



Jill Malleck MA, CSODP, PCC

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PROFILE

Organization Development (OD) professional and Master Coach, with a bias to actionable strategies for individuals, teams and work groups seeking to create sustainable change. Certified in the Integral Coaching™ method for all level of leaders (executive, management, supervisory). A skilled group facilitator (from 5 to 500 participants) and teambuilding consultant with deep and practical applications of strategic and operational planning, conflict resolution, culture change initiative, employee engagement & opinion surveys, reward and recognition programs, talent management and succession planning programs, employee/shareholder annual and quarterly meetings, and competency-based training and development strategies.

CREDENTIALS

- Certified to administer EQi and Leadership Agility 360 instruments 2018
- Certified Senior OD Professional – June 2014
- PCC - Professional Certified Coach, International Coach Federation 2009 to present
- Integral Master Coach™, Integral Coaching Canada, Ottawa (and faculty member) since 2008
- Completed course in Ethical Conduct for Research (TCPS2:CORE)
- Trained in Non-Violent Communications (NVC) (2012)
- Trained in Enneagram system (2012)
- Trained in Dynamical Groups (2008)
- Author of “Epiphanies at Work” (2004)
- Certified Myers Briggs Type Indicator instructor (MBTI) Step I & Step II (2006)
- Certified in Personality Dimensions/True Colors (temperament theory)
- Certified in Transition Management, Bill Bridges (1998)
- Competent Toastmaster designation CTM (1985)

FORMAL EDUCATION AND PROFESSIONAL DEVELOPMENT

M.A. (Leadership) **April, 2014**
University of Guelph, Ontario, Canada

Integral Coach™ Certification **2008**
Integral Coaching Canada, Ottawa, ON

- now a Faculty member/Coach to students in the program – globally

Professional Certified Coach **2009**
International Coach Federation designation

Certificate in Organization Development **1993**
NTL Institute, Bethel, Maine

Four Year Honours Journalism Program – Conestoga College, Ontario

CONFERENCE PRESENTATIONS

2019 Toward a More Honest Employee Relationship – DisruptHR, Waterloo, Ontario
 2015 Using Positive Psychology to Build Healthy Workplaces – NEXTLevel Leadership webinar
 2015 Coaching or Training or Both? A Partnership Perspective – CSTD Grand Valley Chapter
 2014 Team Coaching for Culture Change – HRP National Conference, Toronto
 2014 Constant Change: What are we to do? – Leader Conference – Western University, London, ON
 2013 Team Coaching for Sustainable Culture Change – CSTD Conference, Toronto
 2013 “Beyond Team Building: How Group Coaching Leads to Sustainable Change”. Partners in Prevention Health & Safety Conference, Mississauga, ON
 2012 Malleck, J. & Spence, K. *Self as instrument: "On my edge" development to sustain personal passion and motivate students*. Organizational Behaviour Teaching Conference (OBTC), St. Catharines, ON.
 2010 “Motivating the Next Generation of Leaders” Women in Agri-Business Symposium, Guelph
 2007 “Be the Best You Can Be” IAPP Conference, keynote speaker
 2006 “Diagnostic Skills for the HR Professional”, Grand Valley HRP Annual Conference, Kitchener

PROFESSIONAL ASSOCIATIONS

Member, Human Resources Professional Association (HRPA)
 Member Strategic Capabilities Network (SCNetwork) Toronto & Waterloo chapters
 Past Member of ACCORD (Assn of Creative Change & Organizational Renewal & Development)
 Past Member, Canadian Society of Training & Development (CSTD)
 Past Member, International Association of Facilitators (IAF)
 Past Member, OAAPT (Ont. Assn. for the Application of Personality Type)
 Past Member – International Association of Business Communicators (IABC)

VOLUNTEER COMMITTEES AND BOARDS

Past Board Member, Centre for Community Based Research (CCBR) 2009-2010
 Founder, President & Past Board Member – Send'em Off Smiling (1994-2004)
 Past President, K-W Chapter, Zonta Club (1992-1993) Chair Betty Thompson Golf Classic
 Past President, Founding Member, Grand Valley Chapter, International Assn of Business Communicators (IABC) 1985

PROFESSIONAL CAREER SUMMARY

EPIPHANY AT WORK

2000-today

Senior OD Consultant and Master Integral Coach™

Provide consulting and coaching services to private and public sector clients in Canada. Areas of focus are Organization Development & Change; Leadership Coaching; Team Coaching; Facilitation of results-based meetings and HR Project Consulting and Delivery.

