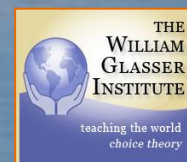


We cling to our own point of view, as though everything depended on it.  
Yet our opinions have no permanence; like autumn and winter, they  
gradually pass away.

—— Zhuangzi, Chinese Philosopher  
4<sup>th</sup> Century, BCE



## Glasser Announces CE Credits Online Course for Teachers! EART Conference in Bled Slovenia April 2013!

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2<sup>nd</sup> WGA International Conference  
Canada Sponsors & Invites!  
July 9 — 12, 2014 Toronto, Ontario [Canada]  
Check page 21 . . .



## A Message from William Glasser, M.D.



### ANNOUNCING: CE CREDITS ONLINE COURSE FOR TEACHERS

Teachers today need continuing education credits in order to maintain their teaching credentials and to be eligible for pay scale increases in most school districts. I am now pleased to announce the release of my own online course for credit published by a very reputable company called CE Credits Online. The title of this new course is: "Choice Theory in the Classroom: Where Every Student Can Succeed." It is comprised of text from my original writings and self-published books, excerpts of which have been skillfully assembled with my approval through the editing expertise of Terri Allen, MS and my wife Carleen Glasser, MA.

This course teaches a comprehensive overview of Choice Theory and ways to implement it in any classroom. In this basic course, teachers are given the theoretical background and techniques understood and used by teachers trained in the Glasser Quality School concepts. It will provide any teacher with the information they need to transform their classroom into a choice theory environment for their students.

I think teachers will find this course to be immediately helpful to them and fun to take. My editors Terri Allen and Carleen Glasser were quite creative and thorough in assembling the material to fit the publisher's online-format. I urge all members of The William Glasser Institute, who are familiar with my ideas on education and who know teachers who need CE Credits, to please recommend my course to them.

If you are currently a teacher or administrator working in a school district and would like to introduce the staff to my ideas or to continue to gain experience in Choice Theory applications to education consider this opportunity. The course is very easy to get and take. Just log on to [www.wglasserbooks.com](http://www.wglasserbooks.com) and follow the link to sign up for "Choice Theory in the Classroom: Where Every Student Can Succeed."

**Bill Glasser**

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### Newsletter Design

Articles are presented in alphabetical order by author. Subsequent article(s) by the same author may be found later in the newsletter. Spelling may vary depending on the country of origin. This Newsletter is designed and presented by Jean Seville Suffield, Senior Faculty, The William Glasser Institute, International Communications Consultant, WGI. *Disclaimer:* Opinions expressed in articles are solely those of the authors. Please note that The William Glasser Institute is non-sectarian and does not endorse any religion over any other.

## In Memoriam



Tom Bratter, one of our Glasser family members, passed away on August 3, 2012. Dr. Ernie Collaolletta, who knew and loved him, offers this beautiful tribute.

THOMAS EDWARD BRATTER, ED.D. (1939-2012)

**D**r. Tom Bratter died on August 3rd after a long illness with heart disease. He is survived by his wife of 49 years, Carole, his son, Edward, and his daughter, Barbara, daughter-in-law, Andrea, and three grandchildren, Ben, Max, and Ali. Tom grew up in Scarsdale, NY and raised his family there before moving to Salisbury, CT. He went to Columbia University where he received his undergraduate degree, and his Masters and Doctorate in Counseling Psychology. Tom was the

founder and president of the John Dewey Academy, a therapeutic high school for troubled adolescents. Tom wrote or edited four books and published over 150 journal articles.

I had known Tom for thirty years. It was he who introduced me to the Institute and Bill Glasser. It was he who helped me get into N.Y.U.'s doctoral program in school psychology. It was he who pushed me to be unorthodox in my treatment of self-destructive adolescents. It was he who taught me to challenge the system. It's hard for me to believe that I won't be able to pick up the phone to ask for his advice on some crazy adolescent that I have in therapy. Tom was my professional father, my mentor, and most importantly, my friend.

Rebel, revolutionary, and Reality Therapist! Tom was part of the first group of professionals with Al Katz, Bob Wubbolding, Alex Bassin, and others to have become certified by Bill Glasser. Glasser told me that if it weren't for Tom, Reality Therapy would not have come to the East Coast. Tom told me that without Glasser, the psychoanalytical world would have dominated psychology.

To say that Tom was a man of passion would be an understatement. He dedicated his life to helping troubled adolescents. He was bold and brash. He would go down to the south Bronx to threaten drug dealers to call the police on them if they ever sold drugs to one of his kids again. His language was colorful, to say the least. Every other word out of his mouth was an expletive. He never minced his words; you always knew where you stood with Dr. Bratter. He was bigger than life. When Tom walked into a room, there was little room for anyone else. His rough and tough image housed a heart of gold. He always acted out of concern and love, even in his most radical interventions. He gave new meaning to psychotherapy. His methods were a bit exaggerated, but they brought home the point. This is best illustrated when he would have kids literally dig their own grave and have a mock funeral for them when they persisted in self-destruction. You never had to worry about paying a fee for therapy with Tom. When parents refused to pay for their child's therapy or didn't have money to pay, Tom would see them for free. When kids didn't show up for an appointment, he would go to their homes. He cared enough to set limits on 'out of control' youngsters. He forced them to change and become responsible for their own behavior. He relentlessly challenged schools, government agencies, and anyone else that he believed was not giving one of his 'F-ups' a fair deal. He stood fast with Glasser in his belief that psychotropic medication was not necessary to solve the problems of the human condition. Viewing education as the sole means of success in life, Tom founded the John Dewey Academy. Here, in this therapeutic high school, he took students whom the educational system had failed. He turned them into successes and got them into quality colleges and universities.

The world is a better place because Tom Bratter made it that way.

**Dr. Ernie Collaolletta**

## In Memoriam

**Courier Press on August 1, 2012**

John Robert Cockrum Louisville, KY. John Robert Cockrum, 77, passed away Monday, July 30 at Baptist East Hospital in Louisville, Kentucky.

