

# WGI Global Symposium 2021



February 20-21, 2021  
[www.wglasserinternational.org](http://www.wglasserinternational.org)

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### **Saturday February 20th**

<b>UTC</b>	<b>Technology/Marketing/Online Training Track</b>	<b>Counseling Track</b>	<b>Leadership Track</b>	<b>Glasser Quality School Track</b>
1430	<b>Opening Session</b>			
1500	Marketing Best Practices Roundtable- Tarek Dario BenMiled & Denise Daub- Moderator, Sylvester Baugh	Theory of Change in Reality Therapy - Boba Lojk	Using Lead Management Approach in Changing an Organization - Dr Al Shatti	Choice Theory in Special Education: A Model for Student Support – Rachel McElroy
1630	<b>BREAK</b>			
1745	Becoming WGI Faculty- Pat Robey/Kim Olver/Boba Lojk	Transforming Relationships in Black and White: Using Choice Theory/Reality Therapy for Racial Harmony– Gloria Cissé	Lead Management: How it Works in the Workplace -Brian Patterson	Creating, Maintaining and Sustaining a Glasser Quality School – Steve Hammond
1815	<b>LUNCH</b>			
1915	WGI-Approved Online Training Programs - Nancy Herrick and Ginette Goguen, Jan Moré & Les Triché	Formulation of Case Study in RT- Dubravka Stijačić	Glasser Institute for Choice Theory Student Leadership Committee– Lauren Joyce, Student Leadership	GQS Panel - Scott D’Alterio, Sharon Carder-Jackson, Sue Tomaszewski, Amber Seeley and Mindy Vanhouzen– Moderator, Lois DaSilva Knapton
2045	<b>BREAK</b>			
2100	Online Counseling; The New Normal- Janet Morgan	RT Demonstration and a Few Controversial Topics – Bob Wubbolding	Lead Management in Action: Stories about Culture, Connecting, Conflict, and Caring– Dave Betz	Creating schools that inspire every student to engage and succeed– Steve Tracy & Ashby Kindler
0000	<b>Social Hour with Ellen Gelinés</b>			

**Sunday, February 21st**

	<b>Technology/Marketing/Online Training Track</b>	<b>Counseling Track</b>	<b>Leadership Track</b>	<b>Glasser Quality School Track</b>
2130	<b>OPENING SESSION</b>			
2200	WGI-Approved Online Training Programs - Nancy Herrick and Ginette Goguen, Jan Moré & Les Triché	From Humanistic Psychology to Positive Psychology: Where Choice Theory Psychology Stands – Ali Sahebi	Leadership - Real and Elusive - Lynn Sumida	Choice Theory in Special Education: A Model for Student Support – Rachel McElroy
2330	<b>BREAK</b>			
2345	Marketing Best Practices Roundtable - Denise Daub, Marinela Mendes & Roxanne Grey -Moderator, Sylvester Baugh	Need Strength Profile– Hessah AlHashash	Glasser Institute for Choice Theory Student Leadership Committee– Lauren Joyce, Student Leadership	Glasser Quality School: Process in Action – Bette Blance
0115	<b>LUNCH</b>			
0215	Becoming WGI Faculty- Pat Robey/Kim Olver/Boba Lojk	Treatment Planning with Choice Theory and Reality Therapy - Mike Fulkerson	“Leader” is More than a Name on a Business Card - Cathy O’Toole	GQS Roundtable Discussion - Meenakshi Prabhu Mhambre / Nadeen Abbas/ Debra Cox/Meemie Kemper - Moderator, John Cooper
0345	<b>BREAK</b>			
0400	e-Counselling, e-Learning – Keeping Pace with the Digital Revolution- Farida D’Silva Dias (45 minutes)	Codependency. Untying the Ties through Reality Therapy – Sue Berry	Strategic Approach of a Non-Profit Organization (NPO) – Denzyl Witbooi	The Get Happier School Project: Teaching Choice Theory to the World, One School at a Time – Ivan Honey, Nancy Herrick & Scott D’Alterio
0445	The World Wise Web- Sharing the love... and all the other needs!- Jeff Steedman (45 minutes)			
0530	<b>DINNER</b>			
0700	<b>Social Hour with Farida D’Silva Dias</b>			



# WGI Global Symposium

***Embracing the Challenge—COVID and Beyond***

**February 20-21, 2021**

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**February 20, 2021**

## ***Opening Session***

1430 UTC/9:30 AM Eastern/8:30 AM Central/6:30 Pacific– Log On Zoom

## **Technology/Marketing/Online Training Track:**

### ***Marketing Best Practices Roundtable- Tarek Dario BenMiled Flores & Denise Daub – Moderator, Sylvester Baugh***

1500 UTC/10:00 AM Eastern/9:00 AM Central/11:00 AM Pacific



UX Designer | Developer

Tarek is half Tunisian and half Ecuadorian. Tarek was educated as a Marketing and Sales Expert in Tunisia and has since had endless global experience in Exporting Services, Online Technical Support, Telemarketing, Business Counseling, Webmastering and Call Center Services.

His true passion is creative design and it's his life dream to be able to do this work for other people. Tarek's skills grew from a genuine interest in learning and a passion for cyberspace since he was a child. After more than five years working in web

design and development, Tarek has the skills, the drive and the attitude to make each project the best one for you!

Denise Daub is owner of On Target Assistance and has over thirty-five years' experience working in the business world. Denise started working for WGI in 2013. Her job includes Corporate Secretary, website and database maintenance, bookkeeping, member correspondence and assisting Tom Parish with the publication of the journal.



**11:30 AM Eastern/10:30 AM Central/8:30 AM Pacific/1630 UTC – Break**

## **Becoming WGI Faculty - Pat Robey/Kim Olver/Boba Lojk**

11:45 AM Eastern/10:45 AM Central/8:45 AM Pacific/1745 UTC

This workshop will outline the two paths certified people can take toward becoming WGI faculty—from practicum supervisor to basic instructor to senior faculty. Kim Olver will discuss the track to PSP and BI, while Pat Robey will outline the process she uses to approve WGI Senior Faculty. Boba Lojk will talk about the different process used in Europe to prepare for becoming faculty there. Questions will be answered about the process.



Patricia A. Robey, Ed.D., LPC, CTRTC, is a professor and chair in the Division of Psychology and Counseling at Governors State University in Illinois. She is also a Licensed Professional Counselor, and a senior faculty member of the Glasser Institute for Choice Theory and William Glasser International. Pat has authored and co-authored numerous articles and book chapters on applications of choice theory and reality therapy and is lead editor of the book *Contemporary Issues in Couples Counseling: A Choice theory and Reality Therapy Approach*.

Kim Olver's mission is helping people manage relationships at home, at work and with themselves. She is a licensed clinical professional counselor, a nationally certified counselor and a board certified coach. She is forever grateful to Dr. Glasser and all her instructors along the way for helping her incorporate the vision of living a life with Choice Theory. It has helped her through many challenging times: her husband's sickness and eventual death, raising her teenage sons alone, living through her son's two deployments to Iraq and then recovering from two broken ankles in record time! Kim was the Executive Director of GIFCT-US from 2010 to 2020 and is the current Executive Director of WGI. Kim is senior faculty and has trained thousands of people in Glasser's concepts. Kim is a highly sought-after international speaker and an award-winning author. Her books include: *Choosing Me Now* (2019) and *A Choice Theory Guide to Relationships* (2019), *Secrets of Happy Couples* (2010) and *Leveraging Diversity at Work with Sylvester Baugh* (2006). Kim is the author of *The Relationship Center* blog; the producer of the podcast, *Life = Choices; Choices = Life*; and owner of *Academy of Choice*, a BCC (Board Certified Coach) coaching program based on Choice Theory.



Bosiljka Boba Lojk is a social worker, psychotherapist and *William Glasser International Senior Faculty*.



She is the director of training at the European Institute for Reality Therapy. Together with her husband Leon, she developed a five-year programme to obtain the title of reality therapy psychotherapist and a four-year programme to obtain the title of reality therapy counsellor. Boba serves as the general secretary of the European Association for Reality Therapy (EART). She has worked in the field of reality therapy for 36 years, and has taught in Croatia, Slovenia, Bosnia and Herzegovina, Finland and Malta since 1990. She has developed a new, original approach to teaching reality therapy based on personal experiences. Boba is the author of numerous articles and the co-author of several books. The last one "Reality Therapy – Theory and Practice" was published in 2020.

**1:15 PM Eastern/12:15 PM Central/10:15 Pacific/1815 UTC - Lunch**

## ***WGI-Approved Online Training Programs - Nancy Herrick and Ginette Goguen, Jan Moré & Les Triché***

1915 UTC /2:15 PM Eastern/1:15 PM Central/11:15 AM Pacific

Jan Moré earned a B.S. degree in chemical engineering from Rice University in 1978. She spent over thirty years working in a technical capacity at two Fortune 500 companies. During her technical career, she worked in many different areas, including process development, manufacturing, quality engineering and product development. Before formally receiving a supervisory title, she naturally assumed leadership positions and was well regarded by her peers.



During her tenure in manufacturing, Jan was often credited for transforming dysfunctional groups into higher performing ones. She realized that an understanding of human behavior would be helpful in motivating and retaining direct-reports so she decided to pursue a counseling degree.

In 2009, Jan earned a master's degree in professional counseling from Texas State University. Here, she learned about Reality Therapy, which provided a good basis for the teachings of Dr. Deming. She took a basic intensive training in 2007 and completed her certification in 2012. At that time, she became involved with the Sunbelt region. Jan has been a member of the legal board of the Glasser Institute for Choice Theory – US since 2015 and has served as the treasurer for the entire duration.

Jan is currently retired and lives in Austin, TX with her husband Mike Johnson.



Nancy Herrick, a Senior Instructor and consultant for the William Glasser Institute, she has been teaching and training in the certification and faculty programs for the WGI for more than a decade. She serves on the William Glasser International Board of Directors and has been active in creating new programs and courses. She co-authored the TAKE CHARGE OF YOUR LIFE course that is offered in more than 20 countries and in seven languages. Ms. Herrick is a contributing author to the Get Happier Project curriculum for Glasser Quality Schools, the Communication Skills for Paraprofessionals course and several of the online courses now available through the institute.

