story.

Michelle Bentley is a trainer in Ottawa

ANNOUNCEMENTS

- Congratulations to Charles Smadella (Logistics Coordinator) and his wife Danielle (along with their daughter Katelyn) on the birth of their baby boy, Jaxon Parker Gadiant Smadella, born on May 13.



- Trainer **Amber McKenzie** is moving to Toronto. Amber has been very busy with us for the last few years in Calgary. She will continue to train with us in Ontario.

Watch for our next newsletter in September! Until then, have an amazing summer.