

Glasser  Canada

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**ANNUAL REPORT 2017**



## VISION STATEMENT

The vision of Glasser Canada is "skills for success that last a lifetime" through the promotion and further development of the ideas of William Glasser, M. D. in Canada and the global community.

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## MISSION STATEMENT

Promote education and training, research and development of concepts, policies, and appropriate guidelines for teaching excellence and best learning practices in all fields of endeavour.

Endorse teaching and training approaches that have sound theoretical bases consistent with current established knowledge and research.

Strive to understand the needs of the diverse community of its members and their clients in Canada and is committed to providing a strong voice for the promotion and advancement of the ideas of William Glasser, M.D. in the fields of business, education, psychology, health and wellness, family, community, and others as determined by the Board of Directors.

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## BELIEFS

**Glasser Canada Members** believe that they can provide national leadership for Canadian faculty members and others in the promotion and development of their training programs.

Glasser Canada offers a platform for an ongoing information exchange for critical discussion concerning any training and education programs.

Glasser Canada serves as a vehicle for mentoring, networking, and promoting the work of the Corporation.

Glasser Canada provides opportunities for members to develop and share best practices, research, position papers, and program and professional development.

Glasser Canada benefits from entering into agreements and/or serving as liaison with other organizations in order to present and achieve mutually sought aims and objectives.

Not only are we always behaving, but we are also always trying to chose to behave in a way that gives us *the most effective control over our lives*. In terms of choice theory, having effective control means being able to behave in a way that reasonably satisfies the pictures in our quality worlds.

William Glasser, M.D.

*Choice Theory: A new psychology of personal freedom.* (1998).

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**BOARD MEMBERS JANUARY 2017**

David Baillargeon  
 Francesco Bazzocchi  
 Trina Campbell  
 Carole Eaton, Treasurer  
 Ginette Goguen  
 Vanessa Knock, Secretary  
 Frankie LaClare, Vice President  
 Maureen McIntosh, Past President  
 Linda Routledge  
 Jean Seville Suffield, President

**BOARD MEMBERS JANUARY 2017**

Nominations Committee  
 Carole Eaton, Chair  
 Nominees for 2018  
 - Michelle N. Brennan, New Brunswick  
 - Yvette Forcier, Saskatchewan  
 - Peggy Freake, New Brunswick  
 - Gisèle Lalonde, Saskatchewan  
 - Maureen McIntosh, New Brunswick  
 Plus Nominations at AGM  
  
 Susanne Beck – Communications  
 Lynn Sumida & Paul Johnson - **VENTURES**

**FACULTY WHO ARE CURRENT MEMBERS OF WGI AND GLASSER CANADA**

**Basic**

Daphni J. Clifton  
 Robin Cuff  
 Yvette Forcier  
 Karen French  
 Nancy Grant  
 Frankie LaClare  
 Donna Harris  
 Penny Hill  
 Gisèle Lalonde  
 Janice MacMillan  
 Anne Marie Piniach  
 Rick Puteran  
 Rebecca Lucy Scott  
 Patrick Sorel  
 Elaine Stoll  
 Rebecca Wentzell  
 Sheila Wignes-Paton

**International**

Mona Al-Fajem  
 Yasmine Buraik  
 Asmaa Chroqui

**Senior**

Rolf Ahrens  
 Richard Coutu  
 Carole Eaton  
 Ellen B. Gélinas  
 Rhonda Levine Montagnes  
 Jim Montagnes  
 Maureen McIntosh  
 Ken Pierce  
 Linda Routledge  
 Jean Seville Suffield  
 Lynn Sumida

**Associate**

Jocelyn Daigle  
 Heather Harrison  
 Mary Catherine Rolston  
 Lorne Triska

**International**

Razan Chroqui  
 Driss Atlassi Douch  
 Nancy Herrick  
 Kawtar Khireddine

**Supervisors**

David Baillargeon  
 Peggy Freake  
 Ginette Goguen  
 Louise Heinrichs  
 Mona Savoie

**Facilitators**

Susanne Beck  
 Vanessa Knock  
 Mario Leduc  
 Stephanie Myers  
 Bryan Zeman

**Regular**

Brenda Barton  
 Caroline Bisson  
 Cheryl Brown  
 Trina Campbell  
 Walter Dziordz  
 Marjorie Maxwell  
 Brenda Moore  
 Diane O'Blenis  
 Andrew Stewart  
 Brenden Wallace

## REPORT FROM THE PRESIDENT

Glasser Canada 2017 was rewarding and challenging: seeing our website develop, planning new projects, setting up Webinars, giving Membership a 'new look,' brainstorming ways to attract viewers to our site, embedding **VENTURES** into our website, collaborating on the online hybrid course, balancing the budget, and working on the submission for Charity Status! And we are only getting started! We are getting there since the 'impossible' just takes a little longer – definitely my mantra.

