

EXECUTIVE SUMMARY

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NICOLE CHARRON

Nicole Charron has been an Organizational Development Consultant for the past twenty years. Within this field she also practices Alternative Dispute Resolution (ADR) in association with the Canadian Institute for Conflict Resolution at St-Paul University. She also practices: **conflict coaching, healing after harassment in the workplace, mediation, team management and team building, conflict management, coaching in leadership and professional development and personal work life and humor in the workplace.**

Consequently, Nicole work 2 years has the Director of Mediation Services within DND/CF for which she was responsible of the integrity of all ADR services and professional development for 45 ADR practitioners across the country. In addition to this mandate, Nicole was responsible for designing and delivering complex and select cases in ADR. She also worked has an Ombudsman for Health Canada.

In the International scenery, Nicole headed up numerous workshops in *Peacemaking one person at the time* within the Canadian and Australian Defence Departments and was a special guest speaker at the Darwin Conference in 2004 for peacemaking involving Indigenous people. She was also invited in 2007 by the Institute for Conflict Management Peace & Development (ICPD) in Nepal has a facilitator in peacemaking with an impact at the individual, organizational and political levels. In May 2008, Nicole was part of an International project involving CIDA, Québec University in Outaouais and 23 Western African countries. She was responsible, as a co-facilitator for the professional development of leaders and professionals working within Superior Institution of Control in Africa.

She also facilitated a community dialogue in Taiwan in the fall of 2008 and trained a group of third party neutrals in the area of mediation, conflict management and peacemaking. She recently co-facilitated a Future Search Conference in Congo-Brazzaville for the reinforcement of local radios in Congo. This project involved the participation of various stakeholders coming from Africa and Europe.

She has significant experience both in design and delivery of large and small group interventions, facilitation and mediation. As a practitioner of the Myers-Briggs she has expanded her skill-sets to aid in the creation of a healthier work environment and personal well-being.

Nicole has served as a organizational consultant and as a peacemaking professional with Agriculture and Agri-Food Canada, Treasury Board, Natural Resources Canada, Human Resources Development Canada, National Research Council, Canadian Security Intelligence Service, Department of Justice Canada, Federal Police, Senate, Industry Canada, Environment Canada, Heritage Canada, Health Canada, Dioceses,

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NCC, Foreign Affairs and International Trade, CIDA, Office of the Auditor General, Ottawa, Carleton and Quebec Universities, Bargaining Agencies and different non-government associations such as shelters for abused women Centraide, Maison Alonzon Wright, etc .

Her services were provided in the area of coaching clients in conflict management, building harmony in the workplace, alternative dispute resolution, mediation, change management, problem analysis and decision making processes, meeting and group process facilitation, reengineering, developing and conducting focus groups and professional development training and creating a learning organization. She is also developing an approach to create a harassment-free environment in the workplace.

Since leaving the public sector in 1996, Nicole has been involved in many projects with the private and public sector as well as GNOs in Canada, Asia, Australia and Africa. She also teaches at the University of Quebec in Hull in the areas of **negotiation, mediation, Team management, knowing oneself, management skills, and conflict management in the context of change.**

Nicole holds two Bachelors of Arts Degrees, in Psychology and Education, and has completed a Masters in Project Management. She also earned a Diploma in Group Facilitation Dynamics, Alternative Dispute Resolution, Mediation, Community Dialogue, and in Change Management. Furthermore she is accredited in the use of Myers-Briggs Type Indicator and Conflict Dynamic Profile from Eckhard College.

She has completed her scholarship in a **doctoral** program in education. Her research is on Program Development and facilitating **identity transformation**, for people who have been declared surplus within the public sector.

Nicole has also played a role of co-researcher in the field of continuous learning and professional training. The University of Québec in Hull, the Ministry of Education and the National Research Council mandated these research projects.

She has been trained in Integral Coaching (New Ventures North) and in the **CINERGY™** model of conflict coaching. She provides conflict coaching, trains, co-trains and mentors, under the auspices of **CINERGY™** Coaching. Nicole also uses the **CINERGY™** model for conducting group needs assessment.

On a more personal note, Nicole has two young children, whom she says are sharp at constantly reminding her what really matters in life!

Nicole Charron

Founder of Coaching Training Charron-Poggioli Inc.

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