

Connections

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December 2016

December Update

By Randy Grieser, CEO

Fall Review

The fall season always seems to go by so much faster than the spring season, and this fall has been no exception. Compared to last fall our public workshop numbers are up. We do continue to have weak markets in some of our cities. Ontario is particularly concerning to us as it is weaker this year than in the past. Typically these changes are cyclical and eventually turn around. It's always interesting to see how our new public workshops do – some always do better than others. This fall our new Borderline Personality Disorder workshop has been a big hit, with higher attendance than other new workshops.

On-site training continues to be strong and is our biggest area of growth, especially for CTRI. Our first fall of live streaming CTRI workshops has been popular with participants. I am personally excited by this addition to our services because it helps us be more accessible to our rural and northern clients. People continue to attend our 1 hour live webinars, and purchase our pre-recorded webinars as well.

We also continue to expand our consulting services. We are currently working on some unique and interesting coaching, mediation, and violence risk assessments.

Looking Ahead

After the Holiday season we enter the busiest 4 months of the year (Feb-May). In particular, March is always a bit intense because we get phone calls from clients “needing to spend money by our year end” (this phenomenon never ceases to amuse me).

We are planning some changes to ACHIEVE Pre-recorded Webinars, and will be adding a new line of shorter 15-20 minute videos.

We've started a CTRI book project. Several of our trainers, who are also counsellors, are each writing a chapter for a book titled: *Counseling Insights: Strategies for Common Issues Helpers Encounter* (this is the working title). Vicki Enns, our Clinical Director, is the book's editor. The anticipated release date will be either December 2017 or January 2018. My goal is for us to now release one book a year, rotating each year between an ACHIEVE themed title, and the next year a CTRI themed title. In essence we are now also a publishing company.

For me personally, I will be training more in Feb-June than I have in about 6-7 years. It will be quite a flashback to be on the road so much. I will be delivering a one day workshop based on my book in all Canadian major cities. I hope to see most of you at the workshops. Remember, you can attend for free.

10-year anniversary

10 years ago, I was still working as a counsellor at Kootenay Lake Community Services in Kaslo, BC. It was in November of 2006 that Heidi and I created a brochure to promote two different workshops I had created, *Crisis Response Planning* and *Suicide Intervention Skills* (yep, these were our first two workshops). We mailed out the brochure to 3,000 organizations that we thought would be interested in the topics, and as they say, the rest is history. Of course, if you'd like to know more about our history be sure to read my book!

Book Release

My book, *The Ordinary Leader: 10 Key Insights for Building and Leading a Thriving Organization* is available for [pre-order on Amazon](#). While the “official” launch day for the book is January 17, 2017, my goal is to have as many pre-orders on Amazon as I can before that day. The more books that are pre-ordered the greater chance the book has of becoming an “Amazon Bestseller”. This is where you come in. I would greatly appreciate it if you would forward my book information to your contacts who may be interested. Given the holidays are upon us, I'm hopeful some of you will also see this as an opportunity to give someone a gift (even though it won't arrive until January). If you read the book, I would greatly appreciate a review on Amazon. A description of the book and information about bonus offers is available at www.TheOrdinaryLeader.com.

This and That

Emailing clients—While you rarely need to email clients for on-site work, from time to time it is required. Just a note to be mindful of your email signature when you do. Please change your signature to: Joe Smith, CTRI Trainer; or Jane Smith, ACHIEVE Trainer.

On-site Training Cancellations—Unfortunately, from time-to-time a client cancels a workshop last minute. In our experience, 90% of the time this is with our Indigenous clients. Often it is a result of a death in the community, or some other crisis. While these cancelled workshops are unfortunate for both you and us, our priority is to be culturally sensitive in these situations. The reality is that as an independent contractor you do carry some level of risk – and last minute cancellations is one of them. If this is difficult for you, we respect your decision to say no to some on-site workshop requests. At this stage, our plan is to continue to be flexible and forgiving when it comes to last minute cancellations.

Attending Public Workshops—A reminder that as a trainer one of the perks you have is attending the public workshops you don't teach, for free. Please take the opportunity to attend workshops both to learn content, and also to learn from another trainer's presentation style.

FREE ACCESS TO WEBINARS

Have you checked out the Member Plan? This is a subscription based feature on both our ACHIEVE and CTRI websites which gives member access to all our webinars, as well as exclusive deals and resources. As trainers you can access this service for free. This is so that you are aware of the contents, but also so that you can benefit from viewing webinars on topics that you don't teach.

To access the Member Plan, go to our Canadian website, click My Account, and log in with the following username and password. Then, click Member Plan on the right hand side of the screen.

