

PROFESSIONAL PROFILE

A highly motivated Communications Professional with a unique combination of technical and communications skills and a reputation for building an atmosphere of trust. My goal is to apply my facilitation, communications, and technical skills to assist individuals and teams to recognize their goals and potential and to achieve productivity in their projects and interactions with others.

I use innovative techniques in meetings and sessions to help people appreciate each other's abilities so they can work together, think creatively, develop action plans and reach their goals.

Tell me about your facilitation needs and I will work with you to help you achieve them.



FACILITATION SKILLS – MEETINGS, PLANNING SESSIONS AND WORKSHOPS

Over 15 years of facilitating meeting and planning sessions for a variety of projects and teams. Experience in both face-to-face and collaborative online environments. A demonstrated ability to:

- plan and organize sessions from pre-event communications to post-event evaluations
- envision issues from a strategic perspective
- analyze relevant issues and reframe potential dilemmas to achieve organizational goals
- grasp concepts and reframe statements in a way that clarifies problems and situations for multiple audiences, resulting in smoother communications between disparate groups
- develop group cohesiveness in challenging situations with people from diverse backgrounds and differing agendas
- differentiate negative comments from issues that are of genuine concern
- provide a stabilizing influence in stressful environments

PROFESSIONAL ACCOMPLISHMENTS – FACILITATION AND TRAINING

Communications Advisor, Coach, Consultant and Facilitator

PrinceHeron Communications – since 2005

Facilitate meetings, planning sessions and team-building for a variety of audiences; develop and deliver programs, workshops and seminars for public, private, academic and not-for-profit sectors.

PRINCEHERON CUSTOMERS:

PUBLIC SECTOR

- Ministry of Agriculture and Lands, and Ministry of Environment: Information Management Branch, Corporate Services Division
- Ministry of Labour and Citizens' Services: Accommodation and Real Estate Services; Service BC; Strategic Infrastructure

- Ministry of Finance: Provincial Treasury, Information Systems Branch
- Ministry of Forests and Range: Records Management Unit, Information Management Group
- Ministry of Public Safety and Solicitor General: Office to Combat Trafficking in Persons
- Ministry of Technology Trade and Economic Development: Green Team; Deputy Minister's Office

ACADEMIC

- Royal Roads University: Continuing Studies; School of Communication and Culture

PRIVATE SECTOR:

- Archipelago Marine Research Ltd.
- Maximus BC Health, Inc.
- Victorian Epicure, Inc.
- Roaring Women Ltd

NOT-FOR PROFIT

- Beacon Community Services
- Consumer Protection BC
- Intercultural Association of Greater Victoria

EMPLOYMENT HISTORY WITH FACILITATION ACCOMPLISHMENTS

Associate Faculty/Instructor, Royal Roads University - May 2010-present

School of Communication and Culture

- Interpersonal Communications and Dialogue
 - 2nd year Masters in Professional Communication
 - 10 week blended course for 50 students – online and classroom
- Interpersonal Communications
 - 1st year Bachelors in Professional Communication - online
 - 10 weeks online for 45 students

Continuing Studies Instructor, Royal Roads University - 2009-present

- Gotta Teach! How to Teach Anyone Anything
- How to Improve Your Writing (classroom and online offerings)
 - Included in Professional and Applied Communications Certificate and Employee Supervisory Skills Certificate
- Writing for the Web (classroom and online offerings)

Roaring Women Vice-President and Regional Director Vancouver Island, 2009-present

- Develop and deliver business workshops
- Facilitate meetings that provide learning, networking, promoting and business opportunities

- Facilitate teleconferences and online meetings with Regional Directors across Canada for strategic planning, goal setting, business and technical skills improvement.

RELATED EMPLOYMENT

Communications Manager (Web Technology Focus), BC Buildings Corporation, Victoria, BC - 2000-2005

- Led a workplace education campaign to increase comfort level, skill and use of organization's online and office productivity tools
- Developed and delivered curriculum of interactive workshops, one-to-one tutorials and informational presentations to employees in-person, by teleconference and webinars.

Library Technician in IT & Management Library, BC Systems Corporation, Victoria, BC - 1994-2000

- Developed and delivered 18 communications and personal development workshops for management, IT, business and support staff through the corporation's Wellness program

English as a Second Language (ESL) Instructor, Cultural Home-Stay Institute, Victoria, BC, , 1989-1990

- Developed and delivered four three-week English as a Second Language (ESL) courses to Japanese high-school and college students

Theatre Professional, Universities, Colleges, High Schools, Elementary Schools and Private Performing Arts Schools on Vancouver Island and the Lower Mainland, , 1982-1990

- Developed and delivered courses in: Acting, Improvisation, Scene study and Movement.
- Travelled with and facilitated activities and schedules for Professional Touring Company
- Coordinated and facilitated multi-week intensive theatre programs for adults and teenagers, culminating in public performances

EDUCATION & CERTIFICATIONS

- **Instructional Skills Workshop Plus** , Royal Roads University - 2010
- **Business Coach Certification**, Roaring Women Ltd, Calgary Alberta - 2008
- **Keirsey Temperament Theory Certification**, Synergy Leaders LCC - 2007
- **Master of Arts in Applied Communication**, Royal Roads University, Victoria, BC - 2005
 - Founders' Award Recipient
- **BCBC Emerging Leadership Program**, Royal Roads University, Victoria, BC 2001-2002
- **Bachelor of Fine Arts – Theatre**, University of Victoria, Victoria, BC - 1983

VOLUNTEER ACTIVITIES

- Jewish Family Services Vancouver Island – Vice President
- Chabad of Vancouver Island Hebrew School - Tutor
- Canadian Federation of University Women, Saanich Peninsula - Communications