

"If you want to change attitudes,
start with a change in behavior."
William Glasser

Dr. William Glasser
May 11, 1925 - August 23, 2013

Contents

Report on WGI Annual Board Meeting 2013	3
California State Senate Award Dr. Glasser.....	9
Welcome to Toronto Ontario Canada	11
Entering Canada for the International Conference 2014.....	13
The Hyatt Regency Toronto.....	13
Budgeting For Toronto Conference 2014	14
Faculty Day, July 13, 2014 –Toronto, Canada	15
The Social Synapse and Mental Health	16
Update on Choice Theory Activity in Japan	18
A personal testimony of applying Choice Theory for Staff Management in a Prison Institution in Singapore	21
Newly-certified to lead a more responsible life . . . as a father, husband, and teacher	24
Replacing Quality World Pictures	25
Newly Certified & Faculty.....	27
Contributions by Members	29
Member News.....	29
Glasser Quality School News	31

Report on WGI Annual Board Meeting 2013



With the move from a local to international identity in 2010, the original intention was that the annual meeting of the International Board would coincide with the International Conference. However, with this event now happening every two years, the board opted to go to Dublin in October 2013 and coincide with the local Irish annual conference.

In attendance were Janet Fain Morgan, Nancy S. Buck, John Brickell, James Montagnes, John Cooper, Ellen Gelinas, Juan Pablo Aljure, Mitchell Messina, Nancy Herrick, Masaki Kakitani and Kim Olver. Brian Lennon was chairperson of the meetings

that lasted from 9am to 7pm each day. This report will, of course, just touch on the main points considered in the three days.

Monthly Meetings

The board members have been meeting once a month online and, to help overcome the limitations of such encounters, we have been engaging in lengthy discussions using a series of online resources. All of this work has paved the way for the physical meeting and has resulted in a very heavy agenda indeed. Since we have been operating on a number of parallel fronts in our sub-committees, the fruits of our many labours will begin to emerge in the coming months.

Finance

Jim Montagnes with help from Terry Hoglund was able to report that our financial situation was healthy. His funding committee proposed that we create a William Glasser Memorial Endowment Fund and this met with general approval. You will be hearing more about this very shortly. One point emerging during this discussion was that LMU has indicated that it has no association with WGI.

Membership

The complex issue of membership received a lot of attention with considerable input from John Cooper and Jim Montagnes. With a view to resolving the potential conflict between membership of local organisations and membership of the international WGI, it was proposed to have a general WGI membership open to all who had received any CT/RT training. This will have a relatively low fee. The existing membership system would remain for Faculty. Specific fee structures will be worked out in the coming weeks. Other levels of membership that are continuing to be discussed include corporate and founding membership.

Communication Networks

Turning to our communications networks, considerable attention was paid to our use of social media and there was lots of praise for those who have already created social networks for our members and the public. We also reviewed our website and recommended a series of changes, some purely aesthetic and others of a functional nature. It is hoped that members will find an excellent way to network via the website.

Review of Training Courses

Most of the meeting time on Thursday was taken up with a review of our courses. With an eye to the tricky issue of balancing standardization with flexibility, Ellen Gelinis' committee proposed some fascinating innovations. The well-established Reality Therapy training model will still be there but there will be new variations.

These still need to be fleshed out but the impetus for change has begun. We hope to create a special one-day course, possibly called "Take Charge of your Life". This will be an official WGI course and will serve as a stand-alone learning experience for people and could also act as a first step into our training programs. For example, those wishing to learn more would be able to proceed to a two-day focus on Choice Theory Psychology, and for those interested in Reality Therapy, this could be followed by a two or three-day course on RT.

It is our intention to change a number of course features. There is support for a greater emphasis on competencies, rather than solely on time, and this is currently being explored. We also hope to recognise a variety of ways of putting any one course module together. At the same time we will be considering creating linkages between relevant modules.

A further proposal was to encourage the development of a series of specialist courses, some that might appeal to those who had completed basic training and some might be engaged at any point. For example, there could be courses on addictions, suicidal intentions, personal well-being, group work and so on, all from a Choice Theory perspective. Faculty developing such courses and training others in how to deliver them would be given recompense and recognition by WGI. Ideally these courses will especially meet the needs of those who want to continue to delve into Choice Theory ideas after completing basic training.

Glasser Quality Schools

With the help of great ideas from a team of Glasser Quality School specialists from around the world, Nancy Herrick proposed a new system for GQS training and hopes to pilot this in the coming year. The emphasis will be on making the course structure school-friendly and there will be a focus on competencies. Initially interested schools will be able to engage in a special one-year program, one they can continue if they find it meets their needs. GQS schools will have an option to renew their accreditation on an annual basis, an opportunity to keep their commitment

to the GQS ideal alive. There will be more emphasis on such schools offering research data. A point that is of interest to us is how to ensure that a GQS can continue to function as such even if the principal is changed.

Faculty Training

The creation of new courses and course structures means that we will also be revising faculty types and levels, probably introducing new categories of faculty to meet new needs. We believe that these changes will increase the options for our existing faculty and will create new roles for those who have special interests.

For example, it is very much in keeping with our vision of leading the world with Choice Theory Psychology that our “Take Charge of Your Life” day could be given by those who have certified in CT/RT and who have received a short training course. Involvement in the delivery of such days could also be the first step to other forms of faculty.

There was a lot of concern that our existing faculty training program was slowing our growth as an organisation. In answer to this the board will be reviewing and revising the current faculty programs to include more flexibility in the path to achieving the necessary competencies.

Included in the first draft outline are the following:

- Work with a faculty consultant in a mentorship capacity
- Become a “Choice Theory Leader”, possibly giving a “Take Charge of Your Life” day or equivalent in focus group structure
- Participate in training as an observer
- Skills development input (currently the four-day training in both the Practicum Supervisor and Basic Instructor Programs)
- Co-facilitate a Basic Intensive Training with an existing faculty instructor
- Co-verification process: This could involve teaching a Basic Intensive Training at reduced cost along with a fully qualified instructor whose role would be to validate based on evidence observed during the course of a training at the appropriate level.

As we move to develop new courses and new course structures we are keen to incorporate online learning insofar as it is appropriate. We hope to offer an online course to our faculty, one that will introduce them to this medium and provide some basic training in its use.

