

Connections

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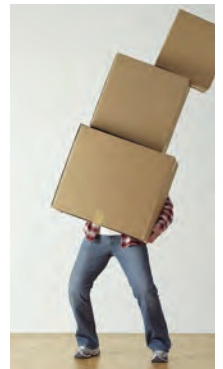
May Update

by Randy Grieser, CEO

Some of you may have noticed the absence of our March newsletter. We have decided to transition from four times a year newsletters, to three times a year – May/June, September and Dec/Jan. March is the busiest month for us, so it's just hard to pull the newsletter together during that time.

The most exciting thing to happen this spring was our April 20th move to a larger office space. We started 11 years ago in a spare bedroom, moved to our basement and then to the third floor of my house. Our first real office building was 1800 sq ft. Four years ago we moved to a 2400sq ft. building. And now we are in a 4200 sq ft. office space. I'm hopeful this will be the last move, but we always seem to need to add 1 new position a year, so at that rate we will need to move again in another 5-7 years.

Public Workshops Update: The numbers were pretty consistent this year compared to last, but we saw a huge dip in ACHIEVE workshop numbers in April. So much so that we cancelled many of these workshops. This might lead you to wonder why we even run public workshops, especially given that our on-site workshops are doing so well. The reason is that we see public workshops as a marketing tool for on-site workshops.



Often organizations send one person to a public workshop to check us out before bringing us to their organization. Also, when marketing for a specific public workshop, we often receive requests for the same workshop in an on-site setting. We are still committed to running public workshops, and we would like to find a way to do so when we have lower numbers.

One of the ways we are working to be able to run workshops at lower numbers is by partnering with other organizations in various cities who have training space. We do this already in St. Johns and Whitehorse. In both places we get our training space for a reduced rate. Delayne, who has been our long-time CTRI Public Workshop Coordinator, will be transitioning to a role that will see her work to develop similar partnerships in other cities. If you know of organizations in your cities where this may be a fit, please let us know.

We sometimes hear from trainers that they prefer to teach on-site workshops over public workshops. While we understand this, it's important to note that we also need you to teach public workshops for the reasons stated above. We have also seen that on-site clients specifically request trainers that they have seen in action, so doing a public workshop is a great way to boost your profile.

On-site Workshops Update: It's been our busiest year so far! While in-person public workshop attendance continues to remain static or go down, in-person on-site training continues to go up. We see this especially in year-end spending in March. Also new to us is the higher number of training days we are doing in the summer.

Personal Update: I have continued to speak and train in the area of Leadership, based on my book, *The Ordinary Leader*. I've also been working a lot on our upcoming book titled *The Culture Question: How to Create a Workplace Where People Like to Work*. Finally, setting our public workshop schedule continues to take up a lot of my time. There are so many variables to consider when deciding when and what workshops to offer. I'm done our fall 2018 schedule and am currently in the middle of setting our Feb-March schedule.

Breathe...summer is
just around the corner...

Meet our Newest Staff Members



Catherine Kelly

In addition to starting a new job with CTRI, Catherine dreams of writing her memoirs in faraway places and dancing on the beach.

How long have you worked at CTRI/ACHIEVE?
Today is my third day!

What is your favorite part of working at CTRI/ACHIEVE?
My favorite part is definitely the people! I have felt welcomed by everyone, which is wonderful.

What is one of your hobbies/what do you do for fun?
I love to dance and travel. Usually when I travel, I dance-sometimes on a beach or a disco.

If you could only have coffee, chocolate or alcohol, which would it be and why?
I'd choose chocolate as I rarely drink coffee and I do not drink alcohol at all. Currently I'm on a 30 day challenge which includes not eating chocolate at all!

Given the choice of anyone in the world, whom would you want as a dinner guest and why?
I would choose my mother as a dinner guest as she passed away in 1987 and I miss her dearly.

What is something you hope to accomplish?
I still hope to accomplish writing a book - the story of my life as it has been a very interesting journey thus far! Perhaps I could combine writing a book in my dream holiday destination which would be someplace exotic like India!



Ana Grieser

When she's not working with Karla in the CTRI print shop or going to school, Ana can often be found creating amazing art or playing ultimate.

