



William Glasser International  
WGI Board Minutes of Meeting #124  
July 30, 2021 1300 UTC

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

**In Attendance**

Denise Daub  
John Cooper  
Kim Olver  
Farida D'Silva Dias  
Kalikamurti Saraswati Suich  
Fumiko Hamada  
Sonia Munoz  
Meenakshi Mhambre  
Bette Balance  
Hana J Alsane  
Gymy Lim  
Lynn Sumida  
Eun-Jin Kim (EJ)  
Denzyl Witbooi  
Nino Matteo  
Cathy O'Toole

Doreen Maher  
Arthur Dunne  
Lois Knapton  
Maureen McIntosh  
Mirintha Maasdorp  
Brian Lennon  
Sergey  
John Brickell  
Maine C  
Jan More  
Abdulaziz Alqhtani  
Minkyung Suh  
Mohammed Ahmed Al Marhabi

**Apologies**

Shruti Tekwani

**The purpose of the Board's meeting is to:**

- Share what the Board has been considering regarding the direction for WGI
- Hear everyone's thoughts and feelings about the direction
- Find clarity on what people feel should be the key focus for WGI! Please keep in mind you will still have your own MO goals, unique to your country, culture, and stage of development.

**Why should WGI exist?**

Farida: Introduction

Lynn: Moderator

- Concerns about a decrease in engagement with WGI
- We are an umbrella organization.
  - We are not a business nor a university
- Where should we put our primary focus so that we can flourish?



Groups will consider three possibilities:

Possibility 1: WGI's primary focus is to regulate the use of CT/RT/LM and training globally and MOs would develop autonomously, independently creating, marketing and selling products and services globally.

Possibility 2: WGI's primary focus is to be a vehicle for global connection through communication and networking with MOs, facilitating MOs to benefit and learn from each other's ideas, experience and expertise.

Possibility 3: WGI's primary focus is to intentionally raise the international footprint of CT/RT/LM, while supporting the growth and development of existing and new MO's, creating pathways for individuals and organizations to create, market and promote products and services globally.

**See attached group notes from breakout rooms.**

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Farida D'Silva Dias, Chair  
William Glasser International, Inc.

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Kim Olver, President & Executive Director  
William Glasser International, Inc.

Organisation engagement diminishing and not growing

No legacy growth

Bring younger people

Contemporary language - what is our identity? Glasser

Australia means nothing to the people on the ground.

Takes too long to get through training

Cost and length of time

Not appealing to young people

Financial sustainability requires a business model

Ireland growth and engagement has fallen away

Grew counselling in Ireland - utilisation of Glasser's work in counselling

Moved into education and working with young people - have not developed in any areas to attract further business.

Don't have enough variety of offerings - people hold back past basic week as further training does not deliver e.g. qualification or job

Feels like we are still trying to develop - spread too thin

Likes to be part of WGI for credibility - international or European

Too bitty

No academic credibility

Not research or academic writing

Psychology and psycho therapists - not coming to be anything they are already in a profession - add on training for profession

Same content to everyone regardless of profession

Need specific focussed content - to meet market and job need

## Group 1 Session 1

Develop new courses for specific content - variety of timeframes and options for different professions - go beyond

Needs international backing and endorsement - evidence based is necessary

More than 120 research activities comparing modalities

Colombia needs international certification for credibility - needs WGI endorsement

People in financial stress - hard times

WGI leading in evidence based content

Ireland Possibility 2

Iran and Columbia ? Possibility 3

Australia mixture of 2 & 3

## Group 1

	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level
<p>Possibility 1:</p> <p>WGI's primary focus is to <u>regulate/oversee</u> the use of CT/RT/LM and training globally and MOs would develop autonomously, independently creating, marketing and selling products and services globally.</p>	<p>Not regulate – be more aware of quality of training.</p> <p>Not MO levels but rather options.</p> <p>Focus on standards, quality and quality – skill sets</p> <p>Develop training options re: content and flexibility/agile</p> <p>Do we need to be a training institute?</p> <p>Sole Traders/individual businesses market and deliver training programs.</p> <p>Utilise trainers who are aligned with Choice Theory e.g. resilience during/post COVID.</p>		<p>Growth will come from MO's</p> <p>Don't have the internal resources</p> <p>Cost prevents growth</p> <p>Embrace the digital age – flexibility</p>

