



WILLIAM GLASSER INTERNATIONAL, INC.

MEETING No 56 MINUTES 19-22 OCTOBER 2015

Monday through Thursday, Schaumburg Illinois USA

Eastern Daylight Savings Time 8:30 AM – 6:15 PM

Face-to-Face Meetings Part I for 20 October 2015

Wingate by Wyndham Schaumburg Convention Center

SESSION ONE 8:30 AM – 10:30 AM

Presence: Juan Pablo Aljure	Boba Lojk
Bette Blance	Mitchell Messina
John Cooper, Chair	James Montagnes
Janet Fain Morgan	Kim Olver, Corporate President/Executive Director
Nancy Herrick	Brian Patterson, Secretary
Masaki Kakitani	Jean Seville Suffield, Recording Secretary
Rose-Inza Kim	Dubravka Stijacic
Brian Lennon, Chair Emeritus	

Notation: Minutes of Meeting 55 of Sunday, September 27, 2015 at 13:00 UTC to be adopted at Meeting No 57 on Saturday, 28 November at 22:00 UTC.

1. Welcome

John Cooper, board chair, welcomed board members to the face-to-face meeting and expressed his thanks and appreciation for the members' dedication to a series of meetings in Schaumburg Illinois. In addition, John reviewed some housekeeping items: times of sessions, lunch orders, lunch breaks, and dinner arrangements. The agenda items originally sent by e-mail may be found in Appendix A. Included with agenda items was a copy of the Consensus Model for voting. The Executive, at its meeting on Monday, October 19, 2015, trimmed and prioritized agenda items for a smoother process for the three full day face-to-face meetings. The agenda items for October 20, 2015 may be found in Appendix B.

2. Opening Activities

- A. John Cooper – Appendix C of these Minutes
 - Overview of the day & the **Name Game**
- B. Mitchell Messina
 - Perception and the **Window of Safety**
- C. John Cooper
 - **Jigsaw** [Mission/Vision]
 - **Ted Talk** by Simon Sinek on *Leading*: "People don't buy what you do but "why" you do it!"
 - **The Five Why's** – an activity based on the Langford *Tool Time for Education Handbook* which may help develop shared understanding of elements within a system and their interrelationships.

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- **Wordle** – individual activity whereby nouns represent values and verbs represent actions once the worksheets have been collected and entered into an application to produce what is called 'word clouds.' A Wordle depicts in size and color the number of times words have been used within the group to help delineate and prioritize items.

MORNING BREAK

SESSION TWO 10:50 AM – 12:50 PM

- **Small group activity** – John Cooper invited board members to form small groups keeping in mind a strategic planning process for the next three (3) years. It would consist of going forward with specific goals, details, budgets, and operational plans for WGI. He offered the following questions as a guide:
 - What must WGI do well to be successful?
 - What would make WGI different from other organizations?
- **Reports from small groups to larger group** – Brian Lennon, Bette Blance and Juan Pablo Aljure, and Brian Patterson offered reports. John Cooper and Kim Olver are to collect the posters from each group for future reference.

LUNCH

SESSION THREE 1:30 PM – 3:30 PM

- **Affinity Process** – Keeping in mind the items discussed during the morning's sessions such as programs, membership, marketing, products, new ideas, stakeholders, partnerships, opportunities, resources, and technology, among others, the board members spent ten [10] minutes individually placing one item per post-it of elements of importance to them. Once this process was completed, board members moved to the open area outside the meeting room and categorized the items on the post-it notes into various groupings. The members returned to the main meeting room to review categories briefly.
- **Review** of agenda items for remainder of the day.

3. OVERVIEW OF TRAINING LEADING TO CERTIFICATION IN CHOICE THEORY, REALITY THERAPY, AND LEAD MANAGEMENT [CTRTC]

Nancy Herrick and Jean Seville Suffield spoke to the OVERVIEW based on competencies. The listing of competencies shall be presented the following day or on Thursday, October 22, 2015 for adoption.

