



William Glasser International
WGI Board Meeting Minutes #
Friday, September 24th, 2021 at 13:00 UTC

Zoom information: 275-698-2209

<https://zoom.us/j/2756982209>

Password: choice

In Attendance

Denise Daub

Kim Olver

Farida D'Silva Dias

Shruti Tekwani

Fumiko Hamada

Sonia Muñoz

Meenakshi Mhambre

Bette Blance

Hana J Alsane

Gymy Lim

Lynn Sumida

Denzyl Witbooi

Nino Matteo

John Brickell

Mohammed Ahmed Al Marhabi

John Cooper

Absent

Kalikamurti Saraswati Suich

Ahmed Ait El Madani

Asmaa Chroqui

Sergei Bogolepov

Guest

Ahmed Al Shatti

Apology

Eun-Jin Kim (EJ)

1. Take attendance to check quorum requirements -Farida

Have a quorum

2. Approve August 2021 minutes -Farida

Lynn moved to accept

Shruti seconded

Passed unanimously

3. Conference Policy Update –KIM

Difference between online conference and in-person conference. Not the same.

Added clause to conference policy

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- Fumiko-in the future conference committee should be informed of changes before bringing it to the board.
 - Apply to all committees
- Kim-apologies for not following the protocol

Lynn moved to accept

Sonia seconded

Shruti Tekwani	4
Fumiko Hamada	4
Sonia Munoz	4
Hana J Alsane	4
Gymy Lim	4
Lynn Sumida	5
John Brickell	4
Mohammed Al Marhabi	4

4. Results of Poll -Kim

Reviewed results from survey monkey

- Date: Friday – December 3rd
- Priorities
 - 1st - Learning something
 - 2nd - Exposure to international audience
 - 3rd - Having fun

5. Presentation of the strategic plan by Dr. Ahmed Al-Shatti

See attached presentation.

Discussion:

- Lynn-WGI does not provide a service
- Instructors provide the services, and they are independent providers
- Need to re-evaluate our vision and who is our real client.
- Ahmed Al-Shatti - Where is WGI going to get their money?
- Lynn-what is the trainer getting from WGI
- Kim-paying for access to the proprietary copyrighted information

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- Lynn-model not working. No growth & financial well-being not there. When the majority of MOs are struggling then there is a flaw in the way we are approaching it.
- Kim-most companies will innovate over time and come up with new products. WGI does not innovate and has no new products.
- Lynn-question of who we want to be?
- WGI used to own the trademark for CT. Carleen is now the trademark holder & she trademarked RT also. Both trademarked in her name. Kim requested that the trademarks be left to WGI, but she has indicated that they would be left to her daughter.
- Denzyl-we now have a framework presenting us with the difficult questions that have always been there. We have a lot of work to do.
 - Intellectual property question
- Farida-presentation opened up us to new avenues & questions.
- Al-Shatti have to start with WGI then move to MOs
- Kim-invitation to Al-Shatti to be a member on the strategic planning committee.

Presentation ended 1430

6. Attendance at Board Meetings - Revision to Board Policy -Kim

- Don't always have a quorum.
 - Board members who did not attend board meeting will review the recording and then vote by email within 10 days.
 - Motions can be finalized instead of just have discussions at meetings and not passing motions
- Don't have a quorum so will have a discussion and then send out for votes by email.

Lynn moves to accept

Gymy seconded

Fumiko Hamada	3
Meenakshi Mhambre	4
Hana J Alsane	4
Gymy Lim	4
Lynn Sumida	5
John Brickell	5

7. International Courtesy Guidelines

- Kim-not changing anything just separating it from Becoming a MO policy.
- Fumiko-assumption that the MO rep speaks English, however, if all these conditions become mandatory it will be a burden to non-English speaking MOs.
 - Trainer notifies the instead MO if rep is non-english speaker
 - Lynn-fees needs to be adjusted to be clearer.
 - Farida-trainers are not always aware of the additional fee they have to pay WGI when they are charging their fees.
 - Kim-can add that if you are not able to communicate with MO you can go directly to WGI.
- Kim to make the changes and send out.

8. Youth Committee / GQS Committee / Research Committee -Kim

- Youth committee
 - Four people interested and Shruti.
 - Kuwait, Australia, South Africa, Morocco & India
 - Shruti will be scheduling a meeting soon.
 - Denzyl-board member (Shruti) there for guidance. Want them to be able to manage themselves.
 - Send Kim emails for possible reps.
- Research & GQS-spoke with Janet Morgan.
 - The GQS committee may join the GQS research subcommittee.
 - The only GQS left is in VA.
 - Grand Traverse let their GQS certification lapse, but were pursuing it again prior to Covid.
 - Kim suggested we go forward with who we have.
 - GQS no chair
 - Set up meeting with who we have and let them choose who will be charge.