	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level

<p>Possibility 2:</p> <p>WGI's primary focus is to be a vehicle for global connection through <u>communication and networking</u> with MOs, facilitating MOs to benefit and learn from each other's ideas, experience and expertise.</p>	<p>This possibility has support</p> <p>This would offer MO Flexibility to grow and meet market demand.</p> <p>WGI becomes the conduit for networking and communication between MO's</p> <p>WGI develop quality standards (knowledge, Skills and attributes)</p> <p>Flexibility for MO's to be free to develop short courses/options – still keep certification where needed.</p> <p>Connect MO's to share experiences and learnings – e.g. here is a way to move through training in an efficient manner – learn from each other.</p> <p>Trust MO's know what they are doing in offering options to customers.</p>		<p>Lack of manpower prevents growth</p> <p>Sharing resources and learnings</p> <p>WGI support MO's to grow</p> <p>Contemporary language</p> <p>Better Choice Institute</p> <p>Utilise the knowledge and Wisdom of MO's</p>
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	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level
<p>Possibility 3:</p> <p>WGI's primary focus is to <u>intentionally raise the international footprint</u> of CT/RT/LM, while supporting the growth and development of existing and new MO's, creating pathways for individuals and organisations to create, market and promote products and services globally.</p>	<p>Support Mo's to grow and develop</p> <p>Set standards</p>		



Proposed template for groups to record their discussions:

	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level
<p>Possibility 1:  WGI's primary focus is to <u>regulate</u> the use of CT/RT/LM and training globally and MOs would develop autonomously, independently creating, marketing and selling products and services globally.</p>			

	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level
<p>Possibility 2:  WGI's primary focus is to be a vehicle for global connection through <u>communication and networking</u> with MOs, facilitating MOs to benefit and learn from each other's ideas, experience and expertise.</p>	<p>After Certification, <i>what's in it for me?</i>  Why would anyone want to be a member of the MO? We should share our ideas.</p> <p>What exactly is the connection between the umbrella organization and member organization?</p> <p>If faculty meets regularly at the MO level, it might allow for more connections</p>	<p>Can we share our resources and strategies regarding what is working and ongoing training?</p> <p>How are we marketing ourselves?</p> <p>Online opportunities are flourishing, how can we capitalize on that?</p> <p>Canada and US have gained training contracts for organizations who want training</p> <p>Research is important and should continue</p> <p>Designate a position at the International level to gather and disseminate information from subcommittees and MO's</p>	<p>Need to continue with a strong leadership, with skillful action steps</p> <p>Important to keep WGI connected to the MO's, tighter connection and ownership with MO's and the role WGI plays</p> <p>Growth occurs at the MO level, so what could EWGI be doing to help with this?</p>
	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level

**Possibility 3:**

WGI's primary focus is to intentionally raise the international footprint of CT/RT/LM, while supporting the growth and development of existing and new MO's, creating pathways for individuals and organisations to create, market and promote products and services globally.

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## Group 3, Session 1

### Option One

MO's would function independently and engage independently as well without any attachment to WGI except with regard to training and regulation

Agreed that we don't want to regulate we want to coordinate with clear guidelines for competence and quality

Lack of common vision between WGI and Mo's only link would be regulation.

Clarification of WGI custodian of ideas of Dr Glasser ideas and would see all three ideas as what Dr Glasser wanted

idea of central body is to keep sharing the ideas of Dr Glasser

How can organisation be operational?

The three options were clarified as looking where is the emphasis of coordinated intent?

First focus on coordination

Second primary focus connection

Third focus on widening the footprint

How to strategically and operationally roll out the aims of the organisation.

Discussion re original ideas however current members don't necessarily understand that history and purpose.

The current legal structure does not meet our needs and we need a legal structure that supports our wants but does not define it

Have some way for new members on the board to look at the historical documents via the minutes or original agreements about why the board was set up and the basic purpose of the board.