### **Ginette Goguen**

During my almost 34 years in the Life-Work field, I have constantly been on the lookout for new tools that can better meet the needs of the people who have the desire to improve and equip themselves to achieve a work-life balance on both an individual and professional level. As I began to apply the Choice Theory concepts to my own life, my expectations were exceeded and I was convinced that I wanted, more than anything, to make this tool/training more widely known to other people who may be experiencing the challenges of a professional or personal transition. In the spirit of collaboration, I partnered with the Community College of New Brunswick (CCNB) to provide you with an interactive, dynamic and accessible learning platform that meets all learning styles through animation, images and practical content with William Glasser International approved instructors.



Utilizing a state of the art user friendly online platform Brightspace, trusted by post secondary education level institutions, this online course is interactive, dynamic and accessible; meeting all learning styles through animation, images and practical content. Students are able to complete each of the 9 module at their own pace fully supported by a qualified instructor with, on average, 6 online practical group learning sessions.

This new online approach takes advantage of the same instruction and activities of the traditional person-to-person model, presently used by William Glasser International, Inc. and its Member Organizations. This online training course combines the best practices of online learning while including those of the in-class model to establish the relationships necessary for optimal learning. It is divided into nine [9] different modules for a total of approximately forty-five [45] hours over a 14 to 16-week period.

**3:45 PM Eastern/2:45 PM Central/12:45 Pacific/2045 UTC – Break**

### ***Online Counseling; The New Normal - Janet Morgan***

4:00 PM Eastern/3:00 PM Central/1:00 PM Pacific/2100 UTC



Some call it Video-Counseling, others call it Tele-Mental Health. There are many names for it, but it has become the ***New Normal*** since we have been engulfed by a worldwide Pandemic. The shift from In-person Counseling was rapid and many were unprepared. We will look at the transition from in-person counseling to online counseling and discuss some of the techniques and tools that have been helpful to making a smooth conversion. In addition, we will discuss some platforms that are available online that are contracting with counselors and ways that make those contracts profitable for counselors. This presentation will allow for open discussion and fun!

Dr Janet Morgan, LPC, NCC, CT/RT, EMDR, MFLC, BC-TMH; has offered Online Counseling for over 10 years. Janet is WGI Faculty, coordinates the WGI Research Committee, and has been on the WGI International Board for several

years.

### **Counseling Track:**

#### ***Theory of Change in Reality Therapy - Boba Lojk***

1500 UTC /10:00 AM Eastern/9:00 AM Central/11:00 AM Pacific

Long term balance in client's life is based on understanding of external control psychology and preparedness to replace it with choice theory beliefs. Changing actions no matter how massive it is will give just short- term results. Process of changing during the therapy doesn't involved only client but also the therapist since they offer each other the possibility of changing their behaviour: the therapist by offering the client new beliefs, and the client by offering to the therapist opportunity for self-evaluation.

The goal of reality therapy is enable client to replace external control psychology beliefs with choice theory beliefs. This means that, as therapists, our work does not focus on the client's manifested, symptomatic behaviours for which they have sought help, but on the life context (relationships with others). Although the client is most interested in a change in their actions that will lead to their improved mood, the therapist's focus is on the theory of change that the client perceives in their life and for which they sought therapy. The client conceptualises the changes they perceive in their life based on external control psychology beliefs and, from that understanding, blames their problems on their

circumstances and the behaviour of others, which in turn serves as the basis for everything they do in this regard.

The therapist's understanding of behaviour and their conceptualisation of the client's problems are based on choice theory beliefs. The therapist thus combines the client's theory of change with their own understanding and knowledge, and redirects the therapeutic process by offering the client the opportunity to verify their own understanding. In this way, the therapist and client offer each other the possibility of changing their behaviour: the therapist by offering the client new beliefs, and the client by explaining to the therapist their understanding of the changes occurring in their life.

Therefore, we cannot view a change in the client's behaviour independent of the therapist's behaviour. In terms of second-order cybernetics, on which reality therapy is based, we view the therapist and client the same in a creative attempt to change behaviour, despite the fact that they are positioned differently in their roles.

Work in reality therapy requires a change in the therapist's behaviour (beliefs), which is a precondition for performing their role in their work with the client.



For the therapist, the process of changing behaviour (beliefs) began long before they met the client, when they enrolled in training.

The overall process of changing behaviour entails three mutually related processes that are conditional on each other: 1. The self-evaluation process; 2. The experiential verification process; and 3. The integration or reprogramming process.

Bosiljka Boba Lojk is a social worker, psychotherapist and William Glasser International Senior Faculty. She is the director of training at the European Institute for Reality Therapy. Together with her husband Leon, she developed a five-year programme to obtain the title of reality therapy psychotherapist and a four-year programme to obtain the title of reality therapy counsellor. Boba serves as the general secretary of the European Association for Reality Therapy (EART). She has worked in the field of reality therapy for 36 years, and has taught in Croatia, Slovenia, Bosnia and Herzegovina, Finland and Malta since 1990. She has developed a new, original approach to teaching reality therapy based on personal experiences. Boba is the author of numerous articles and the co-author of several books. The last one "Reality Therapy – Theory and Practice" was published in 2020.

**11:30 AM Eastern/10:30 AM Central/8:30 AM Pacific/1630 UTC – Break**

### ***Transforming Relationships in Black and White: Using Choice Theory/Reality Therapy for Racial Harmony– Gloria Cissé***

11:45 AM Eastern/10:45 AM Central/8:45 AM Pacific/1745 UTC

How can we use CT/RT techniques to support racial harmony? Join me in a conversation on how to facilitate intentional conversations leading to racial harmony. In this 90-minute workshop, participants will learn techniques specifically designed to promote racial harmony. Participants will gain an understanding of hermeneutics, perceptions, and much more so that they can teach their communities to work more harmoniously through the application of CT/RT techniques.



Gloria Smith Cissé, professional counselor and social worker, works tirelessly to eradicate the violence, she believes is rooted in miseducation and greed, that plagues our society through education, advocacy, and service. She holds a B.S.W. and M.S. from the Ft. Valley State University, a M.S.W. from the University of Georgia, and she is a doctoral candidate pursuing a DSW from Capella University. Ms. Cissé is very proud of earning these degrees after raising her five children, co-parenting many of her grandchildren, and while in her 40s and 50s. Ms. Cissé is Choice Theory/Reality Therapy Certified, a basic instructor, and practicum supervisor. Ms. Cissé is a Glasser Scholar. She is the Vice-chair of the WGI SE Region, the Chair of the GIFCT's Diversity Council facilitating the Difficult Discussions in Diversity conversations monthly. Ms. Cissé is an instructor in social work at FVSU. She is one of the owners of the Southern Center

for Choice Theory, LLC in Macon, Georgia. Ms. Cissé has spent the better part of the last two decades working with children, adolescents, and adults traumatized by sexual and other forms of violence. She also works with those who have committed violent acts against others. She is a writer, trainer, activist and the "story catching change agent."

**1:15 PM Eastern/12:15 PM Central/10:15 Pacific/1815 UTC - Lunch**

### ***Formulation of Case Study in RT– Dubravka Stijačić***

2:15 PM Eastern/1:15 PM Central/11:15 AM Pacific/1915 UTC

**This was my shortest therapy I ever had where clients makes changes and take different live direction. We have 4 sessions and 2 phone calls.**

In this presentation, I will present my therapeutic work with the women I worked with. She was diagnosed of anxiety and depressive disorder from a psychiatrists. Before she came to me, she was a year and a half at psychoanalytic therapy.

Client present her problem as being depressed. She said everything else is perfect!

The client lives in an unsatisfactory marriage, in which she is not satisfied with her husband behavior. She starts frustrating two years ago when she perceived that her husband starts to behave differently than she expected. She expects to see loving behaviors from her husband, but that doesn't happen. She is perceiving his behaviors as not loving. She was blaming him for not loving her and blaming herself of being insecure and weak. She felt as she is out of balance. Trying to gain balance she creates behaviors that psychiatrists diagnosed as an anxiety and depressive disorder. The client believes that she would be happier if her husband changed and spent more time in the house with her and with her daughter. With this unrealistic expectation she deepens her frustration. She believes that the circumstances in which she lives, as well as her husband's behavior causes her unhappiness. She also believes that she can do something to change what her husband is doing, which is the External Control Psychology.

In my work with her I'll oppose her beliefs that she is the victim of her husband's behavior with the choice theory beliefs, that we are free beings who chooses our behaviors in certain circumstances and that our behavior related to our beliefs. We are victims if choose to be!

**Dubravka Stijačić**

Mag. Social Pedagogue , Mag. Edu. Rehab  
Psychotherapist Reality Therapy, ECP  
Educator, supervisor and mentor

**Education:** Faculty of Education and Rehabilitation Science University of Zagreb, William Glasser Institute & European Institute for Reality Therapy

**Work experience**

Until 2016 I worked in Psychiatric Clinic Vrapče Zagreb as Head of Department for Psychosocial Treatment . As Head of that Department I organized and managed psychosocial rehabilitation for all patients in Psychiatric Clinic Vrapče. Personally I was leading group and individual psychotherapy and SST.



From 2016 I work in Croatian Association For Reality Therapy Counseling Center.

I teach Reality therapy Psychotherapy Modul and Counseling Modul in Croatia, Slovenia, Bosnia, Finland and Malta.

- **Member of various Associations:**
  - President of the Croatian Association for Reality Therapy
- Board member represented European Association of Reality therapy in William Glasser International
- Member of the Umbrella Association of Croatian Psychotherapeutic Associations
- Vice president of the Croatian Chamber of Psychotherapy

**3:45 PM Eastern/2:45 PM Central/12:45 Pacific/2045 UTC – Break**

***Reality Therapy Demonstration and a Few Controversial Topics – Bob Wubbolding***

4:00 PM Eastern/3:00 PM Central/1:00 PM Pacific/2100 UTC

This presentation includes a demonstration with a client who exhibits symptoms that challenge the counselor’s theory and practice, including dealing with past behavior, use of medication and a sense of external control. The counselor will illustrate controversial techniques for intervening effectively— techniques derived from Choice Theory. He will also illustrate “The Hidden Asset” i.e., using the principle of self-evaluation in an indirect manner. Participants will also discuss the legacy of Dr. Glasser and lessons to be learned from it. They will formulate an outline of their own respective future legacies.

