



Zoom information: 275-698-2209
<https://zoom.us/j/2756982209>

In Attendance

Denzyl Witbooi
Lynn Sumida
Farida D'Silva Dias
Sonia Munoz
Laura Halliday
Jill Morris
Mario Leduc
Denise Daub
Shigeru Homma
Ahmed Alshati
Nadia Thonnard

Apologies

Nadia Thonnard – late arrival
Ahmed Alshatti - late arrival
Shigeru Homma – late arrival

I. Create Alignment

- A. Welcome and introduction from Lynn and Denzyl.
- B. Meeting Objectives and the Guidelines for Engagement was reviewed and agreed upon
- C. Share desired outcomes from the meeting.

II. Introduce ourselves to get to know one another and foster a strong team spirit.

Each Board member took 5 -7 minutes to introduce themselves based on the following:

- their involvement with Choice Theory/Reality Therapy and how they see their involvement on the board as needs-satisfying.
- their experiences, highlighting projects that excited them and that align with their passion and expertise.

III. Outline the current reality of WGI.

- A. Lynn and Denzyl gave a brief overview of WGI's shift in the Board Structure and the position of WGI Leadership highlighting the following:
 - Move from a representational board to a strategic board.
 - Too much focus internally and not on expansion. A shift is needed to be outward focusing as well.
 - MOs feedback led us to a focus more on leadership.
- B. Defined the positioning of WGI Leadership.
 - Dr. Glasser was more a visionary than a leader
 - Why hasn't WGI thrived?
 - We don't have a vision strong enough.
 - Don't live our values.

- Priority is relationships, but we had become a procedural organization.
 - Proposed to use the Book, *Tribal Leadership* as a guide for WGI to develop as an organization
- C. Discuss static versus dynamic (Robert Persig).
- Leadership that is growing
 - Collaborative leadership framework
- IV. Co-Create an organizational culture for WGI applying the Tribal Leadership Model**
- A. Discussed the shift we want to move from Stage 3 and Stage 4.
- WGI is currently stuck at level 3.
 - Vision & values clarification is needed to move to level 4.
- B. Outline criteria and ways to move the Board and Member Organizations to Stage 4.
- C. Need to consider next steps for implementation.
- Issue was not exhausted – to be followed up in the next meeting
- V. Share the structure of the Strategic Plan** - Diagram of relationships: MOs the Committees, the Board, the Operational staff and others.
- PPT presented - Overview of the board structure were discussed.
 - Issue was not exhausted – to be followed up in the next meeting.

VI. UK Proposal for Glasser Quality Organizations/Businesses

Presented by Moira Oliver & Chris Brain

- The framework was originally considered just for England for non-profit organizations, but WGI wants to implement this globally.
- Shigeru – works with approximately 8000 organizations in Japan.
 - Needs to have guidelines that everyone is measuring with the same thing.
 - The purpose need to be clarified.
 - Consideration of the metrics to be used for tracking the characteristics of the people.
 - How would you measure it?
 - Something that validates it as a Glasser Quality organization.
 - Defining what a quality group of people looks like
 - Group of 1 or more people
- Laura-specify around connecting behaviors.
 - How will connecting behaviors be embedded in the organization?
 - What is the vision for the program?
 - What does the mentoring look like?
 - Need to be defined.



- Long term – embedded in the organization.
- Faculty would be taking on the role of mentoring.
- Denzyl-Consideration of conditions of quality will be measured?
- Jill – a simple dashboard can be considered
 - Covers all the topics.
 - Self-evaluation and experiences
 - Can be affordable to a lot of people and organizations.
- Farida – What represents an organization?
 - Chris – haven't necessarily defined it yet.
 - Anyone who is engaged in Choice Theory
 - Term "organization" need to be interrogated

Consider creating a template for other countries.

The UK MO is already working with organizations earmarked to pilot the program.

Chris & Moira want to proceed to the next step so they will provide a developmental model for WGI to review.

VII. 2023 Quarter 4 Financial report

Agenda item was not tabled – to be discussed in the next meeting

VIII. 2024 Budget

- Explanation about investment funds
 - Endowment fund – cannot draw money.
 - Investment fund – need to draw from to make our budget this year.
- Expense increases:
 - Increased ED salary due to increase in hours from 12 to 20
 - Increased time for administration – appointed an additional administrator

Motion to accept 2024 budget as presented moved by Ahmed.

