

Kathy Jourdain, MBA

Resume of Kathy Jourdain, MBA

Career Experience

Shape Shift Strategies Inc.

2009-present

President and Founder

Consultant, Strategist, Trainer, Coach, Process Artist, Author, Keynote Speaker

Kathy Jourdain has expertise in creating and hosting processes for social innovation, community building, strategy development, conflict resolution in teams, organizations, communities and systems that are deeply divided or simply looking for their next level of performance. She is particularly adept at seeing the big picture and local, regional and global patterns. She is also recognized for coaching, and mentoring others to build their capacity to be in similar work in all of their strength.

She continues to grow and build on the competencies she has fostered in both her previous companies including:

- Leadership growth and development
- Building capacity and strength in teams, organizations and communities, transferring skill sets into client organizations so they can grow their competency in addressing complexity and hosting meaningful and relevant conversations
- Communication and conflict resolution skills
- Engaging community and stakeholders
- Relationship building and collaborative skills in service of better results/outcomes of work undertaken
- Drawing on a variety of mental models including worldview, ladders of inference, polarity management and systems mapping to identify and address hidden dynamics and issues like equity, diversity, race, power and privilege

She is an active leader in the Art of Hosting Community worldwide where she is both a steward and practitioner. In October 2103, she was one of four conveners (with two Americans and one Australian) of an international gathering of the stewards of the Art of Hosting global network, bringing together 65 people from 13 countries in Minnesota to address questions of sustainability, growth and partnership.

Kathy has substantial expertise in customized leadership development, building team capacity and working with long-term strategic and systemic change gained over her 16 years as a consultant and a decade as a senior leader in the association sector.

She is a business and life coach with an approachable, professional style that leads to improvement in individual and team performance, building capacity in others by supporting in explicit, gentle but firm ways.

She has worked with organizations, governments and communities bringing diverse stakeholders together in new ways to work on complex problems and evolve new solutions. She has a growing competency of working with young leaders, under the age of 35, and particularly with youth focused on social entrepreneurship to make a difference in the world. In Nova Scotia she has been warmly welcomed into youth networks like the Federal Government's Future Leaders Network and the Credit Union's Young Leaders program to share wisdom and knowledge and help them grow their own skills.

She co-designs and co-delivers programs, in Canada, the US, France and Brazil. Some of the programs are:

- The Transformative Power of Worldview Awareness
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Kathy Jourdain, MBA

- The Art of Hosting Meaningful and Relevant Conversations, The Art of Collaborative Leadership, The Art of Social Innovation
- Leading High Performance Teams in Today's Complex World, Finding Solutions – Harnessing Human Dynamics, Responsive Planning Framework – Adaptive Strategy, Collective Decision Making Practices

She delivers keynote speeches based on the work she does, particularly on leadership, resilience, collaborative leadership and chaordic design and on her book, a memoir called Embracing the Stranger in Me: A Journey to Openheartedness, hailed as a deeply authentic sharing of a personal journey that has shaped who she is today.

Kathy is co-writing a second book with Jerry Nagel from the US and Stephen Duns from Australia based on the planning frameworks they use individually and collectively in their consulting work.

Even before embarking on these significant writing projects, she is already a prolific writer contributing learning through her Shape Shift blo.

Shape Shift Strategies Inc. partners with other organizations through the Art of Hosting network to take on larger scale projects and to continue to grow expertise through experience and co-learning in a variety of environments and in a range of companies, communities and projects.

Chrysalis Strategies Inc.

1999-2009

President and Chief Operating Officer

Consultant, Strategist, Facilitator, Instructor and Coach

Kathy co-led an active, growing and vibrant consultancy practice that worked with organizations, governments, communities and individuals to realize their potential, to move to action through the use of innovation, personal insight and passion catalyzing lasting change.

Areas of Kathy's Expertise:

- Interpersonal and Team Communications
- Conflict Resolution
- Building Personal Power
- Work/life balance
- Strategic planning and change management
- Organizational reinvention
- Project managing client initiatives through to completion
- Customization of programs to meet client needs

In addition to the consultancy practice, Kathy led a range of seminar programs at various universities including Saint Mary's University in Halifax, York University in Toronto, Carleton University in Ottawa, Memorial University in St. John's and University of Winnipeg in Winnipeg. Seminars included Interpersonal and Team Communications in Project Management (a module in the PM Master's Certificate program), Leading Innovation, Building Personal Power, Organizational and Individual Goal Setting, and Coaching and Mentoring.