More specifically the leader will discuss whether past behavior is ever really past, as well as how counselors, therapists, teachers, and others can deal with clients’ use of medication. The question will be addressed, “Is reality therapy evidence based?”



Robert Wubbolding, EdD, presents workshops of practical demonstrations of how to counsel a wide variety of clients. He is director of the Center for Reality Therapy, Cincinnati, Ohio, professor emeritus at Xavier University, director of training for the William Glasser Institute (1987-2011) and has taught Reality Therapy in Asia, the Middle East, Europe and North America. A counselor and psychologist he has been a high school counselor, elementary school counselor, a halfway house counselor for ex-offenders, and a consultant to the drug and alcohol abuse programs of the U.S. Army and Air Force. He is a qualified trauma therapist. Author 18 books including Reality Therapy and Self-Evaluation 2017, and 40 chapters in textbooks. In 2014 was awarded “Legend of Counseling” at the ACA meeting in Hawaii.

He was awarded “Friend of Singapore” in 2016. He has introduced reality therapy in Romania, Malta, Korea and other countries.

## Leadership Track:

### ***Using Lead Management Approach in Changing an Organization - Zain Jordan Case - Dr Al Shatti***

1500 UTC/10:00 AM Eastern/9:00 AM Central/11:00 AM Pacific

Zain Jordan is one of “Zain Group Middle East” operations, which faced challenging times since 2006 due to fierce competition, under-performance and lack of discipline. To bring about Change Management, I was transferred from Bahrain to Jordan, to lead this effort. In the management at Zain Group, we apply Kotter’s Change Model as a change management model, across all operations that need change.

Zain looks to “people” as the primary assets of the organization and puts people first. The solutions were found through Lead Management, ensuring that the employees were the priority. Considering the basic assumptions of Lead Management, intrinsic motivation (selling the Vision), I tried to create the conditions of Quality (minimize fear, focus on quality and emphasize self-evaluation).

Zain HR philosophy depends on the 5 F model, which is Fun, Fit, Future, Fortune and Freedom. We initiated the change by choosing the HR Director, a people person, then changing HR policies to fit the 5F model. Most of the HR model conceded with the basic needs of Choice Theory. Areas of change was applied in the HR Policies, Annual Appraisal, Time attendance concept and organizational values (Excellence, Diversity and Benevolence). The change efforts were combined with Kotter’s Change Model and Lead Management.

Dr Al Shatti is currently (since 2010) the owner and chairman of Global Vision Consultancy & Training which focuses on Change Management and Corporate Renewal practices. Prior to this role, Dr Al Shatti was the Middle East Deputy CEO in Zain Telecommunications Group, while in the position, he was in charge of planning all future strategies of the Middle east Region (Sudan, Iraq, Bahrain and Lebanon), moreover, overlooking the Implementation of plans and strategies, in addition to assigning duties and responsibilities to CEOs of Country Operations. Previously he was an Assistant General Manager for HR & Finance in Integrated Turnkey Systems (ITS). Dr Al Shatti was in charge of working with the GM on the strategic vision including fostering and cultivating Boards relationships. As well as assisting



in the development and negotiation of contracts. In addition to assisting the GM in identifying new funding opportunities, the drafting of prospective programmatic budgets, and determining cost effectiveness of prospective service delivery.

Dr Alshatti was main contributor of establishing the Social Development Office (SDO), first organization in its kind in the middle east, taking care of psychologically affected people in Kuwait after the Iraqi invasion. SDO first to introduce the Choice Theory / Reality Therapy in the Middle East. Dr. Alshatti holds a PhD in Strategic Management, M.Sc. in Management and B.Sc. in Mechanical Engineering, beside he hold Certification Week Instructor form William Glasser Institute. Is William Glasser Faculty and the First Chairperson of William Glasser Kuwait. Was an active member of the WGI Faculty Summit in Turkey, 2019.

**11:30 AM Eastern/10:30 AM Central/8:30 AM Pacific/1630 UTC – Break**

### ***Lead Management: How it Works in the Workplace – Brian Patterson***

1745 UTC/11:45 AM Eastern/10:45 AM Central/8:45 AM Pacific

Dr. William Glasser’s psychological concepts of personal responsibility create revolutionary leadership behaviors in the workplace. In Dr. Glasser’s development. He stated in *The Control Theory Manager* (1994) that his emphasis on quality were the result of Dr. W. Edwards Deming’s emphasis. Dr. Deming taught the quality concepts to business leaders in Japan in the 1950’s and 1960’s. His influence resulted in the quality reputations of companies like Toyota, Toyota has two pillars of their culture: continuous improvement and respect for people. The continuous improvement component has evolved into the Toyota Production System and, for other organizations, Lean/ Six Sigma.

While Dr. Glasser continued to focus mainly on counseling and education, what he called Lead Management is an incredible foundation for leaders to express their respect for people which creates a warm, caring environment, influenced by Choice Theory. In 15 years of leadership development Brian has taught the basics of Choice Theory and Reality Therapy, under the description of Choice Theory Leadership. The use of the term Lead Management evokes the concepts of how salespeople manage their leads and business leaders are petrified by the concept of being a therapist. Thus, in the workplace, Choice Theory Leadership makes more sense.

The leaders are taught to use Wubbolding’s WDEP as a pattern for conversations with employees. Simple Leader Behaviors, based in Lean, combined with Choice Theory create a joyful workplace. Giving leaders the basics of Choice Theory and the tools of Lean creates quality work relationships that produce much better quality products or services while improving employee satisfaction, reducing absenteeism, and reducing turnover.



Originally from St. Louis, MO, Brian Patterson received his bachelor’s degree in history education and physical education from MidAmerica Nazarene University in Olathe, KS. He worked with Ombudsman Educational Services as teacher, learning center director and Director of Leadership and Student Engagement, serving as mentor and trainer for teachers, counselors and psychologists serving 15,000 at- risk high school students in 120 learning centers in 22 states. He served for 4 years as Leadership Development Program Specialist with the Arizona Department of Economic Security, serving 1500 leaders of 8500 employees who serve 2.2 million Arizonans annually. He worked most recently as Senior Learning and Development Consultant for Goodwill of

Central and Northern Arizona, delivering dynamic leadership courses and coaching leaders.

Brian holds a Master's in Education, a Master's in Psychology, is a certified faculty member and volunteer Executive Director for the Glasser Institute for Choice Theory. He has Master's Certificates in Transformational Leadership from Notre Dame, Lean/ Six Sigma Black Belt from Villanova, and Industrial/ Organizational Psychology. He is certified as a trainer in Real Colors, Crucial Conversations, LeaderSights, Mobile Team Challenge, Franklin Covey Leadership and Situational Leadership II. He lives in Peoria, Arizona with his wife, Jeannie, a retired Air Force nurse. They have two grown children: a daughter who is married and a co-owner of two restaurants in Phoenix and a son, who is also married and teaches in Dublin, Ireland.

**1:15 PM Eastern/12:15 PM Central/10:15 Pacific/1815 UTC - Lunch**

### ***Glasser Institute for Choice Theory Student Leadership Committee– Lauren Joyce, Student Leadership***

2:15 PM Eastern/1:15 PM Central/11:15 AM Pacific/1915 UTC

Students often times find their educational journey to be a confounding and nonlinear process. This interactive presentation will pose how through Choice Theory and the opportunities held within this committee will better prepare student members with both resources and insights through their professional journeys. Listeners will gain a better grasp on the array of benefits available at the student's disposal and how Choice Theory facilitates the guidance towards professionalism and excellence in the mental health field.

Lauren Joyce is currently a student earning a Master's in Clinical Mental Health Counseling at Southern New Hampshire University. She earned her Bachelor's in Psychology at Florida Atlantic University, and it is her ultimate goal to become a Licensed Mental Health Counselor in the state of New York. During her academic career, she has had the unique privilege to collaboratively publish a manuscript on the effects of trauma on children and adolescents in the Romanian Journal of Counseling. Her personal philosophy as a counselor is that individuals should embrace who they are and work to gain the tools they need to deal with past trauma and mental disorders. Her hope in being the president of the Choice Theory/Reality Therapy Student Leadership Committee is to promote Choice Theory and Reality therapy and provide students with guidance and networking opportunities towards their academic and career goals. Lauren has a passion for advocating for her fellow students and believes by working together and building a community of people working towards common career interests, goals can become attained and more fruitful.



**3:45 PM Eastern/2:45 PM Central/12:45 Pacific/2045 UTC – Break**

### ***Lead Management in Action: Stories about Culture, Connecting, Conflict, and Caring– Dave Betz***

2100 UTC/4:00 PM Eastern/3:00 PM Central/1:00 PM Pacific

In this workshop, participants will hear stories of Lead Management in Action. We learn well through story-telling - ideas stick with us. In these stories, we will see how the "Conditions of Quality" come to

life through organizational values; how the "Caring Habits" come to life through management by walking around; how we can show how much we care as leaders even as we directly address conflict. We will share examples of evaluating and choosing wants, perceptions, and behaviors that help achieve win-win-win (for staff, company, and stakeholders) and approaches that support the attraction, engagement, and retention of quality employees, as well as continuous process improvement. Covering ideas from Glasser's Control Theory Manager, Morris' Leadership Simple, Walker's A-ha Performance and other seminal organizational development and leadership works, this session will provide practical actionable ideas around leading others, improving our own leadership, and structural elements that organizations can benefit from to help support their people processes and lead management efforts.



Dave Betz is the owner and president of The Betz Group, a consulting firm that helps small businesses to be better. Dave uses a simplified, accessible approach to Choice Theory and Lead Management - which is to help people within organizations to "Get Along and Get Results." He has for-profit and non-profit clients, and also coaches individuals, professionals, and leaders. Previously, Dave was the Director of Training, Professional Development and Leadership Development for a non-profit health and human services organization with 50 locations and 1000 employees, which taught Choice Theory and Reality Therapy to all its staff. Dave has been using Choice Theory since 1998 and became faculty of the Institute in 2003. He holds a Bachelor's Degree in Business Administration and Marketing and a Master's Degree in Communication and Training.