Emerging Countries

For some time the board has been concerned about how we facilitate the spreading of CT ideas in new parts of the world. In answer to this we have developed a policy document that will be available on our website soon. Due to our incorporation as a non-profit body it is vital that organisations that behave as our partners share this non-profit policy. This is not to say that we cannot affiliate with other bodies but not in an official capacity.

Another aspect of developing areas is the need to have a critical mass of local faculty as soon as possible. We believe that the new more streamlined faculty training model will facilitate this

without any sacrificing of quality. The board hopes to explore existing areas of the CT world to see if they have an adequate number of local faculty at all levels and if such faculty are available to run courses.

International Conferences and Toronto 2014

With the next WGI International Conference looming ever closer (in beautiful Toronto, July 2014), we considered our approach to the selection of venues for such conferences. Our proposal is that areas wanting to host an international conference would indicate their intention to WGI at least 6 months before the previous conference. WGI will then survey members to help select a venue but it is our intention to have a fair rotation of locations. The possible profits or losses will be shared equally between the local organisation and WGI.

The news from the Toronto team (Ellen Gelinis and Jim Montagnes) is that all is going very well. The event will include a special tribute to Dr. Glasser and several members of his family are very keen to participate. The conference will include a children's program.

Research

Janet Fain Morgan updated us on all the work her committee had done in pulling together lots of ideas about how we can encourage more research within WGI. We invite you to explore this material in the "Research" drop-down menu on our website. It is the board's intention to give research a much higher profile in every aspect of our work.

Marketing

Wearing his marketing cap Mitchell Messina reported on the SWOT analysis he had carried out by surveying board members. From this his committee had devised a comprehensive marketing plan and this was duly approved by the board. One component of this is to make better use of our attractive new logo.

Three New Board Representatives

We also turned our attention to the fact that three new representatives were required on the board to replace members whose term had finished. We have a system whereby one third of the board is replaced each year. This too is a strategy aimed at maintaining continuity. Nominations for two representatives for the European countries are sought and one nomination for the area comprising China, Japan, Korea, Malaysia, Singapore and the Philippines. All involved in nominations, voting and representing must be members of WGI or its partner associations.

As you can see, our agenda was huge. In many cases we voted on the main direction for our work, leaving the finer details for working out in the coming weeks. We were also very aware that our policies are not written in stone. Your suggestions will always be considered though, as we have indicated before, if one person wants us to go right and the next wants us to go left, we might not be able to satisfy both equally. We are very grateful for those who sent ideas in advance of the Dublin meeting and we will continue to consult these as there were so many helpful suggestions.

There was a very strong sense of having “arrived” at the end of these sessions. All the hard work over many months was now reaching fruition. The seeds that were planted in Nashville have now had their first major harvest but there is still some packaging to do before all can be delivered to our customers. We are happy that we have created a working procedure that suits our international nature, our reliance on internet technology and how we combine all of this in our physical meetings. Our local and international conferences are our physical meetings as an organisation; they are our special gathering as a group of people who have found Choice Theory Psychology to be a liberating force for happiness in our lives. Through gatherings such as these we work together to lead the world with Choice Theory Psychology.

Election of New Chairperson

An important objective for our meeting was the election of a new chairperson. At Dr. Glasser’s



John Cooper “Coops”

personal behest, Brian took on the challenge for a two year term of helping to create a world- wide organization to protect, promote and grow the ideas of Choice Theory Psychology, Reality Therapy and Lead Management. At the same time he believed that it was vital to establish a fully democratic board as soon as possible. At the request of the board during the Los Angeles meeting, Brian extended his term by another year and that was ending now. We had one nomination from the board members for the position of chairperson and so John Cooper from

Alice Springs, Australia was duly elected. A prior decision of the board means that the chairperson’s term will be for one year. From now on, the outgoing chairperson will serve on the management committee for one year so as to help maintain continuity.

A Word of Thanks



From left to right: front row: Janet Fain Morgan, Brian Lennon, Nancy Herrick, Juan Pablo Aljure
Back row: Masaki Kakitani, Mitchell Messina, John Cooper, Jim Montagnes, Nancy Buck, Kim Olver,
John Brickell and Ellen Gélinas

As the outgoing chairperson of WGI, I am very aware of what a wonderful team we have on our board and around our board. All of the members of WGI are part of the team that keeps Choice Theory and Reality Therapy alive and this is probably the best tribute we can make to the memory of Dr. Glasser. At a personal level I would like to take this opportunity to thank all of you for so many messages of support and ideas in the past three years and in recent times.

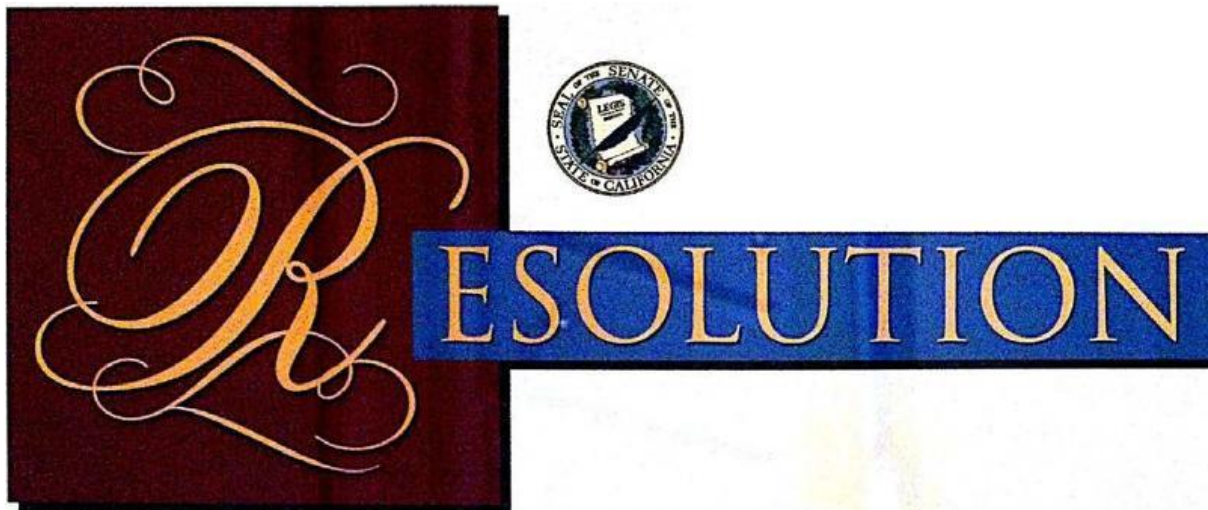
Dr. Glasser had placed his faith in the new international and democratic nature of WGI and, I am glad to say, he was able to experience this new confident spirit for himself in Los Angeles last year. The Dublin meeting in October was our thirtieth session as a board and it marked a critical point in our development. Although there is still a lot of work ahead of us, a critical mass of work and working procedures have been established. WGI now moves forward with a sound international structure and democratic system. I know that you will all join me in wishing our new chairman John Cooper every success as he leads WGI through the coming year.

