

Speaker Biographies – 2009 QNET Excellence Conference

Fred B. Andersen, CMC, Principal, F.B. Andersen & Associates Inc.

Fred B. Andersen is a Certified Management Consultant with 25 years in the consulting industry. His company F.B. Andersen Associates has successfully implemented Quality, Environmental and Food Safety Management Systems to over 400 companies in Canada and the U.S. As well, Fred is a Certified ISO 9000, ISO 14000 and ISO 22000 Lead Auditor.

Dr. Stephen D. Borys, Director, Winnipeg Art Gallery

Stephen D. Borys, the Director of the Winnipeg Art Gallery, also holds the post of Visiting Scholar in the School of Fine Art at the University of Manitoba. He received his Ph.D. in Art and Architectural History from McGill University, and has a M.A. in Art History from the University of Toronto, a B.A. Honors in Art History from the University of Winnipeg, and is currently completing his Executive MBA program at Lansbridge University and the University of South Florida, Tampa.

Dr. Borys was previously the Ulla R. Searing Curator of Collections at The John and Mable Ringling Museum of Art, Sarasota, Florida, the largest university art museum in North America, where he oversaw the Museum of Art and Cà d'Zan Mansion collections and exhibition programs. He also held an adjunct teaching post in Art History at Florida State University, and was a Research Scholar at New College, Sarasota. Prior to Sarasota, Dr. Borys was curator at the Allen Memorial Art Museum, Oberlin College, Ohio, where he taught in the Art History department. Before Oberlin, he was assistant curator in European and American at the National Gallery of Canada, and he has also worked at the Canadian Center for Architecture in Montreal.

Dr. Borys has organized numerous exhibitions, written accompanying catalogues and scholarly articles, and lectured across North America. The recipient of several exhibition and research grants from the National Endowment for the Arts, the Samuel Kress Foundation, the Ohio Arts and Humanities Councils, Oberlin College, Florida State University, and the Canada Council, Dr. Borys is a fellow of the Getty Leadership Institute, Los Angeles, and the Royal Collections Studies Program, London. He is a member of several national and international professional organizations, including CAMDO (Canadian Art Museum Directors Organization) where he serves on the Board of Directors, AAMD (Association of Art Museum Directors), and CODART (International Council for Curators of Dutch and Flemish Art).

Vern F. Campbell, General Manager, CML Northern Blower

Vern Campbell's consultancy and management practice focuses on maximizing operational efficiency and employee fulfillment. As an Associate Consultant with Process Management LLC, he assists organizations in various sectors with strategy development, deployment and continuous process improvement systems.

Mr. Campbell earned his Bachelor of Science Degree in Mechanical Engineering, with Distinction, from the University of Manitoba. He was awarded the Gold Medal from the Canadian Society of Mechanical Engineers, and went on to attain his Masters Degree in Business Administration from the University of Western Ontario. Mr. Campbell spent ten years at Manitoba Hydro, first in long term financial planning then leading their Quality Improvement Initiative.

Since 2000, Mr. Campbell has been General Manager of Northern Blower, a custom fan manufacturer. Here, he puts his consultancy principles into practice. Northern Blower is working with Toyota Corporation to learn and implement the Toyota Production System, highly successful in eliminating waste to provide consumers with what they need, when they need it, affordably.

Mr. Campbell is Guest Lecturer at University of Miami's School of Business and the Stern School of Business at New York University, New York, and is currently enrolled in the post-Masters program at the University of Miami. His is a Six Sigma Black Belt and is working on his Master Black Belt status in Six Sigma.

Rose Dziadekwich, Project Manager, Seven Oaks General Hospital

Rose Dziadekwich has completed her RN Diploma, Certificate programs in Critical Care, Nursing Unit Administration, Health Care Management and her Bachelor of Science in Nursing degree. She has extensive health care experience in various capacities including general duty RN, Nurse Manager, Educator and Supervisor in acute care, long term care and community settings. She was previously employed as the Facilitator of Manitoba Health's Nurses Recruitment and Retention Fund, as Project Manager with the Winnipeg Regional Health Authority's Project Management Office, and has been the Project Manager for the Retention of Older Workers Project at the Wellness Institute of Seven Oaks General Hospital since March, 2008.