### John Robert Cockrum



On July 30, 2012, The William Glasser Institute lost a senior instructor, beloved friend, excellent teacher, great story teller. Bob Cockrum died after a long illness at Baptist East Hospital in Louisville Kentucky with Jane his wife of 38 years at his side. Bob was one of the early senior faculty instructors and taught intensive trainings until a few years ago. He had retired from Kentucky Wesleyan University in Owensboro KY and afterwards he and Jane relocated in Louisville KY. Story telling about fishing, family and friends characterized his teaching and as John Brickell said, "He was larger than life and loved to come to England to teach reality therapy and illustrate the principles with stories drawn from his life in Kentucky in addition to his scholarly studies."

Bob earned his masters and doctoral degrees from Indiana University and was an intense admirer of Bobby Knight, the legendary basketball coach at IU. He began his career as a high school teacher and had spent years teaching music, science and literature. He also directed plays, built banjos and clocks, played and collected Conn coronets.

He developed a business that he called "Bob Buys Books" that enabled him to visit dozens of colleges throughout KY and purchase textbooks from university professors. This job enabled him to sit with old friends, make new friends and tell stories. As his obituary in the *Louisville Courier Press* read, in part, "He was a proud and honored member of The William Glasser Institute." For many of his long term Institute friends and associates, Bob's loss is painful. Our thoughts and prayers go out to Jane, Bob's family, neighbors, colleagues and friends.

### Bob and Sandie Wubbolding

## Especially for Teachers: CE Credits Online Course

**D**r. William Glasser is, for the first time, introducing an amazing, new online course just for educators. An innovator in revolutionary ideas for schools, Dr. Glasser is offering this timely course to teachers anywhere, who want to maximize student creativity, competence and joy in life-long learning. Dr. Glasser has written a number of books pertaining to the field of education including, *The Quality School: Managing Students Without Coercion*, *Every Student Can Succeed*, *Schools Without Failure* and *Choice Theory in the Classroom* among many others.

"Choice Theory in the Classroom: Where Every Student Can Succeed" is a unique, interactive course in which teachers can learn new ideas and effective methods to implement immediately in their lessons and connect in powerful ways with every student in their class.

Dr. Glasser's work in schools is highly acclaimed as a success-orientated strategy leading to positive improvement in the entire school system. Educators of any grade level are invited by Dr. Glasser to get on-board and "create the change you envision for your students." We encourage you to take this course and see for yourself the tremendous impact good ideas can have on your professional excellence.

If you need CE Credits for your license, credential renewal, or pay scale increases, this course is for you! The well-respected and fully-accredited CE Credits Online is offering credit hours for Dr. Glasser's new course and he is very excited about sharing it with educators, world-wide.

To access this ground-breaking online course simply click on to the following link: [www.wglasserbooks.com](http://www.wglasserbooks.com)

Let's choose happiness,

**Jim Coddington, CTRTC, MSW**

William Glasser Inc.

"Teaching the World Choice Theory"

Sales and Marketing Director

310-313-5800

[www.wglasserbooks.com](http://www.wglasserbooks.com)

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View Poster on the following page.



# **AMAZING NEW!! Glasser Online Course**

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**Especially for  
TEACHERS!**

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**If you need continuing education credits to maintain your teaching credentials or obtain pay scale increases, Dr. William Glasser now has a new online course created just for you.**

**Title of the Course:**

**Choice Theory in the Classroom: Where Every Student Can Succeed**

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**For more information log onto [www.wglasserbooks.com](http://www.wglasserbooks.com) and follow the prompts.**

## Board & Conference: The Chairperson Reports . . .



Brian Lennon, Chairperson  
William Glasser Association International

The summer months in the northern hemisphere seemed quite an anti-climax (or should it be 'post-climax') after the wonderful conference in Los Angeles. One thing was certain: the members of the Board were exhausted. Doing in 19 weeks what normally takes about two years was strenuous but so, so worthwhile. Meeting the Glassers again was special and I know that it was a wonderful experience for Bill and Carleen. That was exactly the way we all wanted it to be.

On Tuesday 25<sup>th</sup> September we had our first post-summer meeting but this was far from being the first post-conference activity. Shortly after the Los Angeles event, we entered into contact with the WGI attorney to put in motion the process of transitioning from WGI to WGAI.

This transition had been the advised path in the opinion of legal experts among our international membership. The process consisted of redefining the number of members in the legal board of WGI and assimilating the existing WGAI board members into the WGI legal board. This newly constituted board of WGI would then formally vote to change the name to WGAI and would submit amended articles of incorporation to the relevant Californian authorities. At the time of writing, we are redrafting the bylaws of WGI/WGAI to establish a better system of ensuring continuity within the board. This, in turn, has repercussions for how we elect our board of directors in the future and work has already begun in this regard.

The September meeting had a very long agenda starting with a welcome to Nancy Herrick, the new delegate elected by members in the USA to replace the outgoing Lucy Billings Robbins. We then had a review of the legal aspects of the transition, the current work being done and plans for the immediate future.



Next on the list was the pleasant task of reviewing the Los Angeles conference. This included a financial summary report from Terry Hoglund and Al Katz. Total income included \$68,975 for registration and \$59,417 for accommodation. Adding other receipts the total income was \$134,416. Expenses included \$105,153 to LMU, miscellaneous expenses of \$2,682 and refunds totalling \$9,885. This gave an outgoing total of \$117,721. The really good news was the bottom line, a net profit of \$16,694!

There were 222 people with full registration at the conference and 6 who signed up for one-day registrations. We did have an unusually high refund level and there seemed to be at least three reasons for this: (1) A large number of Iranian members had applied [due to the great work being done in that country by Ali Sahebi] but unfortunately most were refused visas to visit USA, probably a result of the very short run-in time to the conference; (2) Some of the other "refundees" had unexpected changes in their plans; and, (3) There was yet another group who had replied immediately to the appeal for deposit money and later found they were unable to attend. Curiously, all of these people helped make the conference happen even though they could not attend. This was a conference where participation was the key concept and people participated in many different ways.

## Board & Conference: The Chairperson Reports . . .

**T**hose familiar with the story of this conference will know how much planning was involved, particularly around the issue of finance. We were very aware of using members' money and had several contingency plans based on the number of applications received. The surge of interest at the end meant that, not only did we break even but we had a positive profit to show. This is certainly a healthy amount but it must be seen in the context of conference costs. For example, our booking deposit was \$15,000. As an organisation, we need at least this amount available simply to book future events. It is also our long-term plan to ensure that events such as the International Conference contribute to the running of WGAJ. That being said, we are delighted to be able to add financial success to the already wonderful story of this conference.

