

**St. Michael's Multicultural Anglican Church - Church Committee Agenda**  
**+ M: "JOYFUL PARTICIPATION IN GOD'S WORK"**  
*BE A GOOD STEWARD*

**Sept. 21<sup>st</sup>, 2011**

***MAKING IT WORK AT ST. MICHAEL'S:*** *It is recognized at St. Michael's that Parliamentary Procedure is the most efficient, fair way to get things done at Church Committee. But, it will only work if it is used properly:*

1. *Allow motions that are in order.*
2. *Have members obtain the floor properly (see 6.1 above).*
3. *Respect the member who has the floor with silence and attentiveness.*
4. *Speak clearly and concisely.*
5. *Obey the rules of debate.*

(from page 12 of the Jan. 20, 2011 Constitution, ICR 5.0)

Call to Order	:00
2. Adoption of Sept. 21 <sup>st</sup> Agenda & Agenda Times (page 1)	:05
3. Adoption of Minutes from May 19 <sup>th</sup> (pages 2-4)	:10
<b>MINISTRY</b>	
4. Meal Ministry	:20
5. Sanctuary Planning Committee	:25
i. + Michael visit on Oct. 2nd	
6. Sunday School	:35
<b>COMMITTEES</b>	
7. Stewardship Committee: Stewardship	:40
8. Canonical Committee	:50
9. Buildings & Maintenance	1:00
10. Rental Committee	1:10
11. Finance Committee	1:20
<b>OTHER BUSINESS</b>	
12. New Business	1:30
13. Announcements	1:45
14. Round Table: How Did We Do Relative to the Rules Above?	1:50
15. Next Meeting	2:00
16. Adjournment	
The Grace	

## MARCH 17, 2011 MINUTES - ST. MICHAEL'S CHURCH COMMITTEE

PRESENT: Moses Kajoba (chair), Rev. Expedito Farinas, Brigitte Castro, Terry & Marg Cutforth, Sandra Baldo, Sam Copley, Susan Peck, Greg Tatchell, Michiko Tatchell (part-time). Bart Alatan & Brigitte Laweng in the Philippines, Martine Lubin sick.

Stations of the Cross and a meal fellowship preceded the meeting, which began at 7:26.

1. **Adoption of Agenda & Agenda Times:** Moved by Terry, seconded by Brigitte, carried.
- 2.i **Adoption of Jan. 20<sup>th</sup> Church Committee Minutes:** Moved by Terry, seconded by Marg, carried.
- 2.ii **Review of Vestry Minutes:** Church Committee members reviewed their respective sections of the Feb. 20<sup>th</sup> Vestry minutes to check for accuracy. No motion, as this was merely a review.

### MINISTRY

#### 3. MEAL MINISTRY: Brigitte

- Brigitte indicated things were going well and that there was nothing new to report.

#### 4. SANCTUARY PLANNING COMMITTEE - Bart (Bart was on an airplane, so as the only SPC member present from the Mar. 13<sup>th</sup> meeting, Greg, reported on his behalf).

- **ORGAN REPAIR & TUNING:** An email was handed out from David Quinton, a name which Hiroki had provided to the Sanctuary Planning Committee. It turns out that David and his father used to tune the organ in Reverend Bayley's time as priest at St. Michael's. His email (attached) highlighted his proposal to have the organ tuned and repaired by Easter. Moses commented on how the costs seemed reasonable compared to the tuner used subsequent to Rev. Bayley's tenure.
- **STATIONS OF THE CROSS BRONZE PLACQUES:** During Stations of the Cross, Church Committee had seen the prototype Bronze Plaque associated with Station #1. During discussions, Church Committee favored the larger 3" x 5" bordered plaque over the 2" x 4" prototype in the sanctuary. Church Committee thought that the 14 sponsors would be OK with the increased cost of the plaques (up from \$36 to \$50).

Report moved by the Sanctuary Planning Committee, seconded by Sandra, carried.

#### 5. SUNDAY SCHOOL - Martine was sick.

### COMMITTEES

#### 6. STEWARDSHIP COMMITTEE: - Sandra

Sandra indicated the proactive activities of the Stewardship Committee with regards to envelopes, acknowledging the large workload carried by Grefa when she did it by herself. Sandra highlighted the \$54,000 giving objective for 2011, and how the Stewardship Committee would be tracking it month to month, envelope by envelope, very closely. XP asked about the quarterly inclusion of results in the bulletin. Greg pointed out one of the strategies to achieve the \$54,000 objective, the Vestry Stewardship theme of "*Use Your Envelopes, Every Week, If Possible.*". Moved by Sandra, seconded by Brigitte Castro, carried.