9. MO meeting (Stage 1); Review of Policy – Becoming a Member Organization – Kim

- Kim-understanding from Kalika that it is not consistent with other policies. We need to talk about that.
- Letter of intent signed by New Zealand

10. Strategic plan report of July Board meeting – Lynn and Denzyl

Review document (see attached)

- What is the priority for the direction of WGI.
- Overview of the report and the structure
- Lynn-Summary of the three options
 - Should the primary focus be on looking over the legacy & keeping the integrity
 - Facilitating Communication & Networking with Mos
 - Growth & greater global awareness
- Majority voted for option 2 & 3
- Range of perspectives on how we grow
 - Will it work for the whole organization?
- What is attainable in terms of where we are in the world today?
 - What is realistic in terms of credibility & presence in the world.
- Where is the energy going and is it producing growth?
- If we want CT to be a household name what would that look like?
- If WGI was helping MOs grow what would be happening?
 - Supporting MOs
- What are we passionate about that will drive our behavior?
- What is our Why?
 - <https://www.youtube.com/watch?v=TDi4hzRIrgc>
- Next MO meeting with the board – ask the MOs what would the picture look like?
 - Beginning with the end in mind
- If MOs don't have any idea of what WGI's vision is, we can't expect them to come up with a picture. Need to provide them with options of the vision.
 - Need to clarify the vision of WGI with MOs and then look at the strategies of getting there.

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Next meeting:

October 22nd – executive meeting

October 30th- board meeting with MOs representatives.

John Brickell- need to be clear on our invitation to MOs before the meeting, at least a month, so they are prepared and know what to expect at the meeting.

- The strategic planning committee will work on the framework for the meeting.

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

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

Board Policy Revision

The Strategic Planning Committee would like to recommend the following revision to the Board Policy:

Proposed by:

Seconded:

9.0 ATTENDANCE AT BOARD MEETINGS

9.1 Attendance at each board meeting is the responsibility of each board member.

9.2 It is the responsibility of the board member to inform the Chairperson if they are unable to adhere to the expectations of attendance and workload of board members.

9.3 When a person misses a board meeting for whatever circumstance, the audio recording of the meeting will be sent to them. They will be expected to listen to the meeting. If a quorum was present at the meeting no further action is needed. If a quorum was not present and decisions could not be made, after listening to the audio version of the meeting, the person will record their consensus number on each proposal in an email to the Board Chair and Executive Director so a quorum can be achieved and decisions made. The reply must be sent within 10 days. If the consensus number changes this will be reported to the whole Board at the following meeting.

9.3 The Chairperson shall contact the board member who misses two [2] consecutive board meetings without notice, to understand the situation and look for possible solutions for the board member's duties and responsibilities.

9.4 If a Board member misses three [3] consecutive meetings or more than 50% of meetings during the calendar year, the Chairperson gives notice that this situation shall be discussed at the next board meeting.

9.5 If the Chairperson determines that the board member is unable to fulfill their duties and responsibilities, then the Board shall ask for a new election within the Member Organization concerned.

INTERNATIONAL COURTESY GUIDELINES

1. Whenever a faculty member is preparing to work in a country with an existing Member Organization (MO), the faculty member or the person organizing the training needs to notify the MO by registering the training through that local organization, **aligning with the culture and practices of that member organization.**

- 1.1 At the conclusion of training, data, paperwork and training fees need to be sent to WGI through the MO where the training occurred.
- 1.2 Any reasonable training policies followed by the local member organization will be followed.
- 1.3 Should there be a disagreement about what is reasonable, one or both parties can request a meeting with WGI's Training Committee for mediation.
- 1.4 Whenever people take training in an MO area other than their own, it is the responsibility of the MO to notify the person's MO of residence of the training completed.

Motion: The training committee is suggesting the following update to the Conference Policy. The updates are in red.

Proposer:

Seconded:

DATES

6.1 The date of the conference will be chosen to primarily suit the host country. Other countries may be considered but definitely choose dates that will work within the host country as the majority of attendees will come from there.

6.2 Neither WGI nor any of its affiliate organisations will arrange other events that will compete in any way or detract from the International Conference.

