



**WILLIAM GLASSER INTERNATIONAL, INC.
MEETING No 59 MINUTES 29 JANUARY 2016
FRIDAY AT 22:00 UTC**

<https://global.gotomeeting.com/join/584832861>

Presence: Juan Pablo Aljure
John Cooper, Chair
Nancy Herrick
Rose-Inza Kim
Boba Lojk
Mirinthia Maalsdorp
Janet Fain Morgan
Stephanie Myers
Kim Olver, Executive Director
Kalikamurti Suich
Jean Seville Suffield, Secretary

Apologies: Masaki Kakitani
Brian Patterson, Treasurer
Dubravka Stijacic

1. Approval of the Minutes

- A. Meeting 58 of Sunday, 27 December, 2015 at 13:00 UTC [**See resolution following 1B**]
- B. Words of Welcome, Introductions, and Activity based on "Board Member Responsibility & Inventory 2016" – John Cooper, Chair

John Cooper welcomed all board members with special thanks to newly-elected board members for their willingness to serve on the WGI board. He asked all board members why they wish to serve on the board, what they hope to accomplish and to state which committee may interest them. Here is a very brief outline of shared ideas. **Kalika:** fun learning, attracted to world leaders, cannot waste time, and happy to engage. **Boba:** wants to participate, interested in Minutes at this time and in moving through agenda. **Mirinthia:** excited to participate and still thinking about projects. **Rose-Inza:** Preparing for conference, reported on graduation at Glasser Quality School in Korea of which Rose-Inza has been named Honourary Principal. **Nancy:** Wants to promote new ideas and move programs along, has put together the Take Charge Program with others, knows there are so many more to work on, and excited about the future. **Janet:** Loves working with dedicated people and wants to help get the ideas to the world. **Juan Pablo:** Here to help, works on committees and wishes to add value to the structure of our organization. **Stephanie:** Enjoys working with people, wants to engage others and grow membership, and promote programs like Take Charge. **Jean:** In fast forward mode and wants to get things accomplished, working on Programs and assists wherever needed, workaholic and willing to speak up to get things done. **Kim:** Not elected but joy is working with board members who are supportive and involved because ideas add value to their lives and attributes her circle of friends to knowledge of Glasser concepts. **John:** Believes board is working well, rep for Australia and found himself being the Chair, realized then he would not have a vote, acknowledges his work in schools, and thought face-to-face in Schaumburg in October drew members together. John Cooper thanked board members for sharing their ideas and expressed thanks for service.

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1. Approval of the Minutes

- A. Meeting 58 of Sunday, 27 December, 2015 at 13:00 UTC

It was moved by Juan Pablo Aljure and seconded by Rose-Inza Kim that the Minutes of Meeting No: 58 held Sunday, 28 November 2015 at 13:00 UTC be approved as presented.

RESULTS OF THE VOTE

Juan Pablo Aljure	5
Janet Fain Morgan	4
Nancy Herrick	4
Rose-Inza Kim	4
Boba Lojk	Abstention
Mirinthia Maalsdorp	Abstention
Stephanie Myers	4
Jean Seville Suffield	4
Kalikamurti Suich	Abstention

RESOLUTION CARRIED

2. Financial Reports – Brian Patterson [Addressed by Nancy Herrick]

REPORT: Nancy, who works on the investment portfolio, reported that there is a balance of \$98,490.58 in the operating budget and \$97,716.61 in the endowment fund. There had been a withdrawal of \$8,400.00 to cover expenses in October 2015 for the face-to-face meeting and a 2% decline due to market fluctuations. Kim Olver stated she would send the financial reports for December 2015 to board members at the close of this meeting.

3. Notes on Business of Executive Meeting of Friday 22 January 2016 Meeting [to be read]

- A. Questions for John Cooper regarding notes of Executive Mtg of 22 January 2016

REPORT: John referred members to the notes sent with the Agenda on items discussed by the Executive and invited questions or comments. It was a lengthy meeting but did cover a fair bit of ground most notably indicating the status of all policies discussed and/or passed by the board. Kim Olver reported that she and Boba Lojk had discussed Proposal Items raised by EART and had come to an understanding and these items shall be brought to the next Executive Committee meeting and to the general board meeting in February.

- B. Using RADAR Management Model: Vision/Mission/Objectives/Psychology – Juan Pablo Aljure

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REPORT: Juan Pablo Aljure had sent worksheets as a model for board members to experience the RADAR Management Model from the European Foundation for Quality Management [EFQM] which he likens to Bob Wubbolding's WDEP. This EFQM model is endorsed by the Ministry of Education in Colombia and may be used to measure results in an organization and, as a side benefit, may help the school or school districts to attract more students and bring in more revenue. What the model offers is a picture of measurable results. Juan Pablo realized that most board members were unable to complete the task with a 2-day time limit; however, he used Nancy Herrick's and Kim Olver's submissions as examples. The model is appended as APPENDIX A to these Minutes.

Notation: Janet Fain Morgan left partway through the discussion at 23:21 UTC and returned before discussion was completed.

DISCUSSION: There was much discussion on the model and how it works. Juan Pablo is an instructor of this model so he is very familiar with various concepts and how they are interconnected. Some questions and/or observations raised were: vehicle as a recognition of excellence; analogy to iceberg and what is above and beneath the surface and how movement affects all parts; and some differences between vision and mission. The answer to "Why quantify?" was to have performance indicators to provide a trend or training results. Some discussion followed based on differences of opinion about results and about improving teaching capacity and skills and whether numbers alone can actually help. Boba Lojk spoke to the need for connection and exploring who we are and who we are within the organization. Rose-Inza Kim and Jean Seville Suffield spoke to the need for creating a collaborative culture within WGI and member organizations. Juan Pablo addressed these issues in indicating that the customers are the individuals and the organizations and that WGI represents all members and not just one group. At this point, Kalika raised the question whether we want to use the model or not.