#### 7. BUILDINGS & MAINTENANCE: Terry

Terry reviewed the maintenance upgrades over the last little while. In particular, he highlighted the work done prior to Vestry to have the floors of the two washrooms redone on Feb. 3<sup>rd</sup> (the bulk of the cost was covered by the February and March budgeted maintenance allotment of \$500, and the January and February budgeted contractor allotment of \$200). Moved by Terry, seconded by Marg, carried.

- A second contractor job co-ordinated by Terry was to have the electrical panel in the rental Rectory house upgraded, given that it was a safety hazard, with fire alarms installed at the same time. This work is complete, and a cheque will be issued on Sunday.

**8. RENTAL COMMITTEE - Terry, Brigitte & Greg**

- Terry provided an update on the filming activities now scheduled for March 28-30. He showed the signed contract and the copies of \$10,000 in cheques. Questions Susan had about on-site liaison activities were covered off in the contract.
- **MOTION:** With regards to the funds received for filming in the Sanctuary, the Rental Committee made the following motion, seconded by Terry:

*With the blessings of the Sanctuary Planning Committee and the Wardens, the Rental Committee moves that the funds received for the Sanctuary for the filming of "HEAVENLY" be deposited in the Capital Building Fund, and used for improvements to the Sanctuary. Given that this does not change the operational budget, there is no need for revisions to that budget.*

There was discussion around whether some of this money should be set aside to cover a potential budget deficit. Members of the Finance Committee allayed any fears on this point, and highlighted that this is the first investment in the Sanctuary, after over \$150,000+ was spent on the rest of the building in the last 5 years. Moses emphasized that the filming money was a windfall that was unexpected, and that it seemed like a unique opportunity to do necessary work in the Sanctuary that had gone undone because of more urgent priorities elsewhere. Passed unanimously.

- **HALL FLOOR:** Brigitte Castro received an unsolicited offer from our Tango renters to finish the Hall Floor, which had been reviewed by Terry. Santiago (the Tango renter) is in the business, and gave a cost-price proposal, with a three year warranty, for \$2250. There was a strong consensus to proceed with this, but, as the Treasurer indicated, it was not in the budget. It was decided to refer the funding issue to the Finance Committee for resolution, so that Brigitte and Terry could have Santiago proceed as soon as possible.
- Subsequent to the HALL FLOOR deliberations, the large investment of time on Ramon's part was acknowledged, and Church Committee directed that an appropriate way to acknowledge his efforts be undertaken.

**9. FINANCE COMMITTEE - Greg and Moses**

- **CRA CHARITABLE FORMS:** A copy of page 8 & 9 of the 2010 Charitable Forms submitted to CRA (Canada Revenue Agency) by St. Michael's were handed out for information. The web link to see this, and earlier years, for those interested, follows:

*[cra-arc.gc.ca/ebci/haip/srch/basicsearchresult-eng.action?s=registered&k=Parish+of+St.+Michael&p=1&b=true](http://cra-arc.gc.ca/ebci/haip/srch/basicsearchresult-eng.action?s=registered&k=Parish+of+St.+Michael&p=1&b=true)*

The line 4500 amount of \$46,635 was highlighted to support the Stewardship Chairman's earlier focus on the \$54,000 givings stretch-objective for 2011, while the line 4100 line amount of \$134,017 was highlighted as a way to support the Chairman's frequent comments that as much as this is an improvement for St. Michael's, we still have a long way to go before it is comparable to smaller churches like St. George's and Holy Cross.

- Moses explained that, after a seven month delay, the City cheque for the Day Care finally arrived and would allow the Day Care Treasurer to re-establish the GIC reserve that had been exhausted last year. Moses at the same time explained that the contract, signed back in October, was just being acknowledged by the BCGEU. Item closed.
- Acceptance of the Finance Committee report moved by Greg, seconded by Sam, carried.

- 10 CONSTITUTION REVISIONS COMMITTEE:** With the ratification of version ICR 5.0 of St. Michael's constitution at the Special Vestry of Feb. 6<sup>th</sup>, minutes of which were adopted at the Feb. 20<sup>th</sup> Annual Vestry meeting, the work of the Special Committee established for this work is completed. The letter to the Diocese forwarding this constitution was signed by James upon his return last week from the Philippines. Until/If there is feedback from the Diocese, the Constitution Revisions Committee is now inactive.