Much of what we had promised in our last Annual Report has come to fruition. We have simplified Forms for both trainers and participants. We have added **Competencies for each phase of training leading to CTRTC** in English and in French. We have been active in translating as much as possible into French to provide resources on [www.glassercanada/fr](http://www.glassercanada/fr). The *Take Charge of Your Life* book shall be published in the early part of 2018. We are also considering a digital publication of *Tout élève peut réussir* instead of a paperback re-issue.



We devoted time to demonstrate the benefits of Membership and are proud of the way you can easily choose the type of membership you want. We are emphasizing **GO PLATINUM** as the most beneficial choice for **YOU**. Check it out. Whether you have your own site with numerous contacts or you are just starting out, Glasser Canada helps you in advertising you and your products, encourages you to sell your

resources with us, and offers the opportunities of offering a Webinar to the international community. It is worth a LOOK! [Image: Fotolia with License]

We shall devote time to **Professional Development** and shall use some of our Rental Videos to attract faculty and those CTRTC to our site. Having travelled extensively teaching Dr. Glasser's ideas, I see the need for in-service to help those who have not been able to attend conferences or teach as much training as they would have liked, to have opportunities to understand the chart, be aware of why they are asking the questions they do in role-play and, above all, just to share our perceptions of what we have been teaching.

This year, we wish to add to our **WEBSTORE**, create more information and interest in education through different facets of the Glasser Quality School. **VENTURES** shall be reaching out to this group to encourage staff to sign up for the 'ad-**VENTURES**' of a lifetime in meeting the personalities who have made reality therapy, choice theory, and lead management what they are today!

We hope to work on a section of our site devoted to research and to the Journal, in particular, Dr. Thomas Parish, who has tirelessly provided excellent articles by experts in their fields from all parts of the world. Our **HATS OFF** to Tom for this prodigious dedication to the MAN!

Jean Seville Suffield, DNM  
Glasser Canada President

**REPORT FROM THE TREASURER, Carole Eaton: [Official Financial Statement Issued for AGM under separate cover].**

**RECEIPTS**

Intensive training - Basic	5,100.00
Intensive training - Advanced	1,400.00
Investment Income Transfer	15,000.00
Membership 2018	575.00
Membership 2017	4,293.50
Refund – Citrix	374.00
Ventures Transfer – Software	7,000.00
Webstore	351.94
	<hr/>
<b>TOTAL</b>	<b>34,094.44</b>

**EXPENDITURES**

Bank Charges	108.30
Membership Refunds	135.00
Merchant fees	399.31
Office Expense	1,468.48
Scholarships	800.00
Ventures Infusion Miruspoint Software	5,160.00
Webinar Dr. Wubbolding	622.65
Website Hosting	259.42
Website Resource Applications	1,960.08
Website French Translation	1,040.40
Website Management (Dec 2016-Dec 2017)	15,092.64
WGI Membership	3,891.38
WGI Mental Health & Happiness	1,026.38
WGI Training Fees	1,316.46
WGI Presentation [Reimbursed]	179.67
	<hr/>
<b>TOTAL</b>	<b>33,216.87</b>

Receipts over disbursements as at December 31, 2017	877.57
Opening cash position – January 1, 2017	4,790.98
	<hr/>

**Cash position at December 31, 2017** **\$5,618.55**

**INVESTMENT PORTFOLIO as of September 30, 2017** **\$ 35,939.44**

[Investments to December 31, 2017 to be found in Financial Statement 2017 for AGM]

## REPORT on Communications/Website Committee

Editor: Susanne Beck

### I. MANDATE

To collect and coordinate articles from Glasser Canada board and membership with the aim of communicating, sharing and inspiring the teaching of Choice Theory in Canada.