How long have you worked at CTRI/ACHIEVE?
Around 11 months.

What is your favorite part of working at CTRI/ACHIEVE?
I like that it is close to school so it's easy to get there.

What is one of your hobbies/what do you do for fun?
I really enjoy ultimate and painting.

If you could only have coffee, chocolate or alcohol, which would it be and why?
I'd choose chocolate because they have both coffee flavoured chocolate and chocolate with alcohol in it!

What is your favorite book?
"The complete collection of the Brothers Grimm".

Given the choice of anyone in the world, whom would you want as a dinner guest and why?
I'd have Leonardo Da Vinci cause I'd like to have a conversation with him because he was actually good at everything.



Ben Grieser

In addition to working with Karla in the CTRI print shop and going to school, Ben loves sports and video games....and more video games!

How long have you worked at CTRI/ACHIEVE?
Around 11 months.

What is your favorite part of working at CTRI/ACHIEVE?
I now have a source of income.

What is one of your hobbies/what do you do for fun?
Ultimate frisbee and video games.

If you could only have coffee, chocolate or alcohol, which would it be and why?
None, because I don't really like any of them.

What is your favorite book?
Gregor the Overlander.

Given the choice of anyone in the world, whom would you want as a dinner guest and why?
Kobe Bryant since he's one of my idols.

CTRI & ACHIEVE T-SHIRTS!

We now have t-shirts available and we would be happy to send you one the next time we're shipping materials to you. We just need you to email us with your preference - Women's fitted XS, S, M, L, XL or Unisex XS, S, M, L, XL Identify your preferred slogan: ACHIEVE (Shift Judgement to Curiosity) or CTRI (Start with Empathy).

Please email karla@ctrinstitute.com if you would like a t-shirt. In the subject line, be sure to put the words T-shirt for [your name].



Staff Changes

Catherine Kelly started in her role as CTRI Public Workshop Coordinator on April 30th. She brings a wealth of client service experience from her previous work in the area of family law. Her primary role at CTRI is to assist clients with their workshop registrations and ensure that their interactions with us are easy and enjoyable.

Delayne Hogan, our Manager of Client Services, has also been our CTRI Public Workshop Coordinator. With the addition of Catherine to this role, Delayne will continue in her role as Manager of Client Services, but will transition from working with CTRI Public workshops to supporting our Train the Trainer program, certification program, and partnership relationships.

New Location

The search for a new location has been a long one, but CTRI is now settled in at 120 Sherbrook Street, nestled between our two former locations at 154 Sherbrook Street and more recently, 62 Sherbrook Street. We managed to remain open and active throughout, with the exception of one day, thanks to our amazing team here at CTRI!



Tales From the Road - Guyana

Every once in a while an incredible opportunity to contribute to something significant comes our way. This happened to me in November of 2017 when Eric called me and asked if I would be interested in doing some training in Guyana. Although I was excited to be given the chance, I had no idea at the time just how significant my experience would be.

I arrived in Guyana in January ready to do training on Emotional Intelligence, and Respect in the Workplace, but I did not have a complete understanding on how the training I was providing fit into the big picture of our client's project of organizational change and leadership development. That quickly changed.

What a joy it was for me to find myself contributing to a program that was taking the theory of leadership development and organizational change and giving it practical implementation through a well-structured project. I met a group of men and women ready to challenge themselves and eager to learn. It was exciting to see how receptive the group was to the training and to see them applying it in their relationships with each other and with other members of their organization.

I returned to Guyana in April to provide training on conflict resolution. It was great to reconnect with the group and hear their stories about how their lives, and in fact the company were being positively impacted through the training we had provided. At the final recap, I was gratified by how many people in the group referenced the importance of our training, saying they were taking away lessons that would positively affect their relationships both within and beyond the office.

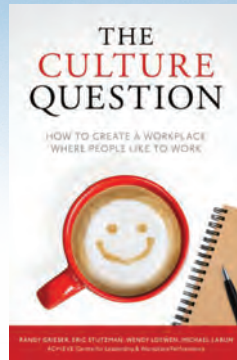


- Reflections from David Carey,
Trainer for CTRI

ACHIEVE Publishing Update



Randy, Eric, Wendy and Mike have been very busy over the winter writing our third book, *The Culture Question: How to Create a Workplace Where People Like to Work*. The writing phase is almost complete, and we recently decided on the cover image (below). Why a cup of coffee, you ask? Read a sneak peak from Chapter 1 to answer that question:



"We have a culture that we are all proud of. If you visit us, you will see our culture at work. You will see funny quotes and pictures on the wall, you will hear energetic bursts of chatter about ideas, and you will smell good coffee – because good coffee makes having a great culture easier, right?"

