

A N N B R O S S E A U

PROFILE

Bilingual (EEE) professional with over 25 years of experience in the areas of coaching, training and education and over 20 years of experience in human resource management, management & entrepreneurship. Member of the International Coaching Federation.

EDUCATION

PhD (ABD)

Sciences sociales appliquées (Interdisciplinary -
Human Resource Management/Social Sciences)
Université du Québec en Outaouais

M.A.

Adult Education
Concordia University

B.A. Specialization
Applied Social Sciences
Concordia University

Professional Diploma
Psychological and Pedagogical Counselling

CERTIFICATIONS

Myers-Briggs (MBTI) Type Indicator I and II
Psychometrics Canada

Benchmarks®
360 degree leadership competencies
evaluation tool
Center for Creative Leadership

Transformational Coaching Certification
Coach Masters Academy

TRAINING

Organizational Analysis and Design
Training and Development Canada (5 days)

Succession Planning
Training and Development Canada (1 day)

Appreciative Inquiry: Igniting and Sustaining
Positive Change in Organizations and
Communities
Innovation Partners International (4 days)

Contract Law
McGill University (1 day)

PROFESSIONAL EXPERIENCE

Owner/Operator

Annëken 1000 Islands Bed & Breakfast

Manage bookings, marketing, advertising and meal preparation and service.

🕒 Jan 2022 / Now

Director and Consultant

Ann Brosseau, Coaching & Training

Provide expert advice, training design and facilitation services. Design distance learning courses, and mixed modality distance training including self-directed online learning modules, live online training and personalized coaching. Coach and offer training for the development of professional and personal competencies.

🕒 Aug 2018 / Nov 2020 - Jan 2022 / Now

Owner/Operator

Annëken Barn

Manage events, entertainment contracts, marketing, advertising and meal preparation and service.

**Director, Learning & Organizational Dynamics
& Senior Consultant**

**Latitude Management, Montreal
Acossys Consulting, Montreal**

Coaching, training design and delivery (including synchronous and asynchronous distance learning), organizational climate assessments, and organizational culture assessments. Design and assessment of Indigenous initiatives and training. Consultation in the area of Diversity & Inclusion and development of inclusive staffing processes and tools.

🕒 Nov 2020 / Jan 2022

Director and Senior Consultant

Ann Brosseau and

Design, implementation and assessment of human resource management initiatives, programs and policies in areas such as learning and development, recruitment and selection, competency-based management, human resource planning, succession planning, performance management, presence management, employee engagement, and employee retention. Human resource risk assessments and strategic succession planning based on innovative tool. Design and facilitation of leadership, management and soft skills training workshops and programs. Facilitation of events and conferences. Design and administration of online surveys leading to data analysis, reporting and recommendations (employee engagement, job satisfaction, client satisfaction). Review of business processes for small businesses: procedures, policies, programs, staff, customer satisfaction, communications. Design of communication tools: Newsletters, websites, procedure manuals, advertising. Management of a previous learning assessment and recognition (PLAR) project, in collaboration with two Quebec colleges: design of competency-based assessment tools and procedures for university courses in information technology.

🕒 Jul 2008 / Aug 2018

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POSTSECONDARY TEACHING EXPERIENCE

Course Lecturer McGill University
School of Continuing Studies

Course design, teaching and assessment of learning.
Undergraduate courses: ORGB 426 Human Resources Training and Development, ORGB 420 Managing Organizational Teams, ORGB 420 Gérer des équipes organisationnelles, MGCR 222 Introduction to Organizational Behaviour, ORGB 424 Employment, ORGB 421 Gestion du changement organisationnel. Graduate courses: CORG 560 Staffing Organizations, CORG 557 Talent and Performance Management, CORG 590 Topics in Human Resources Management (Competency-based HRM), CORG 556 Managing and Engaging Teamwork, CORG 556 Gérer et encourager le travail d'équipe, CPL2 532 Diriger le changement. ☎ 2010/2019

Course Lecturer Université du Québec en Outaouais
Industrial Relations Department and
Administrative Sciences Department

Course design, teaching and assessment of learning.
Undergraduate courses: REI1103 Psychologie du travail, REI1343 Éléments de psychologie appliqués au travail, GPE1203 Gestion des compétences 1, GPE 1233 Gestion des compétences 2, REI1493 Développement des ressources humaines, MNG1333 Gestion des équipes. Graduate courses: MGP7130 Gestion des équipes de projet, MGP7130a Project Team Management, MBA8710a The Individual and The Organization. ☎ 2003/2012

Contract Professor La Cité, Alfred Campus
Design of learning activities, teaching and evaluation of learning. Course: Gestion des ressources humaines (agricultural programs) and Supervision des employés (food services program). ☎ 2017/2018

PROFESSIONAL EXPERIENCE (CONT'D)

**Program Manager: Leadership and
and Human Resource Management**

**School of Continuing Studies,
McGill University**

Managed all course instructors (recruitment, selection, course allocation, performance management). Provided career and éducationnel guidance to current and potential students. Represented the school and department in dealing with the professional association and industry. Conducted a systematic review of four university programs in human resource management, using a competency-based and collaborative approach, gathering data from past and current students, course lecturers, representatives of the professional association and members of industry. ☎ Mai 2010 / Jul 2011

