



# connections

Volume 5, Issue 1

September 2020

## MESSAGE FROM THE CEO



Eric Stutzman



As the weather starts to cool and the leaves begin to change here in Manitoba, I find myself in the midst of two different cycles. At home, we are preparing for the winter to come – our contractor is putting the finishing touches on a new roof, we've canned peaches, and we are bringing in the last of our garden harvest. Soon we will spend more time indoors, and less long evenings preserving food or playing at the park. But at the office, we are at the beginning of our busy season. Each year, October and November are our busiest months of the fall – I believe that will be true this year too.

Given the realities of the pandemic and changing workloads, there's now a smaller group of staff and trainers here at the office. We've removed four and a half positions, which means we're splitting about 19 full-time positions among 21 people. We've also had two notable staff transitions this summer: 1) Micah Zerbe, who worked with us for the past four years, has left to attend his law degree program full time, and 2) Kloe Mak is back! Many of you will remember her from her time as ACHIEVE Public Workshop coordinator. She spent the past year doing an American Sign Language –

English Interpretation program and has returned to work part-time with us this fall supporting the client services team and doing other projects.

Our trainers have felt the impact of the COVID-19 pandemic even more significantly than staff. Before the pandemic, we had about 90 active trainers – now we only have about 35. We are all mindful of this reality and wish it were different, but we are seeing signs that work may pick up enough this fall to engage with more trainers.

One of the reasons our staffing has remained at higher levels is that we have seen a surge in orders for our online training options such as on-demand workshops, live virtual public workshops, and CTRI's member plan. We have also been fortunate to receive the federal wage subsidy. These two factors allow us to enter the fall in a relatively healthy financial position.

I have been continuing to learn and embrace the tasks that come along with my new role as CEO. As the person who now sets directions for many of our marketing efforts, I'm continually impressed by the many ways we are reaching out to people. We are also developing new resources each month, many of which we offer for free to our clients. If you aren't connected with us on social media, I encourage you to follow us so you can see what we are offering and share our posts when you see something that your friends or network might value.

You'll find reference to some of our new resources in this newsletter, but I want to give a special mention to *A Little Book About Workplace Culture*. This little book is a quick and accessible summary of *The Culture Question*, and is meant to prompt discussions about creating a healthy workplace culture. I'm happy to send you a copy of the book by PDF, and we would love it if you wrote a review on Amazon and Goodreads about the book. Our next book in the series is *A Little Book About Trauma-Informed Workplaces* and should be released in a few months.

I think there is reason to be optimistic about our work. We're seeing solid registration numbers for our live virtual workshops, excellent uptake with our on-demand training products, and increasing interest in on-location/private training. It will take us some time (perhaps years) to generate as much work as we did before the pandemic, but we will survive and, I hope, thrive in the meantime.

I continue to be grateful to work with all of you as we seek to create a trauma-informed world and workplaces where everyone can say, "I like where I work."

Please reach out and connect as you have time.

All the best,  
Eric



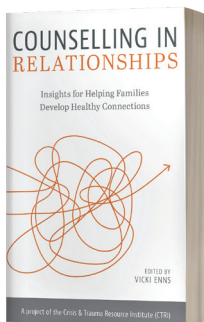


## WHAT'S NEW AT ACHIEVE PUBLISHING

### COUNSELLING IN RELATIONSHIPS -Insights for Helping Families Develop Healthy Connections

Update by Vicki Enns, Editor  
Pre-order Now - Available December 2020

We are getting close to launching our next CTIR book: *Counselling in Relationships: Insights for Helping Families Develop Healthy Connections*. This exciting new resource builds on the success of the first *Counselling Insights* book by venturing into strategies for counselling people in relationships. Some of the topics covered include Adoptive Families, Blended Families, Parent and Teen Relationships, Couple Relationships, Indigenous Insights for All Counsellors, and others.



This project has been very satisfying for me to see come to fruition. A central theme in CTIR/ACHIEVE training material is the importance of connection and relationships. This book is all about what contributes to healthier dynamics and patterns in relationships, and the 10 authors offer many great insights and strategies for counsellors and families to support the development of stronger, deeper connections. Another strength of this book is the diversity of "family" that it covers. Although it's impossible for one book to capture the many ways in which we can be a "family" and in "relationship" with each other, our 10 chapters reflect and affirm a wide range of diversity that make up the families we all inhabit and care about.

I hope this book will support many people to build capacities, move out of stuck relationship patterns, and build resilience. Healthy relationships build healthy communities.

### ONCE A WIZARD A Story About Finding a Way Through Loss

Update by Randy Grieser  
Release date: Early 2021



We've partially introduced this book already, but given this is our first children's book and the variety of reasons we've had to delay printing, it felt right to let you know that it's almost ready!