### II. SUMMARY

Two e-Bulletins were published in 2017:

- **Summer 2017 e-Bulletin featured:**

- ✚ Article by Francesco Bazzocchi, "Choice Theory and the Self-Doubting Athlete." Here is the *hook*:m Prior to learning Choice Theory, as a coach, I would often let the athlete 'figure it out' by him/herself. This was not great coaching because I was not providing any feedback and, indirectly, hurting both the athlete and the performance of the team as a whole. As a coach, faced with these situations, I believe it is very prudent to learn how Choice Theory, Lead Management and Reality Therapy assist in leading the athlete to change his/her paradigm and help to build self-confidence.
- ✚ Frankie LaClare interviewed Jean Seville Suffield in "Reflections on Teaching Tour of Australia with great insights into neuroscience.
- ✚ What's Happening at Glasser Canada? 1<sup>st</sup> Online Hybrid basic intensive training [The Most Powerful Life-Changing Experience, through Ginette Goguen. Check out [www.choicetheoryonline.com](http://www.choicetheoryonline.com) or <https://www.glassercanada.ca/> For PLATINUM BUSINESS MEMBERSHIP, click today and check it at [www.glassercanada.ca/membershiphttps://www.glassercanada.ca/membership-account/membership-levels/](https://www.glassercanada.ca/membershiphttps://www.glassercanada.ca/membership-account/membership-levels/)
- ✚ Purchase Maureen McIntosh's book, Musings with Mo, available through [www.glassercanada.ca/webstore](http://www.glassercanada.ca/webstore) and/or at You can get your free eBook by signing up at [www.musingsbymo.com](http://www.musingsbymo.com)

- **Summer 2017 e-Bulletin featured:**

- ✚ Call to extraordinary meeting of voting members regarding application for Glasser Canada to be granted Charity Status

- ✚ Summary of 1<sup>st</sup> Online Webinar moderated by Maureen McIntosh and featuring Ellen B. Gélinas, Ginette Goguen, Paul Johnson, Jean Seville Suffield, and Lynn Sumida
- ✚ Notice for 1<sup>st</sup> Meet the Author Webinar with Dr. Robert Wubbolding who discussed his new book, *Reality Therapy and Self-Evaluation: The key to client change*, and offered a role-play scenario
- ✚ Letter from Carleen Glasser endorsing our BENEFACTORS FUND
- ✚ « Extrait de livre » David Baillargeon, superviseur [William Glasser International] en théorie du choix, thérapie de la réalité, et gestion « Leader » ainsi que sa conjointe Nancy Laberge sont actuellement en processus d'écriture d'un livre sur la communication, qui s'inspire de la théorie du choix.
- ✚ "Choice Theory, Quality School and Classroom" article by Francesco Bazzocchi is one not to be missed. His introduction draws you in immediately: Dr. William Glasser has made so many wonderful contributions to the world of psychology through Choice Theory and Reality Therapy; however, one of Dr. Glasser's greatest gifts is the prudent and rich information presented for educators and teachers. The 'Glasser Quality School' approach employs lead management as the key to facilitating student learning and deep thinking beyond the classroom.

Thank you to our e-Bulletin contributors: Francesco Bazzocchi, David Baillargeon, Nancy Laberge, Vanessa Knock, Maureen McIntosh, and Jean Seville Suffield for a bilingual issue.

**The expectation for 2018 is to publish, in collaboration with Ginette Goguen and other members, a series of Blogs with communication possibilities among Glasser Canada members and extended to international community. Susanne Beck, Ginette Goguen and Jean Seville Suffield brainstormed categories and shall coordinate with the Webmaster in early 2018.**



## PROGRAM DEVELOPMENT COMMITTEE REPORT

### I. MANDATE

To oversee and manage the Programs offered by Glasser Canada and make sure that they follow the guidelines set out in our Policies, Procedures and Programs Manual.

### II. SUMMARY

**Sneak Preview! Read all about it! [In progress with William Glasser International]**

**Course Name: Communication Skills For Paraprofessionals: Reality Therapy Intervention**

**Structure:** *Communication Skills for Paraprofessionals: Reality Therapy Intervention* is offered for ten [10] days over a 6 to 9-month period which may be extended to a year depending on the group's professional schedule. The training days are six [6] hour days Face-to-Face with the entire group and with field experience offered in smaller groups should this be more convenient to participants.

**Instructors:** *Communication Skills for Paraprofessionals: Reality Therapy Intervention* is provided with William Glasser International accredited faculty. It is recommended that basic/senior instructors lead the Training Days; whereas, faculty, supervisors, and facilitators [with mentor] may lead the field experience sessions.