Discussion from non English board rep members don't have a big investment in WGI.

If they get anything from WGI and prefer to stay within their own MO. The members know what is going on and are informed but the investment is in their own MO and they are happy that way and things are going well in their own MO.

When there is an international conference or faculty the MO provides the information, we advertise it but the language barrier means not many one will check it out.

Some group members believe WGI needs to communicate with the members all the time, As an umbrella organisation the assumption is that the information goes through the board rep to the MO's so therefore the board needs to be intentional about communicating with members. Board needs to find different ways to communicate to members.

Some people believe WGI should email to members directly, problem with that is language so let that happen.

Agreed word doesn't get out from WGI but not necessarily agreement about the purpose or point of that.

### Group 3:

	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level
<p><b>Possibility 1:</b></p> <p>WGI's primary focus is to <u>regulate</u> the use of CT/RT/LM and training globally and MOs would develop autonomously, independently creating, marketing and selling products and services globally.</p>			

	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level
<p>Possibility 2:</p> <p>WGI's primary focus is to be a vehicle for global connection through <u>communication</u> and <u>networking</u> with MOs, facilitating MOs to benefit and learn from each other's ideas, experience and expertise.</p>			

	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level
<p><b>Possibility 3:</b></p> <p>WGI's primary focus is to <u>intentionally raise the international footprint of CT/RT/LM</u>, while supporting the growth and development of existing and new MO's, creating pathways for individuals and organisations to create, market and promote products and services globally.</p>	<p>Vital to be focusing on sharing Dr Glasser ideas and legacy of information</p> <p>WGI will be the leader in standardization and quality of training</p> <p>MO's and individuals can come up with unique ways of providing training and WGI will endorse them.</p> <p>Senior faculty endorsed by WGI.</p> <p>WGI has the overall vision and MO's would sign on to the vision however roll this out their own way.</p> <p>Identify create and encourage flexible training opportunities over a wider range of sectors.</p> <p>Specific strategies for faculty being supported and connected., develop collegiality.</p> <p>Clear ways to manage Faculty who run training where dues are not paid, or faculty who have beliefs contrary to CTRTLTM</p>	<p>WGI become intentional about raising /finding revenue in order to sustain its operations and to support the growth of MO's</p> <p>Set up marketable courses and raise that money way and support MO's and individuals to do that.</p> <p>Board meetings that in person reps are sponsored by MO's to participate and represent them.</p> <p>Education about how a not for profit organisation works. Able to make money to extend aims of organisation but not purpose of organisation</p> <p>Faculty who run training are paying dues.</p> <p>MO's pay in percentages as this takes into account different economical situations of MO's.</p> <p>Re look at endowment fund and its purpose.</p>	<p>Coordinating function is implied in this So no need to discuss Option one</p> <p>Attract more young people</p> <p>Create courses for young people that will attract them.</p> <p>WGI intentionally develop specific areas for MO's to engage with</p> <p>Marketing and advertising focus perhaps with the development tool kits.</p> <p>Communicate with MO's and members to share ideas and or courses that can be shared and marketed</p> <p>Governance of MO's is supported by the Board</p> <p>WGI be really clear about what the sign on deal once the new legal structure is decided, so clear policies.</p> <p>Time and processes that allow ways to clarify understanding of words and phrases especially across so many language groups.</p>



<p>Believe communicate, network, coordinate and facilitate is part of 3</p>			<p>Using excellent virtual communication tools to develop relationships and good relationships.</p> <p>Be intentional in understanding different cultures, languages and perspectives</p>
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Group 4 Notes:

Farida

EJ

Denise

Abdulaziz – Fridays not good

Hana

Dr. Marhabi – Fridays not good

Possibility 1: WGI's primary focus is to regulate the use of CT/RT/LM and training globally and MOs would develop autonomously, independently creating, marketing and selling products and services globally.

Possibility 2: WGI's primary focus is to be a vehicle for global connection through communication and networking with MOs, facilitating MOs to benefit and learn from each other's ideas, experience and expertise.

Possibility 3: WGI's primary focus is to intentionally raise the international footprint of CT/RT/LM, while supporting the growth and development of existing and new MO's, creating pathways for individuals and organisations to create, market and promote products and services globally.