Brian Lennon

Final Word

Without Brian, we could not have progressed to the point in which we now find ourselves. His leadership has been both exemplary and dedicated. His ability to help the board come to a consensus has kept us all working towards our committee commitments and have led to the successful recent meeting in Dublin. Brian, you have parented, herded, lead us and supported all of us in our endeavors. Thank you for your kindness and support.

— *The 2013 International Board of Directors*



California State Senate Award Dr. Glasser

CALIFORNIA SENATE

*By the Honorable Carol Liu, 25th Senatorial District; and the
Honorable Loni Hancock, 9th Senatorial District;
Relative to Commending:*

William Glasser M.D.

WHEREAS, Dr. William Glasser, a distinguished Los Angeles resident and highly esteemed member of the medical profession, has brought great credit and distinction to himself through his professional and public achievements, and in recognition thereof, it is appropriate to highlight his many accomplishments and extend to him the special honors and highest commendations of the people of California; and

WHEREAS, A world-renowned psychiatrist who employs a nontraditional approach, Dr. William Glasser has been recognized since 1989 as a member of the distinguished faculty of pioneers in the psychological professions by the Evolution of Psychotherapy Conference of the Milton Erickson Foundation; and

WHEREAS, In his early years as a psychiatrist, Dr. Glasser obtained experience at the Veterans Administration Hospital in Los Angeles, and in 1976, he founded The Institute for Reality Therapy, which was renamed The Institute for Control Theory, Reality Therapy and Quality Management in 1994 and The William Glasser Institute in 1996; today, the institute, which is headquartered in Tempe, Arizona, has branches throughout the world; and

WHEREAS, The recipient of numerous honors and awards, Dr. Glasser was presented the American Counseling Association's 2004 Legend in Counseling Award for his development of reality therapy and. in 2005, was awarded the prestigious Master Therapist designation by the American Psychotherapy Association, and over the course of his stellar career, he has shared his expertise as the author and co-author of numerous chapters and books, including Take Charge of Your Life, Choice Theory, and Eight Lessons for a Happier Marriage; and

WHEREAS, Intelligent and articulate, aware and involved, Dr. William Glasser is a fine example of a public-spirited citizen willing to assume the responsibilities of leadership, and through his remarkable personal and professional achievements, he has become a legendary figure who is admired by people throughout the State of California and beyond; now, therefore, be it

RESOLVED BY SENATORS CAROL LIU AND LONI HANCOCK, That they recognize and thank Dr. William Glasser for a lifetime of achievements and meritorious service to humanity, and convey sincere best wishes that his indomitable efforts will continue in the years ahead.

Member Resolution No.643- May 11, 2013



Welcome to Toronto Ontario Canada

News Flash: There will not be any snow—I hope!

Just so we are all clear on this, the July temperatures in Toronto will be around 25 – 30 degrees Celsius or around 80-90 degrees Fahrenheit. In Canada we do our weather in Celsius and our speed on the road in Kilometers/hr. Please be aware of the differences.

Toronto is serviced by a modern international airport called Pearson International. Most international airlines service our city. In the harbour downtown about ten minutes from our hotel is the Toronto Island Airport called Billy Bishop Airport. This terminal is serviced mostly by Porter Airlines, a mighty fine more reasonable alternative which flies to many U.S. destinations such as Boston, New York, Washington, Myrtle Beach, Burlington Vermont and Chicago. This is a great small airline which knows how to provide customer service and I highly recommend them.

Toronto is still accessible by rail from many locals, bus from all over and of course you can drive to our wonderful city. For those who might want to look at more economical means of getting here, you can fly to Buffalo Airport and Grey Hound runs a shuttle to Toronto for \$20.00 (last check). Many Canadians find it cheaper to fly out of Buffalo and the airport parking lots are full of Ontario cars.

We will be of course running our conference on the Canadian Dollar. At this point the U.S. Dollar is somewhat stronger but not by much. For over a year, the Canadian Dollar ruled and now it is reversed. Guesses for next summer are for other more foolish folks. Needless to say, it is better to exchange your money at banks than at stores. Most of our businesses will accept U.S. currency. In Canada we use colourful paper (read plastic) money. We no longer have a one or two dollar bill but use coins, the loonie and the toonie and we do not have pennies any longer eh.

Toronto has many attractions which you might want to come early or stay later and visit. Near the hotel are world class shopping areas, hosting many of the more famous upscale stores. We also have the CN tower, a thriving theatre district, Blue Jay stadium, the Hockey Hall of Fame, and the Toronto Islands all within a fifteen minute walk of the hotel. Whenever Bill came to Toronto, he always was interested in going to the theatre.

Further afield, the Toronto Zoo which is currently hosting two Pandas from China, the Ontario Science Center, Canada's Wonderland (a place where people put themselves voluntarily into mechanical cars which then go up hills and down hills in the most violent fashion) an amusement park, and many other landmarks which are too numerous to list.

Toronto's transit system can get you to most of these locations for a reasonable price.

For those interested in day trips, there is wine country just to the southwest, there is Niagara Falls, The Stratford Shakespearean Festival, The Shaw Festival and many other points of interest.

Toronto is a safe city in which to walk and spend an evening of food, drink and fun. If in doubt always ask if you have questions of locations or places you want to go. The concierge at the hotel or any of our volunteers will be able to give you advice.

Remember we are also offering a wonderful exciting Children's program at this conference, so bring the family and make it a family outing.

See you next July in Toronto.

Ellen Gelinis and Jim Montagnes
Co-chairs Conference 2014

If you are thinking about the conference in Toronto on July 9-13, 2014, please think about:

- The Early Bird Registration Saving is in effect now.
- There is provision for savings if you are part of a group
- There is a great student rate for attending
- There is Pre-Conference Certification, Practicum Supervisor Training and Basic Instructor Training
- Proposals for presentations will be welcomed October 1, 2013 to February 15, 2014
- Why not consider submitting a proposal yourself or with a colleague



And, don't forget to think about the many things Toronto has to offer. In fact, why not visit the conference website and check things out <http://wgicanada.org/conf/>

Thanks for thinking about us.

