

SUMMARY

Learning | Collaboration | Autonomy

A capacity building ninja, Lucie never ceases to marvel at the mechanisms by which humans learn and transform - or get stuck. Having cracked the code of how adults develop their skills and change at work, she sets up dojos to practice new ways of getting out of ruts and working together. Lucie's practice is supported by her Masters in Human Systems Intervention, Going Horizontal and Sociocracy (self management approaches), and Non-Violent Communication (NVC) as well as nearly 25 years of intervention in organizations.

Lucie uses collaborative methods and favors an appreciative and dialogical approach to learning, which allows her clients to play the role of partners in transformation. Using provocative questions and often playful creative activities, her unique approach increases their capacity to collaborate and innovate via practical solutions; leaving a large place for inclusion, a healthy work climate and a learning organizational culture.

Proficient in French, English and Spanish.

TRAINING AND DEVELOPMENT

- Speeded up learning time with technical trainers in an apprenticeship program within the railway (electricity, car technician, mechanic, refrigeration).
- Revised competencies referential for Association of Chartered Professional in HR (Ordre des CRHA, Qc), on the format as well as on the content, including success factors for the future.
- Searched and validated the Critical Competencies Inventory for Québec Aerospace industry in 20 small and medium enterprises; presented report including data analysis as well as recommendation on actionable solutions to support competencies development.
- For Bombardier Flight Testing Center, managed training project related to knowledge transfer from Wichita, Kansas to Mirabel, Québec, for the CSeries aircrafts.
- Performed training needs analysis and implemented annual training plans for several sites in Canada and the USA (1,500 employees), including in-class, virtual, e-learning, and on-the-job training as well as reference books, in a context of limited budgets.
- Led the tendering process and recommended a provider for the production of a new e-learning program for 350 managers.
- Conceived, implemented and facilitated training capsules for first-level supervisors.
- Created and facilitated 15-minute webinars on a Learning Management System for all employees (French and English in Canada and USA).
- Conceived and facilitated an induction program for more than 125 new employees in 2 years, for all the departments (customer service call center as well as technical support, R&D – software engineering, sales, marketing, administration and management).

ORGANIZATIONAL DEVELOPMENT

- Role definition in a non-profit organisation, as part of a restructuring, including job description update, using co-design and learning circles approaches with employees.

- Implementation of a People and Culture team, adjusted to the evolving needs of a highly innovative start up in transportation industry. Designed strategies to fit laws and regulations and attract key employees. Coaching of HR team as well as hiring managers.
- Participated in the implementation of an HR shared-services business model (Europe, Mexico), including coaching, as a senior member of the Learning and Development team.
- Designed and implemented a quarterly performance review program, including the training of directors, team leaders and employees, in a software start up company.
- Organized focus groups with employees to make recommendations to improve technical and administrative processes in software development (Sumatra project post-mortem). This included data analysis and recommendations at all levels (competencies development, working methods improvement, and team interactions), presentations to employees and follow-up in the context of a labour market pushing up bids.

RECRUITING

- In charge of recruiting and training of the first 200 employees of a transportation start up, (taxi drivers, call center, IT team, car service center, marketing, sales, ...).
- In a software start-up organization, recruited more than 125 new employees in two years for all the departments (customer service call center as well as technical support, R&D – software engineering, sales, marketing, administration and management).
- For a fast-growing industrial company, recruited several senior positions, notably Procurement and Finance Directors, as well as Business Analysts.
- For a Web marketing agency, headhunted over the Web for hard-to-fill positions.

PROFESSIONAL EXPERIENCE

RH ESSENTIEL , Montreal <i>Consultant, Adult Learning Facilitator</i>	2012 - Present
VIA RAIL , Montreal <i>Facilitator in Technical training / Apprenticeship in electricity and refrigeration</i>	2017
TEO TAXI / TAXELCO , Montreal <i>Director, People and Culture</i>	2015 – 2016
BOMBARDIER TRANSPORTATION , St-Bruno <i>Advisor, Learning and Development</i>	2011 – 2012
GROUPE FORDIA , St-Laurent <i>Recruiting Consultant</i>	2011
MERCER (CANADA) LTD. , Montreal <i>HR Advisor</i>	2008 – 2010
GOT CORPORATION LTD. , Montreal <i>Manager, Human Resources</i>	2005 – 2007
HATCH , Montreal <i>HR Advisor</i>	2004 – 2005

Education

Masters in Human Systems Intervention Concordia University, Montreal	2017-2020
Certificate in Human Resources Management McGill University, Montreal	2003
Attestation d'études collegiales – General Electrotechnic Cégep André-Laurendeau, LaSalle	1992