



WILLIAM GLASSER  
INTERNATIONAL

## WILLIAM GLASSER INTERNATIONAL, INC.

### MEETING No 55 MINUTES 27 SEPTEMBER 2015

Sunday at 13:00 UTC

GoToMeeting No: 530-483-909

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

**Absence:** Kim Olver, Executive Director/President, with apologies

**Notation:** Meeting began at 13:00 UTC.

#### 1. Approval of the Minutes Meeting 54 of Saturday, August 29, 2015 at 22:00 UTC

It was moved by Bette Blance and seconded by Nancy Herrick that the Minutes of Meeting No: 54 held Saturday, August 29, 2015 at 22:00 UTC be approved as presented. **CARRIED**

**Notation:** Boba Lojk arrived at this point in the meeting at 13:12 UTC

#### 2. Financial Reports – Jim Montagnes

**REPORTS:** Jim Montagnes referred to the attachments sent earlier regarding Financial reports and stated that it was necessary to pull down \$15,000 to help with expenses for the Chicago meeting in October 2015. There were unexpected costs since some assumptions had been made about certain payments which, upon verification, had not been paid. The budget predictions are 'spot-on' regarding trainings, membership is lower than anticipated, and the fluctuations in financial markets are impacting us. He expressed concern and indicated that he is trying to discover other ways to augment the coffers. He also reminded the board that his term of office ends as of December 31, 2015 and that a new treasurer is to take office in the new year.

**DISCUSSION:** A discussion ensued about how to entice new members with a brief interchange about business organizations and the differences between the meaning of 'members' versus 'customers. Mitchell Messina inquired about data input since a substantial number in South Africa have not had any communication from WGI. Brian Lennon indicated that he would be arranging with Kim Olver to meet during the time in Chicago to review data since this is an ongoing process. Juan Pablo Aljure indicated he is writing a program for Glasser Quality Schools and researching organizations like the Counsellors of International Schools [CIS] which requires individuals to become members whether they wish to enjoy the sense of community the CIS offers and/or to

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pursue accreditation. This is an option which WGI may look at to attract members. Juan Pablo Aljure hopes to bring the proposal to the Chicago meeting.

Boba Lojk explained briefly the accreditation is offered through EART for psychotherapy and a plan for Counselling is underway. Jim Montagnes cited an example involving a candidate in the Ontario College of Counselling whose work with Reality Therapy Certification was accepted while other forms of training were not. Juan Pablo Aljure suggested that WGI may be too anchored in training and suggests that WGI could discuss alternatives along with researching, accreditation, endorsement process, joint ventures – all relevant ideas for the Chicago meeting.

**Notation:** Dubravka Stijacic arrived at this point in the meeting at 1:15 UTC.

The discussion continued with Rose-Inza Kim stating that the Korea Counseling Association [KCA] and the Korean Counseling Psychology and Psychotherapy Association provide credit for Reality Therapy Certification. She also suggested that WGI involve young people in the organization. Janet Fain Morgan shared that she went through the process of being licensed in Australia which is different from the USA. Criteria is established state by state although there appears to be plans to look at a national set of criteria. WGI may look at RTC as a universal certification. Jean Seville Suffield mentioned the 'delivery' of programs and not just the content. Brian Lennon's view for Chicago is to divide into small groups and charged with various topics in order to make efficient use of time.

### 3. **Report on Business of Executive Meeting of Sunday, September 27, 2015 held prior to Board Meeting – John Cooper**

John Cooper reported on the following items:

**REPORT:** (1) The items for the Chicago meeting needs to be narrowed down. (2) Executive wants Minutes done differently. (3) Discussion on the meeting with affiliates held September 2, 2015.

**DISCUSSION:** John stated items for Chicago were evolving and being developed at the present meeting. Regarding the issue of Minutes, Jean Seville Suffield had discussed format with Kim Olver in reviewing requirements from the lawyer regarding incorporation in Texas and a document which everyone had been given to review. It is this document that stipulated the requirements of indicating times board members arrived and left the meeting and that resolutions were to be offered with an accounting of the vote by consensus. She is not taking this personally. Minor changes would be fine; however, she stated that if the Executive is looking at the reporting via the former format of a grid or table, she can defer to someone else. Boba Lojk reported that the invitations to Croatia, Slovenia, Bosnia-Herzegovina, Finland, and others were not received.