The release date for this book is expected to be January 2019. Expect to hear more about that in the coming months.

- Heidi Grieser,
Co-founder & Director of
ACHIEVE Publishing

Trainer Accolades

JANELLE JACKIW from Saskatchewan, has been appointed to the Parole Board of Canada for a term of 3 years. Congratulations Janelle!

JUDAH OODERSHEEN from Ontario, is now Associate Dean at Mohawk College. All the best in your new role!

LYNDA MONK from British Columbia, is the new Director of the International Association for Journal Writing – <http://IAJW.org>. The IAJW is a learning and inspiration-community for journal and life writers worldwide, offering member benefits, online courses, virtual writing circles, monthly telechats with guest experts, ebooks, journal writing tools and more. We wish you success in your new position!

DAVID GUSTAFSON from British Columbia received a prestigious Canada 150 Community Award. This award recognizes community leadership, entrepreneurialism, environmental leadership, support for indigenous reconciliation, promotion of equality, diversity and inclusion, and advocacy for seniors and youth. Congratulations David!

Meet our Trainers

Every issue we 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:



Joddi Walker

Ontario

In addition to working with CTRI, children play a special role in Joddi's life - from her own daughter, to the children she works with in her practice. She would also love to write a children's book one day.

What do you do beyond training with CTRI/ACHIEVE?

I am a registered psychotherapist with a group practice at The Trauma Centre. I specialize in PTSD/anxiety/depression with first responders and children. I am also a certified trainer with TLC, Trauma and Loss in Children which takes me throughout the USA as well. I am a mom of an amazing 12 year old who loves to sing and perform!

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

My favorite workshop to deliver is: Vicarious Trauma. After working almost 30 years with the most vulnerable victims of violence and also terrorist attacks, I have been changed by the work. I love to integrate my own examples of vicarious trauma and resilience, to really connect with the audience.

How many years have you trained with CTRI/ACHIEVE?

I facilitated my first training with CTRI in February 2018. With the warm and encouraging emails to all by CTRI/ACHIEVE leadership, it already feels so familiar and welcoming!

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

Definitely chocolate! I LOVE chocolate bars and I had to have Smarties and Aero bars mailed to me when I lived in the USA for ten years!

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

I would love to have dinner with children from impoverished countries. I love learning from children and to hear their worldview and resilience through adversity would be so inspiring.

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

I would love to have the ability to remove pain (physical and emotional). I wonder how our world would be if no one suffered.

What is something you still hope to accomplish?

I really hope to write a book one day. I have two ideas, one for children and one for adults. I just need to slow down long enough and make time to do this!

Meet our Trainers cont'd...



Jody Lambert

British Columbia

In addition to working with CTRI, Jody wears many other hats - working with a non-profit organization, and running her private practice. When she's not playing ultimate, she dreams of a year-long backpacking adventure to many countries.

What do you do beyond training with CTRI/ACHIEVE?

Career-wise, I have a few different things that keep me busy. I'm a program manager for the Children & Youth with Special Needs Programs at a small non-profit in Victoria. At this job, I have a staff team of 12 child, youth and family support workers and we do one-on-one and group outreach services including a summer camp that runs for seven weeks in July and August. I also have a private practice as a marriage & family therapist that keeps me busy two days a week. I specialize in couple work as well as working with individuals, couples and families impacted by developmental disabilities and mental health.

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

Of the handful I've completed, the Resilience in Children workshop seemed to be the biggest hit with my audiences. It was very fun and playful while also giving some space for participants to try out a few basic techniques. People who attend the workshops tend to talk most about wanting to learn strategies they can take away with them. I found this workshop to be a good balance of knowledge and practical applications.

How many years have you trained with CTRI/ACHIEVE?

I am in my first year.