Entering Canada for the International Conference 2014

IMPORTANT INFORMATION

As everyone is no doubt aware, Toronto is in Canada. As with most foreign countries, Canada has a set of rules and regulations governing who can, and cannot, enter our country and how to go about doing this. Many of you will require nothing more than a current passport, while others may require a visa issued by the Canadian Embassy or Consulate in your country.

In order to clarify your status, please check with the Canadian Border Services Agency online at www.cbsa.gc.ca . If you have any questions which cannot be answered online, please get in touch with us through our website at <http://wgicanada.org/conf/> . If you require a letter inviting you to the conference for your visa, please contact us at the above site.

Please do not leave this to the last moment as with any government, the wheels turn slowly. An added obstacle is many of our consular staff are currently on strike.

Good luck, safe travels and we look forward to seeing you in Toronto at the conference.

Ellen Gelinas and Jim Montagnes
Co-chairs Conference 2014

The Hyatt Regency Toronto

Take a stroll down Canada's Walk of Fame and be both amazed and delighted at who comes



from Canada. Take in a baseball game in our amazing domed stadium. Experience the wonder of the CN Tower, until recently the tallest structure in the world, which by the way, still has the highest wine cellar in the world. Visit the Hockey Hall of fame. Shop in some of the world's most familiar store names; eat in over 250 different types and styles of eateries, all within three blocks of your conference hotel.

Budgeting For Toronto Conference 2014

I very recently received an e-mail requesting information on breakfasts at the conference hotel. I answered the e-mail and received back a reply that they are working on their budgets for coming to Toronto in July.

Most of us are regular working folks who work hard for our income, hopefully enjoying what we do and having fun while we do it. The point is, people involved in the Choice Theory Family are not typically wealthy individuals without concerns about money.

Toronto is a large international city, with all the positives and some of the negatives that being that can imply. As I have written elsewhere, Toronto offers a lot of very positive opportunities, in a safe clean environment. It does however also offer a wide range of offerings in terms of costs.

You can shop at some of the most exclusive stores in the world or go to a flea market and lot of offerings in between. You can purchase many items which are exclusively Canadian, including some of our most beautiful diamond gems which are of very high quality.

You can eat at some very reasonable eateries and also spend a small fortune at some others.

The conference committee will attempt to provide you with as much choice as possible on outings, eating, shopping and touring over the coming months for your upcoming visit. What you need to do, is make the commitment to come to our conference and then start to budget your finances so you can take in as much of our fine city as possible.

- Early bird specials stay in affect to January 31, 2014.
- Hotel rates are most reasonable for the hotel and location.
- Book your travel early as possible for the best rates.
- Think in terms of sharing a room which lowers the rate in half. Rooms come with two double queen size beds.
- Look for the cheapest means of getting to our site.
- Do a budget.
- The conference will offer lunch on Thursday through Saturday.
- We will have finger food at the tribute on Wednesday evening.
- The final banquet is included in registration as well.

Note: for those attending the faculty day, lunch will be provided.
Remember to check on entrance requirements for Canada from your country.

If you need any further information, please get in touch with us.

Ellen Gelinias and Jim Montagnes
Conference Co-chairs

Faculty Day, July 13, 2014 –Toronto, Canada

You won't want to miss it!

We are working on an ambitious full day program. Here are some ideas we are pursuing:

- How brain plasticity can inform psychotherapy; new ways to deliver our training that benefits the trainers as well as the trainees; the language of counselling – help, hindrance or biased; examples of good lead management;
- New directions for WGI –some important new information to share and discuss re: courses, training and faculty training
- American Psychology Association (APA) is developing treatment guidelines: should we care?
- Role-play demonstrations that focus on the basics of Reality Therapy. Practicing role-plays that focus on specific CT concepts.

We are planning a full day. We urge faculty to take the time and spend a full day. Please register for Faculty Day.

Register here: <http://wgicanada.org/conf/registration/> You don't want to miss it!

The Social Synapse and Mental Health

Dr. Ken Larsen

I find the work of Dr. Bruce Lipton insightful. He has taken his studies of individual cells and applied what he learned to the larger organism that is the human person. Sort of “macro mimics micro.” He points out that the cell is not made to function as an isolated entity.



Neither is the human person. The cell becomes integrated with other cells to work together for the good of the organism, the person. The person needs to be integrated with other persons in order to become healthy. We have many ways to describe the functional, integrated, healthy person. I am going to borrow from Dr. Wm. Glasser’s work and use his way of describing our needs that, when met, move us toward being healthy. He stated simply that we all need to love and be loved and to feel worthwhile to ourselves and to others.

Any serious consideration of mental health must involve elements of the following:

- The individual with the unique set of perceptions that shape that person’s connection with the world around him.
- The relationships that connect the individual to others.
- The influence of the cultural and physical milieu surrounding the person.

We are made to be in relationship. We cannot become who we are without some connected interaction with a caring other person, be it parent, spouse, or friend. Our perceptions of ourselves and the way we connect with the world are formed and shaped by the synaptic connections between us. If those connections are loving and supportive our internal perceptions of ourselves, our world, and others will be realistic in ways that will enable us to get our needs met. If those connections are not what we need to form healthy internal perceptions, our journey through life will be challenged.

Reality Therapy, was the first book of Dr. Glasser’s I bought. I decided to read it again. After all, it had been published in 1965 and a lot has happened since then. Reading it again was kinda like going back to a story in the Bible. Even though the story is familiar, I inevitably pick up something I missed in earlier reading or discover a new insight based on my accumulating life experience. Once again I was impressed with his insights. In that early work he boldly outlined the dynamics of what makes us well in ways that today are being reinforced, confirmed and affirmed.