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ACTION: (1) John Cooper shall verify what the legal requirements are regarding the Minutes with Kim Olver. He shall also (2) check the list for communicating quarterly meetings with affiliates.

**4. Business Arising from Meeting 54 August 29, 2015**

A. Executive Meeting Follow-Up Items

1. Meeting September 2, 2015 with Affiliates – John Cooper

**Annotation:** With information through Kim Olver, there appears to be a consensus from the meeting held September 2, 2015 by John Cooper and Kim Olver that the name *Local Organization(s)* replace *Affiliate(s)* for William Glasser International organizations. Jean Seville Suffield and Janet Fain Morgan are bringing this resolution forward since John Cooper and Kim Olver, in their respective positions, may not move resolutions for the Board's consideration.

**4A(1) RESOLUTION**

**Adoption of the name *Local Organization(s)* to replace *Affiliate(s)* for WGI Organizations**

Be it moved by Jean Seville Suffield and seconded by Janet Fain Morgan that the name *Local Organization(s)* replace *Affiliate(s)* for William Glasser International organizations

**DISCUSSION:** Substantial time was devoted to the resolution which Jean Seville Suffield and Janet Fain Morgan put forward at Kim Olver's suggestion. The major points discussed are as follows: use of the wording *member organization; organizational member*, information on the association between European countries and EART, that the European national groups wish to be members of William Glasser International through EART, weaker link by using the word *associate*, using *member organization* may be in conflict when referring to schools and other organizations, each country becomes an organizational member, business world and partnerships, and that schools may be granted group memberships. Jean Seville Suffield and Janet Fain Morgan agreed to change 'local organization(s)' to 'member organization(s)' and the amended resolution was put to a vote.

**RESULTS OF THE FIRST VOTE**

Juan Pablo Aljure	0
Bette Blance	4
Janet Fain Morgan	4
Nancy Herrick	4
Masaki Kakitani	4
Rose-Inza Kim	4
Boba Lojk	4
Mitchell Messina	4
James Montagnes	4

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Brian Patterson	4
Jean Seville Suffield	5
Dubravka Stijacic	5

Motion would be defeated; however, John Cooper asked Juan Pablo what it would take to have his support of the resolution so it may be adopted as amended.

**Notation:** Jim Montagnes left at this point in the meeting at 14:38 UTC

Juan Pablo Aljure believes that the use of 'member organization' and the reference to schools as 'group members' diminishes credibility. He also provides some background information about the initial group in Colombia who continued the path toward Certification in the late 90s when they set up *Fundación Elegir* [*The Choice Foundation*] to promote Choice Theory® in Colombia and throughout South and Central America. At that time, Dr. Glasser did not grant permission for the Foundation to be accepted as an organization within WGI. Brian Lennon clarified the process in being accepted as a WGI organization. In conclusion, Juan Pablo Aljure added his vote which is reflected below as an indication of trust and that he anticipates a discussion in Chicago that defines the terms and also provides information on the relationship of organization to William Glasser International.

**4A(1) RESOLUTION AS AMENDED**

**Adoption of the name *Member Organization(s)* to replace *Affiliate(s)* for WGI Organizations**

Be it moved by Jean Seville Suffield and seconded by Janet Fain Morgan that the name *Member Organization(s)* replace *Affiliate(s)* for William Glasser International organizations.

**RESULTS OF THE SECOND VOTE**

Juan Pablo Aljure	3
Bette Blance	4
Janet Fain Morgan	4
Nancy Herrick	4
Masaki Kakitani	4
Rose-Inza Kim	4
Boba Lojk	4
Mitchell Messina	4
James Montagnes	4
Brian Patterson	4
Jean Seville Suffield	5
Dubravka Stijacic	5

**RESOLUTION CARRIED**

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**ACTION:** John Cooper to include Juan Pablo Aljure's suggestions about defining terms and discussing the relationship of organization to WGI.

### 4. Business Arising from Meeting 54 August 29, 2015

2. A. October 2015 Face-to-Face Meetings for October 19 [Executive] and October 20 – 22, 2015 [Board]

John Cooper is developing an agenda with Kim Olver for October.

- B. Hotel Check-In & Departure Details & Roommate Info-Kim Olver

Jean Seville Suffield reminded members to send an e-mail to Kim Olver so she may have their schedule of arrival and departure for Chicago and room arrangements regarding sharing with someone. Please send this information whether or not you have sent it before so Kim Olver can complete plans with the hotel and arrange for transportation.

