

Course Description

Do you want to **'be the change you want to see in the world,'** as Mahatma Gandhi so eloquently put it? If you have a deep desire to keep growing, learning, and becoming your best self, if you see the potential in people and want to help them achieve that potential, then REAL Life is for you.

We are at our best in all aspects of life when we have solid and REAL relationships. REAL relationships are at the heart of happy families, successful work teams, and connected communities. REAL relationships come from successfully navigating relationship dilemmas of all sorts, personally and professionally. The awareness and skills required to navigate the challenging landscape of our relationships are not innate; they are learned. Relational Intelligence and emotional intelligence go hand in hand. Clearmind has been teaching these for decades through our counsellor training program, known as PRAC. We are excited to evolve out of PRAC into a relational intelligence training program geared toward navigating the complexities of relationship dynamics in the modern world.

This program is suitable for anyone wanting to be a positive influencer in the landscape of personal and professional relationships. The content and format are relevant, cutting edge, practical and deep. Sessions are delivered live via an online classroom taught by experienced master therapists. Together we will learn more about how humans operate from an attachment theory, systemic and neurobiological/nervous system perspective. We will take a deep dive into your personal story, integrating the material through exercises and group processes. You will develop the empathetic, connective communication skills required to be a change maker.

What makes our trauma-informed program unique is our experiential learning model, which nurtures REAL, deep integration. You will meet with a group of up to 28 fellow participants for 20 weekly creative and collaborative sessions, covering the following units:

- **Relational and Sociocultural Forces that Shape Identity**

Who are you, authentically? Human development through the life span is explored theoretically and experientially. Systems Theory and Attachment theory are the contexts of our exploration, focusing on how familial relationships and sociocultural forces shape our identity. Many people identify 'spirituality' as a human need. Systems theory emphasizes connection and is naturally integrated with loving compassion-based perspectives such as Buddhist/mindfulness practices.

- **Diversity, Power Dynamics and Belonging**

How do you consciously and unconsciously impact others? We all need to belong, which can be challenging in any professional or personal social landscape. Theory and experiential exercises make participants more aware of diversity issues around race, culture, gender, sexuality, disability and power dynamics associated with social norms. Participants will explore their internal working models and learn skills to help them interact, collaborate, and work more closely with people from all walks of life.

- **Relational Intelligence and Relationship Building Skills**

Where do you get stuck? You may not realize that there is always a relationship component involved in the 'stuck' situations you experience. Like the movie 'Groundhog Day,' we tend to repeat patterns in our relationship dynamics. Anxiety binding relationship patterns and postures are explored in detail, emphasizing self-application. How do you get

'unstuck' in these situations? Relationship skills are taught and practiced, including reflective listening and connective emotionally responsible communication.

- **Personal and Systemic Evolution: The Process of Change**

What are you here for? What is your purpose? The process of differentiating from your habitual way of being is discussed from both a theoretical/sociocultural and practical perspective. Participants are provided with opportunities for expanding the personal awareness necessary to work responsibly with others. This includes orienting to a guiding personal goal or purpose. Positive change occurs within the context of an individual's relationship system, which requires thinking systemically. Methods of supporting the change process for self and others are introduced and practiced.

Learning Outcomes

After completing the program, you will have achieved or be able to do the following:

Attitudes

1. Adopt a clearly defined goal to provide direction across various life circumstances
2. Assume a position of responsibility and commitment to a personally defined life purpose or direction
3. Have increased your level of life satisfaction through further developing your emotional and relational intelligence
4. Adopt a position of acceptance toward self and others

Knowledge

1. Describe the process of human development in the context of attachment, systemic and relational forces that shape identity
2. Describe systemic power dynamics associated with race, gender, sexuality, culture and social norms, including how these play out relationally
3. Describe the process of positive (systemic evolutionary) change
4. Identify clear steps to address your personal and professional dilemmas in the context of your systemic relational landscape

Practical/Professional Skill

1. Demonstrate emotional awareness, including tolerance of emotional discomfort, such that reactive behaviour is minimized, and proactive behaviour is maximized.
2. Apply empathetic, responsible and connective communication skills
3. Demonstrate awareness of power dynamics associated with race, gender, sexuality, culture and social norms
4. Demonstrate healthy boundaries, assuming responsibility for self and supporting others to take responsibility appropriately

