

4407 Wilkinson Road, Victoria, BC V8Z 5B9
(250) 418-5982 ✦ fiona@princeheron.com

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.

FACILITATION SKILLS – MEETING AND PLANNING SESSIONS

Over 10 years of facilitating meeting and planning sessions for a variety of projects and teams. Experience in both in-person 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 & TRAINING

PrinceHeron Enterprises Ltd.

Communications Consultant and Facilitator, 2005 to present

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

CUSTOMERS:

PUBLIC SECTOR:

- Ministry of Labour and Citizens' Services
 - Accommodation and Real Estate Services,
 - Strategic Infrastructure
 - Service BC

- Information Management Branch, Corporate Services Division serving Ministry of Agriculture and Lands, and Ministry of Environment
- Information Systems Branch, Provincial Treasury, Ministry of Finance
- Records Management Unit, Information Management Group, Ministry of Forests and Range
- Office to Combat Trafficking in Persons, Ministry of Public Safety and Solicitor General
- Deputy Minister's Office, Ministry of Technology Trade and Economic Development

PRIVATE SECTOR:

- Maximus BC Health, Inc.
- Victorian Epicure, Inc.
- Roaring Women

NOT-FOR-PROFIT

- Canadian Federation of University Women, Victoria Chapter

WORKSHOPS

Building Better Relationships at Work

60-90 minute introduction to Keirsey Temperament Theory and how to apply it in the workplace and with customers.

Team-Building with Temperament

half-day and full-day workshops to introduce Keirsey Temperament Theory and how to apply it to team-building and problem-solving in the workplace.

Contact Centre Excellence

half-day workshop for high volume call centres. Includes telephone skills, how to deal with difficult customers, and stress management for individuals and teams.

Helpdesk Excellence

half-day day workshop for technical helpdesks: Includes customer service skills for phone and email; how to deal with difficult customers, and stress management skills for individuals and teams.

ARES Overview Series

A series of written overviews and interactive presentations for each department within an organization to build knowledge and appreciation of each others' skills, knowledge, and expertise in the workplace.

Gotta Teach! How to Teach Anyone Anything

A one or two-day workshop that provides participants with the opportunity to develop or adjust their teaching style to fit the new demographics and learning styles in the workplace. Includes pre- and post-workshop surveys and individual one-to-one coaching sessions for participants.

Communications Improvement Series:

5 workshops to improve communications in the workplace

- Managing Email Overload
- Communications Dynamics in the Workplace
- Writing for Your Customers

- Helpdesk Emails
- Writing with a Positive Focus

8 Terrible Truths about Communication

A 60-minute seminar to introduce participants to fundamental communications theory in an interactive format and provides opportunities to apply the theories to their everyday work and home life. When people understand how miscommunications occur, they are able to manage them more effectively and get past conflict(s) more quickly.

EMPLOYMENT HISTORY WITH FACILITATION ACCOMPLISHMENTS

Communications Manager (Web Technology Focus), 2000-2005

BC Buildings Corporation, Victoria, BC

- Led a workplace education campaign to increase comfort level, skill and use of organization's online and office productivity tools; developed and taught curriculum of interactive workshops, one-to-one tutorials and informational presentations.
- Topics included: Writing for the Web; Outlook Tips & Tricks; Internet Searching Tips & Tricks; Web Content Maintenance with FrontPage; Creating Source Documents for Adobe Acrobat; RedDot Content Management; Interpersonal Communications & Knowledge Management

Library Technician in IT & Management Library, 1994-2000

BC Systems Corporation, Victoria, BC

- Developed and delivered 18 communications and personal development workshops for management, IT, business and support staff through the corporation's Wellness program
- Provided one-to-one tutorials on Internet Search techniques to business and IT staff

Web Designer and Computer Consultant, 1994-2000

Yonah's Consulting and Design

- Provided one-to-one computer tutorials to people in their own homes on their own computers. Facilitated their learning with a hands-on approach -- their hands were on the keyboard and mouse; I guided them.
- Customized tutorials for: basic computer skills, file management, internet searching techniques, software (Word, Excel, Photoshop, email, and html)

English as a Second Language (ESL) Instructor, 1989 & 1990

Cultural Home-Stay Institute, Victoria, BC

- Developed and delivered four three-week English as a Second Language (ESL) courses to Japanese high-school and college students, 1989-1990

Theatre Professional/Instructor, 1982-1990

Victoria and Vancouver

- University of Victoria Theatre Department
Instructor – 1st year Acting, 1989-1990
- Vancouver Island, 1987-1988
Freelance director, instructor, acting coach and high-school drama festival adjudicator

- Carousel Theatre School, Vancouver, 1984-1987
Director, Instructor, Touring Company Facilitator
- Kwantlen College, Surrey 1986-1987
Instructor – Acting, Improvisation and Scene Study
- Studio 58, Langara College, Vancouver, 1984-1985
Instructor – 1st year Acting and 4th year Movement (for the Stage),
- University of Victoria Theatre Department, 1982 & 1983
Coordinator, instructor and acting coach for summer theatre workshops

EDUCATION & CERTIFICATIONS

- **Business Coach Certification**, completed September 2008
Roaring Women, Calgary Alberta
- **Keirsey Temperament Theory Certification**, completed August 2007
- **Master of Arts in Applied Communication**, completed October 2005
Royal Roads University, Victoria, BC
 - Founders' Award Recipient
- **Emerging Leadership Program**, 2001-2002
Royal Roads University, Victoria, BC
- **Bachelor of Fine Arts**, completed 1983
University of Victoria, Victoria, BC

VOLUNTEER ACTIVITIES

- Canadian Federation of University Women, Saanich Peninsula chapter
 - Vice-President, 2008 – present
 - Communications Officer, 2005-2007
- Hadassah-WIZO Victoria Chapter, Newsletter Editor 2007 - present