## **OTHER BUSINESS**

### **11 JAPANESE SPECIAL SERVICE AT CHRIST CHURCH CATHEDRAL**

Church Committee was advised of the Special Memorial Service scheduled for Sunday, March 20<sup>th</sup>, at Christ Church Cathedral. Bishop Michael is preaching, Peter Eliot and Ellen Clark King are presiding, and Michiko is doing the translations.

As indicated in the Bulletin on Sunday, donations for the Japan Relief Fund can be put in the plate, marked JAPAN RELIEF FUND. The funds will be forwarded to PWRDF in Toronto, while receipts will be issued at year end by Sandra's Stewardship Committee.

### **12 BULLETINS.**

- During the discussions under item 11 above, Susan enquired as to why she was not receiving the draft Bulletin. It was explained that the distribution list for the draft Bulletin was established by the Sanctuary Planning Committee, and was directed at those who provide updates/guidance/corrections.


### **13. NEXT MEETING: MAY 19**

- Given the frenetic pace of the last six months, the fact that at least three members will be absent in the Philippines, and that no pressing business is outstanding or foreseen, it was decided to dedicate the Easter Season to spiritual things, and meet after the return of XP, Bart & Brigitte, on the next scheduled meeting date of May 19th.

### **14. ADJOURNMENT** - right on schedule, it was moved by Terry, seconded by Sandra, that we adjourn.

Concluded with the Glory to God.

	<b>STATIONS of the CROSS</b>	<b>Sponsor/Group Lead</b>	<b>Testimonial Completed</b>	<b>Plaque Mounted?</b>	<b>\$56 Paid?</b>
1	<i>Jesus is Condemned to Death</i>	Terry & Marg	Yes	21-Apr-11	
2	<i>Jesus is Given His Cross</i>	Michiko & Greg	Yes	21-Apr-11	
3	<i>Jesus Falls the First Time</i>	James & Sandra & Family	Yes		
4	<i>Jesus Meets His Mother</i>	Brigette & Joseph & Richard			
5	<i>Simon of Cyrene Carries the Cross</i>	Bart & Agnes & Family			
6	<i>Veroncia Wipes the Face of Jesus</i>	James & Lynn & Family			
7	<i>Jesus Falls the Second Time</i>	Kajoba Family			
8	<i>Jesus Meets the Daughters of Jerusalem</i>	Cris and XP & Felly			
9	<i>Jesus Falls the Third Time</i>	Brigitte & Ramon			
10	<i>Jesus is Stripped of His Garments</i>	Kollin Family			
11	<i>Crucifixion: Jesus is Nailed to the Cross</i>	Lily & Fanny & Family			
12	<i>Jesus Dies on the Cross</i>	Fidel Tade & Family			
13	<i>Jesus' Body is Removed</i>	Johnny & Shirley & Family			
14	<i>Jesus is Laid in the Tomb and Covered in Incense</i>	Muriel & Cristy Bosaing			


**I**   
 FIRST STATION  
**JESUS IS CONDEMNED TO DEATH**

As soon as it was morning, the chief priests, with the elders and scribes, and the whole council, held a consultation; and they bound Jesus and led him away and delivered him to Pilate. And they all condemned him and said, "He deserves to die." When Pilate heard these words, he brought Jesus out and sat down on the judgement seat at a place called the Pavement, but in the Hebrew, Gabbatha. Then he handed Jesus over to them to be crucified.

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Dedicated by the 120<sup>th</sup> Anniversary Committee to the first two  
 St. Michael's winners of the ORDER OF THE DIOCESE OF NEW WESTMINSTER:  
 2009 - Ms. Eleanor Jones      2010 - Mr. Terry Cutforth (& Marguerite)

*Lent 2010*


**II**   
 SECOND STATION  
**JESUS TAKES UP HIS CROSS**

Jesus went out, bearing his own cross, to the place called the place of the skull, which is called in Hebrew, Golgotha. Although he was a Son, he learned obedience through what he suffered. Like a lamb he was led to the slaughter; and like a sheep that before its shearers is mute, so he opened not his mouth. Worthy is the lamb who was slain, to receive power and riches and wisdom and strength and honor and glory and blessing.

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Dedicated by Michiko & Greg Tatchell to Mrs. Susannah Wilson,  
 beacon of light and tolerance when all was racism around her in WWII.  
 Susannah contributed the Baptistry window in 1956,  
 the prophetic window of Mission for St. Michael's.