Pre-Requisite Admission Requirements

One of our introductory weekend workshops, such as the Awakening or Vulnerable Leadership

Textbooks Required for this Course

- Required Reading/Textbook: REAL: The Power of Authentic Connection, by Catherine O'Kane and Duane O'Kane (available in hard copy, e-book or audible) – this must be purchased
- A licensed version of Microsoft Office Home or Business – this must be purchased
- Weekly readings/video clips will be provided via Microsoft TEAMS, no extra charge

<p>Equipment Required for this Course</p> <p>A computer with a webcam, headphones/speaker, a microphone, and high-speed internet access (20 Mb/s minimum if a single user)</p> <p>Sessions are facilitated live via Microsoft TEAMS</p>
<p>Course Duration</p> <p>20 weekly sessions of 3 hours (including a 15-minute break) for a total of 60 in-session hours</p>
<p>Homework Hours</p> <ul style="list-style-type: none"> • Weekly readings or videos provided • 3 short personal reflection assignments (as required) • Estimate 1-2 hours of homework per session <p>Total estimated homework: 30-40 hours</p>
<p>Optional Extras</p> <p>Optional additional services (at extra cost):</p> <ol style="list-style-type: none"> 1) Opportunity to experience a family genogram process 2) Access to Clearmind workshops and support groups
<p>Delivery Methods</p> <ul style="list-style-type: none"> • Weekly readings or videos provided via our online learning system • Sessions are delivered live via Microsoft TEAMS
<p>Instructional Method</p> <p>Facilitator-led with a focus on experiential learning – average two facilitators per class, or one facilitator to 14 Participants.</p>
<p>Attendance Expectations</p> <p>Attendance is expected and is one criterion used in determining completion criteria or withdrawal from the program. Participants must attend a minimum of 15 sessions to meet attendance expectations.</p>
<p>Completion Recognition</p> <p>A 'Certificate of Completion' will be issued upon completion of the following:</p> <ul style="list-style-type: none"> • attendance (75% required) • participation assessment by self and instructor evaluation

Implementation Date:	October 2022
REAL Programs Facilitators	
REAL Programs Administrator	
Date of Last Revision:	Sep 8, 2022

GENERAL

For all financial and payment procedures, questions and information, please contact:

REAL Programs' Administrator

Tel: 604-513-9001

Email: realadmin@clearmind.com

Office Hours: Monday to Thursday (excluding holidays) 9:30 am to 4:00 pm, Friday 9:30 am to 12:30 pm PDT/PST.

ADMISSION

Participants wishing to join the program already in progress must attend by Session 3. They are also encouraged to complete any missed material prior to attending.

Participants are encouraged to complete their contract two weeks prior to the commencement of the program, which is subject to availability.

ADMISSIONS CRITERIA

1. Successful completion of an Awakening or other Entry-Level workshop.
2. All participants are required to submit a completed Participant Information Form that includes medical and other relevant information applicable to the program.

ATTENDANCE

REAL Life participants will need to attend 75% (15 of 20 possible sessions) of the Program sessions and complete a self and facilitator assessment to receive a Certificate of Completion.

Attendance is expected in the sessions. Participants receive a Program Outline document with dates and relevant content.

PAYMENT

A \$350 non-refundable / non-transferable program deposit is required when applying. The total cost for the year, \$4,300 (which includes the \$350 program deposit) is due in full prior to starting. The cost for REAL Life is \$4,300 plus \$215 GST for a total of \$4,515. All prices are in Canadian Dollars.

Some additional services are available for the convenience of our participants: a voucher purchase option and a payment plan option.

Voucher Purchase Option: Payment in full will also offer an "on-credit" instalment payment option to support a participant with completing a full payment purchase from various sources. Participants can purchase vouchers prior to completing their initial payment and use the voucher codes to complete a full payment option for the program registration fee. Vouchers cannot be used with the payment plan option. Vouchers will be available in

designated amounts to purchase of \$1,500, \$1,000, and \$500. There are no finance fees to use this option.