Sample Assignments:

- For a high-tech company: developed a **leadership brand** with associated expectations; created a behavioural guide to embody company's stated **values**
- For a national automotive company: consulted on **leadership development strategy**; designed and facilitated quarterly developmental and strategy meetings; coached mid-level managers on direct communications; consulted on HR program design and delivery
- For a credit union: developed **internal coaching program** to support brand change; ran focus groups with employees following survey; coached mid-managers in their development as leaders
- For a high-tech company: consulted on HR programs for **performance management** and succession planning
- For an Energy provider: **coach** mid-level managers on topics specific to their development
- For a regional government: Design and facilitate an **offsite teambuilding day**

- For a multi-disciplinary Trades Service Company: a **six month Full Span Team Coaching** for the management group to become more jointly responsible for the success of their location; increase interpersonal skill sets and strategic mindset and capabilities
- For a transportation industry provider (crown agency): wrote **change readiness assessment** and **change strategy** to support the conversion and launch of a new intranet company-wide; conducted **classroom training** for diverse staff responsible for populating the department sites
- For a University: a six-month program of **Full Span Team Coaching** to the Senior leaders of the Library Services division so they can embody an organizational structure change to team-based; supported an additional 5 management teams with customized coaching programs; conducted an on-line survey to diagnose effectiveness of cross-functional teams
- For an Energy Provider: design and deliver an interactive **2-day management training program** on the topic of re-energizing and motivating staff to 40 leaders
- For Global Transaction Banking Marketing Team: development of a **transformational change plan** that aligns the functional teams more closely to a new strategic direction
- For a Credit Union: **Coaching executive team** to become more inspirational and strategically effective; also coaching individual team members on a range of personal effectiveness topics.
- For Transportation Company: Audited and redesigned their **Exit Interview process** to be meaningful, integrated to their value-based strategy and make use of on-line survey technology.
- For a City Government: A three year project in several phases to develop a customized three-tier **leadership competency model** and support it with a practically integrated training & development curriculum. Did primary and secondary research; developed framework and gained approval for it; partnered with external institution to develop the pilot program. Facilitated the pilot launch for the top tier leaders, providing one-on-one coaching and leading the one-year cohort learning group.
- For a Municipality: Develop and facilitate several **leadership training programs** on annual calendar: Coaching, Facilitative Leadership, Dealing with Increased Work Demands.
- For an Insurance Agency: Update their outdated **competency model** working with internal focus groups to ensure relevancy and usefulness to performance management.
- For a City Government: Design a workshop on **performance management**, and train more than 150 leaders on the proper use of internal templates, tools and how to use review conversations to motivate and inspire better performance.
- For a Software Development Firm: Contracted to provide on-line **facilitation of Webinars** on a variety of leadership topics, including personal accountability and change management. Provided experienced examples and live situational coaching.
- For a Government Agency: Developed and launched a formal and disciplined **Succession Planning Program** at the Director and VP level. After one year pilot the program is being cascaded to next level leaders.
- For a world-class I.T. Company: Provided **Executive Coaching** for several leaders on topics including: better delegation; inspiring others; increasing influence; performance management; assertive without aggression.
- For a Pharmaceutical Manufacturer/Distributor: designed **technical and behavioural competency** model for the Finance division; rolled out action-planning focus groups to decide how to operationalize the behavioural competency model

MANULIFE FINANCIAL

Senior HR Business Partner & OD Consultant

1993-2001

- Develop HR strategies (organizational design, interventions at a system-wide, team level or individual employee level) that ensure business goals and objectives are met and people have the opportunity to reach their potential
- Provide or broker for services in all HR disciplines (staffing, compensation, employee relations and training.) Create programs to recruit, manage and retain talented employees (i.e. job families, mentoring programs)
- Diagnose issues in critical business arenas and use the action-research model of facilitating interventions to create self-correcting systems
- Consult to senior management and other leaders on issues of strategy and team effectiveness, including personal coaching on performance management and leadership development

- Lead the use of survey instruments and participative processes for effective change, i.e. Employee Opinion Surveys, Culture Inventories, 360 degree surveys, task forces, focus groups and cross-functional teams
- Create and implement processes for the selection, retention and development of organizational talent
Created a new Performance Improvement Process
- Design and/or Facilitate Training courses: Leadership for Successful Business Change, Effective Business Writing, 7 Habits of Effective People, The Leadership Challenge, Effective Supervision, Giving and Receiving Feedback, Dealing with Conflict, Development Planning, Managing Peak Performance, Creative Thinking

Director, Communications – Manulife Securities Ltd. 1998-1999
Senior Manager, Marketing Communications 1987-1993
Manager, Employee Communications & Public Relations (Dominion Life) 1981-1986