CTRI

username: trainers@ctrinstitute.com

password: memberplan1

ACHIEVE

username: trainers@achievecentre.com

password: memberplan1

Tales from the Road

This fall I did a five-day training in remote Northwestern Ontario. With flights only in and out of the community once a day, and two different airlines with multiple flight legs to get there, I had to leave the day before the training (and hope that it was actually happening – the near impossibility of reaching the contact to confirm is a story in itself).

I arrived at the Winnipeg airport for my 6:00 am flight to find the check-in computer of the small airline was down, so the first leg of my journey departed late. The silver lining was they couldn't charge me the overweight fee for my bag full of manuals!

I flew to Sioux Lookout via Red Lake, and landed precisely 4 MINUTES before my next flight (with a different airline) was scheduled to leave. To my great relief, they waited for me - then I boarded and realized I was one of only two passengers on the flight! Before we took off, the pilot explained there was bad weather in the first two stops, and we might make a landing approach and pull out of it - he didn't want us to be alarmed by all the engine revving and wing flaps flapping. And that's exactly what happened at the first stop. Part of my initiation as a small plane rookie was to learn that anyone headed to that stop simply didn't get there!

After we landed at the second stop, I asked the pilot about the weather in Nibinamik, where I was headed. He said it should be fine, we were past the worst of it. Unfortunately, he was wrong, and we did the approach and pull out thing again – and skipped my stop! We were able to land (barely) at all the subsequent stops on a milk run around beautiful Northwestern Ontario, only to end up back in Sioux Lookout. I had to book a hotel and the next day's flight, try to reach the MIA contact - and try to find some more Gravol!

Scott Erickson is a trainer based in Manitoba.

Meet Our Staff & Trainers

Connections—December 2016

Every issue we'll introduce you to some of the creative and enthusiastic people that work with us.

We've asked them to answer a few questions to help you get to know them better.

This issue we present:



Micah Zerbe

Client Services Support

Just started working with us in October, 2016.

Micah provides support to both the client services and the logistics teams. He is the primary point of contact for our training venues and makes sure the information is flowing in timely and accurate ways.

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

I enjoy working in a friendly and engaging environment. There are some great people here!

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

I often digitally redecorate my house using Sketchup. Hopefully soon I'll be able to make it a reality!

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

Alcohol. I go out for a beer with friends more than I go for coffee. Plus, with alcohol I can have it flavoured like coffee or chocolate.

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

I would no longer need sleep and would always feel well rested. Adequate sleep is correlated with positive relationships and higher wages!

Kloe Penner

Public Workshop Coordinator

Has been here since July 2016.

Kloe is available to answer your questions about ACHIEVE workshops and resources, and provides assistance with accessing any of our services.



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

The people I work with. Everyone is so kind and they made it easy for me to feel at home.

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

To never be tired. I love sleep way too much and I find that it interferes with other activities in my life. Don't get me wrong, I would still sleep, I just wouldn't need to as much and I wouldn't feel completely exhausted throughout the day.

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

I think I would almost always pick chocolate. I have a HUGE sweet tooth and I feel like I constantly have candy or chocolate. I had a bag of skittles at 9:30 AM the other day.

What is something you still hope to accomplish?

I really want to go back to school for...something. I have one degree but I am itching to finish another – potentially something in the field of Psychology.



Scott Erickson

Winnipeg, MB

Has trained with us for 2 years

In addition to training with CTRI & ACHIEVE, Scott is a counsellor specializing in family therapy. He also does some sport performance consulting.

What is your favourite workshop to facilitate?

Although I've only done it once, I'd have to say Counselling Skills. Being three days long with lots of group interaction and role plays, everyone got to know each other more than in a one or two-day workshop. We learned a lot from the diverse people in the room, and had a lot of great discussions, as well as a lot of laughs.

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

I really enjoy the sport of adventure racing, which involves mountain biking, canoeing and trekking through the bush all with a map and compass to find checkpoints on an unmarked course.

What is your favourite book?

I have lots of favourites, but I'll give two: *Harry Potter and the Prisoner of Azkaban* by J.K. Rowling, and *Pride and Prejudice* by Jane Austen.

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

Perfect eyesight – so my glasses wouldn't fog up/get so dirty when I'm riding my bike in the winter or on a long adventure race!



Lynda Monk

Salt Spring Island, BC

Has trained with us for 3 years

In addition to training with CTRI and ACHIEVE, Lynda has two of her own businesses, **Creative Wellness** where she offers therapeutic writing and creative journaling programs and retreats, as well as **Thrive Training & Coaching**, where she offers leadership and wellness coaching.

What is your favourite workshop to facilitate?

The NEW Mindful Leadership course, as it was fun to create and it is a topic that I love. I believe mindfulness practices can help us be the best we can be, and help us to bring the best out of others too.

What is something you still hope to accomplish?

Write a bestselling (impactful) memoir, current working title – *Surrender: An Adoptee's Memoir*.

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

Going to different coffee shops and writing in my journal.