"No rest for the wicked," as they say, and the next item on the agenda was the next International Conference, planned for Canada in 2014. The Canadian team has done a lot of work already and are close to establishing a location, most probably the Hyatt Regency Hotel, Toronto, Ontario, and the cost for the conference. Shortly, Canada will submit to the Board a budget for review and then full news of the conference will be communicated to you all. At this point it is worth reminding you that over the next 12 months, there are several major conferences planned and you can obtain full details on the website.

At this point in our meeting, we experienced something we had not encountered before, a total technology breakdown. In spite of our best efforts, we were unable to re-establish our online links and consequently we are advancing the next items on the agenda by email. These include the work of the nine action committees and our need for a series of policies.

As always, we invite your ideas. We cannot promise to do everything you say, but we will certainly take your suggestions into consideration.

## WGAJ Board Members . . .

- **Nancy Buck, Janet M. Fain Morgan, and Nancy Herrick** representing United States of America
- **Ellen Gélinas and Jim Montagnes** representing Canada
- **John Brickell and Mirjana Palcic Bubnic** representing Austria, Belgium, Bosnia & Herzegovina, Croatia, Denmark, England, Finland, France, Germany, Ireland (Republic), Italy, Macedonia, Malta, Netherlands, Northern Ireland, Norway, Poland, Scotland, Slovenia, Spain, Sweden, Switzerland, Wales
- **Ivan Honey** representing Australia, New Zealand
- **Masaki Kakitani and Peter Ho** representing China, Hong Kong, Indonesia, Japan, Korea, Malaysia, Philippines, Republic of Singapore, Taiwan, Thailand
- **Juan Pablo Aljure** representing Argentina, Colombia, Cuba, Dominican Republic, Mexico, Nicaragua, Paraguay, Brazil
- **Mitchell Messina** representing Albania, Bahamas Is, Bahrain, Egypt, Grand Cayman Is, Iceland, India, Iran, Israel, Jordan, Kenya, Kuwait, Russia, Saudi Arabia, South Africa, Turkey, Ukraine

Check out new information about WGAJ Board Members at [www.wgai.net](http://www.wgai.net)



## Update from Executive Director, WGI - US



Kim Olver, Senior Instructor  
Executive Director  
The William Glasser Institute – US

I want to start with a huge thank you to Anna Corbett who has graciously volunteered to host two of the Choice Connection teleconferences in October and November. If you didn't hear the one from October, you can listen to the recorded version on the website and mark your calendars for the one coming up on November 14<sup>th</sup> at 4 PM Eastern/3 PM Central/ 2 PM Mountain/ 1 PM Pacific. If you live outside the US, you can determine the time by visiting <http://www.timeanddate.com/worldclock>. Anyone with a topic germane to Choice Theory is welcome to host a Choice Connection call by providing an outline to me at least one week prior to the call. Just email me of your interest at [kim@wglasser.com](mailto:kim@wglasser.com).

I also want to mention to US members that if you have any questions, ideas or would like to volunteer to help, don't miss the Inquiries, Ideas and Involvement Mastermind calls scheduled the second Tuesday of each month at 7:30 PM Eastern/6:30 PM Central/5:30 PM Mountain/4:30 PM Pacific. I am on the line wanting to talk with anyone about what's going on at the Institute and ideas you might have for making it better.

There are many ways to get involved on many levels at the Institute. Have you signed up for the book study on Dr. Glasser's most recent book, *Take Charge of Your Life*? It's not too late. You can still join by signing up at <http://www.wglasser.com/book-study-take-charge-of-your-life>. Peter Driscoll, Midwest Regional Representative, is hosting these calls.

I also want to provide you with an update on what is going on with The William Glasser Institute – US (WGI-US). Many of you attended the international conference in LA in June. If you did, you received an update about the William Glasser Association Internal (WGAi). If you didn't, here are the plans.

Dr. and Mrs. Glasser have approved the WGAi taking over the former functioning of The William Glasser Institute. They are currently in the process of transitioning to the legal board for our global community.

Consequently, the United States is also in the process of incorporating and becoming a legal entity of its own. We have established ourselves as a non-profit organization in Texas to be effective when the WGAi becomes the legal entity for The William Glasser Institute. The US advisory board will then become the legal board for the US. Beverly LaFond of the Sunbelt Region has taken on an active role in this process. The incorporation papers have been filed and the Articles of Incorporation have been written. We are moving full steam ahead in this endeavor.

What will change for you? I don't think there will be many things that change. The US will continue to have conferences every other year during those years that the WGAi does not have an international conference. We will also be looking into providing an annual faculty retreat here in the US provided there is an interest. The US will be sending out a survey to discuss the 2013 US Conference. Watch for it in your email. Canada is sponsoring the 2<sup>nd</sup> WGAi international conference in Canada in 2014.

## WGI – US Board Report From the Chair



Frank Dunn, Chairperson  
The William Glasser Institute – US

October 19, 2012

**I** continue to be stimulated by the enthusiasm and energy generated by the International Conference in Los Angeles. We are truly developing a global culture in the application of Choice Theory and Reality Therapy. A hearty thank you is extended to all those who put an enormous amount of time and energy into making this a success.

As the international board continues to move toward becoming the Institute Board, the question of where the US Board stands has been raised. There seems to be some confusion as to who we are and what we do, so a few words of explanation are in order. From our inception, we have served in an *advisory* capacity to the Institute's Legal Board. We do not have legal or fiscal authority. Our recommendations regarding training and procedures were considered and officially adopted or rejected by the legal board. This worked well for many years, but it became obvious several years back that a global organization representing the many diverse cultures in our family needed to be formed. These developments left us with the question, "What is the role of the Advisory Board?"

With the formation of WGIA and its pending status as the Institute Board, the Advisory Board is now named the William Glasser Institute - US (WGI – US), and it will eventually go through the same incorporation process WGIA is now experiencing. In the meantime, we continue to work through the transition by coordinating training and procedures within the United States. There are many questions to be answered, but be assured of three things: (1) WGI-US will become a national board with no greater or lesser influence on the Institute than another national or regional entity, (2) the WGI-US fully supports the move to an international culture for the Institute, and (3) we pledge to work through this transition in a collaborative and collegial style, inviting input from any interested persons.