Rose is a member of the College of Registered Nurses of Manitoba, the Project Management Institute, and is currently president elect of the St. Boniface Hospital Nurses Alumni Association. She speaks frequently at local, provincial and national conferences on older worker retention issues.

Mike Easton, Vice President of Manufacturing, Argus Industries

Mike has lived 37 years of life in Winnipeg, married for 14 years to a great wife, 2 fun kids (8 & 5) and loving every minute of it.

Mike has been employed with Argus Industries for over 12 years. With three plants, the company uses Rubber & Plastic molding, Die cutting, and CNC cutting to convert various Rubber, Silicone, Cork, Foam and Plastic into interesting products for various industries. Mike holds a Bachelor of Science degree in Environmental Science from the University of Winnipeg. Prior to Argus, he worked with Laidlaw Waste, KGS Group and City of Winnipeg to play a key role in the design and implementation of the City of Winnipeg's first Blue Box Recycle Program. Recently, Mike played a key role in his company receiving an "Excellence in Quality and Team work" award from Manitoba Aerospace Association and being recognized by the Manitoba Business Magazine's "Best in Business Practices 2008"

Mike is a member of TEC (The Executive Committee), serves on the Board of Directors for YFC Winnipeg (a non-profit organization helping the youth find a hand up and the head knowledge to thrive), and with his wife, has helped support two orphanages in Mexico and Brazil.

Geoffrey Elliot, Chair, Governance Committee, Winnipeg Airports Authority

A member of the Winnipeg Airports Authority Board of Directors since 2003, Mr. Elliot has been Chair of the Governance Committee of the Board since 2004. He retired from full-time employment as Vice President Corporate Affairs of CanWest Global Communications Corp. at the end of 2006 following over three decades in executive level positions in both the private and public sectors. Previous private sector jobs include, Senior Vice President, Corporate Affairs and Government Relations at Air Canada, and Vice President, Corporate Affairs, at Noranda Forest Inc. He concluded his 28-year government career in 1989 as Consul General of Canada in Atlanta, Georgia.

Mr. Elliot's private sector career focused primarily on developing and advocating company and industry positions on business issues, to governments, to investors, to the media and through them to the general public. Subject matter ranged from public policy and regulatory issues in civil aviation, infrastructure privatization, copyright law, tax law, international trade, environmental protection, and in broadcasting and other media.

His earlier government career in the Department of Foreign Affairs and International Trade, was focused on international economic relations, international aviation policy and international trade relations and trade policy. As head of Canadian delegations to international trade negotiations and dispute settlement processes, he negotiated international agreements on a variety of trade issues and trade disputes including trade in automobiles with Japan, natural resources products with the European Union, and trade and investment policy in the OECD. As Chief Air Negotiator he negotiated bilateral air transport treaties and agreements with over twenty countries.

Mr. Elliot's most notable contribution to public policy was the negotiation of the original "Open Skies" air transport agreement with the United States. As a volunteer unpaid and part-time personal representative of the Minister of Transport (Doug Young) while employed by Noranda Forest, he negotiated the framework agreement for open skies over a three month period in late 1994, in private meetings with a similarly appointed personal representative of the US Secretary of Transportation. The formal agreement was signed two months later during the visit of President Clinton to Ottawa in February 1995. Later that year Mr Elliot was named *Transportation Person of the Year*.

Tom Feyerabend, President of MANAGEX Consulting LLC

Tom Feyerabend is President of MANAGEX Consulting LLC, a management, quality, and regulatory compliance consulting firm. He helps clients achieve exceptional business performance, sustained regulatory compliance, and effective risk management through the assessment, development, and implementation of high performance Business Operations Systems.

Tom has 8 years of experience as a consultant and more than 29 years of Quality Management experience in food, pharmaceutical, medical device, and biologics industries. His experience includes business operations in the US, Europe, Asia, and Caribbean. Prior to MANAGEX, he was with KMI/PAREXEL Consulting LLC as the Director of Quality Systems Consulting and Principal Consultant. Tom has been credited with remarkable turnarounds in the business performance and regulatory compliance of both large and small business organizations. He is a regular speaker on a variety of quality and regulatory topics for various industry organizations and conferences.