6.3 Neither will WGI plan events to conflict with national conferences of the MOs.

6.3 Normally this will mean that no other WGI events should be planned within two months of the date of the International Conference or MO Conferences, unless the planned event will be strictly online. In that case, we ask for a one-month distance from any previously scheduled events, either nationally or internationally

6.4 Individuals or organisations arranging events that might conflict in any way with the International Conference or other WGI events are recommended to consult with the Board as soon as the conflict is obvious.

WGI Direction – A Compilation of Feedback from the Mos/Board on Options for the Primary Focus

Summary: Overall there is strong support for Options #2 and #3. People want communication and networking with and between the MO's, and they also want growth. One MO feels #2 will lead to # 3. This may be true, but over what timeframe and financial viability? Can WGI carry on for 5/10 years, with the current rate of growth?

Option #3 was strongly supported by quite a few and naturally the questions are about how to do this and the cost. If we are to proceed in this direction as a main priority, the organization needs to form a picture/vision of what that would really look like.

There was one vote for #1 as the main priority. Others agreed, but not as the main priority.

Please see the specific comments, questions and needs at the bottom of this document.

The Strategic Committee have also raised a few issues for your consideration:

1. The people currently involved primarily, have other jobs that sustain them. This is something we rarely talk about but should consider how this is impacting the organization and growth. For example, some MO's are happy to grow slowly and at a pace the instructors can sustain, which is just fine. And, is this a viable model for the overall organization? Perhaps we should analyze how each MO has grown and developed and are we operating on models that are not serving or viable anymore?
2. What really matters and what is attainable? For example can CT/RT actually gain the professional credibility we desire, in a timely manner or have we missed the window for this? This does not mean that gains cannot be made in the area of research and credibility but is this the main priority and will it create a viable organization?
3. We can maintain standards within the organization, with some degree of ease. Yes, there will be exceptions and individuals who want to work outside guidelines, but overall is this our biggest problem? What are established countries, with good standards, struggling with? It seems they are struggling with growth, awareness and engagement of the general population with the ideas and with training options.
4. There was a strongly expressed feeling of constraint by the current guidelines and formats currently available for training and education, that WGI has endorsed. It raises the question of have we unintentionally discouraged creativity and initiatives.

It is clear there are different issues of importance that individuals and MOs have. In offering the three options we sought to rise above specific areas of concern/importance, to the greater issue of direction or vision. Where does WGI really want to go or lead the organization?

In light of this, here are 2 questions to consider:

- 1. Do we want Choice Theory to be a household name? If so, what would that look like?*
 - 2. If WGI is actively helping MOs grow, what would you see happening?*
-

There are many areas of concern as expressed in the data below, which of course will need to be addressed but as you reflect on this data, we ask that you consider the question: **Will addressing this issue help set a course/direction for WGI?** Once a clear direction is set and embraced by the members then the concerns can be tackled, in alignment with the direction and values established.

Questions:

- What is our identity?
- How do we have financial sustainability?
- What is the connection between Mos and WGI
- How do we attract young people?
- Why be a part of an MO or WGI? (except for those teaching)
- How could WGI help growth at the MO level?
- How can the organization be operational?
- Should WGI membership be with the Mos or each individual?
- Legacy Growth - what is Dr. Glasser's legacy, his name or his ideas?
- How do we engage people after BIT? Clarify value offering & marketing?-
- How do we consider products & services offered globally?
- How to monitor training globally?-

Expressed Needs:

- International certification for credibility and evidence-based research and content
- Need specific content focused training and not just general
- Need strong leadership
- Need current language
- Need 120 research activities comparing modalities
- Tighter connection between WGI and the Mos
- Want coordination not Regulation re guidelines and competency
- Need a common vision – alignment of MO's vision to that of WGI
- Need a legal structure that supports the wants of the org
- Some believe WGI should communicate with members all the time.
- Korea strongly feels WGI needs to maintain control of ideas and standards
- Consideration of timeframes for people to become certified
- Cost considerations Consideration of different economic realities of different countries

- Need to build on the ideas of Glasser
- Need for diversification of training across sectors, flexibility of training options
- Support for faculty – collegiality & connection
- Use of technology
- Standardization – need to monitor & Quality Assured training
- Consider balance of training – CT_RT_LM components

Concerns expressed

- Internal resources & finances
- Engagement of non-English speaking members
- Information from WGI that does not get to members
- Engagement of long-standing members

Vote on the priority:

- Ireland 2
- Iran and Colombia 3
- Australia 2&3
- Hana 2, Denise 2, Farida 2 or 2&3, Leave marketing to the Mos
- Group 5 = 4 people for 3, 1-1, 1-2
- Korea 1
- New Zealand 2
- India 3 and concern is cost
- South Africa 3