Financed Payment Plan Option: In lieu of the full payment up front, Clearmind offers a 5-month payment plan as follows:

The payment plan consists of a first payment (after the \$350 application fee has been paid and is due on signing the Participant Enrollment Contract) in the amount of \$2,065 plus 5 payments of \$425 (\$400 plus a finance fee of \$25 for each payment) due on the 1st day of each month, with the first payment due on the first day of the month following when the registration payment is made and the last payment on the 1st day of the 5th month following when the registration payment is made. Payments can be paid with VISA/Mastercard or PayPal.

If the timing associated with a sales discount qualifies for a reduced premium, the payment plan will be altered to reflect the alternative pricing.

Please note that the payment plan is scheduled to complete before or as the program ends.

It is the Participant's responsibility to ensure that there are sufficient funds to cover their payments, and that current expiry dates for credit cards are updated in the participant's profile. If for any reason a scheduled payment does not go through (i.e. credit card is declined), the Participant will be responsible for a \$25 administration fee. Any late payments are to be paid prior to the next scheduled payment date. We accept VISA/MasterCard or PayPal for payment of any of our programs.

Participants using the payment plan option are required to immediately update their profile with any changes of the following:

1. Address, phone, email and name changes.
2. Changes in payment method, credit card numbers or expiry dates.

NOTE: the Program will not accept 'Referral Credits' as a form of payment.

REFUNDS / WITHDRAWALS

The \$350 program deposit is non-refundable and non-transferable. After an enrollment contract is signed but prior to the program sessions commencing, the participant will be responsible for a \$500 administration fee.

Once the program commences, and up to session 2, the participant will be responsible for 30% of the program cost. After session 2 but before session 6 of the program being provided, the participant will be responsible for 50% of the overall program cost. After session 6 of the program has been provided, the participant is responsible for the full program cost.

Implementation Date:	October 2022
REAL Programs Facilitators	
REAL Programs Administrator	
Date of Last Revision:	Sep 8, 2022

Policy:

Clearmind International Institute Inc. (CM) expects participants to meet and adhere to a code of conduct while completing a program of study. The list below outlines the code of conduct that all participants are expected to follow. This list is not exhaustive, and participants should request clarification from the facilitator if they have any questions.

“Participants” is defined as including prospective participants as well as those currently registered or enrolled in any CM program or activity.

Clearmind REAL Life Participants are always expected to:

1. Maintain respect for Persons and treat all Participants and staff with respect.
2. Attend the program in accordance with the expectations set out in the program.
3. Refrain from any disruptive or offensive behaviour; in person, online, or through CM provided social media channels used by participants and staff.
4. Refrain from bringing any alcohol or any prohibited mood-altering substances to the sessions.
5. Refrain from being under the influence of any recreational mood-altering substances during sessions.
6. Refrain from making inappropriate remarks concerning another Participant’s or staff’s ethnicity, race, religion, gender, disability or sexual orientation.
7. Respect other participants chosen gender pronoun.
8. Refrain from any other conduct which is determined to be detrimental or damaging to the other participants, staff members or CM.
9. Be respectful with use of cell phones and electronic equipment, etc., that disrupt classes and CM activities.

We recognize that participants are coming to the REAL Life program to learn, and so we do expect some mistakes to be made, which are addressed as learning opportunities for the participant and others taking the program. Dismissal from the program can result from serious incidents such as those listed below if incidents are found to be irresolvable or result in serious or potential harm.

Clearmind International finds the following violations serious and if substantiated, any of the following will result in immediate dismissal without a warning letter or probationary period:

1. Sexual assault or sexual abuse.
2. Endangering the emotional, mental or physical health of another participant, staff or fellow participant
3. Deliberate physical, mental or emotional assaults.
4. Stalking or predatory-type behaviour (in person or online).
5. Discriminatory or bias-related acts.
6. Theft of property.
7. Harassment in any form (in person or online).

Concerns related to a participant's conduct shall be referred to the program facilitator and/or Senior Clinical Director (SCD) to process in accordance with this Policy.