Maureen Grace, RN, Occupational Health Specialist, MFL Occupational Health Centre

Maureen Grace is a nurse, adult educator and Mental Health Works trainer with the Canadian Mental Health Association MB Division. Some of her work experience includes nursing in Critical Care, manager of the Cardiac Rehab program at the Reh-Fit Centre, educator for the Family Medicine Program at Concordia Hospital, Wellness consultant for NavCanada Air Traffic Controllers and Great West Life Assurance Company, and Transition Support Coach for Air Canada. Her current position is Occupational Health Specialist with the MFL Occupational Health Centre. She is presently finishing her certificate in counseling with a specialty in addictions.

Andrew Halpenny, Training Team, Princess Auto Ltd.

Andrew has a Bachelor of PE and a Bachelor of Education. He has been with Princess Auto for 5 years. In his current position as Training Leader, he has developed in house leadership training and leads a team of 5 responsible for hosting retail Team Members in Winnipeg to focus on Leadership, Product Knowledge, Culture, Hydraulics, and job specific training.

Gary B. Hannaford, FCA, Chief Executive Officer, The Institute of Chartered Accountants of Manitoba

Gary Hannaford is Chief Executive Officer of the Institute of Chartered Accountants of Manitoba. He is a graduate of the Policy Governance Academy and a member of the International Policy Governance Association. He has served on a number of volunteer Boards throughout his career and is currently the Chair-Elect of the Manitoba Theatre Centre.

He is a strong believer in the importance of good governance to an effective organization and has spoken to a number of groups on this topic. In addition, he has worked with a number of Board's to assist them in improving or revising their governance practices.

Debbie Houston, Workplace Wellness Specialist, Manitoba Public Insurance

Debbie is an RN BN who worked in clinical health settings for 20 years. She has been in corporate settings for the past 15 years in different roles such as occupational health, disability management, health promotion, and safety. Debbie has been involved in providing assistance related to workplace accommodation, disability awareness and general promotion of healthy lifestyle practices, work life balance, and more recently, Pandemic planning.

Eileen Kirton, Vice President, KWA Partners Manitoba, A Division of People *First* HR Services Ltd.

Eileen is a Vice-President with People *First* HR Services, Manitoba's largest full service human resource consulting firm. She leads the Career Management Division, branded nationally as KWA Partners.

Eileen has 25 years of combined experience in the career transition, executive search, consulting and human resource fields. Her human resource experience was with Moffat Communications, Investors Group and the Citadel Insurance.

In addition to being a "mature worker" or "zoomer" herself, Eileen had done considerable research on recruitment and retention strategies for mature workers and has delivered her findings to a broad range of organizations in Canada.

Shannon Leppky, Senior Change Management Generalist, Manitoba Public Insurance

Shannon Leppky joined MPI in April 2008 after 15 years as a school change/school improvement consultant. As the Senior Change Management Generalist and lead of the change management team at MPI, Shannon is working collaboratively with EDS and PricewaterhouseCoopers to develop a service delivery model for change management within the corporation and to standardize change management as a business process within MPI. Shannon has a Master of Education and a Certificate in Adult and Continuing Education.

Naomi Z. Levine, B.A., M.A., LL.B., C. Med.

Naomi Levine is a lawyer, ethicist, workplace dispute consultant and chartered mediator. She has extensive experience in litigation, presentation, the drafting of policies and processes, conducting inquiries, analysis of workplace issues, administration and training, and also acts as an advisor on ethical and legal matters for corporations, governments, organizations, academic institutions and unions. She is currently Director of the Centre for Higher Education, Research and Development and of the Executive Program at the Asper School of Business, University of Manitoba.

Ms. Levine is also a journalist and appears frequently on local and national radio and television. In 2003, she was the recipient of the YWCA/YMCA award as "Woman of Distinction" for Public Relations and Communication, and had her own radio column, "Levine's Law" for seven years on CBC Winnipeg.