For example. We’re talking about “mental health,” right? I was delighted to see that Dr. Glasser suggested we could replace the words “mental health” with “responsibility.” Responsibility according to Dr. Glasser is the ability to get our needs met without depriving others of meeting their needs. I had to smile to myself. I’ve been looking for some fresh new insight into the mystery of what makes us healthy. There really is no mystery, or any new flash of insight. It’s simply about getting our needs met and we need to be connected to others so that we can get those needs met. Like many simple truths, this isn’t necessarily easy

to accomplish, but the truth revealed here can be understood so we can make choices that move us in a responsible (healthy) direction. It's almost a natural law. I remember when I discovered that I really can't break a natural law. How can I break the law of gravity? Or the need for oxygen and nutrients? If I can't break those laws, I have to realize something can be broken when we ignore those laws. It's not the law, it's the *person* that gets broken. If I jump off a tall building without a parachute my broken leg will attest to what breaks when I ignore the law of gravity. When the "law" of getting our needs met in loving relationships with others is not fulfilled in our lives, something is broken, something is damaged or doesn't work right within us. In that state, we are not healthy.

Another aspect of our idea of the natural law of human experience is what Dr. Glasser has named the seven deadly habits. [see below for a list of the habits that sustain and that break relationships]. When these habits infect a relationship, the relationship becomes sick and often dies. Far too often, as these relationships die the people involved are broken, unable to get what they need from one another.

Getting our needs met is part of the natural biological law that governs the way we exist as human persons. When we are getting our needs met, we feel good, we are happy. When we are not getting our needs met, we don't feel good. We start to manifest behaviors and symptoms that are likely to get us labeled as "mentally ill." In his later book, *Choice Theory* Dr. Glasser put it something like this: "If we're not getting the good feelings that come from getting our needs met in connections with others, the tendency is to turn to addiction, violence and unloving sex."

The key is that "social synapse." A synapse connects neurons for the flow of energy and information. The social synapse connects people. Our connections with others provide for the flow of life between persons that make it possible to meet our needs to love and be loved and to feel worthwhile to ourselves and to others. But what if making those connections isn't working? As we look at our culture, more and more people are isolated and alone. These people are without the connections that enable them to meet their needs. Can we begin to see the link between this lonely isolation and the tragedy of the violence that afflicts our world? Can we understand what drives the addictions and the unloving sex that entices people to try to feel good when feeling so bad? What can we offer to those who are lonely and disconnected? Hank Williams said it this way:

Life sometimes can be so cruel that a heart will pray for death. God, why must these living dead know pain with every breath? So help your brother along the road, no matter where he starts. For the God that made you, made them too, these men with broken hearts.

Choice Theory teaches that we shape our lives by the choices we make. I believe our challenge, if we want to help, is to find ways to teach Choice Theory and Reality Therapy to those who want to move toward health and away from loneliness and despair. This requires a giving of ourselves and sharing what we have gained from Dr. Glasser's work.

Seven Supporting Habits	Seven Deadly Habits
<i>These bring us closer to one another</i>	<i>These drive us apart from one another</i>
Supporting Encouraging Listening Accepting Trusting Respecting Negotiating differences	Criticizing Blaming Complaining Punishing Threatening Nagging Bribing

Update on Choice Theory Activity in Japan

Choice Theory Psychology was first introduced in Japan in 1986, when the first Basic Intensive Training (BIT) was conducted. This year marks the 27th year since, and in these 27 years, the number of participants in BIT has reached 4,168; 685 in Advanced Intensive Training (AIT) and 253 in Choice Theory Reality Therapy Certification (CTRTPC). The current faculty consists of five senior instructors, three basic instructors, and seven practicum supervisors. Recently, in Japan, there has been an increase in the number of people who are pursuing the PSP, and we can expect to see a flood of new practicum supervisors emerge in the not so far away future.

Last year, WGI published its “Vision”, “Mission” and “Values”. These are shared and upheld in Japan as the basic principles and used to promote and research Choice Theory.

In Japan, two organizations are uniquely incorporated and work in tandem to carry out our mission; namely, “WGIJ”, which is mainly in charge of hosting intensive training courses leading to the certification, and faculty training programs, and “Japan Association for Choice Theory Psychology (JACTP)” which mainly conducts academic research and supports continued learning following the BIT. As of June 30, 2013, the membership for these two organizations are 114 for WGIJ and 809 for JACTP. There are thirty two branches of JACTP nationwide (refer to fig.1) where workshops are being held for people wanting to study Choice Theory.

Branch workshops are held regularly, once or twice a month, led by each branch chief who has completed CTRTPC and/or above but is not necessarily on faculty. These workshops are open not only to members but to anyone with an interest in Choice Theory. This system allows those attending the workshop to go on to participate in the BIT, thus promoting Choice Theory in the respective areas.