**Director, Human Resource Strategies
and Development**

House of Commons, Ottawa

Directed 3 teams: Learning and Development (one manager, 5 employees), Human Resource Policies (2 employees), and the Language School - Ottawa and St-Jean-sur-Richelieu campuses (one manager, one coordinator and over 10 full-time and part-time employees). Managed a budget of over 3 million dollars, including two training budgets for Members of Parliament. Advised executive management on all strategic aspects of human resource management, including human resource and succession planning, competency management, performance management, human resource policies, leadership development and change management. Developed a 3-tier leadership development program. Facilitated various events and strategic planning exercises for the organization. Note that about half the employees in the organization were represented. ☎ Nov 2007 / Sep 2008

**Manager, Learning and Organizational
Development**

House of Commons, Ottawa

Managed 2 teams: Learning and Development (6 employees) and the Language School (as described above). Responsible for the design and implementation of initiatives, programs and tools in the areas of: human resources planning and succession planning, performance management, competency management, career management, training and leadership development. Facilitation of planning sessions, team building sessions and various training. Coached managers for skills development and/or as part of performance improvement plans. Created a risk assessment tool for human resources and conducted risk assessment exercise to identify priorities, with a focus on succession planning and talent management (one of the resulting initiatives was the development of a 3-tier Leadership Development program, as mentioned above). Produced a video called "Let's Talk About The Future", an instructional tool to help managers facilitate career-related discussions with their employees (also as a result of risk assessment findings). ☎ Feb 2005 / Nov 2007

A N N B R O S S E A U

C O N F E R E N C E S

Personnalités et communication.
Conference given at Annëken Barn, 2019

Les obstacles à la communication.
Conference given at Annëken Barn, 2019

The Best Way to Hire The Best People.
Conference given at McGill University, 2014.

La planification stratégique de la relève.
Webinar conference given at McGill University, 2014.

Strategic Succession Planning.
Webinar conference given at McGill University, 2014.

Internal Communication.
Opening conference given at the bi-annual convention of UNESCO's Institute of Statistics, 2012.

What you need to know before you plan: Analyzing real risks and identifying priorities.
Succession Planning and Talent Management for the Public Sector, INFONEX, 2007.

L'évaluation des risques en matière de planification de la relève.
Annual conference of the Ordre des conseillers en ressources humaines et en relations industrielles agréés du Québec, 2006.

Le développement de profils de compétences à l'interne.
Annual conference of the Ordre des conseillers en ressources humaines et en relations industrielles agréés du Québec, 2006.

P U B L I C A T I O N S / I N N O V A T I O N S

More than Counting What Counts: A Practical guide to performance management.
To be published. ABA publications.

Beyond Common Sense and Intuition: A Practical guide to recruitment and selection.
ABA publications, 2014.

Planification stratégique de la relève à la Chambre des communes : Élaboration d'un outil pratique et évaluation des risques.
Presented at the annual conference of the ORHRI, 2006.

Outil d'évaluation des risques en ressources humaines,
© Ann Brosseau, 2005.

Brosseau, A. (2000). University Students' Preferences for a Teacher and Teaching Style: A Case Study of Moroccan Students.
M.A.Thesis, Concordia University, Montreal.

P R O F E S S I O N A L E X P E R I E N C E (C O N T ' D)

Team Leader, Learning and Organizational Development **House of Commons, Ottawa**

Managed the team responsible for developing and implementing competency-based management programs, tools and processes, and training. Developed competency profiles, competency-based evaluation tools for: staffing purposes, performance management, career management, assessing learning and development needs (360 degree). Built and trained team members in the field of competency-based management. Designed and facilitated training workshops. Facilitated events and team building sessions.

⌘ *Mar 2003 / Feb 2005*

Senior Advisor, Learning and Organizational Development **House of Commons, Ottawa**

Developed competency profiles, competency-based evaluation tools for: staffing purposes, performance management, career management, assessing learning and development needs (360 degree). Designed and facilitated training workshops. Facilitated events and team building sessions. Coached colleagues in the field of competency-based management.

⌘ *Sep 2002 / Mar 2003*

Consultant, Organizational Development and Training **PGF Consultants, Ottawa**

Design and facilitation of training workshops, manicle for public sector clientele (employees and managers): change management, leadership, time and stress management, communication, effective writing, career management, assertiveness, team building, teamwork, presentation and facilitation techniques, dealing with difficult people, conflict management. Participated in a study on incentives to post-secondary education for at-risk youth, led by the Canadian Millennium Scholarship Foundation, including: Training delivery for ambassadors (New-Brunswick), design and delivery of train-the-trainer workshops, translation and adaptation of material to the Quebec educational system, design of a competency-based guide for performance management of ambassadors, design of process and tools to evaluate competencies of regional supervisors and participation in the selection process (Alberta). Design of competency-based 360 degree assessment tools to identify learning needs and leadership development needs for coaching purposes. Examples of clients: Department of National Defense, Transport Canada, City of Ottawa, Ville de Gatineau, Millennium Scholarship Foundation, Department of Indian Affairs and Northern Development, House of Commons.

⌘ *Oct 2000 / Sep 2002*

Instructor and Coach **Self-employed, Montreal**

Design and facilitation of training in the area of human relations (communication, group dynamics, family dynamics, conflict resolution, etc.) and computer training. Coached various types of leaders (teachers, educators, community leaders, local business leaders, music band leader).

⌘ *May 1993 / Oct 2000*

Counsellor **Self-employed, Hawkesbury and Montreal**

Individual and group therapy; facilitation of personal development workshops.

⌘ *Mai 1992 / Oct 2000*