AFTERNOON BREAK

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SESSION FOUR 3:50 PM – 5:50 PM

4. RESOLUTIONS

- A. Developing and Approving Proposals of New Ideas
- B. William Glasser International Conference Policy
- C. William Glasser International Conference Confirmation of Conference 2018 in Cape Town, South Africa with the Choice Theory Association – South Africa [ACT-SA]

RESOLUTION 4A DEVELOPING AND APPROVING PROPOSALS

It was moved by Juan Pablo Aljure and seconded by Jean Seville Suffield that William Glasser International adopt the stages in developing and approving proposals presented by Brian Lennon and Jean Seville Suffield and which shall be listed on the website.

RESULTS OF THE VOTE

Juan Pablo Aljure	4
Bette Blance	4
Janet Fain Morgan	1
Nancy Herrick	3
Masaki Kakitani	4
Rose-Inza Kim	4
Boba Lojk	4
Mitchell Messina	4
James Montagnes	4
Brian Patterson	Absent
Jean Seville Suffield	4
Dubravka Stijacic	4

RESOLUTION CARRIED

RESOLUTION 4B WILLIAM GLASSER INTERNATIONAL CONFERENCE POLICY

It was moved by James Montagnes and seconded by Dubravka Stijacic that William Glasser International adopt the William Glasser International Conference Policy as presented and which shall be listed on the website.

RESULTS OF THE VOTE

Juan Pablo Aljure	4
Bette Blance	4

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Janet Fain Morgan	4
Nancy Herrick	4
Masaki Kakitani	4
Rose-Inza Kim	4
Boba Lojk	4
Mitchell Messina	4
James Montagnes	5
Brian Patterson	4
Jean Seville Suffield	4
Dubravka Stijacic	5

RESOLUTION CARRIED

**RESOLUTION 4C WILLIAM GLASSER INTERNATIONAL CONFERENCE
CONFIRMATION OF CONFERENCE 2018 IN CAPE TOWN, SOUTH
AFRICA WITH THE CHOICE THEORY ASSOCIATION – SOUTH
AFRICA [ACT-SA]**

It was moved by Mitchell Messina and seconded by Janet Fain Morgan that the next William Glasser International Conference be held in Cape Town, South Africa through the Choice Theory Association – South Africa [ACT-SA].

RESULTS OF THE VOTE

Juan Pablo Aljure	4
Bette Blance	4
Janet Fain Morgan	4
Nancy Herrick	4
Masaki Kakitani	4
Rose-Inza Kim	5
Boba Lojk	5
Mitchell Messina	5
James Montagnes	5
Brian Patterson	4
Jean Seville Suffield	5
Dubravka Stijacic	5

RESOLUTION CARRIED

5. Workshops - Small Group Work

Groups reconvened. John Cooper asked board members to review Letter of Intent between William

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Glasser International and Member Organizations for the following day. Some discussion followed on the definition of member organization and group member and implications for Glasser Quality Schools.

Report from the Glasser Quality School Committee

Juan Pablo Aljure and Nancy Herrick spoke to the GQS Committee's School Membership and Endorsement Proposal which had been distributed to board members. They asked board members for feedback with the hope that the proposal could be adopted at a meeting held later on in the week.

6. Adjournment

The meeting was adjourned on a motion by Nancy Herrick and seconded by Janet Fain Morgan at 6:15 PM.

Respectfully submitted by Jean Seville Suffield, Recording Secretary
Board Member, William Glasser International, Inc.

John Cooper, Chair
William Glasser International, Inc.