## **Glasser Quality School Track:**

### ***Choice Theory in Special Education: A Model for Student Support – Rachel McElroy***

10:00 AM Eastern/9:00 AM Central/11:00 AM Pacific/1500 UTC

This session will focus on the application of Choice Theory as a case management model for students who meet qualifications to receive Special Education Services. The presenter, Rachel McElroy, will discuss her experience using this model to support students who are at risk of being removed from the public school setting and placed in alternative educational settings because of behavioral challenges. After a brief overview of the specific setting in which this model is applied, the discussion will encompass four domains:

- Choice Theory as the foundation of a professional teaching practice. How does one integrate institutional standards and expectations with personal values to cultivate a professional practice that is both effective and need satisfying?
- The establishment of meaningful relationships and an environment situated in choice. How do teachers who practice Choice Theory craft meaningful relationships and demonstrate lead management in structured and unstructured learning opportunities with students?
- Processing with students and working through challenging or unexpected situations. When faced with a challenge, how do we orient ourselves and interact in ways that are predicated on internal control; meet and respect institutional standards; and foster growth towards a skill set that enables to individuals more effectively meet their emotional needs?

- Teaching Choice Theory to students. How can we use direct instruction to teach students about the perceptual system, emotional needs, the quality world, internal signals, and total behavior?

Rachel began her career in education as a Special Education teacher for Albemarle County Public Schools in Charlottesville, VA. In 2016 she was introduced to the world of Choice Theory and began working with students who were at risk of alternative placement because of challenging and unexpected behaviors in school. Since that introduction, Rachel has been privileged to see the positive impact of incorporating the axioms of Choice Theory into her personal and professional life. She works now as a Behavior Specialist supporting a model of Special Education case management that utilizes Choice Theory as a framework for intervention. Rachel is ever appreciative of the community and emotional fulfillment that she has found through this work. She lives in Charlottesville, VA with her husband and young son and is eagerly awaiting the arrival of her second child in March.



**11:30 AM Eastern/10:30 AM Central/8:30 AM Pacific/1630 UTC – Break**

### ***Creating, Maintaining and Sustaining a Glasser Quality School – Steve Hammond***

1745 UTC /11:45 AM Eastern/10:45 AM Central/8:45 AM Pacific

Steve is a veteran teacher, coach and administrator in Catholic and independent schools. He serves as the founding principal of Saint Patrick Catholic School (STPCS), a 16-year-old Glasser Quality School (GQS) in Norfolk, Virginia, USA and the only Catholic GQS in the United States. Dr. Glasser and his wife, Carleen, were present and gave oversight for the school’s self-declaration as a Glasser Quality School. Steve has also helped start five other schools, two high schools and three elementary-middle schools.



Steve has previously served as a board member on the United States Glasser Institute for Choice Theory (GIFCT), on the GIFCT Quality School Committee and currently serves as treasurer of the William Glasser Institute-Southeast. He has provided many trainings, conference presentations and keynotes over the years.

Steve sees the mission of education as empowering children and youth to seek and choose truth, quality and goodness in attaining their highest destiny within all dimensions of human development.

Steve is married to Renae Gilreath Hammond and they have two children, Jeremy Hammond of Charleston, SC and Maggie Hammond who teaches kindergarten at Saint Patrick Catholic School in Norfolk, VA. Steve and Renae have three grandchildren, Brennan, Penelope and Samantha Jane. Steve enjoys playing guitar and writing songs, poems and short stories. He is passionate about teaching Choice Theory as a means of promoting peace, social justice and quality education.

1. Participants in this presentation will develop a better understanding of the benefits of creating a Glasser Quality School (GQS) in:

- empowering children and youth to become responsible, resilient, compassionate and independent problem solvers.
- recognizing how a Glasser Quality School not only changes students but changes the entire community to become thoughtful, grateful and more compassionate community members.

2. Participants in this presentation will develop a better understanding of:

- the nonnegotiable criteria used in the school’s self-declaration as a Glasser Quality School and how to use elements of culture to help to create and maintain a Glasser Quality School culture.
- how to protect the established GQS culture and sustained it over time.

3. Participants in this presentation will develop a better understanding of:

- the US Glasser Institute of Choice Theory (GIFCT) support process of assisting schools in their GQS self-declaration and ongoing maintenance of an ever improving, high functioning Glasser Quality School.

There will be time for questions and answers at the end of the presentation.

**1:15 PM Eastern/12:15 PM Central/10:15 Pacific/1815 UTC - Lunch**

***GQS Panel - Scott D’Alterio, Sharon Carder-Jackson, Sue Tomaszewski, Amber Seeley and Mindy Vanhouzen– Moderator, Lois DaSilva Knapton***

1915 UTC /2:15 PM Eastern/1:15 PM Central/11:15 AM Pacific

Lois DaSilva-Knapton is a William Glasser Basic Instructor and the Glasser Institute for Choice Theory-US President (GIFCT-US). She is a life-long educator. As a newly divorced stay-at-home mom and a waitress, in her mid-thirties, and with three small children, Lois knew she needed a solid career. She stretched herself and landed her first educational position as a paraeducator and never looked back. She was a special education teacher, Middle / High school Assistant / Principal, then spent the last 17 years working in the Central Office as Special Education Director and Superintendent of Schools. Her passion for addressing the whole child shines through as she continually advocates for the needs of all children to be met in a safe, nurturing environment.





Sue Tomaszewski is a retired educator living in Buffalo, NY, who taught special needs students across the grade levels as her initial career. She worked as a professional development specialist upon leaving the classroom, conducting and facilitating workshops for teachers, parents, and administrators for over 40 years. Sue is a practicum supervisor and as a faculty member for WGI Intl and GIFCT US continues as an active member of the Quality School Committee, an At-Large Board Member for GIFCT US and Secretary for the NE Region. Sue is also working with the GIFCT US Training Committee.

Scott D’Alterio, is a Board-Certified Coach with a Doctorate in Organizational Leadership with a concentration in Brain-based Leadership and Master’s Degrees in both Counseling and Human Development and Educational Leadership. Scott is a Senior Instructor with William Glasser International INC., and a Licensed Instructor for The Get Happier School and the founder of EnLightEd Coaching.



He has 3 decades of international experience as the Director or Counselor in 6 International schools where he supported the staff and parent community in China, Ukraine, Albania, U.A.E., Dominican Republic, Norway and New York State. He is skilled in Coaching, Educational Consulting, Intercultural Communication, Classroom Management, and Parenting. Scott draws on his expertise in brain-based leadership, Lead Management and Choice Theory and Reality Therapy to support individuals and organizations identify their underlying wants and needs and to realize their goals through healthier choices and habits. Scott is well established in the health and wellness field and understands the mind, body, and higher consciousness connection. He is also a 500 RYT Certified Yoga teacher.



Mindy VanHouzen is the Dean of Students for Grand Traverse Academy, a Glasser Quality School. Mindy has worked at GTA for more than seventeen years. When she is not at the school or teaching parenting classes she can be found enjoying the great outdoors camping, on her hobby farm caring for her goats or traveling around the world with GTA students.

Amber Seeley was first introduced to Choice Theory and Reality Therapy 15 years ago when she began teaching in Middle School at Saint Patrick Catholic School, a Glasser Quality School in Norfolk, Virginia. Amber has completed her Basic and Advanced Training, and has been a leader in teaching Choice Theory to Middle School students. Amber is passionate about understanding students' Basic Needs and unique Quality Worlds. She strives to create needs-satisfying classrooms where students can discover the joy of learning. Amber has mastered the art of using Reality Therapy with Middle School students and has taught, inspired and supported countless students



Amber grew up in Maryland and earned a M.A. degree in Teaching from Johns Hopkins University. Amber has two beautiful daughters, Ashley, 24, and Kaitlyn, 20, and is grateful they were both able to attend a Glasser Quality School - and for serving as their teacher. Amber is also a Notre Dame Trustey STEM Fellow.



Sharon Carder-Jackson is a William Glasser Advanced Instructor and a member of the GIFCT- US Board. She serves on the Glasser Quality School (GQS) Committee and serves as the Mid-America representative. She is a lifelong educator serving in classrooms, special needs students in a resource setting, and as a Process Coordinator for Special Education. Sharon lives just north of Kansas City, Missouri and enjoys anything that involves playing in the dirt or otherwise known as gardening. She also enjoys sewing projects, especially quilting.

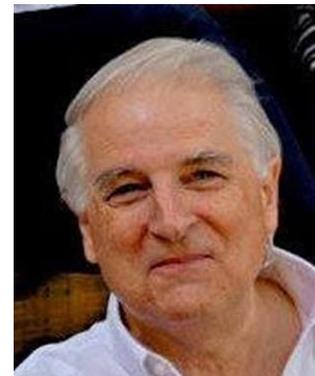
**3:45 PM Eastern/2:45 PM Central/12:45 Pacific/2045 UTC – Break**

### ***Creating schools that inspire every student to engage and succeed– Steve Tracy & Ashby Kindler***

2100 UTC /4:00 PM Eastern/3:00 PM Central/1:00 PM Pacific

Presenters will describe the process by which school can be transformed into a place of joy and productivity, including the criteria for becoming a Glasser Quality School and the implications of Choice Theory for common practices like classroom management, grading, discipline and counseling. In addition, Ms. Kindler will reflect on her experiences at the Murray High School, a Glasser Quality School in Albemarle County, Virginia.

Dr. Stephen Tracy has been certified in Choice Theory and Reality Therapy since 2012. He currently serves on the Boards of Directors of the Glasser Institute for Choice Theory US and the Northeast Region. Dr. Tracy is a lifelong public school educator and an advocate for parent choice in education. He has served as superintendent in several Connecticut school districts and as a senior vice president for charter schools with Edison Schools. Prior to that, he taught American History with the Lakeland, New York.



Dr. Tracy received his undergraduate degree from Princeton University, his master's degree from Columbia University and his doctorate from

Harvard University. He is a member of the boards of directors of Ability Beyond, Healing the Children Northeast and the Danbury Prospect Charter School. He and his wife, Mary, manage a small dairy farm in Goshen, Connecticut, where they have resided since 2004. They have three adult sons.

Ashby Kindler began her Choice Theory Journey in the late 1980's. She is currently a basic and advanced practicum supervisor for the institute and serves on the Glasser Institute for Choice Theory Quality School Committee.



