

Connections

Volume 1, Issue 4

September 2016

Fall Update

By Randy Grieser, CEO

Fall is here - again! This is our 10th fall as an organization. After a summer during which almost every day there were a few people gone on vacation, it is nice to look around and see *all hands on deck* and working hard. It used to feel like summer was our slow time. However, we've come to realize that even though we are not training as much in the summer, it is just as busy with projects and planning as every other season - particularly given we are usually short staffed due to vacations.

Public Workshops

Our first week of *public workshops* is the third week of October, and then for 8 weeks straight we are offering 173 different public workshops in our various locations - from St. John's to Vancouver, and from Whitehorse to Toronto (you get the picture). Attendance is looking strong this fall, so I am very hopeful for a great season with limited cancellations due to low numbers.

On-site Workshops

On-site requests for workshops have been strong throughout the summer and the first weeks of September. Normally, the season for on-site workshops starts off slow, but this is our busiest September ever.

Live Stream Workshops

One new thing we are offering this fall is live-streamed workshops. We get numerous requests throughout the year from people who live in places like Prince George, Sudbury, Cornerbrook (smaller centres) who wonder why we don't offer public workshops in their city. Our live stream workshop option is one way we are trying to be accessible to as many people as possible.

My Book

Many of you have asked where things are at with my book. It is done! Well, kind-of. It's currently being proofread, and then it goes to the designer, and then to the printer. So the journey is not quite over yet. The official book release date is January 17. I will send out more information in the coming months, as of course I'm counting on all of you to help me promote it.

Social Media

Each month through social media we highlight a free webinar and various blog posts. Some of you help us promote them through your own social media. We appreciate it when you share these resources. For those of you not yet connected with CTRI and ACHIEVE on social media you can do so by following these links:

Randy:

(The Ordinary Leader):

theordinaryleader.com

[FaceBook](#)

[Twitter](#)

[LinkedIn](#)

CTRI:

[FaceBook](#)

[Google+](#)

[LinkedIn](#)

[Blog](#)

[Twitter](#)

ACHIEVE:

[FaceBook](#)

[Google+](#)

[LinkedIn](#)

[Blog](#)

[Twitter](#)

Name Change

A reminder that over the summer we changed our name slightly. ACHIEVE Training Centre is no more. We are now ACHIEVE Centre for Leadership and Workplace Performance. Please use the new name when speaking about us. It's okay to just say ACHIEVE or ACHIEVE Centre for short.

Meet Our Staff & Trainers

Connections—September 2016

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

This issue we present:



Randy Grieser
CEO

Has been here since the beginning.

Randy's key focus these days is strategic planning and marketing. In the last year, he has also been writing a book that will be released January 2017.

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

The people I work with on a day to day basis, and the fact that we get to try new and innovative things. There is an endless list of things we can do new, different, or better, and we are trying to get to them all!

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

I really enjoy mountain biking. I'm trying to avoid a 3rd concussion while doing it.

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

There are few things I enjoy more than sipping a pint of beer with friends.

What is your favourite book?

Tough one! I'm a huge fan of Warren Buffett so will say *Tap Dancing to Work*.

Heidi Grieser
Executive Manager

Has been here right from the start.

Heidi fills in when and where needed at CTRI and ACHIEVE. She also puts this newsletter together!



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

The variety of tasks I get to do. There's always something new! I also appreciate the positive atmosphere. Everyone really seems to enjoy coming to work!

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

To clone myself. I could get so much done in a day and experience so much more of life!

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

Red wine! Something from Italy or France to be exact.

What is something you still hope to accomplish?

Only one thing! Impossible, but if I really had to choose, I'd hope to be a better guitar player before I die.



Eric Stutzman *Managing Director of ACHIEVE*

Has been here for 8 years as a trainer, 3 years as an employee

Eric is the key point of contact for on-site training clients. He also takes the lead on developing and managing ACHIEVE course content. Internally, Eric is the ambassador of organizational culture and health.

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

Having spent most of my career in the not-for-profit world, I love the speed at which we can make decisions and innovate.