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

APPENDIX A

WGI Board Meeting

Agenda Items for October 19 – 22, 2015 from John Cooper, Chairperson

I. Board Business

1 Board Policy

- 1.1.1 Member's Responsibilities
- 1.1.2 New member orientation – buddy system?
- 1.1.3 Minutes
- 1.1.4 Attendance
- 1.1.5 Executive Committee's role / reporting
- 1.1.6 Role of Chair Emeritus
- 1.1.7 Consensus
- 1.1.8 How to progress a proposal (Brian)
- 1.2 Elections (Juan Pablo)
 - 1.2.1 Corporate Officers
 - 1.2.2 Board Officers
 - 1.2.3 Tenure
- 1.3 Logo Usage
- 1.4 Recognition of Members' contributions
- 1.5 Other
- 1.6 Finances
 - 1.6.1 Budget 2016
- 1.7 PPM
 - 1.7.1 Certificates
 - 1.7.1.1 Language, Signature
 - 1.7.2 Forms online
- 1.8 Wise Council / Standards
- 1.9 Conference 2018
- 1.10 Getting to a plan (John)

2. Policies

- 2.1 Ethics
- 2.2 Board Policy

3. Committee Business

- 3.1 Committees structure and reaching out to others
 - 3.1.1 Funding Committee work
- 3.2 Programs
 - 3.2.1 Delivery
- 3.3 Research

APPENDIX A

- 3.4 TCOYL
 - 3.5 GQS
 - 3.6 Database & Website
 - 3.7 Training
 - 3.7.1 WGI look at RTC for universal certification
 - 3.7.2 Education Certification Track
 - 3.7.3 Revised RT practice (the grid?)
 - 3.8 Marketing
 - 3.9 Membership (individuals / faculty / others)
 - 3.10 Communication

4. Member organisations

- 4.1 Powers of (Reason for being?)
- 4.2 Agreements
- 4.3 Payments
- 4.4 EIRT / EART member payments
- 4.5 Data
- 4.6 Working in all member organisations
- 4.7 PPM

5. New Thinking / listing

- 5.1 Youth membership (Rose)
- 5.2 Toronto collection
- 5.3 Glasser scholar
- 5.4 Training (Juan Pablo)
- 5.5 Enticing Visitors (Brian Kim Denise)
- 5.6 Curriculum (rubrics, criteria)
- 5.7 Evaluation / renewal of faculty / professional development
- 5.8 Choosing a theme to highlight and support (Rose)
- 5.9 Jim's Glasser audio
- 5.10 Lion's Club
- 5.11 Coaching Programs

Work of the Board

As we welcome new members it is timely to look at the committee structure which worked so well between Dublin meetings.

Many issues seem to have sidetracked us during the last 12 months. Now, let's go to business as usual. We treasure Attendance, Communication and Responsibilities. Members have been invited to assemble / join committees. Action has begun. To update our ongoing committee commitment we ask committees to all do the following. Between now and the February meeting, (21st February 22:00 UTC)

APPENDIX A

Can all committees have at least one meeting and plan ...

1. What you will do each month?
2. Who you will incorporate into your committee?
3. Start work towards a longer term plan for presenting at the September meeting (meeting 55) for work at the October meeting.

ACTION AREA	NAMES	Objective	Follow-on
Quality School	Juan Pablo	Revise basic program	Create faculty training model
Funding	Brian P.	Create regular reporting framework Monitor endowment	Generate new funding ideas
Programs: Take Charge	Nancy H.	Promote current program	Promote Facilitator training
Programs: RT training	Jean and Boba	New RT training model(s)	New RT faculty training programme
Membership/Affiliates	Masaki, Kim, Rolf, Janet	Create new membership scheme. Spell out affiliate structure and relationship with WGI	Establish affiliation. +Rolf and meeting with “affiliates”
Communication	Jean & Kim	Newsletter Meeting Reports Website input	Moderatorship of online discussions
Faculty Training	Dubravka and Nancy H.		
Marketing	Mitchell	Branding Promotional work	
Research	Janet & Rose	Encouragement of new research Listing of all current research	
Budget, Finance, Conference, Endowment	Jim M.		