Mario seconded.

| | |
|---------|---|
| Farida | 5 |
| Laura | 4 |
| Ahmed | 5 |
| Shigeru | 3 |
| Mario | 3 |
| Jill | 4 |

IX. International Conference

- To be discussed further in the next meeting

X. Action Items:

- Lynn and Denzyl communicate date for the next Board meeting



William Glasser International
WGI Board Minutes of Meeting
February 23, 2024 1300 UTC

- Board members to reflect on the vision, mission and priorities and consider how they need to step into their respective roles
- Lynn and Denzyl to arrange individual meetings with individual board members to discuss their different roles they can play on the Board.
- Minutes and 2024 budget to be forwarded to all Board Members
-

Lynn Sumida, Chair
William Glasser International, Inc.

Denzyl Witbooi, President & Executive Director
William Glasser International, Inc.



William Glasser
INSTITUTE UK

Glasser
Quality Organisations
Accreditation

Overview

The Glasser Quality Organisations Accreditation is aimed at supporting and recognising organisations **and departments within larger organisations** who embed the choice theory principles and values into their practice and provision. The process of becoming a recognised Glasser Quality Organisation encourages your organisation to consider how your values and approaches align with Dr Glasser's principles and how you embed Choice Theory within the work that you do.

Please note that schools and educational provision must continue to follow the quality schools accreditation process as this will be the most suitable approach for an educational establishment



"Quote on becoming a quality organisation or how use of CT has impacted their work"
Lead member of staff - Organisation representing



The Process

The process towards becoming a Glasser Quality Organisation is flexible and is about recognising the great work that you do, offering support where required

1. Initial Interest

Contact WGI to express your interest in becoming a Glasser Quality Organisation where a member of faculty will contact you to outline the process and will connect you with your mentor for the process

2. Staff member(s) attends basic workshop

If they haven't done so already a staff member will need to attend the basic choice theory workshop

3. Start to gather evidence to meet required criteria

You can begin to gather your evidence for the required criteria at any point and this is easily uploaded to a shared folder with WGI

4. Receive feedback back from mentor

When your evidence is all uploaded you will receive supportive feedback and a 1 hour supervision with your mentor

5. Any actions required

Your mentor may wish to see more evidence in certain areas or encourage you to evaluate aspects of your work to help you more effectively meet the Glasser Quality Organisation principles

6. Continue to develop your provision and evidence

This is an opportunity to continue to grow as an organisation, if more evidence is required or you wished to adapt your provision to align more effectively with the Glasser Quality Organisation principles

7. Awarded Criteria

Your mentor will then review the submitted evidence with you and then will present this to the WGI faculty. Once this step is complete, your organisation will be recognised with the Glasser Quality Organisation accreditation!



"Quote on becoming a quality organisation or how use of CT has impacted their work"
Lead member of staff - Organisation representing



The Glasser Quality Organisation Criteria

To become a recognised quality organisation you will need to submit evidence of how you believe that you meet the following criteria.

