

Connections

Volume 3, Issue 3

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HAPPY NEW YEAR!

from Randy Grieser, CEO



Informal meeting with Randy and some of the CTRI team

Leadership Transitions

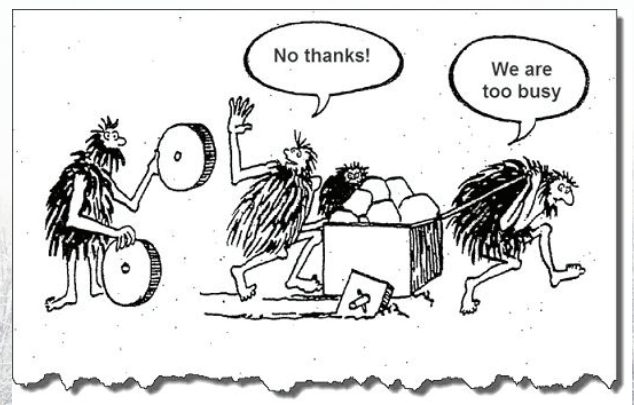
Mr. Hawkins, my fourth-grade elementary teacher, is the first person I can remember who would use the phrase, "Nothing is permanent except change." While this is true, change is still hard and sometimes frustrating. From my own reading and work with change, the two things I know of that can make change easier are 1) to communicate the plan for change early, and 2) to communicate often. With these things in mind, you will see that much of this newsletter is about communicating a change in leadership structure that will occur during the next 18 months at CTRI and ACHIEVE.

Wendy Loewen is going to join us full-time in May, 2019. Wendy has trained with the organization for over 10 years and is the author of many of ACHIEVE's resource manuals. Over the course of a year, Wendy will be transitioning into the role of Managing Director of ACHIEVE. What does that mean for Eric Stutzman is the obvious question – Eric will transition into the role of CEO, where he will manage the day-to-day operations of the organization, along with Nathan and Wendy.

I will remain on as President, but will be in the office less and travelling more. I will continue to provide direction around vision and major products or changes, but I will primarily be shifting my focus to give better direction in two key areas: ACHIEVE Publishing (an area that is a few years old, but growing for us) and international partnerships/relationships (an untapped area that it is time to tap in to – we have great resources that are largely only available in Canada). And of course I will continue to speak and write. I also intend to continue to set our public workshop schedule. So, those of you that are used to hearing from me about that will continue to do so.

As trainers, what does this mean for you? Mostly, this change will affect those trainers who have a history of communicating and working with Eric. One of the main functions of the Managing Director role is to be the key point of contact with trainers. So, you will naturally work more with Wendy and less with Eric as this change occurs. Over the next year, Wendy will work hard to meet each of the trainers that primarily connects with Eric – either in person or via video conferencing.

Do know this change has been in the works for a couple of years already, and it is still 18 months before everyone will be settled into their new roles. I am confident in this plan, and am excited to have Wendy join our team full-time! I believe in the passion and abilities of Eric, Nathan, and Wendy, as well as the rest of our staff and trainers to continue the good work of inspiring learning and improving lives!



Transition to CEO

by Eric Stutzman, Managing Director of ACHIEVE

I realize it's a big step for an organization to make changes in senior leadership structure. It's an honour and it's also humbling to be trusted with this role. Randy has worked tirelessly as the CEO for a long time now, and has led us to where we are today. He is a visionary and intuitive leader who gets things done. I am a communicator, perfecter, and a collaborator – I love taking a hold of something and making it stronger. Fortunately, Randy will still be very much present as our visionary President. I will get to work with an incredible team of staff, trainers, and leaders who care deeply about our work.

I am very much looking forward to collaborating with Wendy as she takes on her senior leadership role, and continuing to work with Nathan and the rest of our leadership team, staff, and trainers. When we work together and draw on each of our strengths, we achieve great things and we live out our purpose – to inspire learning and improve lives. I look forward to serving you as I shift into my new role.



Eric and Randy sharing some deep thoughts at the staff retreat last summer.