What is your favourite book?

I have hundreds of books! I read every day so it is hard to pick a favourite. I love "Big Magic: Creative Living Beyond Fear" by Elizabeth Gilbert.



Michelle Bentley

Stittsville, ON

Has trained with us for 3 years

In addition to training with CTRI and ACHIEVE, Michelle has a psychotherapy practice in Ottawa working with individuals, families and children from a client-centered and emotion focused perspective.

What is your favourite workshop to facilitate?

I am especially excited when I can incorporate my passion for young people in such workshops as Helping Children, Working with Families, and Self Injury Behaviour. Remember, it's always about attachment!

What does your dream vacation look like?

My dream vacation would include a small cruise for snorkelling around the Galapagos Islands, the train up to Machu Picchu, and a flight to Iguazu Falls!

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

My favourite summer activity is to garden and sit by my backyard waterfall, enjoying reflective prayer or conversation with family.

What is your favourite book?

My fun reading varies and includes the mysteries of Dick Francis, thrillers by Baldacci, period romances of Heyer, and Kitchen Table Wisdom by Remen! There are so many books out there - I can't pick just one.



Elizabeth Shein

Truro, NS

Has trained with us for 4 years

In addition to training with CTRI and ACHIEVE, Elizabeth has a private counselling and consulting practice in Halifax and Truro, Nova Scotia. One of the highlights of her career was working with the Atlantic Health Support Team for the Truth and Reconciliation Commission at national and community events for four years.

What is your favourite workshop to facilitate?

Mindfulness Counselling skills because I enjoy introducing mindful practices to participants.

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

Definitely chocolate, chocolate anything! My serotonin levels perk up just at the thought of it.

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

This past summer I joined a Dragon Boat team and fell in love with the sport. I also sing in a community choir, "You Gotta Sing." Both activities are fabulous stress busters and tons of fun.

What does your dream vacation look like?

An extended trip to Tibet and Bhutan. I would love to learn more about the culture and people and experience the incredible beauty of the land.

RANDY'S TRAINING TIP!

Always room for improvement!

One of my goals this coming year is to become a better trainer. For the last few years I feel like I've been coasting and relying on my natural aptitudes, without really *working* at getting better. I am aware that for most of us at this stage in our training career it is the little things that are going to make us just a little better. To help me improve, I've been watching other trainers more intently. Here are two observations I've made in the last month:

1) I was at a conference in Boston in a one hour presentation with a well-known author. The content and his speaking style were good, however, what I found annoying and distracting is that every minute or two he would say "raise your hand if....". By about the 3rd time, I was thoroughly annoyed and done raising my hand to his requests. In a 60 minute talk, he seriously asked people to "raise your hand if...." about 30 times. I do use this tactic from time to time, and think participants will play along and even value a "raise your hand if..." or a "stand up if...", when used sparingly. However, it can become annoying and take away from the message or presenter, and in my case, the experience of a participant, if used too much.

2) Where to put notes - the podium or table? I have heard from some trainers that they are averse to using a podium because they worry about being or feeling "stuck" behind it. I personally find people using a table for their notes more distracting and less professional than a podium. What I find distracting about watching a presenter look at notes on a table is that they tend to take longer to find their spot in the notes because their eyes are further away, and their eyes and head are completely turned down. Whereas with a podium your eyes are closer to the notes (so it's easier/quicker to find your place) and the angle down is not so drastic - as a participant it seems more natural and professional. As such, I recommend using the podium when possible.

FUN FACTS FROM ANA

- This season started off in full force with **12 Dealing with Difficult People (DDP) workshops running in one week**. Brand new to the world of logistics, I placed an order for 300 DDP manuals, all of which found homes in the subsequent week.
- From there things haven't really slowed down in workshop land and thus far I've **sent a total of 150 boxes**, not counting the ones trainers pick up directly from our office.
- Our busiest public workshop week by far was the week of November 14-18, when, between ACHIEVE and CTRI, **33 workshops ran**.
- Between September 1st and November 21st, **we've ordered 4,405 manuals for CTRI and 2,611 manuals for ACHIEVE**.

A FEW PHOTOS FROM OUR PAST

We've grown a lot in 10 years! To see just how far we've come, here are a few photos from the earlier days.

Our home in Kaslo, BC,
where it all began!



Finally, a building that was a
dedicated office! 154 Sherbrook.



Our office used to be on the
3rd floor of our home! Cozy.



A sampling of our first brochures.

DECEMBER CELEBRATIONS!

On December 9th, we had a party here in Winnipeg to celebrate three things:

1. Another successful year of business (thanks to all of you).
2. Our 10th anniversary as a company.
3. Randy's book release.

Here are some photos (thanks to Amy Ferris) to enjoy!



Watch for our next newsletter in March! Enjoy the holidays.