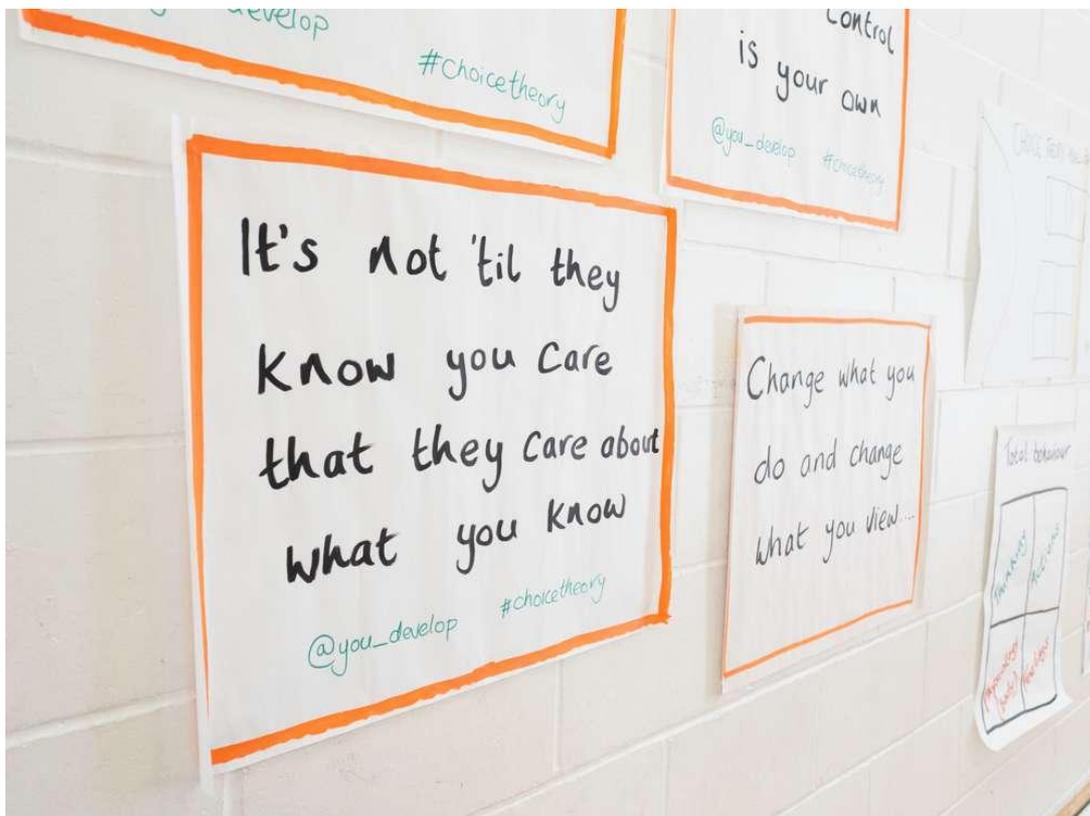
- Choice Theory is a guiding principle or approach for your organisation
- Your organisation is continually working towards creating a needs satisfying environment for all staff, visitors and service users
- At least one member of staff has completed their certification or is working towards this
- Key staff have completed their basic workshop or are working towards this
- All Staff receive training on Choice Theory principles
- Tools with Choice Theory embedded in them are available for staff to use should they wish to at the organisation

Suggested ways to evidence the required criteria

When you are ready to submit your evidence, we will invite you to a shared folder on Google Drive. In the folder you will be able to upload your evidence for review and will receive feedback and support from your mentor

- Photos/videos of your provision in action
- Feedback from staff
- Feedback from your service users
- Appraisal/supervision reports

How much evidence you choose to provide is up to you, but a suggestion of at least 2 examples for each point of the criteria is a great place to start



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Lead member of staff - Organisation representing



What Does a Glasser Quality Organisation Look like, sound like and feel like?

A Glasser Quality Organisation will look and feel different to other organisations and will be noticeable by everyone including your staff, customers, service users and any visitors you welcome

A Glasser Quality Organisation looks like

- Smiling
- Talking
- Sharing
- Working collaboratively
- Supporting each other
- Contributing and engaging with tasks

Sounds like

- Polite dialogue and conversation
- Offers of help and support
- Working together
- Laughter
- Friendly interactions
- Working through challenges together

Feels Like

- Passion
- Positivity
- Enthusiasm
- Thankful
- Empowering
- Autonomy and Independence

It will be clear to see in any Glasser Quality Organisation that all staff are actively using connecting habits to engage with each other and everyone around them

The 7 connecting habits in any relationship are :

- Supporting
- Encouraging
- Listening
- Accepting
- Trusting
- Respecting
- Negotiating Differences



The Benefits of working towards and becoming a Glasser Quality Organisation

There are a range of benefits when you work towards becoming a Glasser Quality Organisation, some are very easy to quantify and others you may simply just feel, but all are very valuable!