Memorandum
Agenda Items for October 2015 Board Meeting

2015 Face to Face Meeting at Wingate by Wyndham October 20 - 22			
Day	Session	Activity	Lead
Tuesday, 20 th October	Session One 8.30 – 10.30am	Welcomes - Slide one Time Keeper and Photographer	John / Mitchell
		Housekeeping (lunch order, travel, departures, venue, water, coffee, tea??)	Kim
		Remember the consensus model (on display)	Executive
		Overview of 3 days (This table)	John
		Vision / Mission update	John et al
		5 whys, Futures	Kim on keys
	Morning Tea / Coffee / ? 10.30 – 10.50		
	Session Two 10.50 – 12.50	Strategically Planning / prioritising	
	Lunch 12.50 – 1.30		
	Session Three 1.30 – 3.30	Committee updates (Committees and committee structure – reaching others in WGI world	Committee chairs et al
		Goals / groups for these work sessions	
	Afternoon Tea / coffee / ? 3.30 – 3.50		
	Session Four 3.50 – 5.50	Workshops organization, members, working venues, aims this week?	All
	5.50 – 6.00pm	Report back	



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SESSION ONE

- **Welcome – Thanks for your time!**
- **“Bowling Alone” Robert Pudnam**
 - **Housekeeping**
 - **Times**
 - **Lunch**
 - **Finish**
- **Window of Safety (Mitchell)**



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THE BALL GAME

- The Ball Game or the Name Game – size of room=name game.





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WGI INTERNATIONAL BOARD

We are agreed. (originally from website)

We will consistently implement our stated policies and practices.

We will meet deadlines and timelines for distribution of all communication such as minutes, agendas, information.

Ensure processes are in place for feedback such as forums, e-engagement and websites.

Lead and direct through giving appreciation, displaying positive attitudes, able to answer questions of our purpose.

Advocate and promote WGI whenever possible.



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WHAT DO I SEE WHEN I JOIN THE ORGANISATION?

Does what we do pull us together?

Do we allow behaviours that do not enhance and feel good for the whole group?

What do we have to agree so we can adjust to geography, culture qualifications and experience?

How do we align leadership to behaviours?

Does theory match practice?

Are we building an environment where it is OK to speak to one another about performance and behaviour in line with purpose.

"Would you tell me, please, which way I ought to go from here?"
"That depends a good deal on where you want to get to," said the Cat.
"I don't much care where--" said Alice.
"Then it doesn't matter which way you go," said the Cat.
"--so long as I get SOMEWHERE," Alice added as an explanation.
"Oh, you're sure to do that," said the Cat, "if you only walk long enough."
(*Alice's Adventures in Wonderland*, Chapter 6)





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VISION

Leading the world with Choice Theory Psychology

WGI Chicago 2015

ELEMENTS OF OUR PLAN

- Vision
- Mission
- Values
- Principles
- Who we are
- What we do
- What's our plan?
- Key Strategies
- Strategic planning
- Feedback / evaluation



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MISSION

- Do we need to review the Mission Statement?
- How well do we recall the words of our Mission Statement?
- Is it inspiring? Is it still relevant? (Jig-Saw)



