

# TATIANA GLAD

Amsterdam, The Netherlands

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## GOAL

To contribute to a more sustainable future  
- economically, socially, and ecologically

To work in collaboration with other forward-thinkers in an entrepreneurial, strategic and creative capacity

## PERSONAL SUMMARY

I specialise in social innovation and entrepreneurship, community and partnership-building and strategic thinking and facilitation for a resilient and sustainable future. I have a diverse palette of cross-sectoral and international experiences. I have a passion for the public good and sustainability, which is made explicit in all my work.

## PROFESSIONAL EXPERIENCE

**Social Entrepreneur and Consultant, internationally** **06.1997 to present**  
15 years experience in commitment to the public good through independent work addressing diverse planetary health issues and how to design, build and sustain the organisational capacity to respond to the needs of the world

- Design and facilitate multi-stakeholder processes for systemic or large-scale change:
    - Designed and co-hosted a multi-stakeholder engagement process for Low Impact Fisheries in the Baltic Sea
    - Designed and co-hosted a workshop for sustainability practitioners working on practical and policy development issues across Europe, with the University of Venice
    - Facilitated a 3-day innovation lab for 250+ civil society and partners towards healthy watersheds
    - Worked with Dutch development agencies to build capacity for civil society to address pressing issues through collaborative approaches in Nepal, Kenya and South Africa
    - Conducted stakeholder consultations and to explore human resource development needs in a city to move towards green, clean, sustainable mobility; established and managed a network for excellence for sustainable transportation
  - Consult organisations on 'integrating sustainability' strategies and actions; oversaw project plan development and provided coaching for project implementation
  - Design and facilitate various workshops for organisational capacity-building and overcoming barriers to change: addressing change agency, quality improvement, corporate responsibility/citizenship, sustainability, women in leadership, community-community dialogue, collaborative leadership and shared governance
  - Develop social enterprise incubation and learning programs to support start-ups
  - Teach at universities on social responsibility and social entrepreneurship
  - One of five on core *cultivation unit* of a global learning network, supporting local communities in developing relevant learning programs and communities of practice
- Clients include: European Commission (various DGs and related agencies); European Network for Rural Development; Fisheries Secretariat; Dutch Development Bank FMO; Cordaid; ICCO; Triodos; INNO-Grips; Amvest; IPMMC; Croatia Telecom; Moving the Economy; Pioneers of Change; Nyenrode University; New Academy of Business; ABN-AMRO/Banco Real; Swiss Re; IDRIART; Novia Salcedo; Corporate Knights; Common Futures Forum; FairSay.com; Future Business Network; Centre for Innovation in Corporate Responsibility; Citigroup*

### Co-founder and Director, Impact Hub Amsterdam

[www.impacthub.net](http://www.impacthub.net)

- Cultivated a community of 300 social innovators, managed a community of volunteers and raised start-up capital to launch Impact Hub Amsterdam; now 5 years strong and growing
- Personally mentor, coach, challenge and work with social entrepreneurs to accelerate their initiatives to have an impact on society
- Develop and curate initiatives to respond to societal challenges in our context

### Co-founder, Waterlution – A Water Learning Experience

[www.waterlution.org](http://www.waterlution.org)

- Co-founder and co-design/implementation of this not-for-profit in its start-up 2003; ongoing strategic support and decision-making, including strategic work on the internationalisation of the organisation and its offerings
- Initiated, designed and co-delivered a unique capacity-building program for over 75 sustainable water practitioners in 3 cities across Canada (2012); will do again in 2013
- Leadership support for staff, associates and local Waterlution managers

**Citigroup, New York based for head office + international work 10.1999-01.2001**

**Global Quality Manager / Change Management Consultant**

- Created communications strategy and mechanism for team-building and best-practice sharing across 5 regions
- Managed a portfolio of projects requiring formation and agreement of metrics, alignment with business strategy and coordination with top management
- Launched a project negotiation, development and implementation methodology for deployment by the Global Quality team, handled coaching of project managers
- Guided geographically-dispersed multi-cultural teams; designed and delivered training; orchestrated partnerships and success transfers across sites

**Oasis Asset Management, Citibank, Switzerland 11.1997-05.1999**

**Project Manager**

- Oversaw the end-to-end re-engineering of the delivery of a structured investment product offering with a complex operations process and established a team to support and respond to the business needs on an on-going basis
- Achieved 40% increased business activity, a reduction of 95% of defects, and benefits due to process efficiency gains totalling \$1MM – over a 10 month period

**Global Theme Conference, Switzerland 02.1997-06.1997**

**External Relations/Program Coordinator,**

- Liaised with UN External Relations deputy, UNESCO, NGOs and various multinational companies to develop an interactive issue-based learning process
- Researched/designed content addressing: Corporate Social Responsibility, Cultural Understanding, Entrepreneurship, Information & Society, Learning

**Canada-Asia Envoy 06.1996-01.1997**

**Envoy Coordinator / Project Manager**

- Conceived, developed and executed a research mission in collaboration with CIDA, AIESEC and private partners to improve education access; Conducted in: Hong Kong, Indonesia, India
- Self directed, self-raised funds to run the project

*Output report / recommendations submitted to Canada Year of the Asia-Pacific (1997) activities, in collaboration with Ambassador John Bell, Department of Foreign Affairs, Government of Canada*

**AIESEC Canada Inc., Toronto 05.1995-06.1996**

**National Vice President**

- Supervised the strategic and financial management of core work exchange programs and related member education, training, and partnership-building
- Held the role of Director and Secretary on the National Board of Directors; managed the Board sub-committees on Programme Development and Partnerships