Hana: not in favor of possibility #1, in favor of possibility #2

Denise: agree with Hana, option #2

Farida: agree with option #2, would like to combine 2 & 3

EJ: hard to choose one option, combine options 2 & 3

- Combine 2 & 3, leave marketing to the individual countries.

Dr. Marhabi: (driving-too much background noise-could not hear)

- Option 1, isn't helpful. Saudi Arabia want to work independently, need freedom, but need help from WGI.
- Farida confirmed agreement of the combination of options 2 & 3.

**Possibility 4: WGI's primary focus is to be a vehicle for global connection through communication and networking with MOs, facilitating MOs to benefit and learn from each other's ideas, experience and expertise. WGI can intentionally raise the international footprint of CT/RT/LM, while supporting the growth & development of existing and new MO's, creating new ways to market and promote products and services globally for individuals and organizations.**

### Group 4:

	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level
<p><b>Possibility 1:</b></p> <p>WGI's primary focus is to <u>regulate</u> the use of CT/RT/LM and training globally and MOs would develop autonomously, independently creating, marketing and selling products and services globally.</p>	<p>Not happy with method or hours. No standardization.</p>		

	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level
<p>Possibility 2:</p> <p>WGI's primary focus is to be a vehicle for global connection through <u>communication</u> and <u>networking</u> with MOs, facilitating MOs to benefit and learn from each other's ideas, experience and expertise.</p>			

	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level
<p>Possibility 3:</p> <p>WGI's primary focus is to <u>intentionally raise the international footprint</u> of CT/RT/LM, while supporting the growth and development of existing and new MO's, creating pathways for individuals and organisations to create, market and promote products and services globally.</p>			

	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level
<p>Possibility 4: WGI's primary focus is to be a vehicle for global connection through communication and networking with MOs, facilitating MOs to benefit and learn from each other's ideas, experience and expertise. WGI can intentionally raise the international footprint of CT/RT/LM, while supporting the growth &amp; development of existing and new MO's, creating new ways to market and promote products and services globally for individuals and organizations.</p>	<p>Stage 3: They can come up with their own products and promote them with the support of WGI. Acceptable.</p> <p>Hana: want monitoring, guidance and support from WGI even at stage 3.</p> <p>How do we do that globally?</p> <p>Stage 2: Still struggling. Need to concentrate on communication, networking and mentoring. Learn from stage 3, other MOs &amp; WGI. Acceptable.</p> <p>Stage 1: They are new.</p> <p>Quality training vs. What??</p> <p>How do we monitor training globally?</p> <p>How do we monitor that the standards that WGI put forth are adhered to?</p> <p>Farida: Recommend ALL faculty of different levels are upgraded with contemporary knowledge of CT/RT/LM and methods of training. These are the mentors and the</p>	<p>Since we are a MO organization.. What can MOs do to contribute to the financial sustainability of WGI?</p> <p>Increase in membership</p> <ul style="list-style-type: none"> <li>- Only offer yearly. Possibly offer different packages of membership (3 years, 5 years or life)</li> <li>- Translate Glasser's books, there should be a fee charged. (WGI or Carleen)</li> </ul> <p>Increase in training</p> <ul style="list-style-type: none"> <li>- Need Marketing</li> <li>- Farida: offers a package deal of BIT &amp; practicum</li> </ul> <p>More symposiums and conferences</p>	<p>EJ: Korea is a unique association. They have a balanced focus on CT/RT/LM/QS also and WGI needs to this globally. This is why Glasser's ideas doesn't have impact today.</p> <p>They are known as RT association. Also focus on global connection.</p> <p>Glasser: CT is railroad, RT is the train Need to focus more on RT/LM. Many people are confused.</p> <p>Focus on counseling Korea has QS (1) good quality school</p> <p>Quality Schools</p> <ul style="list-style-type: none"> <li>- Important to start at the school level to teach Glasser's ideas</li> </ul> <p>Want the original members to be more involved.</p> <p>Also need young people involved.</p>

	trainers. If this is done then we do not need to worry about monitoring globally.		