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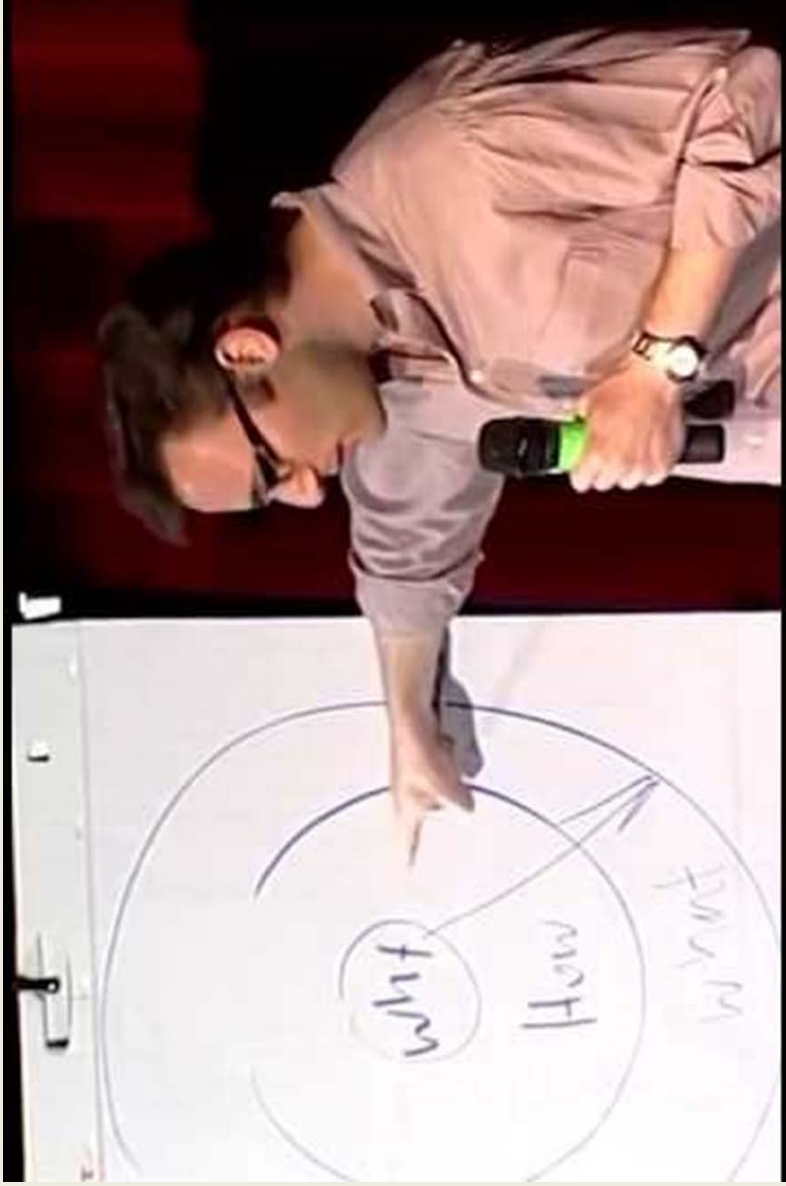
MISSION

Our mission is to develop and promote the application of Choice Theory Psychology as a powerful, effective, and socially responsible way for people to get what they want and need in their lives.



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LET'S HEAR FROM SIMON SINEK



https://www.ted.com/talks/simon_sinek_how_great_leaders_inspire_action



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LOGOS & SLOGANS



Pure Genius



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LOGOS & SLOGANS

The power to be your
best





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MISSION

Why does William Glasser International exist? Why are you involved? 5 Why's of WGI

(handout).

Input will be collated as
we continue to work.





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LOGOS & SLOGANS

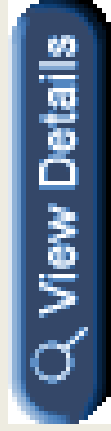
Smooth out your day,
everyday





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IT IS NOT ABOUT ...





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IT IS **NOT** ABOUT ...





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IT IS **NOT** ABOUT ...





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IT IS NOT ABOUT ...





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IT IS ABOUT BEING...





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IT IS ABOUT BEING...



A n d



IT IS ABOUT ASKING...

WHAT **WE** KNOW

need**to**
know





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IT IS ABOUT ...