Transition to Managing Director of ACHIEVE

by Wendy Loewen, Training Development Specialist

Ten years ago, Randy asked if I would step in and help out with a training in Quebec. I never anticipated that I would still be here today. After countless trainings and a wide variety of experiences, I am so pleased that I am still part of this organization. Travelling, training, and creating workshops have offered me the opportunities to learn as ACHIEVE has grown. The community our organization has built is one I have been proud to be a part of, and one I am pleased to continue to serve. I have seen the value of our trainings first hand, in many workplaces and with many individuals.

It has been a privilege to work alongside our remarkable administrative staff and trainers over the years. To be invited to join our senior leadership team is an honor. Randy, Eric, and Nathan have been examples of exceptional leadership, and stepping into the role of Managing Director comes with some apprehension. However, it also comes with much excitement and anticipation. I look forward to seeing what our future holds and working together with you.



Wendy and Randy at *The Culture Question* Book Launch



More about Wendy

While Wendy has been working with us for many years, there are a few things you may not know about her!

What do you do beyond training with CTRI/ACHIEVE?

I have gone back to school to get my Masters in Conflict Resolution. Beyond work and school, I try to get a bit of laundry done and make sure there is food in the house.

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

It's hard to choose between so many great workshops, but my current favorite is Personality Differences. It is interactive and participants have so many aha moments.

How many years have you trained with CTRI/ACHIEVE?

I have trained with ACHIEVE for 10 years.

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

Definitely wine. After a full week of work there is nothing like a soak in the hot tub and a glass of red wine.

What does your dream vacation look like?

Anywhere with a suitcase full of books.

What animal represents you best and why?

I did a quick online personality test. Apparently, I would be in carnivore family of bears, dogs, lions, and wolves – sociable and energetic.

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:



Galya Chatterton

British Columbia

In addition to working with CTRI, you might find Galya rock climbing with her young daughter, or enjoying a good glass of wine with her girlfriends. There may be a PhD in her future, when she can fit it in!

What do you do beyond training with CTRI/ACHIEVE?

I'm a clinical counsellor with a private practice for which I am grateful every day. I also enjoy having additional projects to continue my learning and for balance. In the past this has been a mixture of research and teaching, now this is training for CTRI/ACHIEVE! I am also mother to a small, very enthused, tap dancer and soccer player.

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

Motivating Change - The interweaving of personal reflection with theory is a strength of all the CTRI /ACHIEVE courses. In Motivating Change when participants mine their personal experience and apply this understanding to helping others navigate change I am particularly touched by the increased compassion and nuanced insight. I love watching the shifts that happen when participants physically locate themselves at their current identified stage of change and explore what happens moving physically and imaginatively to the next stage. My, (limited, I've taught it once so far), experience is that this exercise sets participants up so well to fully engage with the course material.

How many years have you trained with CTRI/ACHIEVE?

I just started in May!

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

I rock climb. In recent years this hobby has become even more fun since my now 10-year-old daughter has started to climb with me!



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

Hmmm hard one. I must admit I indulge in all three. While I consume far more coffee and chocolate than alcohol, I think I'd miss a good glass of wine with my girlfriends the most!

What does your dream vacation look like?

Several weeks in Thailand with family, friends and my rock climbing gear...

What is something you still hope to accomplish?

A PhD. I'm interested in looking at change processes, what is helpful and why. It will have to wait until my daughter is older though!



Noela Crowe-Salazar

Saskatchewan

In addition to working with CTRI, you may find Noela, coffee in hand, dreaming about her next oil painting, or watercolour - if she can find a quiet moment in her busy work life!

What do you do beyond training with CTRI/ACHIEVE?

I am a consultant and counsellor. I have my own business Pimatisiwin Consulting and Counselling. I do writing and research in child welfare and other service areas related to First Nations. I also work with agencies on TRC recommendations or implementation

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

Trauma-informed care. It resonates for me due to how it can impact and change an entire service delivery system from the people at reception, all frontline through to management and Boards. This can bring profound change and help to the people receiving services

How many years have you trained with CTRI/ACHIEVE?

2 months!

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

I love painting. I prefer oils but will work in acrylic or watercolour, oil feels more like sculpting and it moves with life.

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

Coffee. I have a moment of joy at some brief moment each morning as I recall I get to have coffee. I noticed this years ago and I hold it to remember to find joy in small things. It reminds me of a story I once heard on the same frame, to find joy in small things in any situation at any time.

What is your favorite book?