**Clientele/Participants:** *Communication Skills for Paraprofessionals: Reality Therapy Intervention* is ideal for paraprofessionals such as youth workers, law enforcement personnel, clergy, agency staff, career counsellors, care givers, foster care parents, and the like.

**Objective:** The purpose of the course is to teach skills that provide those with in contact with the public to connect quickly in settings that may be highly-charged with frustration due to pain and/or stress. The course provides confidence and effective strategies in developing relationships with others in unusual circumstances. It may serve as an effective supplement to deliver crisis support. The focus on competencies prepares the learner to apply choice theory and reality therapy in their work environment. This course is designed to provide reality therapy information and skills to service providers who are seeking better ways to communicate with clients who may be struggling with stress-related issues. Reality therapy skills can be quickly learned, easily applied, and are non-judgmental, client-centered, and effective across a broad array of situations where stress, fear, anxiety, depression, or trauma may be affecting a person's behaviour.

Upon completion of the course, participants receive a William Glasser International certificate with the designation Communication Reality Therapy Skills [CRTS]. There is no credentialing offered by WGI to counsel or teach the program as a WGI faculty member.

What is offered is a curriculum with a field practice component for skill development. Participants are expected to complete all assignments within a framework of sixty [60] hours of direct instruction and individual study.

**Recommended Group Size:** Six [6] to sixteen [16] participants.

**Fee Structure:** TBD since this project is a collaborative effort which shall be shared with the Glasser global community. Fee structure is to be determined upon feedback from member organizations and individual faculty, and reflecting the value of a commitment of 60 contact hours. In addition, consideration is to be given to the cost of translations for member organizations required to translate course from English to their own language(s).

**Text:** *Reality Therapy in Action* by Dr. William Glasser. Book chosen for variety of situations in which the reality process was used and explained by Dr. Glasser.

**Resources:** (1) *Reality Therapy and Self-Evaluation: The Key for Client Change* by Robert E. Wubbolding. (2017) and (2) *Defining Mental Health as a Public Health Issue* by Dr. William Glasser. (September 2005).

**Manual:** One curriculum manual shall be provided.

**Mentors for Facilitators:** All facilitators shall work directly with the instructor teaching the training days.



## REPORT FROM MEMBERSHIP COMMITTEE

**CHAIR: Frankie LaClare**

**Rotation of board members** shall be made available in the Minutes of a future board meeting since there will be a Call for Nominations from the Floor of the AGM, January 13, 2018.

This was the second year with a combined membership Glasser Canada and William Glasser International with ONE-STOP shopping. Members shall notice the **NEW LOOK** and be able to choose which membership is the most effective for them. We urge members to **RENEW** as soon as possible since William Glasser International does have a deadline for early year. Glasser Canada has a plan to extend membership throughout Canada and globally.

The **BENEFITS** for **PLATINUM BUSINESS MEMBERS** with specialized features are a good bet for your money. SIGN UP NOW: [www.glassercanada/memberships](http://www.glassercanada/memberships)



## MEMBERSHIP CAMPAIGN

### I. Primary goal

- To develop sound relevant strategies to increase membership.
- To design a clear message or relevance of membership and of membership engagement.

**ACTION PLAN:** Hold a separate board session to brainstorm strategies in designing messages that Glasser Canada can send late September through December for 2018 Memberships.

### II. Target potential members

- Our Webmaster is redesigning how membership shall appear on our website.
- Mock-up of the design may be found under separate cover.

**ACTION PLAN:**

1. Create a sense of awareness about Glasser Canada and CT/RT/LM. We need a powerful headline that will draw the reader in whether it is an e-mail or a web site.
2. E-mail campaign to paid members and former members.

Example: Design a target message on the website based on this question: *If you had 7 seconds to get a potential member's attention and tell them why they should become a dues-paying member of Glasser Canada, what would you say?*

Further examples:

- Only place you can easily offer Webinar with support and ease = Glasser Canada
- This is not a regular membership - we show our belief in you. Join us!
- Look no further, you have found the place!
- Don't look now, I gottcha! Find out more . . .