Ms. Kindler began her career teaching English in an alternative high school for students who had been "asked to leave" their base high schools. Since then she has served students and families in public schools as a principal and assistant principal at elementary, middle and high school. She was principal of Murray High School, the first Glasser Quality High School in the US, for 7 years. Ms. Kindler also served as a consultant for the Quality School work sponsored by the Glasser Institute in the early 1990's. Most recently she worked at the division level for Albemarle County Schools in Charlottesville Virginia, where the bulk of her career has been, overseeing homeschool, homebound, homeless education and family engagement. She is currently semi-retired, working part-time for Albemarle County Schools.

Ms. Kindler received her BS Ed in Secondary English and her MS Ed in Administration and Supervision from the University of Virginia. She and her husband Mark, also RT/CT certified, have three adult children.

**5:30 PM Eastern/4:30 PM Central/2:30 PM Pacific/2230 UTC – Dinner**

### ***Social Hour with Ellen Gelinés***

0000 UTC (Feb 21) /7:00 PM Eastern/6:00 PM Central/4:00 PM Pacific/4:00 PM Pacific



Greetings from Covid-19 lock down at home, in mid-winter, in the city of Montreal, in Canada. Coping well with the current uncertainties has been made possible by my 32 years of learning and teaching the guiding principles created by William Glasser!

From that first counselling course, followed by a Basic Intensive training in 1989, to Senior Faculty status, and membership on the Canadian and the WG International Boards, my purpose has been to share so that people can be in charge of their own lives.

Twice a year for the last 5 years, I have been invited to facilitate Take Charge of Your Life programs at my local public library, free of charge to the participants. This year we have gone online and the monthly discussion group will soon restart on Zoom too. It

continues to be ever so exciting to witness the changes people make with the powerful information we teach.

My mantra is Find Joy...Bring Joy, and so I am delighted to be part of this gathering where we share and celebrate all the contributions you continue to make in your communities.

I am counting the days until we meet at The Social for a little loving connection and lots of laughter! See you soon.

**February 21, 2021**

***Opening Session with Carleen Glasser***

2130 UTC (Feb 20)/4:30 PM Eastern (Feb 20)/1:30 PM Pacific (Feb 20)

**Technology/Marketing/Online Training Track:**

***WGI-Approved Online Training Programs –Nancy Herrick, Ginette Goguen, Jan Moré & Les Triché***

2200 UTC/5:00 PM Eastern (Feb 20)/2:00 PM Pacific (Feb 20)

Jan Moré earned a B.S. degree in chemical engineering from Rice University in 1978. She spent over thirty years working in a technical capacity at two Fortune 500 companies. During her technical career, she worked in many different areas, including process development, manufacturing, quality engineering and product development. Before formally receiving a supervisory title, she naturally assumed leadership positions and was well regarded by her peers.



During her tenure in manufacturing, Jan was often credited for transforming dysfunctional groups into higher performing ones. She realized that an understanding of human behavior would be helpful in motivating and retaining direct-reports so she decided to pursue a counseling degree.

In 2009, Jan earned a master’s degree in professional counseling from Texas State University. Here, she learned about Reality Therapy, which provided a good basis for the teachings of Dr. Deming. She took a basic intensive training in 2007 and completed her certification in 2012. At that time, she became involved with the Sunbelt region. Jan has been a member of the legal board of the Glasser Institute for Choice Theory – US since 2015 and has served as the treasurer for the entire duration. Jan is currently retired and lives in Austin, TX with her husband Mike Johnson.



Nancy Herrick, a Senior Instructor and consultant for the William Glasser Institute, she has been teaching and training in the certification and faculty programs for the WGI for more than a decade. She serves on the William Glasser International Board of Directors and has been active in creating new programs and courses. She co-authored the TAKE CHARGE OF YOUR LIFE course that is offered in more than 20 countries and in seven languages. Ms. Herrick is a contributing author to the Get Happier Project curriculum for Glasser Quality Schools, the Communication Skills for Paraprofessionals course and several of the online courses now available through the institute.

Ginette Goguen

During my almost 34 years in the Life-Work field, I have constantly been on the lookout for new tools that can better meet the needs of the people who have the desire to improve and equip themselves to achieve a work-life balance on both an individual and professional level. As I began to apply the Choice Theory concepts to my own life, my expectations were exceeded and I was convinced that I wanted, more than anything, to make this tool/training more widely known to other people who may be experiencing the challenges of a professional or personal transition. In the spirit of collaboration, I partnered with the Community College of New Brunswick (CCNB) to provide you with an interactive, dynamic and accessible learning platform that meets all learning styles through animation, images and practical content with William Glasser International approved instructors.



Utilizing a state of the art user friendly online platform Brightspace, trusted by post secondary education level institutions, this online course is interactive, dynamic and accessible; meeting all learning styles through animation, images and practical content. Students are able to complete each of the 9 module at their own pace fully supported by a qualified instructor with, on average, 6 online practical group learning sessions.

This new online approach takes advantage of the same instruction and activities of the traditional person-to-person model, presently used by William Glasser International, Inc. and its Member Organizations. This online training course combines the best practices of online learning while including those of the in-class model to establish the relationships necessary for optimal learning. It is divided into nine [9] different modules for a total of approximately forty-five [45] hours over a 14 to 16-week period.

**2330 UTC/6:30 PM Eastern/3:30 PM Pacific - Break**

***Marketing Best Practices Roundtable - Roxanne Grey, Denise Daub & Marinela Mendes - Moderator, Sylvester Baugh***

2345 UTC/6:45 PM Eastern/5:45 PM Central/3:45 PM Pacific

Roxanne Grey owns and operates a brand positioning and strategic marketing business in Queensland,



Australia. With 20+ years experience in strategic marketing and business development she assists business, charity and organisational leaders understand the principles of brand positioning and strategic marketing and how to utilise these principles for growth. Her clients are based in Australia and operate locally and globally. Roxanne holds a MBA from James Cook University, is a Certified Practicing Marketer and a Fellow of the Australian Marketing Institute. In addition to sitting on the Board for Glasser Australia, she is a regular judge for the annual Australian Marketing Awards. Roxanne is firm believer that brand is an extension of culture and works with organisations to achieve results through applied consistency in this area.

Denise Daub is owner of On Target Assistance and has over thirty-five years' experience working in the business world. Denise started working for WGI in 2013. Her job includes Corporate Secretary, website and database maintenance, bookkeeping, member correspondence and assisting Tom Parish with the publication of the journal.



Marinela Mendes is a Financial counsellor, working within a culturally and economically diverse community in Sydney, Australia. Other roles include suicide prevention via a national telephone crisis line; Counselling supervisor; practicum instructor and director of her own business. With 30+ years of proven Project management and strategic marketing experience, Marinela endeavours to maximise value from limited resources. An example being the development of the WGI logo (via a detailed design brief, which was consultatively developed and signed off by the WGI board, then issued for a global on-line tender process followed by a board vote on the preferred logo). Through the application of Choice Theory using Reality Therapy and Lead Management, Marinela works alongside clients and colleagues to authentically and harmoniously increase their desired effectiveness, success and joy, in the development of collectively refined ideals, into sustainable systems, to form exemplary outcomes (like a service, product or community initiative).

**0115 UTC/8:15 PM Eastern/5:15 PM Pacific – Lunch**

### ***Becoming WGI Faculty - Pat Robey/Kim Olver/Boba Lojk***

0215 UTC/9:15 PM Eastern/8:15 PM Central/6:15 PM Pacific

This workshop will outline the two paths certified people can take toward becoming WGI faculty—from practicum supervisor to basic instructor to senior faculty. Kim Olver will discuss the track to PSP and BI, while Pat Robey will outline the process she uses to approve WGI Senior Faculty. Boba Lojk will talk about the different process used in Europe to prepare for becoming faculty there. Questions will be answered about the process.



Patricia A. Robey, Ed.D., LPC, CTRTC, is a professor and chair in the Division of Psychology and Counseling at Governors State University in Illinois. She is also a Licensed Professional Counselor, and a senior faculty member of the Glasser Institute for Choice Theory and William Glasser International. Pat has authored and co-authored numerous articles and book chapters on applications of choice theory and reality therapy and is lead editor of the book *Contemporary Issues in Couples Counseling: A Choice theory and Reality Therapy Approach*.

Kim Olver's mission is helping people manage relationships at home, at work and with themselves. She is a licensed clinical professional counselor, a nationally certified counselor and a board certified coach. She is forever grateful to Dr. Glasser and all her instructors along the way for helping her incorporate the vision of living a life with Choice Theory. It has helped her through many challenging times: her husband's sickness and eventual death, raising her teenage sons alone, living through her son's two deployments to Iraq and then recovering from two broken ankles in record time! Kim was the Executive Director of GIFCT-US from 2010 to 2020 and is the current Executive Director of WGI. Kim is senior faculty and has trained thousands of people in Glasser's concepts. Kim is a highly sought-after international speaker and an award-winning author. Her books include: *Choosing Me Now* (2019) and *A Choice Theory Guide to Relationships* (2019), *Secrets of Happy Couples* (2010) and *Leveraging Diversity at Work with Sylvester Baugh* (2006). Kim is the author of *The Relationship Center* blog; the producer of the podcast, *Life = Choices; Choices = Life*; and owner of *Academy of Choice*, a BCC (Board Certified Coach) coaching program based on Choice Theory.



Bosiljka Boba Lojk is a social worker, psychotherapist and *William Glasser International Senior Faculty*. She is the director of training at the European Institute for Reality Therapy. Together with her husband Leon, she developed a five-year programme to obtain the title of reality therapy psychotherapist and a four-year programme to obtain the title of reality therapy counsellor. Boba serves as the general secretary of the European Association for Reality Therapy (EART). She has worked in the field of reality therapy for 36 years, and has taught in Croatia, Slovenia, Bosnia and Herzegovina, Finland and Malta since 1990. She has developed a new, original approach to teaching reality therapy based on personal experiences.

Boba is the author of numerous articles and the co-author of several books. The last one "Reality Therapy – Theory and Practice" was published in 2020.

**0345 UTC/10:45 PM Eastern/7:45 PM Pacific – Break**

### ***e-Counselling, e-Learning – Keeping Pace with the Digital Revolution- Farida D'Silva Dias***

0400 UTC/11:00 PM Eastern/8:00 PM Pacific

**\*Farida D'Silva Dias & Jeff Steedman will both be presenting during this time slot**

A digital revolution has rapidly progressed due to the pandemic; e-Counselling and e-Training is the present norm.