Kathy was also responsible for the operational excellence of Chrysalis.

verve strategies inc.

1998-1999

President & Founder

Consultant, Facilitator and Coach

Kathy Jourdain, MBA

Kathy founded verve strategies inc. in 1998, beginning her consultancy practice in the area of change and strategic management. She made a mark for herself by working with clients to take them beyond the plan to implementation and in leading seminars on change management. Recognizing the value add in partnership, she merged her company with Chrysalis Training and Development in 1999 to create Chrysalis Strategies Inc.

Multiple Sclerosis Society of Canada *Executive Director, Atlantic Division*

1989-1997

As a young leader, Kathy provided leadership, vision and direction setting within the association and in a variety of external environments. While at the MS Society, she worked with the volunteer leadership to reinvent many of the internal systems including streamlining the financial systems, implementing performance management systems and implementing a policy governance framework for board stewardship. Highlights include:

- Design and facilitation of a range of activities from staff retreats to open forums with volunteers to brainstorming sessions on specific topics
- Staff retreats were designed to provide or enhance motivation, create a cohesive team and encourage synergy leading to group performance above and beyond expectations
- Encouraged open discussion of difficult issues as one means of determining alternatives and potential solutions
- Launched the first ever special event fund raising projects conducted by the Society including the MS Bike Tour and the MS Super Cities Walk
- Participated in, facilitated, or chaired various community, health sector or Department of Health related initiatives
- Developed an extensive network of colleagues and key stakeholders locally and Nationally

Awards and Recognition

Envision Halifax Recognition Award

2010

Presented in recognition of significant contribution to the Leadership program, the steering committee and Envision Halifax's mission of "igniting a culture of civic engagement".

Citadel Award

2000

Presented by the NS Chapter of the Canadian Society of Association Executives, dubbed "a third of a life time achievement award" by the presenters in recognition of outstanding service to the association sector and the community.

Banff Management Centre and CSAE Scholarship Award

1997

Recognizing Excellence in Association Management

CSAE Chapter of the Year Award

1996

President of the NS Chapter of CSAE when the recipient of this award. It was the first time ever that the NS Chapter received the award in recognition of Chapter growth, public awareness and meeting the needs of members.

Kathy Jourdain, MBA

Professional Development/Memberships

Art of Hosting Conversations that Matter (AoH)

2005-ongoing

Kathy is a seasoned practitioner in the Art of Hosting Conversations that Matters, employing Art of Hosting practices and strategies in her consulting and training work in addition to being a valued member of hosting teams in Canada, the United States, France and Brazil. She is a global steward in ongoing conversation about AoH work, patterns, practices, governance and emerging needs in the world wide community. She has particularly been recognized in Brazil where she supports the growth of the Brazilian field, helping to build the capacity of trainers and hosts. She is regularly consulted for conversations and critical questions as the Art of Hosting grows. AoH continues to provide professional development and growth through the co-learning that takes places in each of the trainings and in governance related meetings.

Warrior of the Heart (WoH)

2010-ongoing

Introduced to Warrior of the Heart prior to 2010 through morning practice at Art of Hosting trainings, Kathy participated in her first WoH training in Canada in 2010. She was soon instrumental in bringing WoH to Brazil in January 2012 as part of the hosting team and has incorporated it as a blend with AoH trainings in different settings including in Brazil and with a First Nations Community in NS. Warrior of the Heart is a way of accessing your own courage through the metaphor of the martial art of Aikido and through the use of a wooden sword. It is intended to also give strategies to find your centre and hold your ground in difficult work and dynamics.

Authentic Leadership in Action (ALIA)

2005-2012

Formerly the Shambhala Institute, ALIA is based out of Halifax NS. The organization hosts an annual conference and other related events. Since 2005 Kathy has attended 6 of 8 conferences. It is one of the places she advances her own learning and development and grows her international network of colleagues. ALIA invites leading edge knowledge experts and practitioners to co-lead modules. It was at ALIA Kathy learned about Theory U, Integral Coaching, Chaordic Design, Leading in Networked Emergent Organizations and where she was first introduced to processes like Circle Practice, World Café and Open Space Technology so instrumental to the Art of Hosting.