Notation: Boba Lojk left at this point in the meeting at 00:00 UTC.

Some discussion followed about who the members are and who does William Glasser International represent. It was agreed that board members want a model that reflects what they are and what they want. Therefore, they are willing to use the model as an exercise for learning, to take time to reflect, offer feedback about what is useful, what might need to be changed, and see how it helps them frame the future. It was agreed to continue the homework assignment either individually or with partners, send the information and/or questions for clarification to Juan Pablo and examine the progress within a month's time. John Cooper thanked everyone for their participation and wished everyone the best with this activity.

C. Updates for Take Charge Program – Nancy Herrick

REPORT: Nancy Herrick reviewed updates she had made with Bette Blance: New materials at the Kit of 180 pieces at \$140 US, Challenge Cars at \$12 US per set of 9 cards, Relationship Habit Cards at \$20 US per box of 40 cards, Mingle, Mingle Cards at \$10 US per set of 24 cards, Glasser Quotes Poster at

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\$20 US per set of 20 posters, and the Take Charge Banner at \$225 US. Materials are available from the WGI site with orders going to either Nancy Herrick or Bette Blance dependent on shipping address. Feedback forms and facilitator forms are separate now from the Guide so guide may be more manageable for reproduction. The information on resources and updates to the Take Charge Program comprised approximately forty hours of work so congratulations on a job done so well go to Nancy and Bette for their continued dedication and service.

D. Status of Policies

REPORT: John Cooper drew the board members' attention to the status of policies as follows:

Stage 3 SYNTHESIZE - A fresh draft of the proposal as shaped by the discussion stage is now presented in a Board meeting for final tweaking through the website FORUM.

1. Code of Ethics - incomplete
2. Glasser Quality School – in progress
3. Grievance Policy – in progress
4. Manual PPPM – in progress
5. RT Counselling Skills – in progress

Stage 5 - CONSULTATION – Consult with members via website and notification email. Member organizations are invited to give feedback about the proposal. During this period, the proposal presented online might be modified so that members can see how the proposal is being modified. A time limit of 1 month might be appropriate here.

1. Board Policy
2. Overview/CTRTC with Competencies
3. Sales Policy

Follow-Up Required

- a) EIRT/EART Wording of Remaining Resolutions: Kim Olver
- b) Letter of Intent – Kim to address via e-mail to member organizations
- c) Website/Data – Kim, Denise, Brian Lennon

In answer to a question by Stephanie Myers about the rationale behind the Membership Policy, which is presently on the website inviting feedback, Juan Pablo Aljure and Nancy Herrick spoke to the history of membership and fees. Member organizations are invited to offer feedback for change so the policy shall be under review once all suggestions have been received by Kim Olver. One issue being highlighted is the cost of forwarding monies to WGI by some countries. The meeting moved to the Grievance Policy which has been separated from the Code of Ethics. Kim Olver reviewed the 'voting by consensus' to new board members.

4. Business Arising from Meeting 58, 27 December at 13:00 UTC

A. Grievance Policy [if ready]

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Resolution 4A Grievance Policy [Adopted/Approval Stage 4 to Consultation Stage 5]

It was moved by Jean Seville Suffield and seconded by Nancy Herrick that the Grievance Policy be adopted as presented and be published on the website for one month period for member consultation and feedback.

RESULTS OF THE VOTE

Juan Pablo Aljure	4
Janet Fain Morgan	Absent
Nancy Herrick	5
Rose-Inza Kim	5
Boba Lojk	Absent
Mirinthia Maalsdorp	4
Stephanie Myers	4
Jean Seville Suffield	5
Kalikamurti Suich	4

RESOLUTION CARRIED

- B. Remaining resolutions from EART Proposal [if ready] – Kim Olver
[To be brought to Executive and Board Meeting in February 2016.]

- 5. Written Committee Reports [To be accepted as received]

Oral reporting of new committee items not covered in written reports

- A. Communication – Kim Olver and Jean Seville Suffield
- B. Conference – Korea – Received from James Montagnes

- C. Executive Director’s Report – Kim Olver
 - c) Item Added – General Liability Insurance for WGI

REPORT: Kim Olver spoke to the risk to the board if sued since we may be liable for how or what an instructor may do or say during training. The cost would be \$3,500 US annually.

DISCUSSION: After some discussion and the general agreement that having this insurance would be worthwhile, it was decided to look at financial situation and bring a resolution to the Executive and to the Board Meeting in February for passage.

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- a) Website Template as free download for members

REPORT: Kim Olver spoke to the design of a folded business card that would be a free download for those members who wish to use it.

DISCUSSION: After some discussion, board members asked Stephanie Myers to work with Kim Olver to review the flower and colour design and make any changes they deemed appropriate.

- b) Training Fees [Referred to Executive Committee for February meeting.]

- D. Glasser Quality Schools – Nancy Herrick and Juan Pablo Aljure
- E. Marketing
- F. Programs - Jean Seville Suffield, Boba Lojk, Nancy Herrick, Janet Fain Morgan
- G. Research – Janet Fain Morgan
- H. Take Charge – Updates under Item No: 3C by Nancy Herrick
- I. Website – Kim Olver

- 6. New Business
 - A. Scheduling of board meetings for 2016

The next meetings are as follows:

EXECUTIVE: Sunday, 14 February 2016 at 1400 UTC

BOARD MEETING: Friday, 19 February 2016 at 21:00 UTC

- 7. Other – Items covered within the meeting.
- 8. Adjournment

The meeting was adjourned on a motion by Nancy Herrick and seconded by Jean Seville Suffield at 01:19 UTC.

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.