Is the fleeting advancement in technology and the widespread development in digital systems with increasing penetration of broadband a boon or a detriment for the world populace? Users have discovered various channels and pathways to alleviate the encounters facing e-Counselling and e-training, which assuredly is a part of the "new norm".

The different modalities will be shared and will invite open discussions on their advantages and disadvantages, partake in each other's expertise, especially the comparison of physical and online methods, and adjustments for its success..

Dr. Farida D'Silva Dias, has a doctorate in Clinical Psychology, is an Educator and Behavioural Trainer, and also has a Master's degree in Business Management, and another in Clinical Psychology. Director of the Jeevan Community Centre, a Non Profit Organization, providing social services in collaboratin with local police for Trafficking, Goa State Juvenile Home, Women and Child Welfare Centre, and Victims Assistance Unit.. The Centre for Reality Therapy India (CRTI), based in Goa, which is a Regional Member Organization of WGI, since 2004, is Chaired by her. Has over thirty years' experience in Human Resource Management and twenty years' experience in psychological counselling, coaching, behavioural and Leadership training as well as CTRT practitioner and Faculty trainer (Kuwait, Qatar, Bahrain, Dubai, Singapore, Malaysia, Turkey, Jordan, Egypt and India (the latter sixteen years).



### ***The World Wise Web- Sharing the love... and all the other needs!*** **- Jeff Steedman**

0445 UTC/11:45 PM Eastern/8:45 PM Pacific

This 45 minute session will cover the topic of Affiliate Marketing and how we can use it to share our skills, passion, wisdom and excitement about Choice Theory with the world, and make a living as well! Using an Affiliate Marketing approach participants will learn how rather than compete with each other, we can take advantage of the best we can each produce to add to our portfolio of Choice Theory related offerings for our clients and members. This approach could maximise the spread of our intellectual property whilst bringing together and benefiting member orgs and entrepreneurs equally. It has the potential to eliminate the tyranny of distance and link us all cooperatively as we gain exposure to a



combined audience far greater than any single one of us could hope to create.

Jeff has been a counsellor, teacher and consultant for over 30 years. He is CEO of Choice Practice Institute [choicetheory.org], owner of Riviera Counselling Service and faculty member of William Glasser Institute International. Jeff has devoted his life to helping people in all walks of life take charge of their lives. He lives and breathes choice theory, using it in his personal life as well as delivering training and development in schools, businesses and organisations.

### **Counseling Track:**

#### ***From Humanistic Psychology (Maslow) to Positive Psychology movement (Seligman): Where Choice Theory Psychology (Glasser) Stands. – Ali Sahebi***

2200 UTC/5:00 PM Eastern (Feb 20)/2:00 PM Pacific (Feb 20)

Humanistic psychology is a perspective that emphasizes looking at the whole individual and stresses concepts such as free will, self-efficacy, and self-actualization. Rather than concentrating on dysfunction, humanistic psychology strives to help people fulfill their potential and maximize their well-being.

In the other side, positive psychology is a scientific approach to studying human thoughts, feelings, and behavior, with a focus on strengths instead of weaknesses, building the good in life instead of repairing the bad, and taking the lives of average people up to “great” instead of focusing solely on moving those

who are struggling up to “normal” (Peterson, 2008). It has three central Concerns: positive experiences, positive individual traits, and positive institutions. Choice Theory, as Glasser defined, is the universal system for empowering individuals and improving relationships. Choice Theory encourages people to build relationships that create “quality worlds” to build cooperation and connection with others. In this presentation I will discuss in details how Choice Theory concepts can make a bridge between Humanistic Psychology and Positive Psychology and connect them in effective way.

Dr Sahebi is a Clinical Psychologist, Choice Theory and Reality Therapy accredited practitioner, and a member of the Australian Psychological Society, the College of Clinical Psychologists and a member of the Psychology and Counseling Organization of Iran. He is currently a Senior Faculty Member of the William Glasser Institute (Choice Theory and Reality Therapy) and is Basic and advanced week Instructor.



Dr Ali Sahebi has been providing CBT and Reality Therapy for depression, anxiety disorders (OCD, phobias, panic disorder, PTSD) and relationship problems in the North Shore of Sydney and in Iran for over 18 years and founded The Psycho-Educational Institute in Sydney.

He completed his BSc (Psych) and Master of Clinical Psychology at Tehran University, then completed his PhD in Clinical Psychology at the University of NSW and has taught at several universities and Institutes across Iran and USA. Dr Sahebi has published 14 academic books in Psychology (Persian language) and 11 Psycho-educational CDs. Now he is working as a Clinical Psychologist with Trans-cultural Mental Health Centre NSW department of Health and at his Psycho-educational Institute in North Sydney. He also provides formal training for The William Glasser institute of Choice Theory and Reality Therapy.

**2330 UTC/6:30 PM Eastern/3:30 PM Pacific – Break**

### ***Need Strength Profile– Hessah ALHashash***

2345 UTC/6:45 PM Eastern/3:45 PM Pacific

We have different personalities and inner worlds! That thing makes a difference in living in harmony in our relationships. Some people we feel are close to us, understand us, and understand our wants and needs. On the other hand, some of them are far away even though they are with us in the same place. Relationships are very important in everybody’s life, while loneliness is hard. As a result, most people have a dream of long- term relationship and perpetual marriage full of love so that they can achieve inner balance.

William Glasser through the choice theory helps us to understand the way to build harmony in our relationships through the understanding of the need-strength profile. The more we aware of our profiles, the more we will be able to figure out with whom we are likely to be compatible or at least become aware of what we need to do if we want to go ahead in our relationship.



Understanding your profile is useful in three stages of your relationship. (1) It will help you if still don't have a relationship and look for a right one. (2) It is good if you are in the beginning of your relationship. You can find out early if you are well matched and become aware of the source of potential troubles. (3) It is useful if you are in an unsatisfying relationship. It guides you to solve the problems and build a bridge between you and your partner lifestyle.

Knowing and understanding the need-strength profile is valuable knowledge which helps people to save their marriage, live happily, achieve balance in life, and avoid conflict.

I am Hessah Abdulrahman Alhashash. Born in Kuwait in 10-5-1979. The owner of Life Flow Company . And a self development trainer, with 13 years of experience. My mission in the field is spreading the knowledge, simplifying the information and helping people to live inner balance.

**0115 UTC/8:15 PM Eastern/5:15 PM Pacific – Lunch**

### ***Treatment Planning with Choice Theory and Reality Therapy - Mike Fulkerson***

0215 UTC/9:15 PM Eastern/6:15 PM Pacific

The Choice Theory/Reality Therapy Treatment Planning seminar describes how to write a theory-driven treatment plan, compatible with person-centered recovery planning principles and satisfy the expectations of insurance companies. Designed to be a primer for mental health practitioners desiring from a choice theory/reality therapy perspective, the author describes how to conceptualize a case study from a choice theory lens and how to implement a treatment plan using reality therapy. Among the areas addressed include case conceptualization, integration of choice theory/reality therapy with person-centered planning principles., and a description of the treatment plan implementation.

The presenter provides an explanation of how choice theory/reality therapy treatment planning differs from traditional treatment planning models, which are usually based on the medical model and/or external control psychology. He offers a synopsis of his experience and research using reality therapy as a treatment modality, presents a review of different treatment models and compares them to reality therapy, provides examples of how to write treatment plans from a public health model rather than a medical model, covers documentation of progress notes, and discusses case studies.

Mr. Fulkerson currently serves as the senior director of Therapeutic Community Support Services at RiverValley Behavioral Health. He is a Licensed Professional Clinical Counselor who received his M.A.E. in mental health counseling from Western Kentucky University and his B.A. in psychology from Kentucky Wesleyan College. His past work experience has included therapeutic foster care, domestic violence and substance abuse counseling, inpatient therapy, and outpatient therapy. Currently, he is a senior faculty member of William Glasser International. Previously, he has served as adjunct faculty at Lindsey Wilson College. He has authored two books and published several articles in academic journals. In 2011, he received the Outstanding Community Service Award, from Lindsey Wilson College.



**0345 UTC/10:45 PM Eastern/7:45 PM Pacific – Break**

## ***Codependency. Untying the Ties through Reality Therapy – Sue Berry***

0400 UTC/11:00 PM Eastern/8:00 PM Pacific

Codependency...

What is it?

- How do we conceptualize it in Choice Theory terms?
- How do we 'hear it' in the counselling context?
- What opportunities and challenges does codependency present for the counsellor?
- How do we respond as counsellors?

In my counselling experience I found that clients with behaviours based in codependency find change very difficult, as they learn to create and sustain more effective behaviours. As counsellor I learnt to be creative and patient. I gained much useful information from Joan Hoogstad's compact and practical book "Codependency. Untying the Ties through Reality Therapy" and look forward to sharing both Joan's ideas and my own. Joan, who died in 2016, was Senior Faculty, a respected innovator and leader in Australia, and my friend and mentor.

In this presentation we will examine codependency through the lens of Glasser's Brain Chart, linking features of codependency to areas of the Chart. This will open the way for exploring approaches to counselling for change, targeting the Quality World, Perceived World and Behavioural System. The presentation will be suitable for anyone interested in the concept of codependency and for counsellors working with adults.

\*I acknowledge direct reference to the book of the same name by Joan Hoogstad, 1999.



I am a Basic Intensive Instructor. Faculty Program Consultant work and mentoring CTRTC members to facilitate Take Charge of Your Life is important to me. I have been Training Officer with Glasser Australia since 2017.

My home is near Port Lincoln, South Australia. I enjoyed many years' experience as a secondary school teacher, school counsellor and most recently as Clinical Counsellor working with families and youth at a homelessness service.

Since 2014 I have been very involved an exciting, local community-based project whose overall vision is to "flip mental illness on its head" and to create a mentally fit, connected community. My role is to deliver mental health education by presenting Take Charge of Your Life courses to interested community members.

I am passionate about Choice Theory and particularly about challenging the status quo around mental health by creating ways to encourage people to have the opportunity to learn about Dr Glasser's ideas, particularly the focus on relationships.

### **Leadership Track:**

#### ***Leadership - Real and Elusive - Lynn Sumida***

2200 UTC (Feb 20)/5:00 PM Eastern (Feb 20)/4:00 PM Central (Feb 20)/2:00 PM Pacific (Feb 20)

Leadership, what an exciting topic! I was delighted to be asked to speak on this, not because I am an expert but because I am fascinated by leadership. It intrigues, puzzles and even scares me. I seem to have an “approach/avoidance feeling” about it, which you may resonate with.

