

Connections

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June Update

By Randy Grieser, CEO

While we have started to offer public workshops in July and August, June still feels like the end of our training cycle as the majority of our public workshops have concluded. Here are some of my thoughts on both the past year and the year ahead.

Public Workshops

The fall 2016 schedule was a typical season. Our average number of participants was 22. This was in keeping with the previous few years. We did cancel a few workshops due to low enrollment but nothing more than normal. However, our spring 2017 public workshops have seen a significant decrease in attendees, and averaged only 18 people in each workshop. In addition, we cancelled more workshops due to low enrollment.

In reflecting on this reduction in participants at our public workshops, we have determined a few contributing factors, and have tried to rectify them for the fall. First, I think we have been offering too many public workshops in several locations, which results in us essentially competing against ourselves. This realization means that the upcoming fall public workshop schedule has fewer scheduled workshops than the previous year. Another factor is marketing. Due to the large number of scheduled workshops, we were not able to market by email in the way we normally would. This past spring, we were often only able to send out one email about an upcoming public workshop. Typically, we send two. The first, two months before and the second, one month before. It's worth noting that our clients indicate email as the number one way they hear about us. As a result of this realization, the fall schedule has been set in a way that we will once again be able to email twice for each workshop. I'm hopeful that these changes will help to resolve some of the issues we've had with low numbers.

On-site Training

As I've written about in previous newsletters, on-site training continues to be our growth story! Each year we have more repeat clients who have come to trust our services, as well as new clients. ACHIEVE has a very diverse clientele without one specific sector outweighing another. Our clients include the following: education, social service, indigenous, government and business. CTRI has the same clients, however, about 50% of our work comes from training within indigenous communities and organizations.

Working with Indigenous Communities and Organizations

Over the years, we have established a reputation with many First Nations communities and indigenous organizations as a trusted provider of training. Our work within these communities can be both rewarding and challenging, particularly given that we are not an indigenous training company. While we do have employees and trainers who identify as indigenous, the reality is our material and content is developed from, and for, a western perspective. Yet, we are a trusted resource and provider of services within indigenous communities because our approach is one of sensitivity and adaptability. In this newsletter we provide some insights around working with indigenous communities. Please read them, and talk to Nathan or Eric if you'd like to discuss them further.

United States and International

As some of you know, about 5 years ago we attempted to enter the US market using the same content and marketing strategies that had worked in Canada. After 4 years, and limited traction, we have stopped offering public workshops in the United States. At this time, we have no plans to re-enter the market. However, we do from time to time still facilitate on-site workshops. Interestingly, we have been doing some work with Mazda EU using our webinar training format. I imagine in the years ahead we will continue to provide services both in the US and internationally, but we are not focusing our efforts there.

ACHIEVE Publishing

After the release of my book, *The Ordinary Leader*, in January 2017 we are on track to publish one book each year going forward. In January 2018, we will release our second book, *Counselling Insights: Practical Strategies for Helping Others with Anxiety, Trauma, Grief, and more....* This book is edited by Vicki Enns, and each of the 9 chapters is written by a different trainer. I am very excited to see the final product!

Eric Stutzman, Wendy Loewen, Mike Labun, and I, have started to work on a book that will be released in January 2019. The book will focus on organizational culture, and what makes an organization a great place to work. In May, we started a survey to gather information that will be incorporated into the book. Please take the survey and forward it on to your contacts. Here is the link to the information: ca.achievecentre.com/achieve-2017-survey/

Meet Our Staff & Trainers

Connections—June 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:



Lori Tiessen Banman
On-site Training Coordinator
Started in March 2017

Lori is part of the On-site Team. She connects with clients to ensure the workshops meet their needs, and with trainers to ensure they have the information to deliver high quality trainings.

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

The people. It is evident that there has been effort dedicated to creating a healthy and welcoming work environment.

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

I am excited about gardening at this time of year. I choose a few new herbs each season to learn about. I enjoy long walks, reading a good book, hanging with my family and watching my kids grow into interesting young people. I'm still deciding if it's fun, but I joined a Women's Masters soccer team.

What is your favourite book?