Ms Levine has served on numerous local and national boards and has acted in a quasi judicial capacity as a member of the Canadian Forces Grievance Board. She is the President of the Board of the Winnipeg Art Gallery.

Ian Marshall, Lean Champion, Canadian Manufacturers & Exporters, Manitoba Division

Ian Marshall, Lean Champion, Canadian Manufacturers & Exporters, Manitoba Division, joined CME in 2005 as part of the Advanced Manufacturing Initiative, a joint industry / government funded initiative aimed at helping Manitoba manufacturing companies improve productivity and achieve world best performance. In this role, Ian has conducted many Lean Assessments, facilitated a number of Lean Strategic Planning workshops and numerous Kaizen events, as well as supported the growth and development of the five Manitoba lean manufacturing consortiums.

Ian is a professional engineer and spent 12 years driving lean initiatives in the automotive and aerospace divisions of Lucas Industries in the United Kingdom and across Europe. Moving to Winnipeg 12 years ago, Ian continued to champion lean manufacturing in the roles of Change Manager at Motor Coach Industries, Plant Manager at Monarch Industries and General Manager Imports at Palliser Furniture.

Evelyn Mayor, Human Resources Director, CanadaDrugs.com

Evelyn Mayor has Degree in Human Resources and holds a CHRP designation. She has over 15 years in the HR field and has managed the HR function in both unionized and non-unionized environments in both Private and Public Sectors. Evelyn currently works in a Senior Executive Management role as Human Resources Director for CanadaDrugs.com. She is on the Board of Executives for the Canadian Liver foundation and is an active member of the Human Resources Management Association of Manitoba.

Alexander Mickelthwate, Conductor and Music Director, Winnipeg Symphony Orchestra

Recognized as one of the most exciting young conductors of his generation, Alexander Mickelthwate begins his third season as Music Director of the Winnipeg Symphony Orchestra, where he has significantly raised that ensemble's profile through innovative programming initiatives and active community engagement.

As a guest conductor, Mr. Mickelthwate is active both in North America and in Europe. In August 2007, Mr. Mickelthwate culminated his three-year tenure as Associate Conductor of the Los Angeles Philharmonic, with which he appeared regularly at Walt Disney Concert Hall and at the Hollywood Bowl. Prior to this, he was Assistant Conductor with the Atlanta Symphony Orchestra, where he co-founded a new music ensemble hailed as "one of the brightest ensembles on the scene" and conducted more than 60 Young People's Concerts with the Atlanta Symphony.

Having inherited a passion for opera from his grandmother, a professional opera singer, Mr. Mickelthwate has been a coach, pianist and conductor at New York's Amato Opera and an assistant conductor for the Baltimore Opera, the Florida Grand Opera, and the El Paso Opera.

Mr. Mickelthwate was born in Germany into a musical family. He developed his musical talent at an early age as a cellist in youth orchestras and chamber groups, as a singer in a professional choir, and as a pianist and organist. He studied conducting and piano performance at the Musikhochschule in Karlsruhe as well as at the Eötvöses Institute in Hungary. After winning a Peabody merit scholarship, Mr. Mickelthwate came to America to study.

Mr. Mickelthwate is married with two young sons.

Susan Rogers, President, ROGERS Leadership Consulting

Susan Rogers, president of ROGERS Leadership Consulting, is a former CEO and seasoned Board Chair and has over 20 years experience in organization leadership in the public, private and not-for-profit sectors. She has worked with a wide variety of more than 500 local, provincial and national Boards (in North America and overseas) and is respected for exceptional facilitation, leadership coaching and teambuilding skills. Susan is one of a handful of Canadian consultants (and the only one in Manitoba) who has completed both the Policy Governance® Academy and Symposium for Consultants and is one of 2 Canadian consultants who have completed the international Policy Governance® Academy in the United Kingdom. Her current clients range from professional certification boards and universities to not for profit organizations and industry associations. At present she is a director on the United Kingdom Policy Governance Association (UKPGA) Board and a founding member of the new international Governance Corporation Network.