**DISCUSSION:** It is important to create an agenda prior to the meeting. Brian Lennon spoke to the online discussion forum and encouraged feedback directly to him regarding the efficiency of the system. He also recommended that copies of policies and/or programs be placed on the site for discussion and explained how to subscribe in order to receive comments and feedback other board members are writing. Boba Lojk expressed difficulty with writing online and board members were encouraged to offer feedback in the manner that is easier for them.

**Notation:** Bette Blance and Brian Patterson left at this point in the meeting at 15:00 UTC

**Discussion continued.** It was suggested that perhaps part of a day or a full day be devoted to reviewing vision, mission, values and arrive at an action plan since many of the board members had not been part of the original brainstorming group. The board would not start from 'scratch' but spend time asking about the purpose of the board's existence and review the key principles upon which the international organization is based. Brian Lennon reiterated his suggestions of devoting a day to separate groups to tackle certain areas. Boba also added that she would want the fee structure of payments from EIRT/EART to be part of the agenda and a sharing of what people are teaching.

### 4. Business Arising from Meeting 54 August 29, 2015

3. Process of Decision-Making – John Cooper

**DISCUSSION:** John referred to e-mail Brian Lennon had sent regarding a process of moving ideas, drafts, and policies through the Board for approval. Here it is as a review:

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Stage 1: **Launching** of idea and decision to work towards a policy/plan

Stage 2: **Discussion** on forum and via emails.

Stage 3: Final **trimming** in a Board meeting

Stage 4: **Formal proposal** and approval or not

Stage 5: **Presentation to members** via website and notification email.

Stage 6: **Final modifications and adoption or not by WGI**

Stage 7: **Publication** of the official policy/document on the website.

Stage 8: **Annual review** of the policy considering any feedback received.

Somewhere on our website we could display a table of these stages with a listing of what proposals are at each stage right now.

This stage system would have several advantages:

- help us formalise our decision-making process
- help us and newcomers be aware of what is going on
- avoid duplication
- help us avoid the situation where some good work gets lost in the background
- a better sense of progressing ideas from the early brain-storming phase to the final approval and implementation

This and other draft proposals will be added to discussion forum for input from board members.

#### 4. **Business Arising from Meeting 54 August 29, 2015**

##### **B. Ethics Policy – Brian Patterson**

John Cooper reported that Brian did read the documents but there is no report at this time. Comments from board members are encourage through the discussion forum.

##### **C. Program Overview of Training Leading to Certification in Choice Theory, Reality Therapy, and Lead Management [CTRTC] – See Item 5 F under Program Report.**

##### **D. Tabled – Outstanding Items and Items in Progress for October 2015 Meetings**

1. Conditions of Payment of Membership from EIRT/EART
2. Recognition of Contributions by Members [In Progress - Tabled]  
Kim Olver, John Cooper, and Brian Lennon
3. Enticing Visitors to the WGI Website – [In Progress - Tabled]  
Kim Olver, Brian Lennon, and Denise Daub
4. Policies and Procedures Manual – [In Progress and Tabled to October 2015 meetings – Kim Olver]

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5. Process of Bringing New Ideas to the Board & Role of Executive Committee

Note: Jean Seville Suffield confirmed that items in 4D are for the agenda in October 2015.

### 5. Committee Reports

#### A. Communications – Kim Olver and Jean Seville Suffield

1. Certificate Changes

**Annotation:** After receiving feedback from local organizations on September 2, 2015, it became clear that local organizations wish to hand out their own local certificates with instructor signatures and a local seal if they have one. William Glasser International shall forward the 'official' WGI certificate electronically to the e-mail of the participant once the paperwork has been submitted and fees have been paid. This certificate will have the seal of the organization, a number matched to the person's name, Kim Olver's signature, the typed name of the instructor, and the head of the local organization where the training occurred.

### 5A(1) RESOLUTION

Be it moved by Nancy Herrick and Bette Blance that the process of issuing certificates for William Glasser International training leading to Certification be adopted as follows and to take effect at the discretion of the Executive Director/Corporate President and the Corporate Secretary:

1. Local organizations may issue local certificates with instructor signatures with local seal;
2. William Glasser International shall forward the *official* certificate electronically to the e-mail address of the participant once the paperwork has been submitted and the fees have been paid;
3. The William Glasser International electronically-produced certificate shall be deemed the official certificate and shall include the following information:
  - a. Name of participant;
  - b. Number matched to the participant's name;
  - c. Signature of the Executive Director;
  - d. Typed name of the instructor;
  - e. Name of the head of the local organization;
  - f. Date and location of training; and, the
  - g. Seal of the organization.