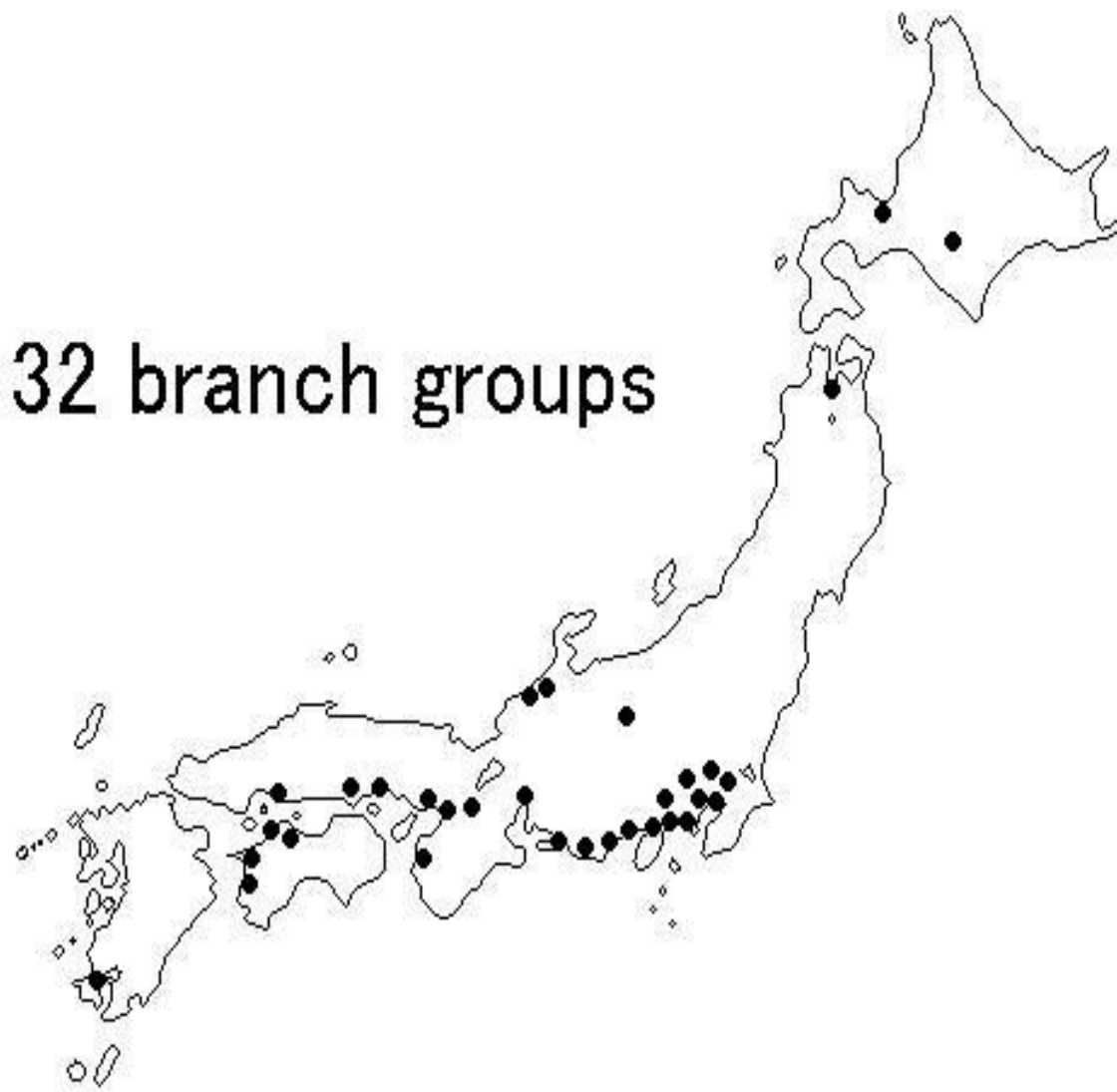


Fig.1

Explaining further on branches, the branch chief works on a volunteer basis and workshop attendance fees (approximately US\$5 – 10) are used for tea, snacks and room costs. Workshops are structured around “Role-play / Case studies”, “Basic study of Choice Theory / Lecture / Discussion” and “Study with the use of Choice theory related literature and texts”.

As you can see from fig.1, branches are not evenly spread throughout Japan, but rather concentrated in cities. Moreover, the more concentrated areas, the more number of faculty. There is a characteristic where there is a wide gap between areas with many faculty members and very few faculty members.

We face an issue where branches that either have a non-faculty chief or are located away from cities seldom get exposed to demonstrations of role-play. But recently this issue has been

addressed by the use of IP phone service such as “Skype”, where the faculty is able to demonstrate the role-play without worrying about any cost.

While these branch workshops are promoting and slowly spreading Choice Theory on a grass root level, we are behind in academic research. Other Psychology Associations show active research work by university professors and researchers, often spreading their work through submitting their thesis to the academic community. On the other hand, Choice Theory in Japan is still weak in the aspect of research and is not well recognized in the psychology community. It is on our agenda to present Choice Theory and its valuable applications to professors and researchers and develop Choice Theory through research and theses in universities and other research institutions.

Each year, around 150 people gather from all over the country to attend JACTP’s annual conference, where we invite lecturers from overseas to give a speech. As we are not an English speaking nation, every book needs to be translated. This language barrier causes delay in obtaining information and those involved in Choice Theory in Japan are always interested in the latest Choice Theory movements in the world. It would be greatly appreciated if anybody planning on visiting Japan could assist us in our Choice Theory activity by giving a speech or leading a workshop.

Written by Shinji Sato

Translated by Kay Sato

Edited by Masaki Kakitani

A personal testimony of applying Choice Theory for Staff Management in a Prison Institution in Singapore

By Mabel Yeo , CTRT Certified

In mid-2009, I was posted to a medium security prison as the Deputy Superintendent. The institution had a staff strength of about 80: 90% men, and 10% women, between 25 to 63 years old. Their education level ranged from primary school to tertiary.

Because of the profile of prisoners held in the institution, many in the organisation perceived these prisoners to be “easy to manage” compared with those in other institutions. Hence, staff were perceived to have “nothing to do”, and therefore most suitable for staff deemed unsuitable to be posted to institutions perceived to have more “difficult to manage” prisoners. There was a stigma attached to being posted to the institution. It did not help that the entire organisation was undergoing a change at the time I was posted to this prison. This change resulted in the better staff being posted out of the prison and “unwanted” staff displaced from other institutions posted to it. The institution had acquired the reputation of being a “dumping ground” for the organisation’s unwanted staff. The stigma was so strong that the staff believed they had no future, and the then Superintendent believed that “good staff” should not remain there for too long as it would be detrimental for their future career advancement.

My Perceived World

There was in-fighting, pushing of responsibility, everyone was working alone with little interaction between different work units within the institution. Staff found every opportunity to blame and put each other down. The institution was run by external control and micro-management. Everything and every detail had to be monitored because staff could not be trusted to do their job; if they were not closely supervised or “made” to do the job, it would not get done. Staff were demoralised and dragging themselves around. So was I.

My Quality World

My perceived world was way out of balance with my quality world picture of a workplace. In my quality world, people are happy to be at work. They take pride in what they do, are courteous and respectful of one another, encourage and support each other and accept responsibility for mistakes. They are self-motivated and do not require constant monitoring to do their job.

My Needs

After 3 months, the imbalance started to “drive me insane”! I had to do something. Even if I could not change anyone in the institution, I should at least satisfy my own basic needs. I had no love and belonging as I was new and everyone generally avoided the management team. I was required to do too much monitoring to have any freedom to do anything other than external control stuff. There was no fun at all as everyone, including myself, could not wait to get off

work. The only needs satisfied were survival and power since I had a secure job, and felt recognised as being competent to be appointed as the Deputy Superintendent.

The only way I could think of satisfying my needs was to understand what they wanted, and create opportunities for them to satisfy their basic needs so that I could, in turn, satisfy mine.

What are their needs?

I perceived the needs of those around me from observing their behaviors, interacting with them, the general organizational culture, and the subculture of the prison institution. I realized several interesting discoveries about their basic needs:

Survival

People avoided responsibility. They tried not to take on new work by pushing them to another work unit/person. When mistakes were made, they were quick to blame someone else as the cause of it. They feared being penalized during the annual appraisal/ranking or disciplinary action being taken against them for the mistakes.