*Lent 2010*

**III**   
 THIRD STATION  
**JESUS FALLS THE FIRST TIME**

Christ Jesus, though he was in the form of God, did not count equality with God a thing to be grasped; but emptied himself, taking the form of a servant, and was born in human likeness. And being found in human form he humbled himself and became obedient unto death, even death on a cross. Therefore God has highly exalted him, and bestowed on him the name which is above every name. Come, let us bow down, and bend the knee, and kneel before the Lord our Maker, for he is the Lord our God.

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Dedicated by Grace Wandag and James & Sandra Baldo,  
 to St. Michael's Anglican Church,  
 for opening it's doors to MULICULTURALISM

*Lent 2010*

	<u>31 Mar 11</u>	<u>31 Mar 10</u>
<b>ASSETS</b>		
<b>Current Assets</b>		
<b>Chequing/Savings</b>		
1000 · Royal Bank	15,261.90	15,554.58
1020 · Capital Project Account - Royal	72,608.45	95,587.51
1100 · Mutual Funds	31,890.03	22,077.98
1110 · Canada Savings Bond	<u>5,455.00</u>	<u>5,455.00</u>
<b>Total Chequing/Savings</b>	125,215.38	138,675.07
<b>Other Current Assets</b>		
1215 · Due from Diocese	243.58	2,068.96
1300 · Prepaid insurance	6,188.99	3,780.00
1301 · Prepaid property tax	1,171.00	1,126.50
1350 · GIC	25,000.00	0.00
1360 HST recoverable	<u>6,171.11</u>	<u>3,369.03</u>
<b>Total Other Current Assets</b>	<u>38,774.68</u>	<u>10,344.49</u>
<b>Total Current Assets</b>	<u>163,990.06</u>	<u>149,019.56</u>
<b>TOTAL ASSETS</b>	<u><u>163,990.06</u></u>	<u><u>149,019.56</u></u>
<b>LIABILITIES &amp; EQUITY</b>		
<b>Liabilities</b>		
<b>Current Liabilities</b>		
<b>Other Current Liabilities</b>		
2160 · Rectory security deposit	700.00	700.00
2210 · Unearned revenue	25,141.13	0.00
2400 · Accrued liabilities	0.00	3,400.00
2500 · Reserve for capital projects	<u>15,000.00</u>	<u>63,065.65</u>
<b>Total Other Current Liabilities</b>	<u>40,841.13</u>	<u>67,165.65</u>
<b>Total Current Liabilities</b>	<u>40,841.13</u>	<u>67,165.65</u>
<b>Total Liabilities</b>	40,841.13	67,165.65
<b>Equity</b>		
3900 · Retained Earnings	95,270.11	68,875.97
Net Income	7,724.36	2,212.89
	<u>20,154.46</u>	<u>10,765.05</u>
<b>Total Equity</b>	<u>123,148.93</u>	<u>81,853.91</u>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<u><u>163,990.06</u></u>	<u><u>149,019.56</u></u>

	<u>Jan - Mar 11</u>	<u>Jan - Mar 10</u>	<u>\$ Change</u>
<b>Income</b>			
3999 · Givings			
4000 · Envelopes	10,079.33	8,228.56	1,850.77
4001 · Open	979.94	105.40	874.54
4002 · Special donations	325.00	812.30	(487.30)
Total 3999 · Givings	<u>11,384.27</u>	<u>9,146.26</u>	<u>2,238.01</u>
Total 4200 · Stations of the Cross - Net	-	(665.86)	665.86
<b>Total Income</b>	<u>11,384.27</u>	<u>8,480.40</u>	<u>2,903.87</u>
<b>Expense</b>			
5000 · Priests			
5001 · Priest - Salary	3,415.40	4,019.00	(603.60)
5002 · Supply Clergy	1,385.00	-	1,385.00
5010 · Caretaker	1,308.48	600.00	708.48
5020 · Organist	1,491.50	1,730.00	(238.50)
5030 · Office Administrator	973.84	900.00	73.84
5100 · Assessments	2,763.00	2,697.00	66.00
5160 · Instrument R&M	-	182.23	(182.23)
5200 · Repairs and Maintenance - Bldg	1,303.56	1,064.40	239.16
5300 · Hydro	214.28	228.58	(14.30)
5310 · Utilities	250.00	500.00	(250.00)
5320 · Gas	580.36	595.23	(14.87)
5350 · Property taxes	1,350.00	1,126.50	223.50
5400 · Insurance	2,063.01	2,040.00	23.01
5500 · Office expenses	446.89	1,051.87	(604.98)
5510 · Janitorial supplies	358.32	89.75	268.57
5520 · Church supplies	56.92	1,877.31	(1,820.39)
5525 · Educational supplies	200.00	561.32	(361.32)
5530 · Unrecoverable HST	173.27	225.40	(52.13)
5550 · Telephone	234.52	229.79	4.73
5560 · Bank charges & interest	188.81	68.30	120.51
5570 · Contingency	-	413.31	(413.31)
5580 · Meal ministry	600.00	600.00	-
<b>Total Expense</b>	<u>19,357.16</u>	<u>20,799.99</u>	<u>(1,442.83)</u>
<b>Net Ordinary Income</b>	(7,972.89)	(12,319.59)	4,346.70
<b>Other Income</b>			
5590 · Rectory Rent-net ( Full Assmt)			
5591 · Rectory rent received	4,326.00	4,200.00	126.00
5592 · Rectory Expenses	-	(190.00)	190.00
Total 5590 · Rectory Rent-net ( Full Assmt)	<u>4,326.00</u>	<u>4,010.00</u>	<u>316.00</u>
5600 · Recovery bldg exp (1/2 assmt)	11,371.25	10,522.48	848.77
<b>Total Other Income</b>	<u>15,697.25</u>	<u>14,532.48</u>	<u>1,164.77</u>
<b>Net Income before Capital donations</b>	<u><b>7,724.36</b></u>	<u><b>2,212.89</b></u>	<u><b>5,511.47</b></u>
5700 · Capital Proj Donatn (0 assmt)	20,154.46	10,765.05	9,389.41
<b>Net Income</b>	<u>27,878.82</u>	<u>12,977.94</u>	<u>14,900.88</u>