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### **RESOLUTION TABLED** [See discussion which follows.]

**DISCUSSION:** Jean Seville Suffield explained Kim Olver's position regarding this resolution and indicated it was referring to certificates and not to a discussion of courses, per se, in that these were two separate issues. Boba expressed concern about this working for the European group and wondered about a place for them within the scope of the international communities. Upon some questioning by Juan Pablo Aljure, Boba explained further that she sees WGI as a reference for Europe and Europe as a reference for WGI. She explained that the National Association of Psychotherapy in Ireland, Malta, and the United Kingdom have sanctioned the courses emanating through EART. Brian provided a history of the formation of the William Glasser International organization and its transition to the present day. Dubravka Stijacic affirmed that EART wishes to become a part of WGI. Juan Pablo Aljure offered that member organizations could give a certificate at the end of the training as long as they comply with WGI guidelines of corporate image practices as well as handling of fees and sending information to WGI. If this is done, WGI does not need to send another certificate to the participant. If the member organization does not give the certificate, WGI could. After further input from Brian Lennon on the numbering process, Jean Seville Suffield's information on Glasser Canada using WGI certificates presently, and Masaki Kakitani's comments Japan issuing its own certificates, it was apparent that there needed to be further discussion on this topic. Therefore, the resolution was tabled for October 2015. Board members were encouraged to bring details and examples of certificates.

#### **5. B. Conference – Korea – Jim Montagnes**

Rose-Inza Kim reviewed keynote speakers, details accessible through the WGI site and also directly through *2016 RT Conference*, registration, call for presentations and poster presentations, and details about the hotel and its location. Reduced hotel rates are in place for those who arrive early and/or those who wish to extend their stay in Seoul. Two days will be scheduled prior to the conference for WGI face-to-face meetings. The conference shall celebrate the 30<sup>th</sup> Anniversary of the Korea Counseling Center. She has great support from professionals and trusts the conference will be a success.

#### **C. Executive Director's Report – Kim Olver – Tabled to October 2015**

#### **D. Glasser Quality Schools – Nancy Herrick and Juan Pablo Aljure**

Juan Pablo Aljure reported on the committee's progress and a program focused on the three principles or pillars of a Glasser Quality School: environment [relationships], responsibility, and useful learning [curriculum] which would serve as a baseline for competency-based learning. Once the committee agrees to this draft, it shall be posted on the discussion forum for review.

#### **E. Marketing - Mitchell Messina**

Mitchell will put ideas together and post on the discussion forum.

#### **F. Programs - Jean Seville Suffield, Boba Lojk, Nancy Herrick, Janet Fain Morgan**



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Jean Seville Suffield and Nancy Herrick spoke briefly about the feedback received regarding the OVERVIEW and this is detailed in the report. The main feedback had already come from board members when OVERVIEW working draft was adopted and these have been noted. Jean Seville Suffield, Nancy Herrick, and Bette Blance shall write up competencies and complete the model October 18 – 19 in October prior to board meetings.

**G. Research – Janet Fain Morgan - Tabled**

**H. Take Charge - Bette Blance, Nancy Herrick**

There will be a few changes to the program. Nancy Herrick is presently in Australia offering some Take Charge courses with Bette Blance. The kits have been selling. Bette Blance, Jean Seville Suffield, and Nancy Herrick shall work on the criteria for new courses in October 2015.

**I. Website – Attracting Members - Kim Olver, Brian Lennon**

Brian Lennon added an extra menu entitled Workshop Information for the Take Charge program. He reiterated the subscribe feature for forums and invites feedback. He indicated that the success or failure of the face-to-face meetings in Chicago depends on the work done beforehand. Nancy Herrick reminded everyone that we need to offer kudos to the committees for their hard work so board members must keep in mind that feedback does not mean pulling everything that had been put together apart but rather in offering sound suggestions so work may be respected.

**6. New Business**

A. Included in above items.

**7. Adjournment**

**Next meeting to be held Tuesday through Thursday,  
October 20 – 22, 2015 at times designated by the Chair**

**Agenda items shall be generated by the Chair and the Executive Director/President**

The meeting was adjourned on a motion by Nancy Herrick and seconded by Rose-Inza Kim at 16:50 UTC.

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

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John Cooper, Chair  
William Glasser International, Inc.

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