#### About the Book

This wordless children's book has beautiful imagery and the potential to create many imaginative storylines. The book empowers children to tell their own stories and explore the meaning of their own experiences of loss.

### A LITTLE BOOK ABOUT WORKPLACE CULTURE

Released September 15, 2020



This book is an abbreviated version of *The Culture Question*. We've created this small book for two key reasons: First, as an affordable free resource (it was actually cheaper to produce than a pen) as our intention is to give it away freely, although it's also for sale. Second, as most of you know, ACHIEVE's belief statement is "We believe that everyone should be able

to like where they work." This is featured prominently on the front cover of the book and, from a branding perspective, we want to get this statement out into the world – we want people to know what makes us different.

### A LITTLE BOOK ABOUT TRAUMA-INFORMED WORKPLACES

Release date: Late 2020, Early 2021

For CTIR, we expect to have *A Little Book About Trauma-Informed Workplaces* with our vision statement, "We envision a world where everyone is trauma-informed," showcased prominently on the cover available by late 2020 or early 2021.

Questions? Check in with Tyler Voth, our ACHIEVE Publishing Coordinator. 204.789.2452 or send him an email at [tyler@achievecentre.com](mailto:tyler@achievecentre.com).





## TRENDS WITH CLIENTS

Nathan Gerbrandt, Managing Director, CTRI



While our summer has had the usual slow periods, the ramp up to planning September and fall trainings started earlier than expected. I think we're all doing our best to prepare our teams in advance for a uniquely challenging winter. We are still well below previous years' levels of private and on-location training, but recently the team has seen a spike in requests for virtual custom trainings, specifically custom on-demand webinars. Accessibility seems to be the theme and the on-demand webinar allows organizations even more flexibility to offer their staff training wherever (online) and whenever (recorded) it suits them.



*Kimberley Enns, facilitating a live virtual training this summer.*

As more groups steadily embrace virtual training, we're seeing more come forward with their own custom ideas and topics already developed. It's clear the larger social movements of the summer have impacted people's thinking. We've had multiple training requests for systemic racism, diversity, gender-based violence, and trauma-informed workplaces. This has led to more in-depth client work to make sure we get these requests right, as well as trainers doing more custom development work in the lead up to their trainings than ever before!



### Experience/Learning From Online Training

Wendy Loewen,  
Managing Director of ACHIEVE

On March 25th, I looked over my calendar and was reminded of what the next day held. In bold letters I read: "Dealing with Difficult People, March 26 – full-day virtual training". I had a flash of emotion. It was a combination of dread, excitement, and insecurity. That night I did not sleep. Visions of forgetting how to press the key to advance my PowerPoint slide, not remembering how to make a "breakout room," and worse, not having enough content to get through the day, kept me tossing and turning. Fortunately, none of my fears came true and I found myself enjoying the training as the day progressed.

Since that first virtual workshop, my thoughts about online training have changed. I have come to believe that a well-structured virtual training experience can be as valuable as an in-person training. I now look forward to connecting with participants on Zoom. I get excited each time I see the screen fill up with their faces and, more than anything, I am grateful that we are still able to inspire learning and improve lives – even if it's from behind a webcam.



*Wendy testing out the equipment setup for our Women in Leadership Live Virtual Conference. Thanks to Luke, our video mastermind for figuring out how to set this up.*



WE BELIEVE EVERYONE  
SHOULD BE ABLE TO  
LIKE WHERE THEY WORK





## MEET SOME OF OUR TRAINERS



**Sarah Cloutier**

Yukon Territory

In addition to working with CTRI, Sarah is the mom and a clinical counsellor and therapist. She loves the outdoors, but during the cold Yukon months she dreams of relaxing on a warm beach somewhere (in her dreams you may also find her dancing on one).

### What do you do beyond training with CTRI/ACHIEVE?

I work as a clinical counsellor with the Yukon Government. I also have a private practice where I do couples therapy and sex therapy. I am the mom of a two-year-old son.

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

So far, I have only delivered De-Escalating Potentially Violent Situations™. I am looking forward to delivering more workshops.

### How many years have you trained with CTRI/ACHIEVE?

This is my first year.

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

I am lucky to have easy access to incredible mountains and lakes here in the Yukon. I love to hike, canoe, camp, fish, hunt, and pick wild berries.



### What animal represents you and why?

A cat, because it can be social and playful but also likes a lot of alone time.

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

I would like to wake up and be a really good dancer! I like to dance but I have no talent.

### What does your dream vacation look like?

We had a cold, rainy summer in the Yukon, so I am dreaming of a warm beach vacation. It would involve a lot of rest, reading, walks, and delicious food!



**Paula Hutchinson**

Nova Scotia

While Paula works as a trainer with CTRI, she also works as an evaluator on many levels, assisting non profits, governments, and communities. In her spare time, she hikes and knits but you also might find her, coffee in hand, immersed in a Brene Brown podcast.