### III. Incentives to Join

- Potential benefits to members relating to primary goals
- Figure out what is Glasser Canada's value and communicate that effectively
  - VENTURES – through Glasser Canada site
  - Regular Professional Development events and other events via Webinar

- ACTION PLAN:**
1. Categorize events and purpose of each [Role-Play Session, Author's Night, Video clips, Rentals, VENTURES PREVIEW etc.] ] to distinguish actual PD from other events
  2. Determine which events are free to all Glasser Canada Members
  3. Decide which events exact some cost from invitees with reduced cost for members
  4. Encourage feedback to our site "If you have to name ONE thing, what do you like most about Glasser Canada/Glasser Canada site?"
  5. Share funniest stories about turning points in 'relationships.!

### IV. Relevance

- Messages must resonate with our current and future members
- Capture attention of reader
- Glasser Canada's story in why one would want to join – *go to the extraordinary*

- ACTION PLAN:**
1. Decide on a schedule of progressive member benefits:
    - a. Discounted dues for bringing in 1 to 5 new members
    - b. Free membership for bringing in 6 to 10 new members,
    - c. 5% Discount at book store for each member signed up (code for use)
  2. Develop strategic plan for progression of benefits



### V. Proof

- Our organization's latest triumphs
  - *Sharing them is a great way to keep active members engaged and help prospects or lapsed members get involved.*
- Statistics or testimonials
  - *Helps prove the effectiveness of Choice Theory/Reality Therapy/Lead Management*
- create a sidebar or graph to shine a spotlight on our success – example # of members and rising once we have a significant number of members,
- People scan websites, e-mails, blogs and printed materials before they dig deeper.
- Proof points pop off the page.

- ACTION PLAN:**
1. Webmaster presents to board members how to monetize Glasser Canada
  2. Advertise Glasser Canada as GoTo on Twitter, Instagram and other forms of social media and shown on our site.
  3. Create a sense of urgency – with incentives E.g. Last chance; it's not too late; Sorry but be 1st next time; etc.
  4. Repeating "Call to Action" in same communication, particularly in e-mails on our website

## VI. Measurement through Analytics through Webmaster

- Number of new members?
- Number of renewals?
- A combination of the two?
- What is our target? To move from 50 paying members to 500 paying members for 2017-2018?

## VII. Evaluation

- How will we share what worked and what didn't ?
- Special meeting - None of Us is as Smart as All of Us!
- Will new ideas be generated not only to get new members but to keep renewal numbers up as well. Keep up Bring a Friend and get a discount etc.
- **Do a first-year loyalty assessment**
- **Survey:** You need to find out « what members want, what they appreciate » about Glasser Canada and its services in about six to nine months to determine if new members recognize the value of their membership

## VIII: Review Types of Membership [Voting & Non-Voting]

1. Regular member (is certified in CT/RT/LM)
2. Faculty member / Platinum
3. Organization
4. Associate member/Student: Interest in/knowledge of

**Note:** As of January 2017 all basic intensive training participants are offered a free Associate Membership for the 2017 year.

5. International who have already paid WGI membership [New since we record Bahrain/Saudi/Morocco faculty because of challenges in paying WGI] Also, since Webinar, we have some WGI members who want to belong to Glasser Canada.]



From several brainstorming sessions!

**JOIN/RENEW MEMBERSHIP FOR 2018**

**REJOIGNEZ / RENOUVELEZ VOTRE ADHÉSION POUR 2018**

<https://www.glassercanada.ca/membership-account/membership-levels/>



## REPORT ON THE CANADA VENTURES INITIATIVE

1. Nancy Herrick promoted **VENTURES** at the WGI - US in Raleigh this July 2017. Jean Suffield offered to print an advertisement sent by Paul Johnson and one that could be shipped easily.
2. Kin Olver offered to show a clip of her interview by **VENTURES** during a luncheon. As it worked out, Kim Olver was able to show several clips which conference attendees could view during certain times during the conference.
3. The **BENEFACTORS' FUND** is ready to go was scheduled to begin this process in Canada. Many in the US and others within the choice theory community provides funds to the International Endowment Fund but no guarantee their State or country would accept it. Carleen Glasser has approved an initial letter for people within her circle with more outreach as we move through strategies to get this on its way.
4. Our Webinar, which we figured would have a handful of people, turned out to have 35 registrants. Glasser Canada can do an international special for **VENTURES** perhaps free to our members but open it up and charge a modest fee for others, the proceeds of which would pay for some of the work done in **VENTURES**.