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

For fun, I play in an ultimate frisbee league. I discovered it a few years ago and have never looked back! I found that the culture of the sport is quite light and playful, encouraging teams to be their own referees and have a fun-loving spirit when playing. In Victoria I am lucky to be able to play outside year-round, rain or shine!

What is your favorite book?

My favorite book of all time would have to be "The Golden Compass" by Philip Pullman. I read it at the right age and the right time in my life. It's a very inspiring fantasy series for people of all ages.

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

If it were a realistic ability, I would like to wake up and know how to speak one or more new languages. It would give me the opportunity to be able to connect with more people!

What does your dream vacation look like?

I mean, I would take a vacation of ANY shape and size, really! If I could create a dream vacation, it would probably be taking a year off and exploring a variety of countries with a backpack and



David Jung

Manitoba

In addition to working with CTRI, when he's not fishing, David does a tremendous amount of volunteer work. He also dreams of being Superman.

What do you do beyond training with CTRI/ACHIEVE?

I am very involved with volunteering at various organizations. I am a volunteer mediator for the court diversion program, a volunteer conflict resolution trainer for CFS Manitoba, a volunteer healthy communication trainer for a few non-profit groups, a volunteer for my church group and a volunteer kitchen staff member for Siloam Mission. I also like spending time with my spouse chatting about nothing and just enjoying each other's company. My wife and I also spend time together as volunteers at various organizations as well.

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

I absolutely love facilitating workshops that have to deal with conflict resolution and mediation. Many people run from conflict but I run towards it to see what I can learn and help others to learn. Mediating conflicts and training others to do so invigorates me.

How many years have you trained with CTRI/ACHIEVE?

I have been with CTRI since the beginning of 2018 and it has been an amazing experience. Hoping to be with CTRI/ACHIEVE for the long-haul.

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

I am an avid fisherman. I go fishing in all seasons but I especially like ice fishing because it teaches me patience and gratitude. Patience to wait for fish that never bite and gratitude that I am on the top-side of the ice.

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

Without hesitation I would choose coffee. This glorious liquid has helped me through all-nighters in university, helped me to stay awake taking care of two young kids when they decide to stay up all night crying and helped my family and I to stay alive on long road trips across Western Canada.

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

I would like to be able to fly the way Superman does. I don't think I need to explain it much more because it is self-explanatory why someone would want the awesome ability to fly. I mean think of all the airport lines I would avoid.

What animal best represents you and why?

I think the duck-billed platypus represents me the best of all the creatures on earth. The platypus is a small, aquatic, egg-laying mammal that has webbed feet, a tail like a beaver, a bill like a duck and the adult males have venom-injecting spurs on the ankles of the hind limbs. This creature breaks all the rules of why something should work. I see myself the same way. When I think of all the odd pieces of experience that have made me who I am today, it breaks the rules of why I should work... and yet somehow I work.

Giving Back

We value our local community and are intentional about giving back to it. We support two local non-profits with free and reduced fee training:

Ndinawemaaganag Endaawaad Inc.

Ndinawe is a non-profit agency serving street affected youth in Winnipeg. We provide their staff with free and reduced fee training.

Rainbow Resource Centre (RRC)

RRC is a Winnipeg based non-profit agency offering support to the LGBT2SQ+ community. We provide their staff with free and reduced fee training. CTRL sponsored a table at the Rainbow Resource Gala this spring.

Women's Health Clinic

In addition, Heidi Grieser and Vicki Enns represented CTRL at the Women's Health Clinic fundraising event that we sponsored.



CTRL enjoying the Rainbow Resource Spring Fling Gala!



Canadian Mental Health Association Ride Don't Hide Event

In June, many of our staff are planning to support the local Canadian Mental Health Association by participating in a bike ride fundraising event.

Free Public Workshops

Each spring, CTRL and ACHIEVE also offer a free public workshop to our community. In April we had full attendance at our Eating Disorders and Diversity and Culture workshops.

Nationally and Internationally

Each month, we offer new free video training in the form of a one hour webinar. In addition, the Free Resources section of our website is full of valuable resources available to anyone in the world.

"In early June the world of leaf and blade and flowers
explodes, and every sunset is different."

—John Steinbeck,
The Winter of Our Discontent