We greatly appreciate WGAI's understanding of our concerns and their willingness to work with us in the transition. We also appreciate the patience of our US constituents as we work through the natural confusion involved in this historic change. It will get worked out and be beneficial to all of us!

Historic Change for the Benefit of All!

## **Welcome to New Faculty!**

### **Senior Faculty**

#### **Croatia**

Davor Apostolovski

### **Basic Instructors**

#### **Australia**

Deborah Buscall, NSW

Louise Fentoullis, NSW

#### **United States**

Les Johnson, CA

Kyri Owens, CA

Brian Patterson, AZ

## **Welcome to Newly Certified!**

### **Certification**

#### **Australia**

Marinela Mendes, NSW

#### **Canada - French**

Sophie Bernard, NB

Suzanne Bibeau-Boudreau, NB

Joanne Cormier, NB

Jocelyn Daigle, NB

Isabel Darveau, NB

Christiane Despatis, NB

Claudette Devarennnes-Melanson, NB

Ginette Goguen, NB

Tanya Hachey, NB

Rose-Mai Landry, NB

Monique LeBlanc, NB

Lise Legère, NB

Denise Knowlan, NB

Adrien Pelletier, NB

Manon Pelletier, NB

Melanie Pitre, NB

Rachelle Poirier, NB

Martine Thériault, NB

Chantal Varin, NB

#### **Canada - English**

Shelley Adams, NB

Frenchy Bazzocchi, ON

Susan Banderove, BC

Mario Bourgeois Leduc, NB

Marcel Bourque, NB

Michelle Brennan, NB

Jan Crowe, ON

Peggy Freake, NB

Ruth Hatchard, NB

Miranda Holland, NB

Lisa Latorcai, ON

Charles Leech, NB

Marion MacDonald, PEI

Shelley Mountain-Collette, NB

Louanne Piper, ON

Lisa Roy, NB

Atefeh Soltanifar, BC

Isabel Thorman, ON

#### **United States**

Nessren Abdelaziz Ali, IL

Terri Allen, WA

Deirdre Booth, NY

Michelle Bradley, NY

John Carswell, CA

Peter Cooper, NJ

Angel Cottom, OH

Nicole Dopp, NY

Dorothy Jenkins, MI

Kristina Lininger, PA

Janette More, TX

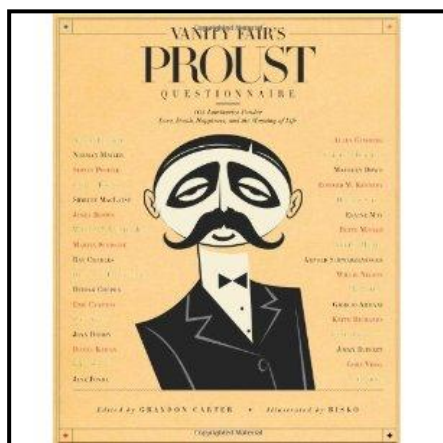
Jessica Rodriguez, CA

Greg Sharber, KY

Molly Sheldon, NY

Darren Stiffler, PA

# The Choice Theory® Questionnaire<sup>1</sup>



Sister Elizabeth Tham participates . . .

## 1. What is your idea of perfect happiness?

When the scales are fairly balanced, what I see is what I want [e.g. ice-cream, getting to an appointment on time, achieving the outcomes I had worked for, seeing WGIP grow from strength

to strength, enjoying effective communication and relationships].

## 2. When and where were you happiest?

- walking around Loch Lomond by myself on a spiritual retreat in Scotland in 1991
- meeting alumni and friends at a college reunion in Singapore in 2008
- putting around the house fixing stuff that has been neglected for a long time
- attending the WGI annual conference in New York in 2006
- seeing New York by night after a night out at a musical on Broadway
- hosting friends who came to Adelaide to visit me and my mum in 2011
- spending time with my best friend whenever we get a chance to meet



Sister Elizabeth Tham, Senior Faculty, WGI Australia  
[Liztham7@gmail.com](mailto:Liztham7@gmail.com)

## 3. What do you consider your greatest achievements?

- starting a group of pioneer student leaders in college in 1977 [I am still in touch with them now.]
- overseeing the building of an extension to a Home for disadvantaged kids and setting up programmes to promote their personal and cognitive development
- starting WGI in Singapore in 1996 and in the Philippines in 2011
- at the bedside of my dying father in 2001 to usher him off to spiritual re-birth
- at the bedside of my dying step-mother in 2006, feeding her her last meals
- currently choosing to be a carer to my own mum in Adelaide, keeping her comfortable and safe



## 4. Which talent would you most like to have that you don't have now?

- balancing on a bicycle, riding on two wheels. As a kid I was practising really hard to balance until I fell off at 17 years old and gave up trying altogether. I call this the art of balancing [the scales?]

## 5. What or who is the greatest love of your life?

- reading. I love books and I will continue reading in bed until the day I die.

<sup>1</sup>Adapted by Jean Seville Suffield from the Proust Questionnaire, Vanity Fair, with apologies to Marcel Proust.

# The Choice Theory® Questionnaire<sup>1</sup>

## 6. What is your favorite journey/vacation?

- going out in summer every weekend to visit a new place in Europe. I did this on a shoestring budget as a student in UK and as a missionary in Italy. It satisfied my power, freedom and fun needs at the same time.

## 7. Which historical figure do you most admire?

- Jesus Christ, obviously

## 8. What is your greatest extravagance?

- watching the great musicals and ballet at West End in London, at Broadway in NY, and at the Sydney Opera House in Australia

## 9. What is the quality you most admire in a woman?

- endurance and resilience, the capacity to bounce back every time after a major setback (Barbara Streisand's song "Lessons to be Learnt" is a typical expression of this)

## 10. What is the quality you most admire in a man?

- humility, the openness to learn even from a woman

## 11. What is your most marked quality or characteristic?

- creativity, accompanied by an innate curiosity to question and to explore any and everything under [and above] the sun

## 12. What qualities do you most value in your friends?

- loyalty and trust

## 13. Who are your favorite writers?

- William Shakespeare, Charles Dickens. Both of them have great insights into the human person, human motivation, and the forces of external control.