- Happier staff - This comes with everyone working towards creating a needs satisfying environment
- Performance in job roles - Happier staff means a noticeable increase in performance
- Quality Provision for your service users - They will feel the difference
- Gives your organisation clear direction and helps to support your existing mission statements
- Join a wider network of provision/organisations - Becoming a Glasser Quality Organisation will connect you directly to a range of other organisations who also share the same goals
- Appear as a Glasser Quality Organisation on WGI website
- Able to display logos and quality standards
- Able to promote organisation your as a Glasser Quality Organisation
- CPD and sharing opportunities with other quality organisations
- Glasser Quality Organization CPD event held each year



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Lead member of staff - Organisation representing



How long will this take?

There are no time restrictions to becoming a Glasser Quality Organisation. Depending on how familiar your organisation is already with the Choice Theory principles and how embedded they are in your practice, you may find that you already meet all of the requirements. This means that the support and accreditation process could be very short eg. 3-4 weeks, but for other organisations who may need more support or development it could be 3-4 months. Time is not intended to be a barrier towards quality and your Quality Organisation mentor will discuss this with you the potential timescales very early on in the process

How much does it cost?

The cost to becoming a Glasser Quality Organisation is **£500 (1-10 staff members) £750 (10+ Staff)**

Should you find it valuable to have a supportive visit from one of our WGI faculty members this can be easily arranged and costed to suit the level of support required

This is charged at cost to cover costs, not for profit

Ongoing Support and maintaining the Glasser Quality Organisation accreditation

The annual fee to retain your quality accreditation is **£150 (1-10 staff members) £250 (10+ Staff)**

Your Glasser Quality Organisation accreditation is reviewed annually and we will contact you 4 months before it is due to allow you enough time to submit current/updated evidence for the criteria. Should you or your mentor feel that you do not currently meet the required criteria, we will support you to help you do this and offer further training if required.

Accredited organisations could be invited/contribute to UK/EU/international CPD events to talk about your organisation and incorporating the quality organisation principles. You could also be asked to be a guest speaker at basic and advanced workshops



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Lead member of staff - Organisation representing



WELCOME TO THE NEW BOARD OF DIRECTORS

WILLIAM GLASSER INTERNATIONAL



Chairperson



Lynn Sumida

Vice Chairperson



Sonia Munôs

Treasurer (Interim)



Ahmed AlShatti

Marketing



Laura Halliday

Business Development



Shigeru Homma

Organizational Development



Jill Morris

Member at Large



Mario Leduc

Executive Director



Denzyl Witbooi

Executive Administrator



Nadia Thonnard

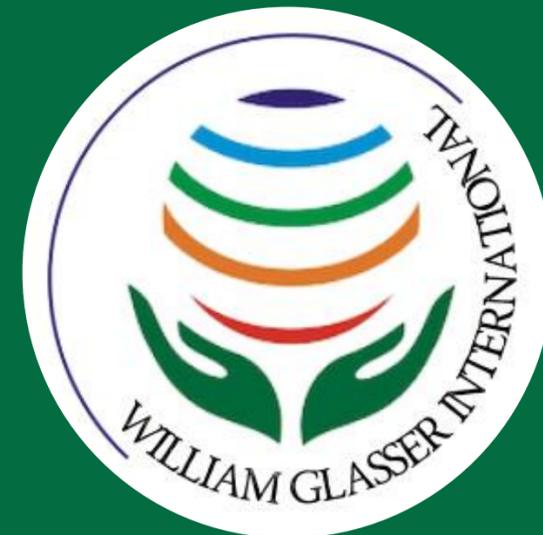
Operations & Financial Manager



Denise Daub

WGI

BOARD OF DIRECTORS





DATE: 23 February 2024

Agenda Items:

- I. Create Alignment – (5 min)
- II. Introduce ourselves to get to know one another and foster a strong team spirit (5 min each) – 50 min
- III. Outline the current reality of WGI (15 min)
- IV. UK Proposal for Glasser Quality Organizations/Businesses (20 min)
- V. Co-Create an organizational culture for WGI applying the Tribal Leadership Model (15min)
- VI. Share the structure of the new Board & Strategic Plan- (15 min)
- VII. 2023 Quarter 4 Financial report 9 (15 min)
- VIII. 2024 Budget (20 min) – Vote
- IX. International Conference (10 min)
- X. Close (10 min)





DATE: 23 February 2024

Voting procedure:

When an item has been sufficiently discussed, any member may form a resolution for consensus. Once stated, members indicate their initial level of agreement in the following way:

Indicating a five [5] means, *I have enthusiastic support for this idea and am willing to be the leader on its implementation.*

Indicating a four [4] means, *I am in full support of this decision and will help the leader with tasks as possible.*

Indicating a three [3] means, *I will support this decision and feel comfortable letting this proposal pass without further discussion.*

Indicating a two [2] means, *I am somewhat comfortable with the proposal but would like to discuss some of the issues.*

Indicating a one [1] means, *I have objections but I won't stop the process or block the group from continuing forward.*

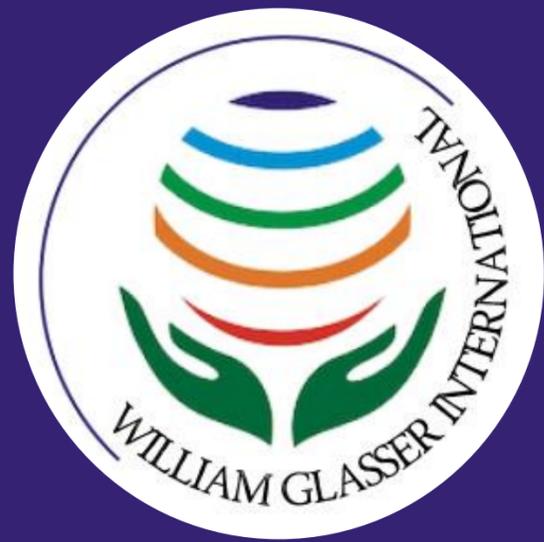
Indicating a zero [0] means, *I am totally against this motion and cannot support it in anyway. I need to talk more about the proposal and require changes for it to pass.*



DATE: 23 February 2024

Voting procedure:

2. When a vote results in an action requiring a person to lead the initiative, there must be at least one [1] person voting five [5] to be the 'leader' on its implementation.
3. In the case of no fives, a two, one or zero, further discussion will ensue.
4. After further discussion and possible revision, a **second vote** will be taken.
5. This process shall continue until the resolution is carried, postponed or cancelled in the case of two or more zeroes.
6. If there is still a zero, the **resolution does not carry**.
7. Before the next board meeting, a designated third party shall moderate a negotiation between the parties involved in the conflicting opinions seeking a win/win solution.



Vision Statement

Inspiring emotional well-being and mental health for all humanity.

Mission Statement

The WORLD needs “a new model for LIVING”