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

I would choose chocolate. It's delicious, almost nutritious, I can have it any time of day, and I can share with people of any age.

What is your favourite book?

I couldn't name just one, so here are three: *The Brothers K* by David James Duncan, *The Poisonwood Bible* by Barbara Kingsolver, and a trilogy: *The Lord of the Rings* by J.R.R. Tolkien.

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

I would love to be able to fly. All my life I've dreamed of flight – in fact, as a child I put myself to sleep imagining I could fly.



Nathan Gerbrandt

CTRI Director of Training for CTRI

Has worked with us for 1.5 years

Nathan is the key point of contact for on-site training clients. He also provides leadership in developing and managing CTRI trainers and course content.

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

Being around a dynamic atmosphere of great ideas and people.

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

Alcohol, definitely...all the new craft beers that are coming out are so flavourful! My current summer faves are some of the new hoppy peach varieties. Plus, the pragmatist in me would argue going the alcohol route still allows me chocolate liqueurs and Bailey's coffee.

What is one of your hobbies? What do you do for fun? I play competitive ultimate frisbee. I love it! The flow of the game, the philosophy behind it, and simply running hard. There's something primal about running your heart out chasing something just at the edge of your reach!

What is your favourite book? This is like asking me to choose a favourite child! But here goes...for Non-Fiction - something of Gladwell's, *The Tipping Point* or *Outliers*, and fiction - Tolkien - *Lord of the Rings*...great characters and deep in so many ways.



Vicki Enns

Trainer and CTRI Clinical Director

Has worked with us for 8 years

In addition to training with CTRI, Vicki works to ensure that CTRI training material remains consistent with our core beliefs. She also helps trainers with questions related to training material content.

What do you do beyond training with CTRI/ACHIEVE?

I have a private practice where I work with individuals, couples and families. I also teach and supervise in the Masters of Marriage and Family Therapy program at the University of Winnipeg.

What is your favourite CTRI/ACHIEVE workshop to deliver and why?

The mindfulness retreat for helpers. I have run it in Banff and in Florida. Need I say more? Seriously though this one is a labour of love for me. I believe it can truly protect and enhance our selves and our abilities as helpers/therapists in this work.

What is one of your hobbies/what do you do for fun? I have 2 favourites, so I have to name them both. Kung Fu and Flamenco dance lessons. They both bring me great joy in different ways.

What is your favourite book?

Wild Swans - the Daughters of China or my current read is *Queen of the Gypsies* - about one of the most influential flamenco dancers.



John Koop-Harder

Trainer and Training and Development Specialist

Has worked with us for 4 years

In addition to training with CTRI, John assists in reviewing and developing training material. He also helps trainers with questions related to training material content.

What do you do beyond training with CTRI/ACHIEVE?

I have a small private practice.

What is your favourite CTRI/ACHIEVE workshop to deliver and why?

Grief— we have all experienced this. Great opportunities for mutual learning. Helps me prepare for my next experience of loss.

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

I love to cycle.

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

Tom Waits - Incredible music, fantastic story teller and wicked sense of humour.

What is your favourite book?

Catch 22. Thrilled to see my son recently reading it.



Wendy Loewen

Trainer and Training and Development Specialist

Has worked with us for 9 years

In addition to training with ACHIEVE, Wendy works to ensure that ACHIEVE training material remains consistent with our guiding principles. She also helps trainers with questions related to training material content.

What do you do beyond training with CTRI/ACHIEVE?

I keep busy with my family. Music is a big part of our lives and between concerts, orchestra and lessons I spend a lot of time on the road driving to and from events.

What is your favourite CTRI/ACHIEVE workshop to deliver and why?

I'd have to say Respectful Workplace. It's exciting to see a team re-vision how they work together.

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

Definitely alcohol, but not just any alcohol, it's got to be red wine.

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

To not need sleep. I have a love – hate relationship with sleep. I really like it, but often wish I could just get a few more things done before my energy waned and my pillow called.

What is your favourite book?