## 14. Who are your heroes in real life?

- My father. He was handed a lemon in life and made lemonade out of it.

## 15. How would you like to be remembered?

- She who loved unto death.

## 16. What is your favorite motto or expression?

- from the Outward School "to serve, to strive, and never to yield."

## From the Emerald Isle: Silver Jubilee



Ken Lyons,  
Basic Instructor  
WGI-Ireland

**W**GI Ireland held its Silver Jubilee convention in the Hodson Bay Hotel in Athlone early October. It marked the twenty five years that have elapsed since Dr. Glasser first arrived in Ireland and held his first basic week. Immediately after that, Dr. Glasser sent Suzy Hallock-Bannigan from the US as his liaison and first RT/CT teacher in Ireland. To mark the occasion, Suzy was invited as keynote speaker and she was accompanied by her husband, Bob O'Donnell, who also presented.

The Surviving members of that first basic week were all invited to the Convention banquet, and Sunday morning was spent doing an activity that turned out to be at once hilarious and also so very poignant and sad. The entire convention group was divided into decades, chronologically arranged depending on when they first encountered Control Theory/Choice Theory/Reality Therapy. We then moved from decade to decade and people related the one thought that they most remembered from their entire Glasser experience. Everybody was astounded by the depth of feelings of gratitude and of love that were expressed, and at the inexhaustible supply of memories and stories that floated to the surface. Thank you, Bill, for everything you have given us!

An illuminated address, sent by Bill, was given to each of the earliest CT 'converts.' It read, "I am filled with admiration and appreciation for everything that you have contributed to the preservation of the ideas I spent most of my adult life developing," Bill Glasser.

WGII Fellowships are awarded to long-serving members of the WGII National Executive. Ken Lyons and Jimmie Woods, who have stepped down from the executive committee after many years service, were both awarded the honour of 'Fellowship of the William Glasser Institute Ireland.' In their different ways they have contributed enormously to the development of WGII and have played a part in all important developments since the founding twenty-five years ago.

Congratulations to Jimmie and to Ken!



James [Jimmie] Woods, Senior Faculty  
William Glasser Institute - Ireland



## Sunbelt Region News



### First Certification February 19 – 22, 2013 San Antonio

Jan Moré, President-Elect  
WGI-US Sunbelt Region

**T**he WGI-US Sunbelt Region will hold its first Certification Session at the Historic Menger Hotel in San Antonio, Texas on February 19-22, 2013. The instructors for the certification will be senior faculty members Dr. Barbara Jacobson of Texas and Rev. Rhon Carleton of Alabama. More details and an application form for the program are available at [www.glassersunbelt.com](http://www.glassersunbelt.com). Candidates from any region who have completed the prerequisites are welcome to apply.



Dr. Barbara Jacobson



Rev. Rhon Carleton

**Mark the dates on your calendar today!**



Kim Olver

Following the certification, on Saturday, February 23, the Sunbelt Region will hold its 27<sup>th</sup> Annual Conference also at the Menger Hotel. WGI-US Executive Director, Kim Olver, will be the Keynote Speaker. After the keynote address, there will be a choice of CT/RT/QS/LM workshops and a round table discussion with all speakers. Up to 5 hours of Continuing Education Units will be available at the conference.

For those people who are working on their practicum hours towards CT/RT certification, Mona Dunkin will offer supervision on Sunday February 24. This will also take place at the Menger Hotel. The practicum supervision students will meet with Mona for three hours, which will provide ample time for role plays and feedback.

Sunbelt Conference Committee members are: Dave Blankenship, Tom Burdinski, Emerson Capps, Rosemary Capps, Nancy Dees, Mona Dunkin, Michelle Ford, Steve Ford, Barb Jacobson, Bev LaFond, Jenny Lundak, Dierdre McTeggart-Diaz, Jan Moré, Lynn Smith, and Judy Wells.

## Choice Theory, Reality Therapy, Lead Management Recovery Oriented Practice in Contemporary Mental Health Services



Cathy O'Toole currently works as a consultant in her own business "Choosing Motivational Leadership." Most recently Cathy held the position of Business Service Director – Northern Queensland Community Rehabilitation, auspiced by the Townsville-Mackay Medicare Local. Prior to that she was the CEO of Advance Employment Inc. a Disability Employment Service specialising in mental health and generalist disability. Cathy held this position nine and a half years. Under Cathy's leadership Advance fully embraced Dr. Glasser's Choice Theory, Reality Therapy, Lead Management, with all staff and some Board of Management, completing a minimum of Basic Intensive Training, with some staff continuing on to Certification.

Cathy is the President of the Qld Alliance for Mental Health, the Queensland State Peak body for the Mental Health Community Sector. Cathy has operated her own vocational education and training company delivering Qld Government funded traineeships in a range of industries. Cathy has also been contracted by a range of Industry Bodies and the Qld Government to develop competency based curriculum. Cathy holds a range of Tertiary Qualifications. Last year she studied Recovery Oriented Practice, a Queensland Government funding initiative targeted at staff working in the government and non government mental health sector. Cathy also worked with Helen Glover, Enlightened Consultants. Helen holds qualifications in Education and Social Work and is also a person with mental health lived experience. Cathy is currently undertaking the Basic Instructor training program under the supervision of Senior Faculty Member, Ivan Honey. You may reach Cathy at [c\\_otoole@bigpond.com](mailto:c_otoole@bigpond.com)

Choice Theory, Reality Therapy, Lead Management  
Recovery Oriented Practice in Contemporary Mental Health Services

It is my belief that Choice Theory, Reality Therapy, and Lead Management provide a philosophy and framework that will deliver recovery oriented practice in contemporary mental health services. In recent times it has been claimed that Mental Health has come of age in Australia... *"Untreated mental illness can lead to disengagement, unemployment, family breakdown, substance abuse, homelessness and suicide,"* said Australian Government Treasurer in his Budget Speech to Parliament in 2011. He also announced a commitment to \$2.2 Billion to Mental Health over 5 years. The question is will this injection of funds make a difference for those living with poor mental health, who are trying to reclaim their lives and citizenship? This question takes us to the heart of the issues; will an increase in dollars change and/or improve service delivery? Albert Einstein provides us with the following two provocative statements;

We can't solve problems by using the same kind of thinking  
we used when we created them. Any intelligent fool  
can make things bigger, more complex, and more violent.  
It takes a touch of genius – and a lot of courage – to move  
in the opposite direction.