Power

The organisation has a para-military, rank and file, hierarchy. Work was generally governed by standard operating procedures, orders, and directives. People generally felt micromanaged, not trusted, and had little sense of achievement.

Love and Belonging

There was only love and belonging within individual work units. People identified themselves by their work units, and there was regular bickering between work units. When responsibilities were pushed, it was to another work unit rather than an individual. Any attempt at organizing activities for the staff was in the form of inter-work unit competitions. During each year's appreciation dinner, the Superintendent would recognize work units that did well in certain areas. The work units that received recognition for the most areas would be regarded as the best performing unit in the institution.

Fun

There was little enjoyment as people were guarding their turf and fighting among themselves.

Freedom

There was hardly any freedom as the staff was not keen to initiate anything or to try anything new. They merely did what they were told, and stuck to whatever they had been doing all the while or whatever was handed down to them.

What did I do?

Three main things were done. As Choice Theory and Reality Therapy have a strong emphasis on relationships, the first thing I did was to remove anything that did not promote love and belonging, specifically all inter-work unit awards/competitions.

The next thing was to create opportunities for the five basic needs to be met. Thankfully, everyone has the same five basic needs, although in varying degrees. It had to be Simple, Attainable, Measurable, Immediate, Involved, Controlled by the doer of the plan, Consistent, Committed to, i.e.:

$$\frac{SAMI^2C^3}{P}$$

This was met by creating 18 committees, and grouping everyone from various work units into at least one Committee each. There were two types of Committees: work and leisure. Each Committee was given clear terms of reference to either organize activities for their colleagues or achieve certain outcomes. Committees were also required to co-organize activities.

Their basic needs were satisfied as they had the autonomy to plan activities, bond with one another as they planned and organized, have fun as they enjoy the activities they planned for each other, feel a sense of power and achievement when they appreciated or complimented each other for the enjoyable activities.

The final thing I did was to hold a retreat, with the theme “The Power of I,” for all staff. Attendance was compulsory. As the prison needs to run 24 x 7, the retreat was conducted over four one-day sessions on work days. Naturally, it was organized by a Retreat Committee. Among other activities, a segment was devoted to Choice Theory. Staff was given four questions to reflect on:

- a. What do you think people in other prison institutions think/say about us/our institution?
- b. What would you like them to think/say about us/our institution?
- c. (i) From the list, pick two that you would really like them to say/think about us/our institution.(ii) What would you do, regardless of what other people do, to bring about the two things that you have chosen?
- d. How would we know if we have achieved what we want others to think about us?

Results/Outcomes

Positive signs started to show several months after the changes were implemented. Within a year or so, the institution achieved all the targets set for the staff during “The Power of I” Retreat. It received the “Best Unit Award”, the most prestigious award conferred by the Director of Prisons; it won an award in every category of the Organisation’s Business Excellence Awards. The Gardening Committee participated in a nationwide gardening competition and received an award.

The institution’s culture is nurturing yet result oriented, where regular dialogue sessions are held, staff are informed of what is happening and are involved in decision making, new initiatives are encouraged, and successes are celebrated.

It has been three years since Choice Theory was implemented. The institution received the ‘Best Unit Award’ again in 2012. Many who visited the institution observed and commented that the staff is happy. Staff gave feedback that they are happy to be in Committees. On an individual level, once non-participative personnel became more involved and open. Some who avoided responsibility previously are now team leaders.

Newly-certified to lead a more responsible life . . . as a father, husband, and teacher

My name is David Baillargeon. I have been happily married for twelve years and I am the father of two wonderful girls. I am also an English High School teacher in a Secondary IV [Grade 10] regular, enriched and DEP profiles [vocational] at Pamphile-Le May High School in Sainte-Croix near Québec City.



I must admit that Choice Theory and Reality Therapy came into my life as a breath of fresh air. The main objective I had then is the same I have now: make better choices to take care of my 5 basic needs. Rapidly though, my wife realized some changes: I had stopped criticizing her for little everyday life details. She was delighted and embarked with me on a better journey of CT parenthood.

My two girls were great teachers to help us integrate the theory into a daily reality. We still have a lot to learn but now we get their collaboration efficiently and we preserve our family relationships. Fights are getting scarce. The fact that we focus on their wants and their five needs is definitely a major factor. After all this, my primary objective emerged: to improve my teaching skills.

I have always been a passionate teacher, but as the years went by, I was longing for a renewal. I am the type of person that loves to question myself and get better. In a mostly external control

context, I am now focusing on my students' wants and needs. I am now better at using questions and fun to lead them toward learning. I am now ready to overcome more challenging clientele, and that is just what I will do this year. I am also building units on CT/RT to teach all my students Choice Theory. It means that every year, about 150-200 teenagers will discover it.

Taking great care of their power need, I try to influence my colleagues and principal by highlighting what they are doing more effectively in the school according to Choice Theory, suggesting questions and giving some information. I plan to complete the first part of the faculty program as a *practicum supervisor* in 2014 to teach Choice Theory officially. I realize that since I started my basic training, I gained skills to better interact with others and with myself. It feels awesome to experience the self-confidence that goes along with better skills. I still have lots to learn, but I'm eager to do it. Who knows, we might see more Glasser Quality Schools in Québec . . . If you have experience and knowledge you would like to share, or if you want to get in touch with me for a project, please feel free to e-mail me at Mr.baillargeon@hotmail.com

Replacing Quality World Pictures

by Kate Lesser

My experience as a counsellor at a second stage domestic violence shelter, I wanted to share how we work with women to empower them to live lives free of violence with reality therapy and choice theory methods.

As we know, because of Dr. William Glasser, everyone has a real world, a perceived world, and a quality world within them. When women have experienced domestic violence, often they have lived with the seven Deadly Habits in their perceived world. We have found the images of their quality world similar. Our goal is to help women experience the seven Caring Habits so that their quality world can include them. One of the tools we use to identify their images of their quality world is to use vision boards. A vision board is a collection of words and images that reflect a person's dreams, wishes and sometimes an identity of themselves.

Most times when a woman and her children come to the shelter, the first vision board she creates typically reflects images of her being free of control, getting a safe place for her and her children, having time for herself and the ability to focus on what is important to her. Through the use of vision boards the transformation of quality world pictures can be seen. After a few months when she has experienced the Caring Habits, her vision board changes to lighter and brighter colour and is filled with pictures of strength and independence. Words like peace and free are replaced with words such as independent and happy or inner strength and self-sufficient

In some instances, women have no idea what they are capable of and the vision boards allow them to see in a concrete way what they are able to work towards. There has been women who have put money into their quality world because they feel their children will like them more if they can buy them brand name clothes. Through the use of the Caring Habits, the women are

able to see that allowing children choice and a safe place, the children then respond to them in more of a reflection of their quality world.

