

Connections

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March 2017

March Update

By Randy Grieser, CEO

And just like that, March is here! March is historically the busiest month of the year. We have both a lot of public workshops going on, and our on-site training department is busy with people calling at the last minute saying, “We need training by the end of March because that’s our fiscal year end.”

Public Workshops:

Participant numbers are lower than expected this season. They are not as low as they were in the fall of 2014 - for those of you who remember that season—but they could be better. CTRI’s public workshop participant numbers (with the exception of a few cities and some workshop topics) are doing okay. However, some of ACHIEVE’s workshops and cities are not doing so well. There are a multitude of variables for these lower numbers, and all I can say is that historically things do sort themselves out. Just a note that I have already begun planning for our fall 2017 public workshop schedule, so you will begin hearing from me on that in the next while. People start asking for the fall schedule already in April, so I like to get it up as soon as I can.

On-site Training:

This is really our growth story. So much so that sometimes we will run a public workshop at a loss because we know that there are people in the room who will eventually turn into on-site clients. More and more we are finding our clients are becoming *repeat customers* – the best kind. A lot of this is due to you, the trainer, who builds relationships with the client in person.

The Ordinary Leader:

Books sales are going as well as I had hoped. We are doing well on Amazon and many people who attend my workshops are buying the book. We are currently looking for a formal distributor which will help get us into more bookstores.

New Workshops for fall 2017:

Every year we look to keep our material current and relevant. Sometimes this includes changing the names of workshops, or updating material. Other times this means creating brand new workshops. For CTRI in the fall, you can look forward to three new one-day workshops that focus on Narrative Therapy, Cognitive Behavioural Therapy, and Solution Focused Brief Therapy. Given the success of our Brief-Focused Therapy workshop that touches on each of these frameworks, we have been being asked for more in-depth training options – hence, the new workshops. For ACHIEVE, we are creating a more general Essential Communication Skills. We have Assertive Communication, but for many years people have been asking for more of a general overall workshop on communication.

MARCH WORKSHOPS—BY THE NUMBERS

Here’s a snapshot of what’s going on in March so far. It’s one of our busiest months, and also one in which many workshops are scheduled last minute!

These numbers are likely to increase as the month goes on.

	ACHIEVE	CTRI
On-site	21	47
Public	44	41
Webinars	2	3

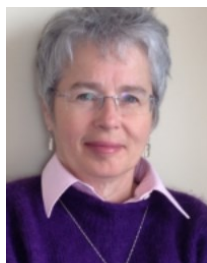
Meet Our Staff & Trainers

Connections—March 2017

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:



Bobbie Boland

Torbay, NL

Has trained with us for 3 years.

In addition to training with CTRI and ACHIEVE, Bobbie works as a consultant in the areas of facilitation, planning, dispute resolution, gender and diversity, community development, and training.

What is your favourite workshop to facilitate?

Restorative Justice – I simply love the hope of RJ and the way it can transform lives.

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

I love to golf, ski, and walk my dog in the woods.

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

Well that so depends on the time of day, or night!

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

To be able to sing. I have trouble carrying a note.

What is something you still hope to accomplish?

To figure out what I will be when I grow up.

AnnMarie Churchill

St. John's, NL

Has trained with us for 3 years.

In addition to training with CTRI and ACHIEVE, AnnMarie is an assistant professor in the Student Wellness and Counseling Center at Memorial University.



What is your favourite workshop to facilitate?

I have enjoyed each of the CTRI workshops I've delivered. I find it very fulfilling to have the opportunity to teach and share credible and practical information and strategies.

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

Hiking and time in nature. Whether I have 10 minutes or 8 hours, I search out an opportunity to experience fresh air and some aspect of the natural environment. It always gives me a sense of freedom and calm.

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

I have to say, all three are treats for me but coffee is the pleasant start to my day, and as such, it wins out.

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

My grandson. Gabriel is our first grandchild, born September, 2016. He looks and acts (as seen over skype) as cute as a button! Of course, Gabriel's parents and his uncles (our sons and daughter in law) would also be welcomed guests.



Sheri Coburn

Saint John, NB

Has trained with us for 4 years

In addition to training with CTRI & ACHIEVE, Sheri is a partner in a private counselling agency providing individual and family therapy with a guided focus on trauma work for law enforcement and first responders.

What is your favourite workshop to facilitate?

Conflict Resolution, because I love that lightbulb moment when people finally differentiate between conflict and confrontation. People who are good at conflict resolution are not confrontational, and people who are confrontational are not good at conflict resolution.

What animal best represents you and why?

An elephant. They're loyal, they love and grieve with equal intensity, and most importantly they NEVER forget people who hurt them.

What is your favourite book?

I love, love, love the book, "Leadership and Self Deception" by The Arbinger Institute. It is a great and easy read with application both personally and professionally. It challenges the reader to engage in a nice healthy dose of critical self-reflection.

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

This is an awful and unfair question. Instead, I inhale just the right amount of coffee-liqueur infused chocolates. I get the stimulation of the caffeine, the comfort of the chocolate, and the I-don't-have-a-care-in-the-world attitude that alcohol never fails to deliver.



Marion Brown

Halifax, NS

Has trained with us for 3 years

In addition to training with CTRI and ACHIEVE, Marion teaches at the School of Social Work at Dalhousie University.