Berkana Institute

2010-2013

Kathy agreed to volunteer as a resource for Berkana, having been introduced to Berkana through Art of Hosting work and colleagues in the United States, India, South Africa, Brazil and Zimbabwe. Berkana's philosophy is "whatever the problem, community is the solution."

Envision Halifax

2005-2010

An organization founded to deliver a community leadership program and whose mission was to ignite a culture of civic engagement. Kathy served on the steering committee and also was instrumental in the co-design and co-delivery of the 9 month community leadership program for 4 years. Her involvement in developing curriculum for the program also invited her into her own personal and leadership learning journey during this time. The program used Theory U and Art of Hosting processes, enabling Kathy to significantly develop her expertise and experience in these practices as a result. Also during her years of Envision Halifax she grew her exposure to and skill in working with all kinds of diversity and cross-cultural communication.

Catherine Donnelly Foundation, Founding Director

2003-2007

Kathy Jourdain, MBA

This Foundation was created as a legacy to Catherine Donnelly, a member of the Sisters of Service. The Foundation holds an investment portfolio of over \$15 million and grants funding in the areas of education, housing and the environment. The Founding Board established the structure, policies and granting framework for the organization

Chamber of Commerce	1996-2009
<ul style="list-style-type: none"> • Regularly contributed to Chamber publications • Member of Small Business and B2B Expo Committees 	2000-2002
Canadian Society of Association Executives (CSAE)	1990-2001
<ul style="list-style-type: none"> • National Board Director, 1993-95 • NS Chapter, various executive positions including Chapter President, 1995-97 • Chaired or participated on National Committees including the Awards and Recognition Committee when the criteria was evaluated and updated • Participated in ongoing education opportunities locally and through National Conferences 	
Canadian Centre for Philanthropy	1995-1999
<ul style="list-style-type: none"> • Facilitator at the 1996 Symposium • Regularly contributed to information forums on sector issues 	
Provincial Network of Health Charities	1992-1997
Creating Linkages Working Group, Chair	1995-1996
<ul style="list-style-type: none"> • Explored potential mechanisms for ongoing communication linkages between the Department of Health and not-for-profit health organizations • Included design and implementation of a challenging and successful one day workshop with representatives from both sectors 	
Arbitrator, Better Business Bureau and CAMVAP	1992-1997
<ul style="list-style-type: none"> • Arbitrated disputes between consumers and companies 	
Healthpartners	1990-1997

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Publications

Shape Shift Blog

<http://shapeshiftstrategies.wordpress.com/>

A series of postings chronicling learning through Art of Hosting, community and organizational consulting work, illuminating new understandings of various methodologies and processes and their impact on strategic work and in complex environments, hosting self or growing self awareness and personal journey through work and the cycles of life.

Art of Hosting

<http://artofhosting.ning.com/profiles/blogs/shaping-questions-for-powerful-check-in-and-check-out-processes>

Kathy regularly contributes to the growing body of knowledge for the Art of Hosting on the community site, through which she has become reknowned as a leading writer on the subject.

Approaching Change

The monthly newsletter that existed during the time Kathy was a partner with Chrysalis Strategies Inc. she contributed monthly articles, Stress Busters and dialogs on topics ranging from team communication and dynamics, conflict resolution, leadership and generational information, coaching and growing personal power.

Business Voice

Published by the Halifax Chamber of Commerce, Kathy regularly contributed articles on leadership, team dynamics and communication issues or strategies.

Project Times

Contributed articles specific to Project Management and Project Team Communication on the interpersonal aspects and on project communications planning.

Rising Women Magazine

Contributed articles on personal growth and development, coaching and living purpose-fully.

Other Publications

From time-to-time Kathy receives requests to have articles she's written republished in other magazines or on other sites.

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Formal Education

- 1998 Certificate in Strategic Change Management
Centre for Strategic Management, San Diego, California
- Certificate in Strategic Planning
Centre for Strategic Management, San Diego, California
- Guiding People and Organizational Change Certificate
Banff Management Centre, Banff, Alberta
- 1996 Certified Association Executive (CAE) Designation
Association Management Education Program
Canadian Society of Association Executives, Toronto, Ontario
- 1990 Masters in Business Administration
Saint Mary's University, Halifax, NS
- 1985 Honours Diploma, Sociology (first graduate from the program)
Mount Saint Vincent University, Halifax, NS
- 1983 Bachelor of Arts, Sociology with Psychology Minor
Mount Saint Vincent University, Halifax, NS
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