- Calaprice, A 2005, The new Quotable Einstein.  
Princeton, New Jersey: Princeton University Press.

# Choice Theory, Reality Therapy, Lead Management Recovery Oriented Practice in Contemporary Mental Health Services

These statements challenge us to consider the following questions in relation to the delivery of contemporary mental health services;

- Do mental health professionals assist a person in their personal recovery journey or do they simply get in the way?
- Are mental health professionals willing to let go of being the **expert** in order to acknowledge the person with the lived experience as the **expert**?
- Do mental health professionals mentor/facilitate/counsel in a manner that acknowledges and builds a person's self mastery, capacity and citizenship?

It would be fair to argue that, service delivery is ultimately influenced by the values and beliefs of the individuals who work within the organisation.

At the heart of Glasser's Choice Theory is the belief that all behaviours are chosen, that chosen behaviour is the best we can do at the time, our behaviour is intrinsically linked to our belief system and all we can control is our own behaviour. We choose behaviours that we believe will match a desired quality world picture and as such to meet our basic needs.

Glasser's fundamental premise thus supports Shotter's statement; *authoring one's own experience is a basic human right. In a moral world no one but the person in question has the status, the authority, under normal conditions, to decide what his/her experience means to them.* (Geekie 2004:149)

Glasser's work totally supports the fundamental premise of Recovery Oriented Practice as stated by Helen Glover. Enlightened Consultants, trainer Recovery Oriented Practice... *the shift from external determination to the internal realization is undoubtedly the major repositioning work, that mental health services and providers need to commit to if a new paradigm is to be fully realised...mental health care has increasingly acquired society's authority to: 'explain, categorise, treat, detain and prognose' making it extremely difficult, if not impossible, to let go of the dominant expert position in the lives of others.* (Helen Glover in Press 2011)

Recovery Oriented Practice demonstrates the belief that people can reclaim a rightful place as a community member, despite any experience of mental ill health and/or distress. It is a social justice/human rights oriented movement. People are not seen as objectified, exclusionary and discriminated against but the experience is one of **sameness** and **citizenship**, that is, the same inherent rights, responsibilities, opportunities and expectations as everyone else.

Reality Therapy focuses on what Glasser calls psychiatry's three R's: realism, responsibility, and right and wrong, rather than symptoms of [mental disorders](#). Reality therapy maintains that the person is suffering from a socially universal human condition rather than a mental illness.

People become mentally unwell when they are unsuccessful in matching their pictures and are thus unable to satisfy their basic needs; this then shifts the person's behaviour away from the norm. Since matching pictures and fulfilling basic needs are part of a person's present life, reality therapy does not concern itself with the person's past. Neither does reality therapy deal with unconscious mental processes.

The Reality Therapy approach to counselling and problem-solving focuses on the here and now actions of the person and the ability to create and choose a better future. Typically, the person seeks to discover what he really wants and how he is currently choosing to behave in order to achieve these goals.

According to Glasser, the social component of psychological disorders has been highly overlooked in the rush to label the population as sick or mentally ill. Reality Therapy attempts to separate the client from the behaviour. Just because a person is experiencing distress resulting from a social problem does not make the person sick; it just makes them out of sync with their psychological needs. [William Glasser]

## Choice Theory, Reality Therapy, Lead Management Recovery Oriented Practice in Contemporary Mental Health Services

**R**ecovery is a process and not an end point or destination, despite many services attempting to create 'destinations' for people. Borg and Kristiansen (2004: 501) express recovery as a *concrete and practical process of gaining and maintaining more control over one's life*. This requires much more of a continual 'self-righting' action versus an achievement or arrival at a destination point. It is when we lose our self – righting mechanism that we become stuck.

Self-Righting is achieved when using Glasser's Reality Therapy process. The key to self-righting is in the how the support is provided, that is, does the support a person receives help them to recognise and reignite his self-righting mechanism or does it result in the mechanism atrophying further?

Using the process of Reality Therapy and the philosophy of Choice Theory creates a space for curious questions, where the focus is on *not* knowing the answers. This creates a space where the person is able to identify the current not so effective behaviour in order to identify more effective behaviours that will assist them to achieve their quality world pictures in order to meet their needs.

Finally, mental health professionals that work within Glasser's Lead Management framework will also deliver Recovery Oriented Practice. As the lead management framework focuses on creating a cooperative and non expert space, based on the belief that treating people well, genuinely listening in a curious manner for their needs and trusting their self expertise, people assume the driver's seat in the choices that they make in their own life. A mental health professional lead manager knows that being the expert in the life of another does not work, but allowing the person to be the *expert* in their life leads to personal recovery, that is, a life of choice, purpose, meaning and citizenship. Lead managers keep asking themselves the core choice theory question:

**If I do this, will it bring me closer to the person or take me further away?**

Or, in the language of Recovery Oriented Practice:

**Am I assisting the person in their personal recovery journey or am I simply getting in the way?**

If the answer to either question is negative, then do not continue to do what you are doing.

In the words of J. Martin Koe,

**The greatest power a person possesses is the power to choose!**

## Schedule of Events

 European Association for Reality Therapy Blog - Check <http://www.realitytherapy>

Upcoming events in the US - Check [www.wglasser.com](http://www.wglasser.com) with additional trainings outlined on this page.

Canada sponsoring the WGI 2014 International Conference - Toronto, Canada - July 9 to 12<sup>th</sup> with a possible faculty day on the 13<sup>th</sup>.  
Look for certification prior to the conference. For more details and invitational message, check page 21.