FREEZING

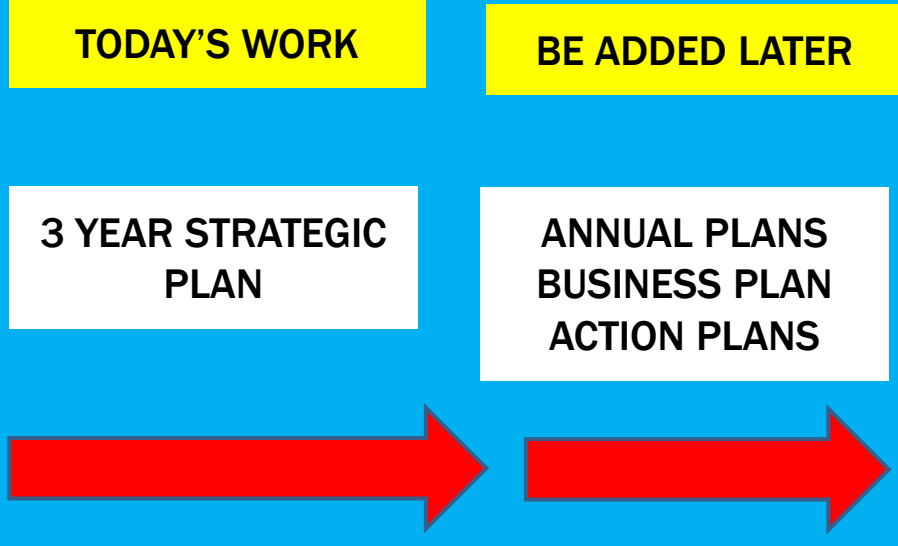
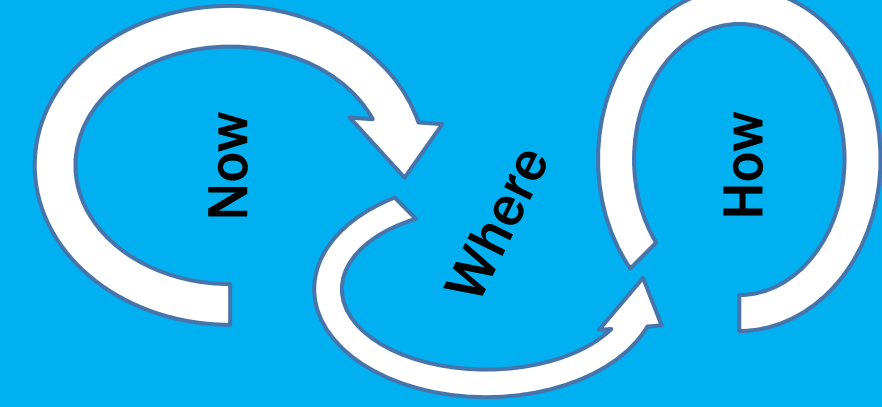
WGI Chicago 2015



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STRATEGIC PLANNING PROCESS OVERVIEW

- What is our status **NOW?** Analysis & understanding.
- WHERE** do we want to go in the next 3 years? Vision, Values, Direction, Future.
- HOW** will we get there? Details, budgets, operational plans.





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Out come of 5 why's

- **Mission**
- **Values**





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Critical success factors for the future

- **What must WGI do well to be successful?**
- **What will make WGI different from others?**
- **Discuss and record ideas and thoughts as a whole group.**



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How to create the strategies for the future

- Individually write your responses on a Post-it note – one action per note
- “What ACTIONS must be implemented by WGI to meet the opportunities, the focus and growth?”
- You have 10 minutes.





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Affinity process ...

- Collect post-its
- Invite people to work **in silence** to join similar post-its
- Once completed allow for discussion and observation of most post-its, outliers etc
- Brief discussion to confirm headings/goals



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RELATIONSHIP PROCESS ...

- **Prioritise the headings using cause and effect approach**
- **Ask in order is one dependent upon another**
- **Continue until all headings are noted**
- **Count up arrow heads and arrow tails on each heading**
- **Most arrow heads = start first**
- **Most arrow tails = last to start**



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Where to from here?



- **WGI people agree to behave with:**
 - **Integrity**
 - **Transparency**
 - **Congruency**
 - **Collaboration**
 - **Respect**
 - **Caring and supporting**
 - **Creativity and growth**
 - **Inclusiveness**
- (from website originally)**