It's hard to pick one. I have many I read for work interest and would not be surprising but my all time favourite that I re read at least once a decade is Dune. I first read it as a teen when my brother got the series for Christmas. I found it fascinating. Frank Herbert's portrayal of the time and world is complex and each time I reread it I find something new to consider. Plus the concept of a saviour riding gargantuan worms never gets old.

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

I'd like to be profound but out of a recent interest and fun, Peter Lorre. He is rather iconic and hearing about making the Maltese Falcon or Casablanca would be fun. Plus his persona and how he felt about having the creepy role that permeated deeply. Not many actors made it into memorable bugs bunny characters. He also was noted for remaining friends with his 3 ex wives. A sincere dinner guest is a plus.



Meet our Newest Staff members



Elliot Grisdale

Elliot is our newest addition to the ever-growing on-site team, as an On-site Coordinator. He's always ready to pitch in with a smile. Elliot loves spending time with his wife and his two-year son Casey.

How long have you worked at CTRI/ACHIEVE?

I started working at CTRI/ACHIEVE at the end of September, 2018.

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

My favourite part of working here is the people, and the passion and commitment they have with the training and resources we provide.

How many years have you trained with CTRI/ACHIEVE?

I've been with CTRI for about a year now.

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

Some of the things I enjoy for self-care is to play video games and a few table top games.

What is your favorite book?

George R.R. Martin's "A Game of Thrones".

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

The one ability I wish I could have would be to be able manipulate and regenerate particles/atoms, like healing damaged tissue in the body.

What is something you'd like to accomplish?

I would like to go back to school and get my BA in Athletic Therapy or Physical Therapy and open my own clinic.



Rylaan Gimby

Rylaan is our new Video Projects Coordinator. In addition to working with CTRI (and while he's working), Rylaan loves to dream up new and creative ways to do things! Recently married, he has many travel stories from a fantastic honeymoon in Japan.

How long have you worked at CTRI/ACHIEVE?

My first day was October 1, 2018.

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

Vision. It is really nice to work at a company with an idea of where it would like to go, and that actively looks to its employees for help to shape that idea.

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

If I can't mix all three together life has no meaning.

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

The ability to instantly give myself more abilities.

What does your dream vacation look like?

This year I took what I could only describe as a dream vacation as I went across Japan with my wife. Have a look! <https://www.theknot.com/us/kayla-jeanson-and-rylaan-gimby-mar-2018/photos/2083532>

What is your favorite book?

"Consider the Lobster" by David Foster Wallace



Nyoman Sulandri Klassen

Nyoman joined us recently on a term position in accounting, while Joyce is on compassionate leave. Her friendly and helpful personality (once she's had her coffee), has made the transition a smooth one.

How long have you worked at CTRI/ACHIEVE?

I've worked here since November 15, 2018.

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

I felt at home from the first time I walked into the office. The staff is super friendly and kind to me. They're willing to help with any questions I have and I hope I can continue to get to know them more than just as co-workers. I am honored to be part of a team that inspires learning and improves lives, as in CTRI's mission statement.

What hobbies do you do for fun?

I like to watch movies, take road trips and volunteer where I don't think about house chores or work.

If you could have coffee, chocolate or alcohol, what would you choose?

Coffee. I am addicted to coffee. I have to have my morning coffee or I'm grumpy or get a headache.

If you would wake up tomorrow having gained a special ability, what would it be?

I would like to have a photographic memory so I can learn/read new things quickly and have more time for family/friends and helping others.

What is your favorite book?

"Life of Pi". It's about faith, friendship and perseverance. We need these to survive in difficult situations.

Office Moments...



Clockwise: Rylaan & Charlie, Kloe, Chantel & Lori, Karla, Delayne & Tyler.

Using Thoughtful Images

by Vicki Enns, CTRI Clinical Director

When I am preparing for a workshop, I always review my powerpoint and I look at the images as carefully as the text on my slides. Adding images to our presentation or powerpoint can bring visual interest, vitality, and new perspective to our training conversations. To do this well and effectively, however, it isn't as simple as plunking in clip art or a picture we grab off of the internet.



Vicki, thinking about what to write here...



Photo by Reinhart Julian on Unsplash

The clarity and quality of your image can either inflate or deflate your message. Additionally, being thoughtful of the source and intention of your image adds credibility and sometimes even contributes to building relationships with your participants.