## Group 5, Session 1

Four people prioritized Possibility 3

One wants Possibility 1

One wants Possibility 2

One abstained

The US spoke of the products they have created to try to bridge the gap from no investment to a \$500 BIT. It has taken time, but they are beginning to take off, including their Online Basic Training. They would like to see something similar for WGI.

Korea wants WGI to serve as the headquarters of the organization and the authority. They are concerned that we can diverge from Dr. Glasser's teachings if there is too much uniqueness between MOs. Even Stage 3 MOs need to consult with the authority from time to time. They also think Possibility 3 is important but would like to see Possibility 1 as the priority.

New Zealand spoke about the importance of having Possibility 2 as the priority and believes Possibility 3 will happen organically if we are good at our delivery of programs and information. He takes exception to the word "regulate" in Possibility 1, but sees the need for guidance in the use of CT/RT/LM. He believes the experienced people on WGI board will ensure the integrity of training.

India was in favor of Possibility 3 as the priority but is concerned that it be done in a cost-effective way. With Internet connectivity there should be cost-effective ways to do it. She also suggested placing a one-year timeframe on it to reevaluate its effectiveness.

South Africa met with their ExCo and are in favor of Possibility 3 as the priority. They also lamented the struggle to make things happen with volunteers. She believes WGI needs to focus on how they will accomplish #3.

Russia did not contribute to this discussion because he said he was there to observe, think and understand better what was happening within WGI. He did not have an opinion regarding the possibilities put forward.



Proposed template for groups to record their discussions:

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<p><b>Possibility 1:</b></p> <p>WGI's primary focus is to <u>regulate</u> the use of CT/RT/LM and training globally and MOs would develop autonomously, independently creating, marketing and selling products and services globally.</p>	<p>Help the quality of training and standardization – Very Important</p> <p>Conflict with MOs who may operate differently</p> <p>Powerful to have shared thinking of international leans</p> <p>Individuals can make their choice; may not have endorsement of WGI for that particular training</p>	<p>Could increase sustainability</p> <p>Creating new products with WGI endorsement could improve sustainability with digital access – 5% goes to WGI</p> <p>US is getting global scales</p> <p>Money will take care of itself</p>	<p>It comes down to quality and quality products, accessible and affordable</p>

	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level
<p>Possibility 2:</p> <p>WGI's primary focus is to be a vehicle for global connection through <u>communication and networking</u> with MOs, facilitating MOs to benefit and learn from each other's ideas, experience and expertise.</p>	<p>Effect would be small; others think the effect could be large in terms of quality</p> <p>May get ideas but would depend on MO to implement</p> <p>Could help if you accept mentoring</p> <p>Send videos of training to WGI to see if they are doing the right things to training committee</p>	<p>By maintaining rich relationships and connecting, creativity will be the ground upon which we move forward</p> <p>Connecting may be implicit in any priority we choose</p>	<p>Replication and expansion come from the communication and understanding of what others are doing</p>

	Quality of training and standardization for different MO levels	Financial sustainability of WGI	Expansion and MO growth at a global level
<p><b>Possibility 3:</b></p> <p>WGI's primary focus is to <u>intentionally raise the international footprint of CT/RT/LM</u>, while supporting the growth and development of existing and new MO's, creating pathways for individuals and organisations to create, market and promote products and services globally.</p>	<p>If intent is clear, and clearly identified and communication, it will assist with quality (through a forum like this)</p> <p>It depends on the process that's put into place on allowing those products to be put into place</p> <p>Depending on rigor, the quality could improve or decrease</p> <p>Rigor can also put people off</p>	<p>This will improve the sustainability better than any other option</p> <p>This speaks to growth &amp; development</p> <p>From a LM point of view, WGI should always take a LM approach, prioritizing the growth &amp; development of MOs will definitely improve and lead to sustainability</p> <p>MOs can have input</p> <p>Gives faculty an avenue to get their products viewed on an international stage</p>	<p>One success will lead to others and everyone will want to get in on it</p> <p>Regular feedback from MOs will assist in expansion and growth</p> <p>Obviously, MOs will be given different options</p>