Most of the women have experienced external control for so long that they do not realize that there is another way to live. They believe that punishment is the only effective way to parent and that they are being judged based on how well they control their children. In their quality world they just want their children to listen and behave appropriately. By using encouragement and respect with their children, they can see a change in behaviours and work toward a trusting relationship which is closer to their quality world picture

Most of the women's perceived worlds that have experienced domestic violence continues to be filled with external controls. They perceive social workers telling them when and where to be, what they need to do to keep their children, how they have to manage everything around them as external control. What they do not have is a framework to use in order to get their quality world to be a reality. By introducing the seven Caring Habits, the woman can learn the skills of listening and respecting to replace punishment when addressing children's behaviour. This then helps her to get closer to her quality world and how she wants her family to function. Through the use of Caring Habits, the women are able to transform their perceived world by thinking about things differently. When a woman can perceive something as supportive instead of criticizing, her quality world shifts. Once the women understand that they can change their perceived world, they respond to the elements of Choice Theory / reality therapy and experience times when once their world was full of coercion and threats can now be one of negotiation and a new way to process. This in turn helps to transform her quality world pictures. Often a woman has experienced minimizing, denying and blaming for the abuse she has suffered and when she experiences encouraging, trusting and accepting, she is able to replace her quality world pictures.

Newly Certified & Faculty



Korea:

Sun-gi Kwon
Myong-soon Park
Mi-jung Yoon
Seung-mo Kim
Kyung-Hee Kim
Eun-ju Kang
Kyoung-ae Hwang

Hea-eun Kim
Tae-sun Choi
Seo-jung Park
Kyung-hee Choi
Young-ja Kim
Ahe-ja Kim
Seong-bae Lee

Deug-ja Kang
Young-ran Kim
Bo-hyang Son
Joo-Young Yun
Yun-sim Kang
In-ja Oh
Yeon-ja Shin

Malaysia:

Bawany Chinapan

Anasuya Jegathesan

Chong Ong

Philippines:

Dinah Espartero-Asiatico
Araceli Balajadia-Alcala
Luisa Abaya-Garcia

Katrina Marie Diano
Maristel Moralejo-Feliciano

Nino Jose Mateo
Tri Thi Minh ThuyAngela

Singapore:

Mie Takatsuji
Suria Basri
Louis Tan Yew Song

Chew How
Nicholas Gabriel Lim
Chelsea Chew

Jim Ismail Omar Bek
Yvonne Kirk

Slovenia:

Igor Steiner
Tatjana Stular
Monika Sivic
Marina Kodba,

Barbara Ternik
Manja Tancer
Sanja Salmic Hojan
Marina Novak

Vesna Pahor
Zdenka Vidmar
Marko Rebersek
Katarina Tinauer

United States:

Bernadette Smith
Ann-Marie Cassibry
Kristie Cooper
Nicole Dopp
Jill Jenkins

Christopher Arnold
Janet Cameron
Lary Banning
Theresa O'Brien
Jane Hale

Rosanna Sandell
Joyce Saunders
Shruti Tekwani
Pamela Hays

Newly Endorsed Practicum Supervisors

Korea:

Yu-Ri Choi
Jong-hun Kim

In-soon Kim
Jeom-dan Baek

Myung-sook Kim
Myeong-hye Choi

Newly Endorsed Basic Instructors

Canada:

Brigitte Mercier-Corbeil
Karen French

Donald Ralf

Robin Cuff

Japan:

Eiko Demura

Yuko Yamakawa

Kazuko Takano

Kuwait:

Mohammed Al-Zamal

Contributions by Members

Excellent article about why punishing kids in school doesn't make sense - <http://nyti.ms/1e3DT2b> submitted by Steve Tracy, Connecticut

Member News

In this section, we will regularly be featuring news from our members. If you have any news you would like featured here such as marriages, births, job changes or promotions, added degrees, research accomplishments, CT-related accomplishments, etc. please send your news to kim@wglasserinternational.org for inclusion.



Congratulations to Jean Suffield on completing her doctorate in Ménière's Disease and quantum biofeedback .



Congratulations to Judy Comstock on her marriage to Mike Magness on August 24, 2013. Judy is now going by the name Judy Comstock Magness

A much loved friend and colleague, Barbara Hammel-Olsen

Unfortunately for the William Glasser Institute, Barbara Hammel-Olsen passed away on Sunday evening, Nov 10th. She had been dealing for several years with kidney failure and had been on dialysis for most of that time. She was still getting out and doing practica and attending NE regional meetings even in her wheel chair until the last couple of months. While in hospital this last six weeks with circulation problems she contracted MRSA (a superbug) during that hospital stay.

She is survived by her husband Al Olsen, two sisters, several nieces and nephews. There will be a private service on Friday Nov 15th at Condon Funeral Home in N. Middleton, NJ in memoriam.

Barbara was among the early Glasser faculty, served on the Advisory Board from the Northeast region (US), and was a senior faculty member by about 1975. She worked as a social worker at Long Branch school in New Jersey for more than 30 years. She was a leader in the Northeast region and on the planning committee for the New Jersey International Conference in 2006. She worked tirelessly as a practicum supervisor, instructor and consultant for more than four decades. She was instrumental in introducing CTRT in Iceland and in Corning, NY.

Barbara was a soft spoken, warm and caring counselor and a steadfast friend. She lived Choice theory daily, was positive to the end and one who never stopped sharing Choice Theory with the world. Her passion for CT and focusing on happiness will be remembered with a smile.

If you wish to make memorial donations in her name, Al asks that we remember the American Kidney Fund in Rockville, MD. Cards can be sent to Al at their address: Al Olsen 200 Portland Road Apt. A-17, Highlands, NJ 07732

In fond memory – one of her many friends,

Nancy Herrick

On behalf of William Glasser International

Glasser Quality School News

Big Congratulations to our New Glasser Quality Schools!

Rochester School in Colombia <http://www.rochester.edu.co/>



Yangebo High School in Korea
www.yangeob.hs.kr

Congratulations to Sunshine School in Australia and St. Patrick's Catholic Academy for going through state re-accreditations and passing with flying colors!