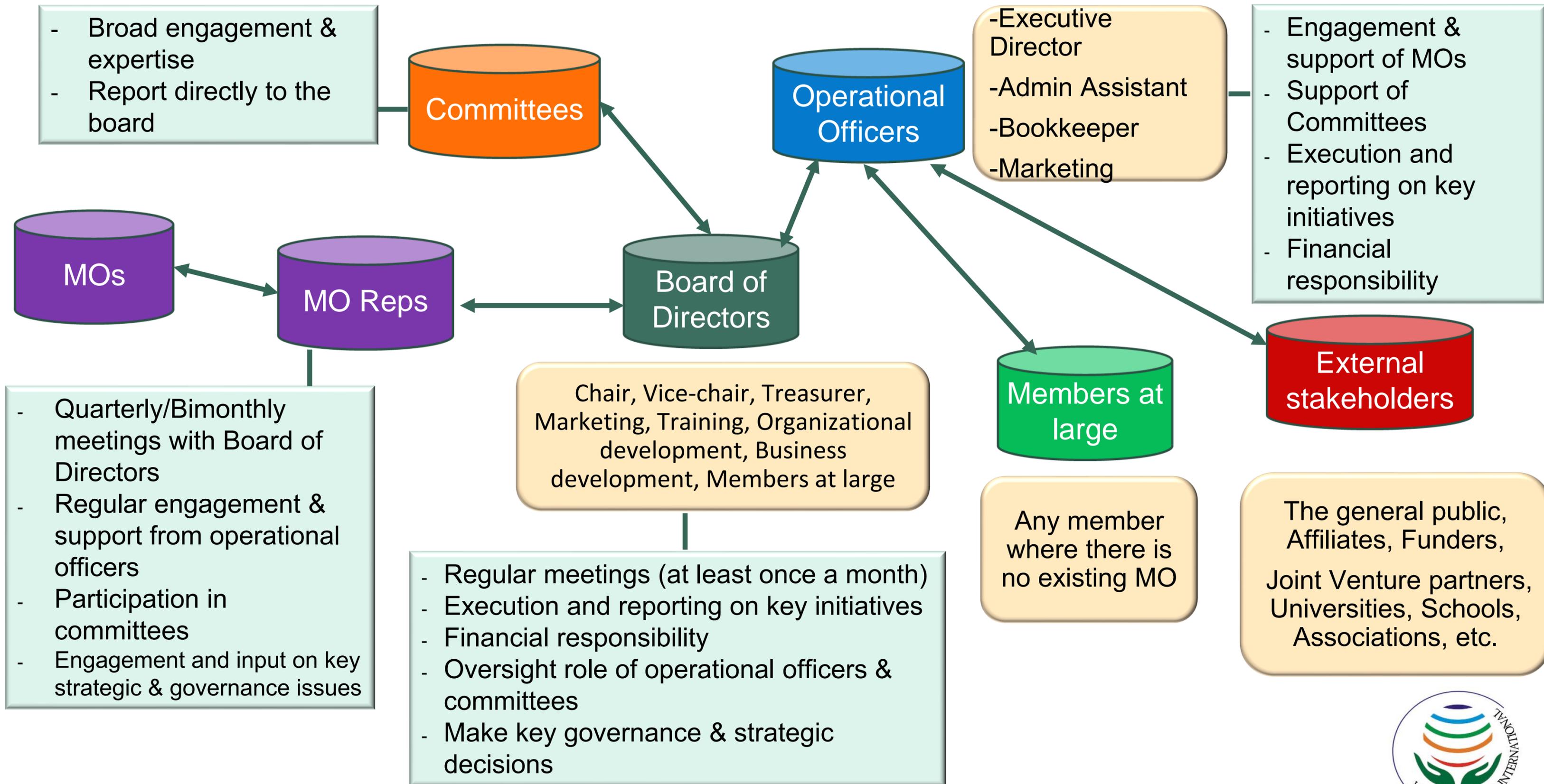
- ***to create individual well-being,***
 - ***fulfilling relationships***
 - ***& satisfying work and learning environments.***
- ***We provide knowledge and skills, uniquely underpinned by Choice Theory®,
an internal model of empowerment
for “how people can get along better”.***

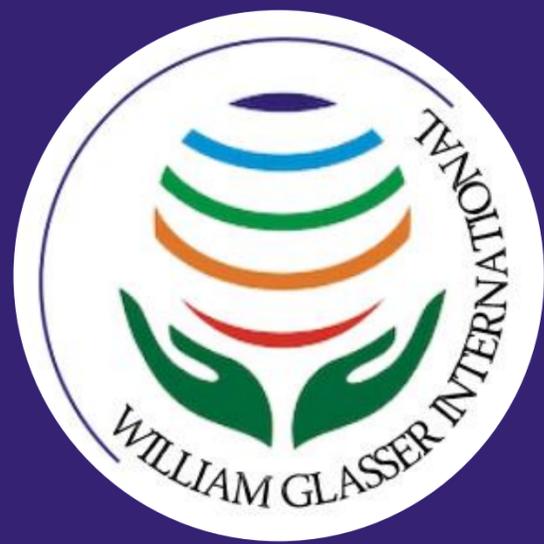
***We operate through Member Organizations around the world
offering culturally respectful training & innovative initiatives.***

Values:

Integrity, Connect, Sustainability, Choices, Relevancy, Leadership, Fun

WGI Functioning





WGI Strategic Priorities

❖ Building the brand of WGI

- Unify our brand
- Articulate the value offering of WGI

❖ Engaging our stakeholders

- Increase support for MOs
- Expand the footprint inward and outward (external)

❖ Honour the integrity of CT & RT

- Address the internal & external competitive environment
- Ensure internal standardization of the teaching of Choice Theory and Reality Therapy
- Ensure the relevancy of CT & RT – through the professional development of faculty & research

❖ Develop a sustainable organisation

- Build capacity of WGI – MOs, Committees
- Restructure the organization to meet a new vision & mission
- Increase revenue