	<u>31 Mar 11</u>	<u>31 Mar 10</u>	<u>\$ Change</u>
<b>ASSETS</b>			
<b>Current Assets</b>			
<b>Chequing/Savings</b>			
1000 · Royal Bank Chequing	26,300.86	8,657.05	17,643.81
Reserved for GIC	<u>25,000.00</u>	<u>-</u>	<u>0.00</u>
<b>Total Chequing/Savings</b>	51,300.86	8,657.05	42,643.81
<b>Other Current Assets</b>			
1350 · Due from St M's Church (GIC)	(2,135.52)	0.00	(2,135.52)
1100 · GIC	0.00	25,000.00	(25,000.00)
1300 · Prepaid expenses	0.00	3,400.00	(3,400.00)
1120 · Deposit on Roof Repair	<u>0.00</u>	<u>41,728.44</u>	<u>(41,728.44)</u>
<b>Total Other Current Assets</b>	<u>(2,135.52)</u>	<u>70,128.44</u>	<u>(72,263.96)</u>
<b>Total Current Assets</b>	49,165.34	78,785.49	(29,620.15)
<b>Fixed Assets</b>			
1700 · Roof repair	41,728.44	0.00	41,728.44
1705 · Amort of roof repair	<u>(1,390.95)</u>	<u>0.00</u>	<u>(1,390.95)</u>
<b>Total Fixed Assets</b>	<u>40,337.49</u>	<u>0.00</u>	<u>40,337.49</u>
<b>TOTAL ASSETS</b>	<u><b>89,502.83</b></u>	<u><b>78,785.49</b></u>	<u><b>10,717.34</b></u>
<b>LIABILITIES &amp; EQUITY</b>			
<b>Equity</b>			
3500 · Retained Earnings	65,693.40	78,642.50	(12,949.10)
Net Income	<u>23,809.43</u>	<u>42.99</u>	<u>23,766.44</u>
<b>Total Equity</b>	<u>89,502.83</u>	<u>78,685.49</u>	<u>10,817.34</u>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<u><b>89,502.83</b></u>	<u><b>78,685.49</b></u>	<u><b>10,817.34</b></u>