Procedure:

- 1) All concerns relating to participant misconduct shall be directed to the facilitator. Concerns may be brought forward by staff, students or the public.
- 2) The facilitator will arrange to review the complaint with the related people within 5 working days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the facilitator will meet with the relevant people as soon as practicable.
- 3) Following the review with the relevant people, the facilitator in consultation with the Senior Clinical Director will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
- 4) Any necessary inquiries or investigations shall be completed at CM's first available opportunity depending on the scale and severity of the complaint.
- 5) The facilitator and/or SDD will meet with the related people and do one of the following:
 - (a) Determine that the concern(s) were not substantiated;
 - (b) Determine that the concern(s) were substantiated, in whole or in part, and either:
 - (i) Give any offending person involved a warning setting out the consequences of further misconduct;
 - (ii) Set a probationary period with appropriate conditions; or
 - (iii) Recommend that any offending parties be dismissed from the program.
- 6) The facilitator will prepare a written summary of the determination. A copy shall be forwarded to the related people, and a copy will be placed in the program files.
- 7) If a participant is issued a warning or placed on probation, the facilitator and the related people will both sign the written warning or probationary conditions, and the related people are given a copy.
- 8) If the recommendation is to dismiss any of the related people, the program will provide the related people with a letter of dismissal and an invoice for any outstanding program costs due.

UNSUITABILITY FOR THE PROGRAM

Given the psychotherapeutic nature of the program, maintaining psychological safety for all participants is paramount. If a facilitator has concerns regarding a participant's emotional ability to handle the program (which become evident after the participant has enrolled), or if a participant has been found to violate another's psychological safety in some way, or if a participant is disruptive in the session, there is the potential for that participant to be dismissed from the

program. Before such an occurrence, every effort will be made to come to a resolution of the difficulty, through a meeting with the facilitator. If no resolution is agreed to between participant and staff, the participant will receive a letter of dismissal from the program effective immediately.

MEDICAL AND PSYCHOLOGICAL RISK AND EVALUATION

A participant may be directed to participate in a medical and/or psychological evaluation whenever the behaviour of the participant appears to pose a serious threat to the health and safety of such participant or others. The medical and/or psychological evaluation process is designed to assess:

- Whether the participant's behaviour poses a threat to the safety of the participant or others, and
- The nature, duration, and severity of the risk.

PROBATION

A participant engaging in misconduct not rising to the level of serious risk may be put on 'probation', provided a warning and asked to follow a safety plan. If a participant then violates the terms of this agreement they may be subject to dismissal from the program.

Implementation Date:	October 2022
REAL Programs Facilitators	
REAL Programs Administrator	
Clearmind Marketing Manager	
Date of Last Revision:	Sep 8, 2022

Policy:

Clearmind International Institute Inc. (CM) collects participants' personal information for the following reasons:

- To maintain correspondence with participants during the program.
- To distribute relevant Clearmind program information to participants (i.e.: through email, newsletter).

Participants' personal information is not used for any other purpose.

The REAL Life Program will only retain registration information in support of program payments and completion information.

The REAL Life Program is not a career training program, and as such CM does not retain participant files.

A contract will be generated at the beginning of the program and be retained, along with payment data and a copy of a Certificate of Completion if the participant meets requirements. These records will be retained for a period of 7 years in digital format to correspond with standard accounting practices. Any paper documents generated will be transferred to digital format and then destroyed.

Procedure for maintaining Participant files:

1. Participant personal information is collected and utilized for the duration of the program.
2. If a participant leaves the program either by withdrawal or dismissal, an email or letter will be generated, printed to PDF format, and stored with the contract and any payment data generated to date, and the original will be made available to the participant.
3. Within 60 days of the participant leaving the program, a Certificate of Completion will be generated and provided to the participant who successfully completes the program and who has paid for their program in full and a copy will be retained with the participant's contract and payment records.

Procedure for obtaining participant information on an ongoing basis:

1. Facilitators will keep track of participants attendance and any specific notes of concern that arise within sessions and with the forum.
2. Payment information for the program is captured and retained by the REAL Program Administrator.
3. Program completion information is captured by the facilitators and made available to the REAL Program Administrator and the Marketing team for records retention and statistics reporting.

Procedure for Participant access to information on file:

1. Participants wishing to access the information retained on file must make the request in writing and send it via email (realadmin@clearmind.com) to the REAL Programs Administrator.