The Seven Sisters series by Lucinda Riley.

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

Malala Yousafzai. I am inspired by people who can experience tragedy and find the strength to not only survive, but to thrive.

Colin Roy

Social Media and Video Projects Coordinator
Started in May 2017



Colin has just started working with us in the area of social media marketing and video production. He brings a high level of creativity to the various projects he's involved in.

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

I really enjoy working for an organization whose services help people better understand themselves and society.

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

I love the outdoors, anything that gets me out of the house is always a plus. Hiking, camping, snowboarding/wakeboarding.

What is your favourite book?

On the Road – Jack Kerouac.

What does your dream vacation look like?

Let's just say I am not the "lay on the beach and relax" type of vacationer. I like to go explore and meet people.

What animal best represents you and why?

An eagle. I like to people watch, to know what's going on, and I love heights.



Kimberly Enns

Winnipeg, MB

Has trained with us for 10 years

In addition to training with CTRI, Kimberly has a private practice and does some contract work for various social service agencies. She has worked part-time since having children, who are currently seven, four, and one. Her full-time role is managing the family and homeschooling her kids.

What is your favourite workshop to facilitate?

Self-Injury Behaviour in Youth. I developed this workshop in the early days of CTRI and over the years have had lots of time and opportunity to hone it and develop some expertise.

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

Coffee. Because I seem to be perpetually sleep-deprived. Which brings me to my next answer...

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

To follow in Wendy's footsteps from a previous newsletter, to not need sleep. Imagine how I could plow through my to-do list!

What is something you still hope to accomplish?

A few years ago I missed qualifying for the Boston Marathon by one minute. It would be pretty great to participate in that event one day.

What animal best represents you and why?

A horse. I am self-motivated but also work well in a team. Okay, that sounded like a job interview.



Patrick Parent

Brantford, ON

Has trained with us for 4 years

In addition to training with CTRI and ACHIEVE, Patrick is a Master Thai Massage Practitioner and owns a small studio. He is also the Director of a small Foster Care Agency which places challenging children into the homes of loving people, all within the context of a wellness model.

What is your favourite workshop to facilitate?

I have really grown to love the DDP workshop simply because it is so applicable and most people reach an "ah ha!" moment in the course when they realize they are, or have the potential to be difficult too!

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

Fly-fishing and woodturning (hallow vessels) are two of my favourite things. I try to sneak away for a few hours to work on them!

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

Since Donald Trump wouldn't be interesting enough, I would LOVE to have dinner with Sergei Rachmaninoff simply because I want to understand why he wrote what he did and to get into his head to understand him more.

What is something you still hope to accomplish?

I have been working on Rachmaninoff Piano Concerto in c minor for over a year and I just want to finish it!



Danielle Forth

Edmonton, AB

Has trained with us for 1 year

In addition to training with CTRI, Danielle is a registered psychologist with a private practice. She is also a certified psychological health and safety advisor.

What is your favourite workshop to facilitate?

I enjoy all the workshops I deliver. If I had to pick one it would be the Mindfulness Counselling Strategies, I love seeing people engage in the material and practices.

What does your dream vacation look like?

It's been a dream of mine to visit Tahiti since I was a little girl sipping on a Tahiti Treat pop (anyone else remember that sugar loaded pink drink?). In January, my husband and I traveled there and it was more beautiful than I could have ever imagined.

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

I love to learn new things, whether it's learning how to create fairy gardens, how to use a singing bowl for meditation, or the best way to get red wine stains out of a white tablecloth. Needless to say I spend hours, many of them unaccounted for, on Pinterest.

What is your favourite book?

I'm an avid reader so this is a tough question, and I can't pick just one book. Two books that I've enjoyed reading more than once are *10% Happier* by Dan Harris and *Furiously Happy* by Jenny Lawson.

Alana's Trainer Tip!

As many of us who do training with Achieve/CTRI know, we work with many Indigenous people and organizations. Whether or not I am training with an Indigenous organization, I will always acknowledge the traditional territory the workshop is located on. For me, this is one of many small acts of reconciliation I can commit to.