### What do you do beyond training with CTRI/ACHIEVE?

I am a senior evaluator with Horizons Community Development. We evaluate programs, design and facilitate engagement plans, and guide strategic planning processes. We do this work with not-for-profit organizations, government departments, and communities.

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

My favorite workshop is Autism – Strategies for Self-Regulation, Learning, and Challenging Behaviours because it is so practical and provides participants with tools that change their lives and those of the people they support.

### How many years have you trained with CTRI/ACHIEVE?

It's hard to believe, but I have been a trainer for CTRI/ACHIEVE for five years. I love training and meeting the interesting people who come to our workshops!

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

I am an avid hiker and knitter. And yes, you can do both at the same time – you just have to avoid cliffs and sinkholes.

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

I would choose coffee over chocolate or alcohol, without a doubt. I support a local sustainable coffee producer who makes a very good brew.

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

I would like to have Brene Brown as my dinner guest because I admire the work she is doing. Her work on leadership and vulnerability has been a beacon for me and so many others. She teaches us how to lean in and sit with discomfort – a skill that is often overlooked but is often what's needed to bring people together for real change.



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

I would love to wake up tomorrow and be multilingual. I have delivered workshops for CTRI/ACHIEVE in Mi'kmaq communities, Nunavut, and Northern Quebec, and I wish I could have communicated with everyone in their first language.

WE ENVISION A FUTURE  
WHERE EVERYONE IS  
TRAUMA-INFORMED.





## MEET ONE OF OUR AUTHORS



### Curtis L. Wiebe

Author of  
**ONCE A WIZARD**

Curtis is a sculptor, animator, award-winning filmmaker, costume designer, puppeteer, and musician, but his first love has always been drawing. He has worked with children in a variety of settings and currently teaches art to middle years students for the Winnipeg Art Gallery. He lives in Winnipeg, Manitoba, with his wife and son. *Once a Wizard* is his first published book.

"Curtis brings a spirit to his drawings that is both grounded and whimsical. He creates a beautiful space where you can feel sadness, joy, anger, curiosity, and confusion, as well as supported and safe. It is a true pleasure to see his creative storytelling come alive in these illustrations." – Vicki Enns, Clinical Director, CTRI

#### Fun fact about Curtis:

Curtis was Heidi and Randy's part-time in-home childcare provider for six years.



## MEET ONE OF OUR STAFF



### Erin Sawatzky

*Train-theTrainer Program Coordinator*

Erin is an energetic and positive addition to the CTRI/ACHIEVE team, and is always willing to help out. She is an avid hiker and traveller who is often busy exploring her own province of Manitoba on weekends. She aspires to be a dophin.

#### How long have you worked at CTRI/ACHIEVE?

I started doing part-time admin support at CTRI/ACHIEVE a year ago and was excited to take on my current roles as Train-the-Trainer Program Coordinator and Executive Assistant this spring.

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

The people! We have such a caring, hilarious, dedicated, and quirky team here that makes coming to work a joy. It's been great to see that sense of community adapt and grow since we transitioned to working remotely.

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

I love getting outside as much as possible! My project this summer was to hike a different trail around Manitoba every weekend, and it's been a wonderful way to get out and explore this province

#### What is your favorite book?

Probably *Green Grass, Running Water* by Thomas King – so heartfelt and imaginative!

#### What does your dream vacation look like?

Great landscapes, great people, and great food. My favorite trips have been kayaking in Alaska and learning to make pizza in Italy!



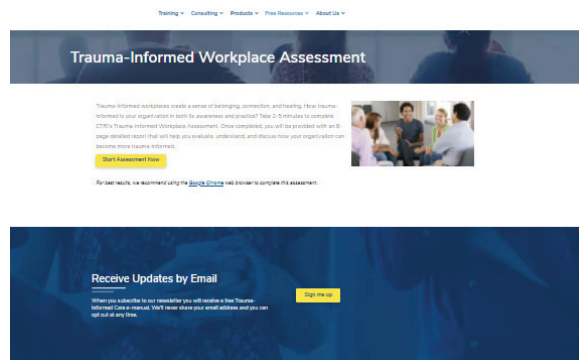
#### What animal best represents you and why?

Dolphin – community-oriented, mischievous, and playful :).

## ASSESSMENT TOOLS ON WEBSITE

### TRAUMA-INFORMED WORKPLACE ASSESSMENT

In case you missed it, we are excited to share our new free [Trauma-Informed Workplace Assessment](#) tool on the CTRI website. You'll find it in the Free Resources section. It's a great tool to help individuals assess how well their workplace is doing as it relates to trauma awareness. We've already had organizations inquiring about doing organization-wide assessments. Please take a look and pass it on to those who would find it useful. And if you haven't taken a look at the Workplace Cultural Health Assessment tool on the ACHIEVE website, it's worth a few minutes of your time.



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