Procedure for authorizing release of information:

1. If a participant wishes to authorize a third party to access information about their registration, he/she/they must do so in writing and submit the request via e-mail (realadmin@clearmind.com) to the REAL Programs Administrator.
2. Clearmind will not release information to any person other than people authorized by the participant to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation.

PARTICIPANT REQUIREMENTS:

Confidentiality Agreements

All participants are expected to make and keep the confidentiality agreements of their class. This includes refraining from using ANY identifying information when discussing other Clearmind participants outside of Clearmind. If you have made a mistake and broken confidentiality, please reach out to the facilitator of the session or other event (i.e.: workshop) immediately, so that we can address the error appropriately.

Your Facilitators, as professional therapists, are ethically bound to confidentiality, and may only break confidentiality if they believe that what has been shared puts someone at significant risk of harm. This is particularly relevant if what has been shared indicates a child is at risk.

In addition, during this program, should a relevant complaint or concern arise as a result of attendance within the program and any other event offered by CM staff, staff or program facilitation members may be made aware of circumstances **(this can be a complaint, conflict of interest, and other similar circumstances)**.

E-Mail Policy

The email address that you provide to Clearmind, must be a private email address, it cannot be a shared email box, i.e.: with another family member or partner. The reason for this is that it is used for the Program Delivery System (PDS) and is therefore part of the confidentiality agreement made by all program participants.

Clearmind departmental staff are not members of the Participant channel (unless otherwise specified), therefore they DO NOT monitor the Participant channel and cannot receive messages from participants via the channel. If you have business with them, you will need to email them directly.

Session Recordings

The theory portion of sessions will be recorded for those who might miss the session. You need to be aware that any questions you post in the chat, or ask during the session, would be part of the recording. The recording would be accessed only by your cohort and would not be used externally.

Ethical Issues Procedure

If Participants become aware of ethical issues or ethical concerns they are strongly encouraged to bring it to the attention of the Facilitators, who may then forward to the Senior Clinical Director. If the issue is with the Facilitator, please contact the Senior Clinical director. If an issue cannot be resolved, the Senior Clinical Director will advise of further options, including if applicable, making a formal complaint to the facilitator's governing registration body, ie. [BC Association of Clinical Counsellors \(bcacc.ca\)](http://bcacc.ca)

Personal Information Protection

Clearmind willingly follows the Personal Information Protection and Electronic Documents Act (PIPEDA) as well as the UK General Data Protection Regulation (UK GDPR). Under these Acts, no personal information may be shared with other participants, members of the public or other organizations without your consent, unless there is a health and/or safety issue.

Clearmind participants have the right to inspect and review their records and have the right to challenge records when they are inaccurate, misleading, or otherwise in violation of their privacy rights. A participant may have access to any registration, program completion and payment information by requesting in writing from the REAL Program Administrator (realadmin@clearmind.com).

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Policy:

Participants have access to an online program delivery system (PDS), using Microsoft Teams, that includes a private discussion 'channel'.

Participants will be connected to this channel for the duration of their program, the purpose of which is both administrative and collaborative enabling participants to ask questions pertaining to session materials or assigned readings. The channel is not set up for therapeutic or personal process-oriented sharing. Instead, we encourage participants to bring this type of sharing to their sessions, particularly the scheduled check-in processing sessions. Emotional process is most beneficial with direct human contact, and there are many opportunities to take advantage of this over the course of the program.

For the benefit of the REAL Life program participants, the channel is set up to be a continuation of the sessions outside of session hours. The confidentiality agreement made in the sessions applies to the forums and the email addresses of other participants. The channels are monitored for the duration of the program by the Facilitator/s.

Teams Channel Discussion Protocol

1. The discussion channel shall only be used for program-related communications. This may include invites to other program participants to social events.
2. No advertising of non-Clearmind related events is allowed on discussion channels.
3. If you desire a facilitator to read a specific posting then their name **MUST** be mentioned using @name notations, and they will do their best to respond in a timely manner.

How to access your discussion channel – detailed information is provided via email on how to download, install, and log-in to MS Teams the PDS and access your discussion area.