In our time together we will explore some of the facets of leadership, circling around this elusive thing. It’s interesting when something is both elusive and very recognizable. It reminds me of authenticity. When we experience authenticity in whatever form or situation, we recognize it immediately, and I think leadership is like that, we know when we are in the presence of good leadership.

I will share ideas from some great minds that I have studied over many years. We will explore what stops us from stepping into leadership, the key capacity all good leaders have, and the topic of personal power and the role it plays in leadership. I will offer activities for exploring these facets that you can use after the presentation. Hope this time together will inspire, perhaps challenge and most of all nurture you, in bringing forth the leadership that only you can bring to the world, in whatever role, context or relationship is calling for your leadership.

Lynn Sumida holds a Master’s degree in Social Work and has been working with people for over 40 years. She founded her own Private Practise firm in 1980 and has extensive experience dealing with trauma, abuse, loss, addictions, health and relationship issues. Lynn has worked with the fields of education, health, mental health, social welfare, corrections and the military. Lynn started her training in Reality Therapy in 1978, became an instructor in 1981 and a Senior Faculty in 1983. She assisted in development of the training programs for Practicum Supervisor and Basic Instructor and has supported countries in establishing their own teaching faculty. Lynn is also a trainer in Neuro Linguistic Programming and the owner of Miruspoint Facilitators Inc. a Vancouver based company dedicated to helping individuals, companies and organizations utilize their full human potential. She was invited to contribute to the bestselling book, *The Thought that Changed My Life Forever – How One Inspiration Can Unleash Your True Potential and Transform the World*.



**2330 UTC/6:30 PM Eastern/3:30 PM Pacific – Break**

***Glasser Institute for Choice Theory Student Leadership Committee– Lauren Joyce, Student Leadership***

2345 UTC/6:45 PM Eastern/3:45 PM Pacific

Students often times find their educational journey to be a confounding and nonlinear process. This interactive presentation will pose how through Choice Theory and the opportunities held within this committee will better prepare student members with both resources and insights through their professional journeys. Listeners will gain a better grasp on the array of benefits available at the student’s disposal and how Choice Theory facilitates the guidance towards professionalism and excellence in the mental health field.



Lauren Joyce is currently a student earning a Master's in Clinical Mental Health Counseling at Southern New Hampshire University. She earned her Bachelor's in Psychology at Florida Atlantic University, and it is her ultimate goal to become a Licensed Mental Health Counselor in the state of New York. During her academic career, she has had the unique privilege to collaboratively publish a manuscript on the effects of trauma on children and adolescents in the Romanian Journal of Counseling. Her personal philosophy as a counselor is that individuals should embrace who they are and work to gain the tools they need to deal with past trauma and mental disorders. Her hope in being the president of the Choice Theory/Reality Therapy Student Leadership Committee is to promote Choice Theory and Reality therapy and provide students with guidance and networking opportunities towards their academic and career goals. Lauren has a passion for advocating for her fellow students and believes by working together and building a community of people working towards common career interests, goals can become attained and more fruitful.

**0115 UTC/8:15 PM Eastern/5:15 PM Pacific – Lunch**

### ***“Leader” is More than a Name on a Business Card - Cathy O’Toole***

0215 UTC/9:15 PM Eastern/6:15 PM Pacific

This presentation Cathy will address how mental health/wellbeing is intrinsically linked to productivity and quality leadership. Quality leadership is an interesting concept that is loaded with highly desirable human qualities and no place for aggressive egos. The key aim of a quality leader is to lead by example to inspire people to follow by committing to the vision. This may sound simple and fundamentally basic and it is often assumed to be universally understood. However, it requires an understanding of the complexity of human nature, a targeted skill set and continual personal honest self-reflection and evaluation.

Throughout my working life I have worked and lead many and varied people in multiple environments and at all levels from the Federal Parliament, large and small community organisations and private enterprises.

Workplaces are complex organisms where consideration must be given to the fact that we are multicultural societies where we will encounter many cultures in our workplaces, including our First Nations peoples.

This presentation will investigate the following factors that are common in workplaces:

- Discuss how mental health/wellbeing is intrinsically linked to productivity and quality leadership especially in a Covid 19 and post Covid 19 environment.
- Identify the cost and impact of poor mental health to productivity.
- Define mental health and wellbeing.
- Discuss who the leaders are in workplaces.
- Understand the human element in the workplace. Learn about the quality world to create a needs-satisfying environment. Discuss the power of connecting and disconnecting language
- Discuss the key elements of quality management.

Cathy O'Toole is the President of Glasser Australia, a Board member of Carers Australia, Community Mental Health Australia, Queensland Alliance for Mental Health, Townsville Multicultural Support

Group, Townsville Regional Committee of the Ageing and a Steering Committee member Connecting End of Life Care and a consultant.

Cathy is a Former Member of the Australian Federal Parliament, has been a CEO in the Community Managed Mental Health Sector for 15 years and a small business owner for 30 years. She holds multiple qualifications including a Masters in Metaphysical Science, Bachelor of Education, Diploma of Teaching TAFE, Diplomas of Community Welfare Work, Business Management, Frontline Management, Training and Assessment Systems, Certificate IV in Community Services – Mental Health (Non-Clinical) and Certificate III Ladies Hairdressing (Trade).

**0345 UTC/10:45 PM Eastern/7:45 PM Pacific – Break**

### ***Strategic Approach of a Non-Profit Organization (NPO) - Operationalising a Non-Profit Organization to ensure it fulfil its Vision and Mission– Denzyl Witbooi***

0400 UTC/11:00 PM Eastern/8:00 PM Pacific

The objective is to highlight the need for a NPO to have a strategic approach in aiming to remain relevant, grow, become sustainable and/or even gain sustained competitive advantages.

The importance is to identify the sector in which the NPO functions or competes, and its strategic relevance will be discussed. Cognizant trends that can influence the relevant process to identify strategic questions or priorities will be explored, highlighting some global trends that could be pertinent to the WGI Member Organizations. Training & Development were identified as the sector that ACT-SA is competing/functioning in and will be further explored in the presentation.

As part of the process, the Value Proposition Framework will be explored, besides its ability to provide a high-level picture of the tactical position of the organization in its greater competitive context, thereby raising strategic questions.

As part of the support-level analysis, a PESTLE, stakeholder mapping and Key success factor analysis will be highlighted to further analyse the external environment, while the appraisal of strategic resources and capabilities as well as the analysis of the organization's context will be used to establish the NPO's internal basis of competitiveness.

Frameworks particular to the NPO sector will then be explored, using a gap analysis to guide us towards



possible strategic options to consider. These tactical options will then be evaluated against certain criteria, to ensure that the most appropriate response is selected.

Lastly, the possible implications to be considered by the NPO will be discussed as it considers the most appropriate strategic response.

Mr. Denzyl Witbooi is a consultant based in Cape Town (South Africa), with 26 years' experience in the education sectors as a teacher, Headmaster, Provincial Official in Quality Assurance, a facilitator and trainer. Qualified in the Biological Sciences, Education and as a Basic Instructor in CTRTLM he is currently studying towards his MBA and is particularly interested in the added value of CTRTLM, to Leadership Development, in the Non-Profit sector and Government Departments.

## **Glasser Quality School Track:**

### ***Choice Theory in Special Education: A Model for Student Support – Rachel McElroy***

2200 UTC/5:00 PM Eastern (Feb 20)/2:00 PM Pacific (Feb 20)

This session will focus on the application of Choice Theory as a case management model for students who meet qualifications to receive Special Education Services. The presenter, Rachel McElroy, will discuss her experience using this model to support students who are at risk of being removed from the public school setting and placed in alternative educational settings because of behavioral challenges. After a brief overview of the specific setting in which this model is applied, the discussion will encompass four domains:

- Choice Theory as the foundation of a professional teaching practice. How does one integrate institutional standards and expectations with personal values to cultivate a professional practice that is both effective and need satisfying?
- The establishment of meaningful relationships and an environment situated in choice. How do teachers who practice Choice Theory craft meaningful relationships and demonstrate lead management in structured and unstructured learning opportunities with students?
- Processing with students and working through challenging or unexpected situations. When faced with a challenge, how do we orient ourselves and interact in ways that are predicated on internal control; meet and respect institutional standards; and foster growth towards a skill set that enables to individuals more effectively meet their emotional needs?
- Teaching Choice Theory to students. How can we use direct instruction to teach students about the perceptual system, emotional needs, the quality world, internal signals, and total behavior?

Rachel began her career in education as a Special Education teacher for Albemarle County Public Schools in Charlottesville, VA. In 2016 she was introduced to the world of Choice Theory and began working with students who were at risk of alternative placement because of challenging and unexpected behaviors in school. Since that introduction, Rachel has been privileged to see the positive impact of incorporating the axioms of Choice Theory into her personal and professional life. She works now as a Behavior Specialist supporting a model of Special Education case management that utilizes Choice Theory as a framework for intervention. Rachel is ever appreciative of the community and emotional fulfilment that she has found through this work. She lives in Charlottesville, VA with her husband and young son and is eagerly awaiting the arrival of her second child in March.



**2330 UTC/6:30 PM Eastern/3:30 PM Pacific - Break**

### ***Glasser Quality School: Process in Action – Bette Blance***

2345 UTC/6:45 PM Eastern/3:45 PM Pacific

This presentation describes a program currently underway that approximates the process described in the document Glasser Quality School: Process in Action. This document can be found on the WGI website in Policies under the Governing Documents.

It will take you on the journey of a large primary school in Auckland, New Zealand as they trial a program and begin to make the shift from external control psychology practices to Choice Theory psychology practices. The program has several differences, with all thirty staff being offered training at the same time. This has meant that all staff have been exposed to the same information from the beginning rather than being involved in small group trainings over a period of time. The first phase of this trial has provided some interesting feedback on the efficacy of the approach. Entering its third year, the aim is to imbue the new understandings, skills and practices within the school, thus establishing a self-sustaining model of change and continuous improvement over time.