Recently I've noticed I am getting more questions from participants about images I choose. This has happened most often when doing on-sites in Indigenous communities. One experience in particular really taught me the importance of knowing my sources when possible. I had included a picture of Indigenous children on a slide, coupled with text on resilience and strength. One of the participants in the group exclaimed "is that [name]?!" Then the others recognized the youth in the group, and they had a delightful conversation remembering some

antics of this child who about 6 or 7 years prior had been a client in their program. I had thought this was a "random" picture off the internet, and I was so grateful this turned into a positive element for the group.

I realized, however, this easily could also have felt like a moment of cultural appropriation (since I am not Indigenous), and a thoughtless use of one person's story to illustrate my point.

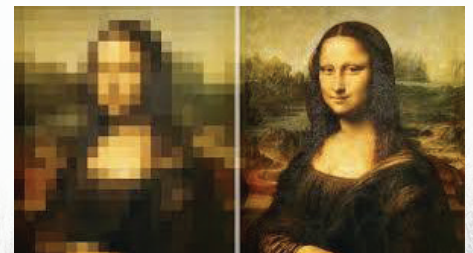
I typically am careful to look up where an image comes from, especially when I am highlighting a single person or place – and put those in my PowerPoint notes so I can give credit or explain the context and intent of the images if asked. With this same group I had done this with other images, and there was great appreciation from them to "hear" or see stories from diverse experiences, and for some to have their own lived experience reflected more in the workshop. I've appreciated how our audiences are becoming more knowledgeable and outspoken to ask and challenge where information is coming from.

I don't think this means we have to know everything about each picture we use, and we can also have "random pictures from the internet" at times that serve the purpose. However, it becomes important to bring more intentional awareness to our choices when depicting images or experiences that reflect a particular perspective, whether similar or different from our own culture or lived experience. This is when giving credit, getting permission when possible, and contextualizing our message can either provide that added credibility and emphasis to a point – or it can undermine the connection between the trainer and participants.

In addition, here are some practical tips from Chantel to ensure greater visual quality:

The biggest thing with pictures is choosing one that is a large enough file.

- When using a Google search for images, you can see the number of pixels when you hover over an image. An image that's 1000 x 600 pixels will cover the slide, or 600 x 400 would be good for half a slide.
- Also, it's important to click on the picture, to open the preview, and copy and paste this bigger version, NOT the thumbnail.
- If you paste it into PowerPoint, you shouldn't need to make it bigger! Adjusting to be smaller is okay.



Remember the axiom, "less is more" – for both text and images in PowerPoint. Overwhelming participants with images or words takes away from your message. A thoughtful image with only key text included can say so much more.

Indigenous Relations

by Nathan Gerbrandt, Managing Director of CTRL



There are some exciting conversations happening at CTRL in the areas of Indigenous partnerships and reconciliation.

First, we've formed an internal committee to explore how we as a company can be more culturally sensitive. Key guiding questions include: How can we adhere to the Truth and Reconciliation Calls to Action? Is our physical space safe? What does our marketing communicate? Are we trauma-informed? How can we better support trainers working in Indigenous communities?*

Second, we've begun consulting with Indigenous leaders and organizations to explore what partnership could look like to Indigenize CTRL material. We also welcome the chance to collaborate and develop new trainings together. For example, we are learning about the 94 Calls to Action and organizational reconciliation. Part of this has meant increasing the number of Indigenous trainers who know and deliver our material – their feedback has been immensely valuable.

Of utmost importance is developing relevant material with integrity. Listening and collaboration are important components before we dive into anything. It's fair to say that, while conversations have all been very positive, with so many different Indigenous communities in Canada, this process will have its challenges! Stay tuned for more updates.

**We have added a new resource to the trainer website in the "Resources" section: "9 Tips for Collaboration with Indigenous Peoples" written by Wilma Schroeder, edited by Cindy Deschenes and Nathan Gerbrandt. Check it out!*

Book Signing and Socializing at the CTRL Christmas Party...



A note to our trainers: Joyce is away on compassionate leave, caring for her husband Norm. Our thoughts are with Joyce and her family during this difficult time. In the interim, Nyoman will be looking after the accounting and will do her best to answer any questions you may have.