## OUTREACH TO SCHOOLS

We have conferred closely with a few people in the Glasser Community who are extensively involved in education, and received feedback that we should reach out specifically to this community. In response, we have created special pricing for anyone involved in education. We are compiling a list of key people who could assist us in this outreach. We are very aware it will take individual support to make this happen.

5. Jean Seville Suffield forwarded a complete listing of schools and contacts she believes might be interested in subscribing to **VENTURES** for their staff. Lynn Sumida and Paul Johnson are to follow up.

## FUTURE MOMENTUM



Glasser Canada and Miruspoint Facilitators<sup>®</sup> decided, after much deliberation, to integrate the **VENTURES** site into that of Glasser Canada. This involved moving the payment data which required a testing period. This transition took an extraordinary amount of time from Lynn Sumida, Paul Johnson, and Tarek Dario BenMiled Flores, our Webmaster. There is more to be done and we apologize for any inconvenience any subscriber may have experienced.

You may have already received a notice. If not, please watch for a special message to all subscribers in the near future! We thank you for your dedication and support.

<https://www.glassercanada.ca/ventures/>

## THE VENTURES TEAM

## REPORT OF GLASSER CANADA REPRESENTATIVES TO WGI

### ELECTED REPRESENTATIVES & BOARD MEMBERS INTERNATIONAL 2017 +

Stephanie Myers [2016 – 2019]

Jean Seville Suffield [2018 – 2020]

Abeer Alghais

Juan Pablo Aljure

John Cooper, Chair

Janet Fain Morgan, Treasurer

Nancy Herrick

Fumiko Hamada

Jae-Hwang Park

Brian Lennon [Chair Emeritus]

Boba Lojk

Stephanie Myers

Kim Olver, President/Executive Director

Jean Seville Suffield, V. P.

Dubravka Stijacic

Kalikamurti Suich

Shruti Tekwani

**2018 WILLIAM GLASSER INTERNATIONAL, INC. CONFERENCE [Co-sponsored by  
Fundación ELEGIR/Rochester School]BOGOTÁ & CHÍA [COLOMBIA]  
June 27-30, 2018**



Link for the new conference video: <https://youtu.be/GrTB5sqLNQ4>

Link to the conference website: <http://www.wgiconference.org>

**Our goal is 250 participants from outside Colombia, 250 from Colombia, and 200 through virtual presence.** The conference is about “Take Charge of Your Mind: For wellness and effectiveness with Choice Theory in organizations, families, education, and mental health.”

Workshop facilitators receive a 60% discount in their registration fee for a fee of US \$152 and call for proposals is open at <http://www.wgiconference.org>

**Godspeed,**

***Juan Pablo Aljure***

Latin American Board Member

**RESTRUCTURING RESOLUTION FROM WGI BOARD MEETING 78**  
**27 AUGUST 2017 AT 13:00 UTC**

**RESOLUTION                      WGI AS AN UMBRELLA ORGANIZATION**

Stephanie Myers moved and Boba Lojk seconded that WGI be restructured as an umbrella organization which is a composition of individual member organizations; protecting, promoting, and development Dr. Glasser's ideas regarding Choice Theory, Reality Therapy, Lead Management, around the globe.

**CARRIED**

**COMMENTARY**

Stephanie Myers and Jean Seville Suffield prepared a draft document which served as a springboard for the WGI Restructuring Committee. There have also been a few meetings with Member Organizations to offer progress and to obtain feedback. The MOs wish to maintain their autonomy, be able to develop their own courses, and have William Glasser International, Inc. continue to offer certificates and oversee some standards. Based on past membership monies paid by MOs to WGI, Denise Daub was able to provide an idea of what each member organization might pay. The cost to Glasser Canada would be in the range of \$2,500 US. It is thought that the present board as we know it might not exist but that the WGI as an umbrella organization be managed a few people who serve as an Executive Board and who have the expertise in certain fields. The Committee work is ongoing.

**TO ALL OUR MEMBERS & ASSOCIATES**

Glasser Canada thanks YOU for the creative work offered to Canada over the years. We are deeply grateful!

I never tell people that they are choosing any painful or self-destructive symptoms. I help them to make better choices and better relationships and teach them some choice theory. In almost all instances, they are very pleased with the therapy and are willing to give up the symptoms or beliefs when they find better ways to take control of their lives.

William Glasser, M.D.  
*Choice Theory: A new psychology of personal freedom.* (1998).  
Page 158.