The Brothers Karamazov by Dostoyevsky. It's about doubt, struggle and faith. The family dynamics in the book are fascinating and make my own seem more normal.

MIKE'S TRAINING TIP!

Remembering Names!

I'm always struck by the importance and power of learning as many names as possible. It really draws participants in and they often comment on it. I've developed a few techniques at CTRI/ACHIEVE trainings:

1. At a public workshops, if the group is less than 30 in number, I usually have enough time when people register to have a brief chat with them. The registration sheet tells me their workplace and profession, and of course I know the topic of the workshop they're in, so this gives me lots of fodder for an introductory conversation. When in doubt I can ask them what it is in their work that has brought them here today (although that doesn't go over so well in some of our ACHIEVE courses!).
2. For both on-site and public workshops I draw a map of the room with circles for each table, and put the names of people around each table. I keep that in front of me the whole day.
3. I occasionally quiz myself when they are doing exercises, by covering up the map or trying to re-write one from scratch.
4. Whenever someone talks, I thank the person by name.
5. If I don't know someone's name, I will ask them to remind me.
6. If they speak again and I forget their name, I do not ask a second time as apparently this doesn't make me look very smart.

Mike Labun lives in Manitoba. He is an ACHIEVE Trainer and Training and Development Specialist.

ANNOUNCEMENTS

Congrats are in order! Nathan and his wife, Angela, have announced that they are expecting their 3rd child! Watch here for a photo of the new babe in spring.

Transitions—Charles Smadella, who has been our Logistics Coordinator the last few years is no longer with us. Ana Speranza will be moving over from client services to take on this role.

Welcome to Kloe Penner, the newest member of our client services team. Kloe joined us in August and is excited to see the workshop registrations pour in.



Thoughts on Managing Highly Emotional On-site Trainings

There is something unique and particularly inspiring about doing on-site training. There can also be unique challenges. One such challenge is when we are asked to do a training related to a topic that touches on recent and historical trauma for the community or group that we are working with. Somehow we need to balance fulfilling the training request with sensitivity to the immediate emotional needs of the participants in the room who are not only working with their own traumatized clients; they also have personal layers of impact. Recently I had another such experience.

I went up to Northern Manitoba for a Suicide Intervention training with a group of teachers that had recently suffered multiple deaths and many suicide attempts by the youth in the community. I honestly think the best part of my preparation for this was after getting the basics of some content ready, I spent time really "emptying" myself out of my plan for the workshop. I had a tentative agenda but I have also learned from many past on-site experiences, to expect that plan will not happen. I wanted to go up as grounded as I could, and as "empty" of agenda as I could.

The one part of my agenda we definitely followed was starting with lots of conversation: finding points of connection around nature, fear of bears, coming from the north and acknowledgement of what has been happening recently for them. After that I based the flow really on what was coming up from their responses. The workshop was 50% grief support, 20% trauma and other related topics, and about 20% of regular suicide intervention material. Although it was a little more work to prepare for the content of the training, it also felt much more meaningful.

My work was not finished once I left that basement training room. I realized this about a week later when I was sitting with my own teen client back in Winnipeg. Her story was the story I was hearing from those teachers of the youth in their community, I was also feeling the weight of pain and misunderstanding she described in the urban community around us. My own heart and head hurt. I had more work to do for myself to finish my part of that training.

As part of the CTRI training troupe, I have huge respect and appreciation for all of the trainers doing this work. Sharing the experience of being part of these unique trainings is an important part of our own "finishing" of these trainings. Each trainer needs their own team of debriefers to make sure we aren't isolated and vicariously impacted. Let's be in touch with each other as we need to so we know there are others who share the flavour of these important and unique trainings.

Vicki Enns lives in Manitoba. She is a Trainer and the CTRI Clinical Director.

Fall photos from 62 Sherbrook Street:

A new dishwasher! We. Can't. Wait.



Joyce, the happiest accountant.



Marketing—Fliers, fliers and more fliers!



Watch for our next newsletter in December! Enjoy the fall workshop season.