When preparing for workshops, I will research the city and/or organization I will be working with. I will also learn what traditional territory I will be visiting. One resource I find helpful to locate this information is <http://www.native-land.ca/>. For on-site workshops, I will confirm this information with my contact and then, at the start of the workshop, acknowledge the territory. My acknowledgement in Kamloops would sound something like this, "I would like to begin by acknowledging that the land on which we gather for this workshop today is the unceded territory of the Secwepemc (Shuswap) People, who today are a Nation made up of 17 bands." This language is consistent with teachings I have received from Elders as well as that which was provided to me as an educator through the Canadian Association of University Teachers guide which you can find at <http://www.caut.ca/docs/default-source/professional-advice/list---territorial-acknowledgement-by-province.pdf?sfvrsn=12>.

While I have not received a lot of direct feedback about this practice, it allows me to start workshops in a way that I feel is respectful and grounded. When I approach workshop contacts about this, they are always very appreciative of this overture.

Alana Abramson is a trainer based in Kamloops, BC

Our Mission, Vision and Beliefs for Indigenous Intercultural Work

It is our privilege to be invited into communities to present and work with people from indigenous and other cultural backgrounds. With this privilege comes a responsibility to honour the history, the diversity of beliefs and the practices that make up individual value systems. We believe overall health and positive service is promoted when there is an effort to increase awareness of cultural biases, the impact of colonialism, inter-generational trauma, and respect for differences.

The beliefs presented here are guiding principles behind the attitudes and behaviours we expect of our trainers in contexts of cross cultural work.

We are invited to provide training and information

Our presence is the result of an invitation and we are privileged to offer our services. We should be gracious guests, and we need to keep this as our reference point. We may know a lot in our specific realms of experience, but every client and community we enter knows their community and issues in ways that we will never fully comprehend. We should speak and behave as grateful guests.

Build relationships

Love your audience. We don't want to be a flash in the pan. We want to be the *go to people*, not just an organization that provides resources, but one that is kind, caring, and a group of people who are trustworthy.

Collaborate and work with the community

There is much we have to offer. We have exceptional resources, training, and really great trainers. But we are only part of the picture. Our material needs to be accessible and relevant. We need to listen, listen, listen and then be responsive.

Always be open to learn

Have your mindset be one of openness. We are often looked to as the "experts". Again, we know our material and have our NFD but if we deliver a training and have not been moved, changed, or enlightened with some tidbit of knowledge, then we should question why this is the case.

Our economic interest is subservient to clients' interests and needs

We offer only what is helpful and necessary, not just services for the sake of services. We are passionate about our resources, and what we offer should be what is needed, what truly will make a difference to the individuals, communities, and places of work we serve.

In the next week, this information will be posted on our trainer site, along with ideas for implementation in your workshops.

Reminders

A Note About Canada Post Parcels

We typically try to send materials with enough wiggle room for shipping hiccups. However, on occasion, things will be shipped close to the training date. If this happens, we will send a tracking number along with the shipping confirmation. That number can be entered into the Canada Post website at www.canadapost.ca in the blue box that says "Track."

Once you've entered the number you will go to an info page that gives the status of the parcel and an estimated delivery date. If you **scroll down** on that page there will be more in-depth tracking information. For example, if the parcel says delivered, but you don't see it on your front step, you will find a note here about where it is (e.g. a community mailbox).

If you haven't received the parcel 1.5 days before your training, give logistics (currently Ana) a call at [204-452-0089](tel:204-452-0089).

A Note About Receipts

We appreciated the administrative work you do in getting us your invoices and receipts. We know that receipts are tricky, so we want to make sure you know what we need. In order for us to meet financial standards, we need all of your receipts for expenses in clear copy. We also need the itemized receipt, not just the receipt that comes off of the credit card machine. The itemized receipt has additional information on it that our accounting system needs. Thanks for your continued attention to this.

Also note that Joyce will be away on vacation this summer from July 10-21 and August 14-18. Any invoices you submit during these dates will be paid upon her return.

Thanks for reading! Watch for the next newsletter in fall. Have a great summer. Stay happy & hydrated!