

LEADER | Organizational & Talent Development

Genuine Organizational and Talent Development Leader, with 15 years of experience managing national talent and organizational development portfolios, enabling organizations to achieve business objectives. Builds collaborative, strategic partnerships with executives, leaders, HR partners and vendors, to create and execute the business' talent strategy to develop and sustain a high-performing organization. Maximizes business impact by co-creating innovative strategies which leverage all learning methodologies that integrate with technology systems and are aligned with business objectives. Cultivates accountability for all talent initiatives through evaluation metrics.

STAPLES CANADA, 'UNsung HERO' AWARD

Recognized for exceptional senior-level partnerships to execute the new leadership direction.

AREAS OF EXPERTISE

Talent Assessments | Talent Development Strategy & Innovation | Engagement & Performance | Change Transformation | Leadership Development | Program Development & Management | Instructional Design | Needs Analysis | Blended Learning & Technologies | Facilitation (in-person & virtual) | Coaching | Executive Presentations

PROFESSIONAL EXPERIENCE

Verity International Limited | 2017 - Feb 2020

Canadian-based HR consulting firm, with over 30 years experience across Canada, and countries worldwide.

Program Manager and Consultant, Leadership and Organizational Development

Strategize, facilitate and support Leadership Teams and Executives in the talent, culture and performance management initiatives for small to medium- sized organizations in government, non-profit, retail, and manufacturing to deliver customized programs and services to meet business needs.

- Transformed Verity's leadership development program offering to evolve and scale the Talent portfolio to achieve aggressive growth targets (+30% YoY) in the line of business.
- Partnered with dozens of client organizations to deliver on their strategic objectives by coaching and consulting with hundreds of leaders at all levels to achieve their desired KPI's (eg. ↑ productivity, ↑ retention).
- Support, advise and deliver solutions for and with business and human resource leaders to design, develop and facilitate leadership development and organizational effectiveness solutions to exceed their objectives.
- Led client teams, including C-Suite decision makers, to transform their business culture, evolve performance management processes and develop competency models to align with their strategic Talent plans.

Toronto Organizational Development Network (TODN) | 2016 – Present

Non-profit Association of Organizational Development professionals

President, Board of Directors (2019-present)

- Created and facilitated the strategic direction by co-creating the strategic plan and each board member operationalized those plans according to their function
- Onboarded each new Leader to the Board of Directors and aligned the team to perform beyond their function
- Develop and implement Succession Plans to hire and engage new board members
- Co-create and execute the operational budget to mitigate costs (↓ ~20%) and maintain revenue targets
- Co-created strategic alliance partnership with Schulich Executive Education Centre and TODN
- Pivoted the organization to a **VIRTUAL ONLY offering** with the OD Community and Board of Directors team
- Designed and project managed the **evolution of the TODN.org website** to align with the associations brand

Finance Director, Board of Directors (2016-2018)

- Maintained budget and partnered with the President to establish the financial strategy of the Association

Staples Canada | 2007 - 2017

World-class online and brick-and-mortar retailer, operating throughout North America, Europe, and Asia-Pacific.

Organizational & Leadership Development Consultant, Global Talent Management (2013 - 2017)

As a strategic partner with Senior Leaders and HR Business Partners, I spearheaded the innovation and implementation of organizational change, talent and leadership development programs, supporting the talent management needs of the Canadian retail and e-commerce organization.

- ♦ Created and implemented an ROI strategy for leadership development investments which mitigated the loss of strategic talent. This mitigated loss was measured in the \$100's of thousands of dollars.
- ♦ Increased employee engagement in the leadership population (successors, emerging leaders and new leaders) by 5% or more by conducting a national leadership development needs analysis which aligned the organizations' talent strategy and increased productivity.
- ♦ Developed forecasts, budgets (six figure budget for a population of hundreds of leaders) and business cases for Canadian Talent initiatives (20 per year). Managed learning vendors and subcontractors to adhere to our KPI's and forecasts.
- ♦ Facilitated dozens of workshops, peer mentoring programs and delivered coaching to hundreds of high-potentials and all levels of leaders, including training other trainers and senior level facilitators.
- ♦ Transformed the Leadership development portfolio by integrating programs and development solutions to support succession plans and address critical talent needs in the leadership pipeline in Canada.

Talent Development & Learning Consultant, Global Talent Management (2011 - 2013)

Led the way on the Staples Canada Retail Talent Development team to evolve and transform learning to be more relevant and engaging given the transforming employee expectations within the digital evolution of learning.

- ♦ Contributed to reducing labour costs by more than \$1M by identifying and implementing efficiencies in the onboarding training, resulting in a 20% reduction in training hours.
- ♦ Advised and facilitated Senior Leaders (all units) on learning strategy for retaining and engaging talent.

Learning Specialist, Canadian Merchandising (2007 - 2011)

Uncovered the development requirements of leaders and emerging talent across retail, and e-commerce merchandising functions, developing and implementing individualized career coaching and job aides.

- ♦ Led the governance committee that served the Talent Development needs of Merchandising.
- ♦ Increased capability and capacity of merchants by collaborating with leaders and their teams.

Workbrain | 2004 - 2007

Leading developer of workforce scheduling and management software, serving the world's largest companies.

Instructor - Led international training projects for multinational organizations and government institutions.

- ♦ Established a trust with key decision makers for them to award Workbrain the contract.
- ♦ Co-developed the learning strategy for London England's Metropolitan Police.

PRIOR PROFESSIONAL EXPERIENCE

Trainer | Insystems Technologies Corporation | 2000 – 2004

Insystems provided automated software solutions for the Insurance industry.

Principal, Entrepreneur and Consultant | Learning Dimensions | 1996 – 2000

Learning Dimensions was a business I created and ran to provide learning and development solutions to all industries. I both created and delivered talent solutions to support desired business outcomes.

EDUCATION & PROFESSIONAL CREDENTIALS

Certified Executive Coach (Graduate Level) | Royal Roads University, 2020
Bachelor of Adult Education Program | Brock University, Anticipated 2020
Master of Arts in Organizational Leadership and Change | Royal Roads University, 2015
Training & Development Diploma | Ryerson University, 2000

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Certified Conversational Intelligence C-IQ™ Coach
Certified Belbin Team Role Practitioner
Certified Coaching Ourselves Facilitator
Certified Crucial Conversations Trainer (VitalSmarts Inc.)
Certified Change Management Practitioner (ACMP)
Certified Myers Briggs Type Practitioner (MBTI)
Organizational Development & Change Professional (CODI)
Certified Training & Development Professional CTD (I4PL)
Certified Strengths Deployment Inventory (SDI®) Practitioner
Emotional Intelligence EQi 2.0 Practitioner

PROFESSIONAL CONTRIBUTIONS & MEMBERSHIPS

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International Coach Federation (ICF)
Institute for Performance & Learning (I4PL)
Toronto Organizational Development Network (TODN)
Centre for Creative Leadership (CCL)
Organizational Development Network (ODN)

SPEAKING ENGAGEMENTS

Virtual meetings, workshops and conferences, Toronto OD Network | April 2020 - Present
Annual General Meeting, Toronto OD Network | March 2020
Membership Conference, Toronto OD Network | September 2019
National Conference, Institute for Performance & Learning i4PL | October, 2018
Royal Roads University Leadership Conference | October, 2017
Coaching Ourselves International Conference | September, 2017
Canadian National Leadership Conference, Staples Canada | April, 2017
Canadian National District Manager Summit, Staples Canada | March, 2017
Conversational Intelligence Workshop, Toronto Organizational Development Network | February, 2017