What is your favourite workshop to facilitate?

I think my repeated favourite, time over time, is Leadership—The Essential Competencies, because I appreciate the opportunity to connect to bigger picture thinking, and being called to be more than what is expected.

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

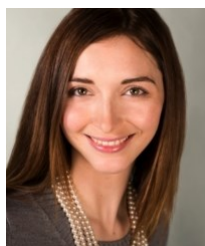
My two grandfathers, since they died before I was born, and I heard my parents refer to their influence on how they live their lives.

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

I sing in two community choirs, conduct a choir for a social service agency, and sing at a bi-weekly 'Big Sing' - one of those community drop ins where we all arrive, get a song sheet, and learn choral harmonies for pop songs like Dancing Queen!

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

I've always wanted to be able to slam dunk a basketball. Then I could hang out with Michael Jordan.



Michelle Gibson

London, ON

Has trained with us for 1 year

In addition to training with CTRI and ACHIEVE, Michelle has a private psychotherapy practice specializing in the treatment of trauma. In addition to her practice and work with CTRI, she teaches for the affiliate University Colleges at Western University in the Social Work and Family Studies departments.

What is your favourite workshop to facilitate?

I really enjoy all of the workshops that I facilitate. I enjoy bringing my practice experiences into workshops, which most relates to the trauma, grief, and crisis based workshops.

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

Alcohol. Specifically, a french white and bourbon or scotch.

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

I like to travel to places I have never visited, play with my senior flat-coated retriever and my young St. Bernard, spend time with friends, and spend time outdoors. In the winter, I enjoy skiing, and in warmer months I enjoy horseback riding.

What is your favourite book?

As an avid reader, I find myself more and more returning to classics and first-book loves. I would choose East of Eden by John Steinbeck (Of Mice and Men is a close second).

Announcements

New People...

We'd like to welcome Lori Tiessen-Banman to the office! She will be joining the on-site team this month as an On-site Training Coordinator. Lori has a diverse work background including mediation work, being a doula, running her own business, and working as a trainer and training coordinator for an organization that does CPR and First Aid training. Her skill set will be a welcome addition to our team.

New Adventures...

Chantel Runtz (On-site Training Coordinator) will be embarking on an amazing adventure this spring. She and her partner Tim are going on a 4 month bike trip through Europe. We wish them safe travels and amazing experiences, and look forward to having her back in the office in late August.

New Equipment...

After many years of talking about it, we're finally taking the plunge and have purchased a (very large) printer capable of printing all of our manuals and training materials. Office renovations have begun in order to make space for this endeavor, and we anticipate that the printer will be delivered sometime in April. By June, we should be using it for all printing purposes.

7 Steps to Prepare For a New Training

by Wendy Loewen,
Training Development Specialist

I spend about 60 hours in preparation for a first-time training. Yes, I know this sounds like a lot, but it pays off in feeling prepared, participants being satisfied, and is an investment in subsequent deliveries. Below are the steps I follow. Hopefully they spark you to think about how you prepare and offer some helpful ideas.

1. Read the Manual

Best is from cover to cover *in one sitting* and if possible, *aloud*. It doesn't take very long and gives me a mental framework of the material.

2. Background Reading

Typically, I spend 30 hours of background reading and studying. The recommended reading list provides options. Amazon reviews help with the final selection. Podcasts provide interesting additional tidbits, add relevant research, and interesting stories. My favorites are: HBR IDEACAST, TEDTalks, Freakonomics, Radiolab and The Art of Charm.

3. Watch the Webinar

If there is a webinar of the training, I watch it. This is the fast version of the training. I don't take any notes, just listen.

4. Watch the Training Video

I do this in four sections: 9 am – morning coffee break, on one day. Coffee break – lunch, day two and so on. I listen, take copious notes, and pause the video to record a summary of each idea presented. Sometimes writing out word for word what the trainer says. These notes are put into a binder with tabs to delineate each section of the day and will be my reference during training.

5. Notes For Delivery (NFD)

Now I take out the *Notes for Delivery* and go through the day noting in my binder (from step 4) where activities and reflection questions take place, videos are shown, and which PowerPoint slides correspond to which manual pages.

6. Make it Your Own

Here I add my own stories and decide which videos to use. Adding my own stories and experiences only serves to make the training more interesting and valuable.

7. Mock Presentation

Now I am ready to do a mock presentation. Sometimes I video myself, sometimes stand in front of the mirror, sometimes the family dog provides an audience. This consolidates content, and points out areas of delivery to work on.

The number of repeat participants who are satisfied customers are a testament to our exceptional resources. Participants tell me they find the quality of training to be outstanding and are grateful for the knowledge and skills we provide. We should be proud to be a part of offering exceptional training and ensure we have done our part in preparation.

Flying somewhere? Confirm flights are booked correctly!

We have you book flights with our travel agent, Rose, for a variety of reasons. When you book flights with her, it is very important that you actually check the information Rose sends you to confirm dates/times are correct and accurate. Always do this right after booking the flight, not the day before you are travelling. Rose is human, and sometimes makes mistakes. It's not fun to find the mistake the day before you are trying to leave.

Thanks for reading! Watch for the next newsletter sometime in June. Until then, enjoy the spring thaw.