	<u>Jan - Mar 11</u>	<u>Jan - Mar 10</u>	<u>\$ Change</u>
<b>Income</b>			
<b>4000 · Parent Fees - Direct</b>	19,491.47	19,377.00	114.47
<b>4100 · Prov. Child Care Subsidy</b>	43,153.28	19,700.80	23,452.48
<b>4200 · CCOF Supplemental Funding</b>	19,793.84	7,992.76	11,801.08
<b>4500 · Other Funding</b>	-	3,355.44	(3,355.44)
<b>Total Income</b>	<u>82,438.59</u>	<u>50,426.00</u>	<u>32,012.59</u>
<b>Expense</b>			
<b>5000 · Wages and Salaries</b>	46,481.74	38,272.63	8,209.11
<b>5010 · Benefits</b>	1,829.19	1,526.61	302.58
<b>5020 · Training</b>	270.00	-	270.00
<b>5100 · Rent</b>	4,000.00	4,200.00	(200.00)
<b>5120 · Fuel</b>	975.00	1,495.62	(520.62)
<b>5130 · Utilities</b>	610.00	740.00	(130.00)
<b>5140 · Janitorial</b>	225.58	-	225.58
<b>5150 · Maintenance</b>	-	560.00	(560.00)
<b>5200 · Food Costs</b>	1,500.00	1,700.00	(200.00)
<b>5210 · Supplies/Toys/Equip/&amp; Misc</b>	2,339.84	1,603.88	735.96
<b>5320 · Telephone</b>	255.00	160.00	95.00
<b>5330 · Office Expenses</b>	106.64	-	106.64
<b>5340 · Bank Service Charges</b>	36.17	24.27	11.90
<b>Total Expense</b>	<u>58,629.16</u>	<u>50,283.01</u>	<u>8,346.15</u>
<b>Net Income</b>	<u><b>23,809.43</b></u>	<u><b>142.99</b></u>	<u><b>23,666.44</b></u>



## TIME MANAGEMENT:

### I. BISHOP MICHAEL's May 7<sup>th</sup> PRE-SYNOD ADDRESS

*Some years ago, I was invited to a church annual vestry meeting. They asked me to go and listen to their discussions and then reflect back on what I had heard. The main issue was a new carpet for the sanctuary.*

*Someone had left a generous bequest to cover up the old linoleum flooring in the church, and to lay a nice new carpet there.*

*What ought to have been a five minute discussion took an hour. There was the **red party** and the **blue party**. One wanted the carpet to be a nice rich maroon, and the other a deep royal blue. This went on and on, until a vote was taken and the red party lost.*

*The next item was why there are no young people in church. This consisted largely of elderly parishioners complaining about youth, their music, their tastes, and their lack of faith. After this, they asked for my comments.*

*And I asked them why any self-respecting young people would want to join this church. They had just spent an hour on the colour of the carpet and then dissing young people's customs and interests. I was never asked back to that church. And several years ago it closed and was sold.*

### II. ARCHDEACON RON HARRISON's 95:5 Rule.

April 8, 2011 FACTS FROM 401 (Ron's monthly Diocesan newsletter)

The Quotation of the Day:

... I like his 95:5 rule. Too often, we spend the majority of our time with problem people. **Good leaders** spend 95% of their time supporting those who are doing the job – and only 5% with those who are a drag on the system.

### III. Management Training.

See page 13 following.

• **Dealing with Difficult People workshop - early rate deadline**

From: **Katie Redekop** (katie@achieveworkshops.com)  
Sent: May 10, 2011 6:14:24 AM  
To: [stmichaels\\_in\\_mountpleasant@hotmail.com](mailto:stmichaels_in_mountpleasant@hotmail.com)

Register early and save \$30 on the following 2011 Spring Public Workshops in BRITISH COLUMBIA. For detailed information about workshops in your province please click on [2011 BC Public Workshops](#).

**CONFLICT RESOLUTION SKILLS - Dealing with Difficult People**

*Vancouver - June 9, 2011 (early registration deadline May 19)*

Sometimes stress, personality differences or other precipitating factors can lead to conflict between individuals or within an entire group. In these situations it can feel like people are so difficult that issues with them will never be resolved. Many conflicts would not spiral out of control if people used conflict resolution techniques that are easy to learn and utilize. This workshop will teach participants to understand the dynamics of conflict and be able to respond confidently when faced with difficult situations.

**ASSERTIVE COMMUNICATION**

*Vancouver - June 10, 2011 (early registration deadline May 20)*

Effective communication requires us not only to be aware of ourselves, but also to be responsive and aware of others. Being assertive in communication is the ability to express positive and negative ideas and feelings in a transparent, welcoming and direct way - to state clearly and without defensiveness what one needs. Participants of this workshop will build an awareness of their communication patterns and learn to deal confidently with people around them.

WORKSHOP FEES - Early Rate: \$145+HST per workshop; Regular Rate: \$175+HST per workshop

REGISTER

Web: [www.achievecentre.com](http://www.achievecentre.com)  
Email: [info@achievecentre.com](mailto:info@achievecentre.com)  
Phone: 204.452.0180

ON-SITE TRAINING - Call or email to receive a fee structure.

Regards,

Katie Redekop,  
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