### Certification - Canada

November 22 - 25, 2012

Regina, Saskatchewan, Canada

French and English

Norma Ahrens

604 985 7567

[nahrens@shaw.ca](mailto:nahrens@shaw.ca)

### Practicum Supervisor Endorsement

November 15 - 18, 2012

Instructors: Peter Driscoll & Barbara Jacobson

Detroit, Michigan

Contact: Peter Driscoll

269-967-7082

[driscollhp@gmail.com](mailto:driscollhp@gmail.com)

## MOUNTAIN STATES REGION

### Basic Intensive Training

November 2 - 4, 2012

Colorado Springs, Colorado

Cell: 719-238-1464

[jerry.noel.3@msn.com](mailto:jerry.noel.3@msn.com)



### 5th European Reality Therapy Conference

18th-21st April 2013

Lake Bled in **Slovenia**



[www.realitytherapy-europe.org/](http://www.realitytherapy-europe.org/)



### Europe Chooses Choice Theory



**Lake Bled** is a glacier lake in the Julian Alps in northwestern **Slovenia**, where it adjoins the town of Bled. It is one of the most popular tourist destinations in **Slovenia** and has attracted visitors for decades.

[Please book now!](#)

## Schedule of Events

### 2013 Biennial Conference – William Glasser Institute Australia



Invitation from Australia!

#### 2013 National Conference

Date: 3 - 5 October

WGIA Conference



#### 'The Art of Choice - An Extraordinary Blend'

Venue: Education Development Centre

Milner Street

Hindmarsh

Adelaide, South Australia

Further information to follow soon.

Faculty Day: 6th October 2013 following



Check it all out

At

[www.wgia.org.au](http://www.wgia.org.au)



Include visit to Tasmania!

**Plan your event and holiday now!**



## Schedule of Events

### Canada Sponsoring WGAI 2014 International Conference

Toronto, Ontario [Canada]

July 9 – 12, 2014



We are pleased to announce that the Hyatt Regency Hotel in downtown Toronto, 370 King St. West, Toronto ON, M5V 1J9, is the venue for the 2<sup>nd</sup> WGAI International Conference. This location in the province of Ontario, the heart of Canada, provides great workshop, plenary and event space and all centrally located in one hotel.

The Hyatt Regency also offers you spectacular access to downtown events, theatre, sites as the Royal Ontario Museum, the Opera House, the CN Tower and even the shores of Lake Ontario. Dining out will be a culinary delight as you choose from over 150 restaurants of many ethnic varieties within three blocks of

the hotel! Take a shopping trip to Eaton Centre, trendy Queen Street, or exclusive Yorkville.

Be on the alert for updates as we move along but, for now, please save the dates in your calendars and start planning for a conference and vacation of a lifetime in exciting, top-class Toronto, Canada.

The Core Team will be completing the Committee structure in the near future and know we can count on you both those near the site and those from around the world to make this conference special. Please contact us with questions and requests.

We are looking forward to another great gathering of the Choice Theory family!

#### Core Team

Co-Chairs & Liaisons to WGAI: Ellen B. Gélinas & Jim Montagnes

Program Chairs: Jean Seville Suffield & Bob Wubbolding

Registrar: Norma Ahrens

Conference Secretary: Rolf Ahrens

Advisors/Contract Review: Al Katz, Terry Hoglund

Toronto 'The Place To Be' in July 2014

Did you know that . . .



**F**arida D'Silva Dias is a stand-up comedienne who performs at the Palladium on High Street Phoenix in Mumbai, India much to the delight of audiences who find her humour *rib-tickling*? London's popular **Comedy Store** opens here and will serve stand-up comedy with a side order of food and drinks. Farida chooses a theme and draws on the audience preferences for colour, wearing apparel, and cultural customs. Her recent offering was 'Cleavages!'



## Funny Bone Corner

Feedback???????



### Aphorisms to Tickle Your Fancy!

If at first you don't succeed  
skydiving is not for you!

The latest survey shows that  
three out of four people make  
up 75% of the population!

On a Plumber's truck  
We Repair What Your Husband Fixed

At an Optometrist's Office  
If you don't see what you're looking for,  
you've come to the right place.

On a Fence  
Salesmen Welcome! Dog Food Is Expensive!

At a Car Dealers  
The best way to get back on your feet: miss  
a car payment.

Outside a Muffler Shop  
No appointment necessary; We hear you  
coming.

In a Veterinarian's Waiting Room  
Be back in 5 minutes. Sit! Stay!

At the Electric Company  
We will be de-lighted if you send in your  
payment. However, if you don't, *you* will be.

In a Restaurant Window  
Don't stand there and be hungry; come on  
in and get fed up.

At a Propane Filling Station  
Thank heaven for little grills.

## Benin Republic, West Africa: Choice Theory Taking Root

### Letter of Gratitude



Father James Shimbala  
SMA [Societas Missionum ad Afros – In Latin]  
Society of African Missions  
From Bugisi Parish in Tanzania  
Working in Benin Republic, West Africa  
Formator in Formation House

At present, SMA works in 16 countries in Africa.

From Doreen Roche [Background]: Fr. James came to us for a visit as representative from our twin parish in Bugisi, Tanzania, where we had undertaken to offer vocational training to a group of girls. We had funded the building of residential accommodation, fitting it out and all that it entailed, including funding for the water tanks, a long story in itself. Father James was doing a Masters in Counselling so, while he was in Ireland, I introduced him to Reality Therapy. Our WGI Ireland funded Father's basic intensive training which, I believe, is one of our best investments. We are now on a mission of promoting Focus Groups.

From Father Shimbala

**J**ust a thought for you, Doreen [Roche], on your birthday tomorrow. I will say mass for your intentions. May God bless you and your family.

Once more, I want to thank you and the reality therapy team for having given me the opportunity to get introduced to reality therapy. I have been using it in counselling, spiritual direction, and workshops. I have made some cartoons of the 7 deadly habits and other aspects of reality therapy that I have used with a lot of success in workshops on community life, relationships, managing emotions, managing the fear of witchcraft... It is so comprehensible for people, even the very simple people. It opens very lively discussions in groups in a way that I really enjoy my ministry thanks to reality therapy that I learnt from you. It makes a lot of difference to people.

You contributed in saving the mental health of a lady that was blaming and bribing everybody around her. It backfired and she was so hurt and started losing her hair. Twelve [12] sessions with her brought back this wonderful young lady to her full health. She is now a dynamic religious sister and I am extremely proud of her work. I asked her by the end of our encounters what she thought was helpful in our sessions, without hesitating, she said about the car exercise where she learnt to know that her behaviour was chosen, that her behaviour and interpretation of things were responsible for her troubles. She learnt to take responsibility for her choices and this is what helped her, when she stopped blaming and manipulating others.