Linton Sellen, President, Training Plus

Linton Sellen is an experienced manager, trainer and trainer of supervisors. He has won awards for his leadership, presentation skills and training ability. He received his post secondary education from the Faculty of Management and the Faculty of Law at the University of Manitoba. Linton earned his multi-engine pilot wings, the highest instructional category available from the Canadian Air Force. With this and his commission as an officer he was put in charge of the training and evaluation of Air Force supervisors and instructors. He also acquired years of first-hand practical experience as a manager, coach, and leader. For the last ten years, Linton has conducted on sight and classroom training of managers and supervisors and provided leadership consultation to businesses and other organizations through the company *Training Plus*. Specializing in the area of leadership development he has developed the *Workplace Leader Course* (offered by QNET Certificate in Leadership Development) to address the issues faced by the leader in the modern workplace.

Dr. Michel Tétreault, President & CEO of the St. Boniface General Hospital

Dr. Michel Tétreault is President & CEO of the St. Boniface General Hospital, Associate to the Dean of the Faculty of Medicine of the University of Manitoba, and Associate to the CEO (of the Winnipeg Regional Health Authority) for French Language Services.

Specialized in emergency medicine, Dr. Tétreault has held various positions related to the organization of services including Chairman of the Task Force on ER organization and of the Expert Group on clinical organization for Quebec's ministry of Health and Social Services. As President of Organisation Médicale et Clinique Inc., he has been a consultant in the fields of clinical services organization, situational analysis and quality improvement.

Founding President of the Association des médecins d'urgence du Québec, Dr. Tétreault served as president of the Canadian Association of Emergency Physicians. His research interests have included cardiac resuscitation, measurement of ER patient complexity and quality in ER. He is currently Chairman of the Board of Governors of the *Collège Universitaire de St-Boniface*.

Yvonne Thompson, CHRP, CHSC, MA (Leadership), Principal Consultant, Change Innovators

Yvonne Thompson is an Organizational Development and Performance specialist. She has a broad scope of experience in all areas of Human Resource Management. Yvonne has a Masters in Leadership from Royal Roads University and is seen as an expert in the field of emerging leadership trends.

Yvonne is the founder of Change Innovators and she has a passion for all that she does. Her driving force is built around watching organizations transform and become the best they can be for their employees, customers, and stakeholders. She specializes in Leadership Development, Employee Engagement, Teambuilding, and Team Communication. Yvonne is an Accredited Insights Practitioner and most recently a Global Insights Licensed Transformational Leadership Facilitator.

Yvonne is a professional speaker and a member of the Canadian Association of Professional Speakers. She delivers keynotes on Holistic Leadership, CHANGE and Employee Engagement

Dr. Dawn-Marie Turner, President, Turner Change Management

Dr. Dawn-Marie Turner is an internationally-recognized organizational change specialist. Her experience includes the development and implementation of individual and organizational change programming, transition planning and organizational change management consulting. She works with organizations to help them achieve the intended value from their change initiatives.

Dawn-Marie has a doctorate in organizational change and decision science and has developed a change transition methodology – DEAM[®]. This methodology increases an organization's overall capacity for change and facilitates a healthy transition in the organization. She has published and presented articles on business process change management, project management, transition planning, and informatics. She has presented at national and international conferences on organizational change.

Dawn-Marie is also the founder and chair of the International Council on Organizational Change (ICOC). The ICOC is a group of change management scholar practitioners working in a collaborative, non-competitive way to inform and advance the practice of change management worldwide.

Dawn-Marie believes passionately in her work. She is constantly building upon her research in the science of change management and its practical application in the business world. Her ultimate goal is to leave a positive legacy of sustainable change with the organizations and individuals she is dedicated to helping.

Lorraine Wilks, Volunteer and Student Placement Coordinator, Youville Centre

Lorraine Wilks has had a long and varied career as a front-line employee, primarily in the community service and not-for-profit field. She has participated in (and survived!) many job and organizational changes, both positive and negative, and will speak from personal experience about the impact of change. Lorraine is currently the Volunteer and Student Placement Coordinator for Youville Centre, an accredited community health and diabetes centre in Winnipeg.