Bette, a passionate Kiwi from Aotearoa New Zealand became a follower of Dr Glasser's work after she read *Schools Without Failure* as a young teacher. As a school deputy principal, work with teacher education students at Griffith University, Australia, an education consultant and a member of the William Glasser international Board, Bette has worked with these ideas to encourage schools to make the shift from external control practices to those based on Choice Theory psychology. Having visited Huntington Woods in the USA, Sunshine Beach State School in Australia and Colombia's Colegio Rochester Glasser Quality Schools, and as part of the co-verification team at Peregian Springs School in Queensland Australia which become a Glasser Quality School in 2019, Bette has a clear picture of what is possible and keeps the vision strong.

**0115 UTC/8:15 PM Eastern/5:15 PM Pacific – Lunch**

***GQS Roundtable Discussion - Meenakshi Prabhu Mhambre / Nadeen Abbas/  
Debra Cox/Meemie Kemper - Moderator, John Cooper***

0215 UTC/9:15 PM Eastern/6:15 PM Pacific

Deb Cox has a strong passion for leadership development, focusing on growing self-awareness and self-leadership. Deb has spent 20 years as a school principal and focusses on leadership development for all staff, growing a strong culture of well-being and learning.

Having had her “life health scare” a few years ago, Deb has deliberately designed her life to have a more needs satisfying integration of family, friends, work and self. She loves to travel with her husband Tim. She swims and walks to stay sane and process her thinking. More recently she has been in quarantine at home since March 2020 and had rediscovered pleasure and peace in cross-stitching projects for others.



Deb is, since 2011, Principal of Nundah State School, a vibrant and engaging school in Northern Brisbane, Qld, Australia. Here she leads her community through very clear vision and values, developing a culture of risk-making, play, as they realise their future learning framework of the Nundah Nine (now Ten) Gifts. Her commitment to growing our staff personal and professionally is reflected too in the focus for learning for students at Nundah.

Deb has experienced many valuable leadership learning opportunities in her career, which now drives her commitment to growing others. She is accredited in many related program and tools to assist in leadership development of individuals and teams including:

- William Glasser’s Choice Theory®, Reality Therapy, Lead Management at Certification Level, and is currently completing her accreditation as a Practicum Supervisor.
- Neuro-Coaching for individuals and team (Michelle Loch) and is working towards International Coaching Accreditation.
- MBTI® Myers Briggs qualifications.
- Emotional Intelligence - EQ-i 2.0® & EQ-360™ coaching qualifications.
- Wheel of Wellbeing – Regional Facilitator
- Accreditation in K&P The Leadership Challenge (Certified TLC facilitator and a Certified LPI Coach)

Deb has co-developed and runs an 18 month leadership development program for colleagues with her friend of many years who introduced her to Choice Theory. She coaches and mentors a wide range of teachers and leaders to build their capacity by leveraging their strengths and embracing opportunities for growth.

Ms. Nadeen Abbas is an Instructor in Choice Theory/Reality Therapy. Ms. Nadeen is also a Senior Instructor in the School of Business at the Australian College of Kuwait (ACK) with fifteen years of experience in lecturing/training, corporate training and consulting. She was responsible of introducing and teaching Choice Theory in the University for the last five years. Over two hundred and fifty student study this unit yearly.



Meenakshi Prabhu Mhambre started her career with degrees in Electronic Engineering and Business Administration. However, she was in pursuit of a more fulfilling occupation and began her journey in psychology. Now, she has been a counsellor for 10 years and has truly found the joy in her job. Her passion for dealing with people and helping them is reflected entirely in her determination to keep herself updated in the field to always be providing the best possible standard of care. During her 15 years working with people and complete decade as a professional counsellor, she has conducted behavioural workshops for corporate, government and educational institutions, holding firm in her belief that psychological care and awareness should be universally accessible. Outside of her own practice, she is a member of an NGO for Suicide Prevention and is even a trainer for volunteers at the helpline.

She extends her skills beyond the realm of psychology and find every opportunity to work with the youth of Goa. Meenakshi is guided by a singular desire to improve the lives of those around her in whatever way possible. Whether it be with a handstitched outfit, a traditional homecooked meal or a comforting piece of advice, Meenakshi is an integral part of her community.

**0345 UTC/10:45 PM Eastern/7:45 PM Pacific – Break**

***The Get Happier School Project: Teaching Choice Theory to the World, One School at a Time – Ivan Honey, Nancy Herrick & Scott D’Alterio***

0400 UTC/11:00 PM Eastern/8:00 PM Pacific

Welcome to the Get Happier School, where children, teachers and parents learn CT/RT and Lead Management through a simple, fun and novel process, which connects directly to the Social and Emotional Learning curriculum requirements. The Get Happier School Program links positive and resilient behaviours with happiness in a fun, logical and practical way, using cutting edge Choice Theory psychology and best teaching and learning practice. This holistic approach supports and educates students, teachers and parents to create learning and living environments that increase well-being and reduce harm.

In this workshop, you will learn the 8 simple components of the Get Happier School model. You will understand its connection with Choice Theory psychology and recognise the urgency of sharing this simple and powerful mental model to address the epidemic of mental ill health across the world.

You will see how this comprehensive and fun project focuses on managing both symptoms and causes of unhappiness. It is already changing the cultures within schools, as well as preparing children with the skills they need to develop successful relationships.

As you learn the Get Happier framework for well-being you will look at examples of schools where it is being used to transform culture and relationships and teach the skills and mindsets for mental health. It will show how learning and practicing the skills for mental health and happiness gives everyone the resources to manage conflict constructively and without violence. It will demonstrate how this can be achieved in a systematic, developmental and sequential manner in order to achieve a lasting effect both culturally and personally. You will have fun exploring the colourful and visual resources and in hearing the inspirational stories and reports from schools, teachers, parents and students who have been part of a Get Happier School.

Dr Glasser envisioned teaching Choice Theory to the world, and the Get Happier School is a proven and powerful approach to support this vision. It moves beyond any preconceived ideas about how Choice Theory should be taught, to make these ideas and practices relevant, available and accessible to anyone. ([www.gethappier.net](http://www.gethappier.net))

Ivan is the founder of the Get Happier School Project. The Get Happier School uses a comprehensive, sequential and developmental curriculum implementing Social and Emotional learning in Primary/Elementary Schools. The project was officially launched at the 2018 William Glasser Institute International Conference in Bogota, Colombia.

Ivan and the team operate within a diverse range of schools as they implement the programs, ideas and strategies of Choice Theory Psychology, Reality Therapy and wellbeing in the classroom. This includes teaching the psychology of self-esteem and relationships, emotional intelligence, problem solving, wellbeing, motivation, and mind sets for resilience and high performance.

Ivan has a strong focus on the Mental Health and wellbeing of young people, and in developing clear and simple strategies for prevention and treatment of mental health issues. He is passionate about teaching the psychology of wellbeing and happiness in a visual, fun and holistic way.



Ivan has worked as a psychologist for over 40 years and spent many years working in and managing a successful Psychological Practice. He is the co-author of a best-selling set of therapeutic cards, called 'Cars R Us', and a number of best selling books for children, teachers and parents. His recent publication, 'Doug Dragster's Get Happier Toolbox' provides schools, counsellors and families with the resources to teach and use practical psychology to enhance relationships and performance. It is already in its second printing

Ivan teaches throughout Australia and internationally, in the USA, Singapore, Malaysia, Indonesia and China.



A Senior Instructor and consultant for the William Glasser Institute, she has been teaching and training in the certification and faculty programs for the WGI for more than a decade. She serves on the William Glasser International Board of Directors and has been active in creating new programs and courses. She co-authored the TAKE CHARGE OF YOUR LIFE course that is offered in more than 20 countries and in seven languages. Ms. Herrick is a contributing author to the Get Happier Project curriculum for Glasser Quality Schools, the Communication Skills for Paraprofessionals course and several of the online courses now available through the institute.

Founder and Director of Reality Counseling and Training Center, Ms. Herrick provides mental health counseling and consulting services. She served public school systems as a teacher, special education teacher, counselor, and curriculum coordinator for three decades. With degrees in Sociology, Special Education, and Counseling Psychology, she is now serving on the Board of Directors for a North Carolina Charter School. She has been instrumental in creating policies, procedures, rubrics and competencies for numerous Glasser programs over the last ten years.

Scott D'Alterio, is a Board-Certified Coach with a Doctorate in Organizational Leadership with a concentration in Brain-based Leadership and Master's Degrees in both Counseling and Human Development and Educational Leadership. Scott is a Senior Instructor with William Glasser International INC., and a Licensed Instructor for The Get Happier School and the founder of EnlightEd Coaching.



He has 3 decades of international experience as the Director or Counselor in 6 International schools where he supported the staff and parent community in China, Ukraine, Albania, U.A.E., Dominican Republic, Norway and New York State. He is skilled in Coaching, Educational Consulting, Intercultural Communication, Classroom Management, and Parenting. Scott draws on his expertise in brain-based leadership, Lead Management and Choice Theory and Reality Therapy to support individuals and organizations identify their underlying wants and needs and to realize their goals through healthier choices and habits. Scott is well established in the health and wellness field and understands the mind, body, and higher consciousness connection. He is also a 500 RYT Certified Yoga teacher.

**0530 UTC/12:30 AM Eastern/9:30 PM Pacific – Dinner**

## ***Social Hour with Farida D'Silva Dias***

0700 UTC/2:00 AM Eastern/11:00 PM Pacific/4 PM Pacific/0000 UTC (Feb 21)

There will be games – charades, Glasser trivia, Scavenger Hunts and intimate conversations.

Dr. Farida D'Silva Dias, has a doctorate in Clinical Psychology, is an Educator and Behavioural Trainer, and also has a Master's degree in Business Management, and another in Clinical Psychology. Director of the Jeevan Community Centre, a Non Profit Organization, providing social services in collaboration with local police for Trafficking, Goa State Juvenile Home, Women and Child Welfare Centre, and Victims Assistance Unit.. The Centre for Reality Therapy India (CRTI), based in Goa, which is a Regional Member Organization of WGI, since 2004, is Chaired by her. Has over thirty years' experience in Human Resource Management and twenty years' experience in psychological counselling, coaching, behavioural and Leadership training as well as CTRT practitioner and Faculty trainer (Kuwait, Qatar, Bahrain, Dubai, Singapore, Malaysia, Turkey, Jordan, Egypt and India (the latter sixteen years)).