Please find some of the slides of the cartoons that I drew myself which are in the program microsoft powerpoint (2007). They may need some minutes for opening since they are heavy images. With a lot of gratitude,

## Choice Theory: Opening the Door to a New Identity



Lynn Sumida MSW/RSW  
Senior Faculty, WGI [Canada]

**T**oday, perhaps more than at any other time in history, we have both the need **and** the information to help people step out of feeling helpless and a victim to the external world, and into a much more empowered identity. I was blessed with the opportunity to learn Choice Theory many years ago, and it profoundly influenced my work with trauma and abuse. The journey of helping people not feel victimized has been incredibly rewarding and challenging. Little did I know how profound this journey would actually be.

I have seen many people survive trauma but not really “thrive” in life. Many telltale signs seem to linger, little ways that people put up barriers and stop themselves from going with the flow of life. What those signs reveal to me is the person is “coping” but not really flourishing. The term coping is pretty mainstream today and, in fact, it’s considered a pretty positive thing. Over time, I have come to realize that coping is not the “goal,” in fact it’s only the halfway point.

Using a metaphor to explain, think of a continuum ranging from a person in the water drowning, to a person enjoying swimming. On this continuum it’s obvious we want to help people not drown, and treading water to stay afloat is much better than drowning. This was my focus for many years, helping people not drown and manage life. The clarity I have now is that no amount of treading water will ever feel like swimming or wind surfing, for example. The joy and exhilaration that are integral parts of anything we love doing, is missing in “coping.”

As I clarified this perspective on coping, I began to see all the myriad of ways that people cope, that really fall short of open-hearted, full-on living. Behaviors that establish “self-sufficiency” or “self-reliance” suddenly came into focus as coping. I recall standing at the baggage carousel waiting for my luggage and a man politely offered to help a woman beside me. She declined his help, saying she was fine and then proceeded to struggle with her bag, hurting herself in the process. I recognized in this woman the desire to look after herself and also saw how she stopped herself from opening to the help that was kindly offered. Once I started paying attention, it seemed I saw this kind of behavior everywhere. I could also clearly recall my own desire to be self-reliant and could see that as “protection” versus true empowerment. I began to wonder what it would take for a person to fully open to life after being hurt?

The shift that I was hoping to help people make was not to one of better “coping” but rather a shift right out of feeling a victim, and therefore needing to “cope,” into something much more open and free. I knew painful/traumatic experiences profoundly influence identity and that “coping” also becomes woven into how people see themselves. Put more simply, I realized the experiences of being a victim combined with the coping patterns seemed to form what I call a **Constructed Identity**. This harkens back to what Dr. Glasser called the Failure Identity and I think he was articulating something very important that is still very relevant today.

I realized much of my counselling was really an attempt to help people to cope better through learning better behaviors, and not really freeing them of the Constructed Identity they had formed. What is distinctive about the Constructed Identity is fear is at the core of it.

## Choice Theory: Opening the Door to a New Identity

**T**he person is always on guard for how they could be hurt. If you picture the Psychological Needs orbiting around a centre, the centre would be survival and the fear of anything threatening survival, emotionally or physically. Seeing the needs this way explains the hyper-vigilance that's so prevalent today. Anxiety and a feeling of hopelessness are epidemic and the world at large seems to feed this fear constantly.

So, is it possible to shift survival out of the centre of the orbit, and if so what would that accomplish? At first glance it would seem counter-intuitive to not have survival at the centre. Of course survival is central to our existence; it's what people are concerned about and is wired into us through our biology. People like Joseph Chilton Pearce have challenged this assumption. In his powerful book, *The Biology of Transcendence*, he proposes that we must transcend biology, moving beyond what is hard-wired in our brain. That this is precisely the shift people need to make if we are to survive as a species. Since 2002, when *The Biology of Transcendence* was published, many more people have spoken about this fundamental shift we need to make, a shift out of fear and into a more expanded sense of self. In teaching Choice Theory, this issue has been explored through the challenging discussions of considering the "new brain" versus the "old brain" and, "who is the boss?" Can Choice Theory help people make this transition? I believe the answer is, "yes" and if that is true, how do we approach this powerful shift?

You cannot make this powerful shift beginning from a place of helplessness or victim, and so the first step is to support people in understanding how they are not a victim. But the next step is equally critical. They must develop a different Quality World picture of themselves **and** their relationship with life. We are so lucky today that information is so available to everyone. There is a wealth of great information available that offers people powerful alternatives on to how see their place in life. Reading is a good first step, but we know that to really lock in a Quality World picture, you need a visceral experience. There are many ways to have an experience that expands your sense of self beyond the boundaries of the familiar. For some it comes through travel, for others through a spiritual experience. For Anita Moorjani, author of the new book, *Dying to be Me*, it came through a NDR (near death experience). In her profound story she describes the new awareness she gained of herself and her relationship with life. It permanently altered her perceptions of herself and her life purpose, and releasing her fears allowed her to both heal from 4<sup>th</sup> stage cancer and find peace. Her experience illustrates the kind of shift I believe is possible. Anita literally removed survival from the centre of the orbit, and replaced it with a sense of her true identity.

I have now found a way to help people do this as well, of course, without the near death experience. The process I have developed, with colleagues, is called **Prime Potential** because it reconnects people to their fundamental potential as a human being. The **Authentic Identity** is radically different because fear is not at the centre of that identity. When connected to their Authentic Identity, people feel safe, valued intrinsically and very free.

In order to reconnect to this Authentic Identity, it makes sense that you must release the old identity in order to step into the new sense of self. I share this in hopes that it will excite and encourage you to keep exploring how to support yourself and others into living their full potential. For me, helping people free themselves to connect to their essence, spirit or true nature is the most rewarding work I have ever done.

You may reach Lynn at [lynnsunida@miruspoint.com](mailto:lynnsunida@miruspoint.com) or visit [www.miruspoint.com](http://www.miruspoint.com)

**Save your pennies & the date!**

July 9 – 12, 2014 plus Professional Development July 13<sup>th</sup>

Certification prior to the Conference

Toronto 'The Place To Be' in July 2014