*Negotiated and oversaw a \$200 000 pilot program with HRDC Canada for 50 international youth work exchanges, motivating the Youth Employment Strategy and employability-skills enhancement for Canadian business graduates*

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**EDUCATION**

**July 2001**

**Masters of Science in Sustainability & Responsibility, University of Bath (UK)**

*Thesis: Inquiry into the experience of change agents in multi-national organisations  
Received the Celanese Canada Internationalist Fellowship from the Canadian Bureau for International Education*

**May 1995**

**Bachelor of Commerce Degree, McGill University (Montreal, Canada)**

*Four-year programme, double specialisation: Entrepreneurship & International Business  
Awarded the Scarlet Key Award for leadership and community contribution*

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## COMMUNITY ENGAGEMENT & PERSONAL LEARNING

### Conferences

*Presented at and participated in a wide range of conferences internationally, including:*

- **EU Social Entrepreneurs** cross-sector event, Strasbourg, 2014, designer and facilitator
- **EU INSITE Sustainability collaboration event**, Venice, 2012, designer and facilitator
- **Socionext**, Amsterdam, 2012, on jury for student entrepreneurship plans
- **Liquid Lab**, Florence, 2012, youth entrepreneurship and collaboration in Tuscany region
- **EU Social Innovation Incubators event**, Brussels, 2012, lead designer and facilitator
- **European Network for Rural Development**, Brussels, 2012, coach to the lead team
- **EU Social Business Initiative Launch**, Brussels, 2011, participant
- **Social Innovation Safari**, Amsterdam, 2011, jury for social innovator plans
- **Bright Green Youth**, Denmark, 2009, youth entrepreneurship coach and panelist
- **SoL European Sustainability Group**, Denmark, 2006, facilitator
- **Global Reporting Initiative (GRI) Forum**, Amsterdam, 2006, 2008, participant, presenter
- **Society for Organisational Learning Global Forum**, Vienna, 2005, delegate
- **The Tällberg Forum**, Tallberg, Sweden, 2005, 2007, 2008 invited support facilitator
- **Canadian Roundtable on Corporate Responsibility**, Toronto, 2005, designer & facilitator
- **Be The Change**, London, 2004/05/06, steering committee and host
- **Spirit in Business**, Zurich, 2004, presenter on sustainability & finance
- **Authentic Leadership Summer School**, Shambhala Institute, 2003, 2004 Halifax
- **WEF Social Entrepreneurship Summit**, Geneva, 2001, participant
- **“Responsabilidad Social de las Empresas”, Seminar on the EC Green Paper on Corporate Social Responsibility**, 2001, Bilbao, presenter and workshop facilitator
- **The Social Entrepreneurship Summit**, World Economic Forum, 2001, Geneva, delegate
- **The Sustainability Forum “Financial Services - Drivers for Sustainability?”**, 2001, Zurich
- The New Academy of Business, **“Future Business”**, 2001, U.K., organising team
- The Natural Step **“Sustainability: An Exploration of the Social Dimensions”**, Atlanta, 2000, Canadian, emerging leaders team
- **NFTE**, New York City, 2009-2000, judge for youth business plans
- **The State of the World Forum**, New York, 2000, learning production team
- **The State of the World Forum for Emerging Leaders**, 1999, Mexico, delegate

### Community Involvement

- Member: The Hub, Institute for Multi-track Diplomacy, Society for International Development, SID-WID (Women in Development), Pioneers of Change, Society for Organisational Learning (SoL)
- Alumnus: McGill University Scarlet Key Society, AIESEC in Canada, Centre for Action Research in Professional Practice (University of Bath, UK)
- Volunteer activities/events coordination for various causes including the Canadian Cancer Society, United Way Campaign, Cystic Fibrosis Foundation of Canada, National Foundation for Teaching Entrepreneurship, various roles mentoring youth organisations and creating public awareness about social issues

### Professional Courses / Training

- **Change Management**; American Society for Quality (ASQ) Certified Quality Manager; Process Enhancement Simulation Training (PDCA); Cross-functional Process Improvement (CFPI); Client Fulfilment & Customer Service; Project/product Management & Costing Strategies (AMA)
- **Sustainability & Corporate Social Responsibility reporting and accountability**; Adding Value to Sustainability / CSR Reporting; Adding Credibility to Sustainability / CSR Reporting (Assurance Workshop); completed November 2004
- **Integral Sustainability**; certified practitioner by the Integral Institute, September 2006
- **Innovative facilitation and hosting of dialogues techniques**; practitioner, trainer and steward of the Art of Hosting; trained and licensed FlowGame Host, skilled in Open Space Technology, World Café, the U-Process, Circle Practice, Appreciative Inquiry, Action and Collaborative Inquiry, Deep Democracy process-oriented facilitative training
- **Health & Well-being**; Certificate in Plant-based Nutrition (Cornell University/T.Colin Campbell Foundation)

## SUPPLEMENTARY INFORMATION

- Wide-reaching international networks in relation to social entrepreneurship & innovation, sustainable development,
- Solid organisational background; experience in organisational development and managing complex projects and budgets
- Languages: English (fluent); French & Spanish (working knowledge); Dutch (basic understanding)
- E-mail/internet literate; Drivers Licence
- Experience living / working in Europe, Asia, Americas & in developing countries
- Interests: travel; nature; learning; writing; socio-economic, environmental and health issues