

## **Profile of Work**

- A well respected leader in the field of organization development with 20 plus years of experience working with organizations in both the private and public sectors
- Consulting, strategy development and executive coaching with leaders to align people, values, systems and processes with strategy to deliver business results
- Best known for ability to partner with companies and leaders in leading change to re-invent themselves and position successfully in a larger Canadian landscape and or global world.

## **Claudia Anderson President**

- Reports directly to Executive as a strategy coach and organization development consultant
  - Works in multi-faceted, complex and changing environments in both public and private sectors
  - Builds internal capacity of organization through knowledge transfer and seeks out subject expert input as required by clients
  - Facilitates strategic planning for start-up, growth and transition cycles to move organizations forward
  - Partners with internal teams overseeing large scale organization development including stakeholder audits, culture initiatives, comprehensive change management plans and leadership development programs
  - Builds management team commitment and capacity to deliver on strategy through knowledge transfer and coaching
  - Builds the HR's capacity to support business strategy and deliver measurable results as a viable business partner
  - Enhances employee engagement to deliver organization goals by aligning processes, building programs and systems that enable and reward performance
  - Fosters external stakeholder relationships through strategic partnering initiatives
  - Works with a broad base of organization audits, leadership and performance management systems
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## **Business, Professional and Academic Background**

- President of Anderson Programs Inc 1992- 2011  
HR Consulting and Organizational Development
- Pecos River Learning Centers Minneapolis USA  
Consulting Partner in Organization Development  
Delivery of Strategic Management Programs 1993- 1999
- President of the HR Canada (non-profit) 1991-1994
- University of British Columbia, Faculty of Dentistry  
Associate Clinical Professor 1990-1992
- University of British Columbia, Faculty of Dentistry - Lecturer 1985 – 1990  
Business Management Lecturer and Consultant 1980-1990
- University of British Columbia and International College Graduate studies 1980- 1990  
Educational Psychology, Business Strategy, Organizational Development

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## **Highlights Of Organization Development Work**

### **Department of Indian and Northern Development**

#### **1992-1994**

- Delivered a 360 leadership competency profile for all DIAND managers and provided "Leadership Coaching" for skill development across Canada through the development of an integrated bilingual team of consultants

### **Department of Western Economic Diversification**

#### **1996-1997**

- Worked with Deputy Minister and Assistant Ministers to restructure and redesign the client services portfolio in Western Canada as senior change management consultant
- Received recognition for "Outstanding Contribution to Change Management" for work in re-inventing Client Services in Canada

### **Labatt Breweries of Canada**

#### **1996- 2000**

- Consulted to the western division of Labatt for "Executive Team Development", HR restructure, leadership competencies and succession planning
- Also worked with brewery management teams to align operations with strategy and develop performance objectives in western Canada

### **Hudson's Bay Company**

#### **1999- 2001**

- Consulted to HBC University and managed a project team to develop and deliver a customized "Leadership Development " program for Executive and Senior managers of the Hudson's Bay Company
- Coached managers on skills to build engagement and commitment within their divisions and stores to gain a larger piece of the retail market

### **Fairmont Hotels and Resorts**

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## **1999 – 2007**

- Delivered Leadership Programs for Executive and Managers of Canadian Pacific Hotels and Resorts to create a growth strategy and align managers to deliver on that strategy within their regions
- Coached individual hotel managers to build their executive teams and engage employees in the service vision
- Worked with Human Resources to install Canada wide HR systems
- Co-developed customized Excellence in Service Programs, customized Leadership Programs and Team Building Programs within the chain
- Developed and delivered customized Strategic Sales and Partnering Programs with National Sales Offices
- Worked with executive to re-organize the Global Sales Team for Fairmont Hotels and Resorts after acquisition of the chain by Canadian Pacific Hotels and Resorts
- Worked with Canadian regions to support implementation of new performance management systems

## **Tourism Whistler**

### **1999-2006**

- Worked with the Board re-position Tourism Whistler's role in serving their many stakeholders as they prepare for 2010
- Facilitated the annual Board meetings developing strategy and goals for Tourism Whistler

## **British Columbia Lottery Corporation**

### **2006-2006**

- Partnered with an internal management team, designed and led an all employee organization wide audit of areas for foundational change in the organization, advised on large scale organizational development and change management issues, executive team development.
- Delivered ongoing Leadership development to deliver on strategic direction
- Developed a Leader as Coach program for BCLC
- Initiated a Leadership development process for all directors and managers to align with and improve engagement scores
- Conducted leadership profiles and acted as a strategic coach to executive and managers
- Acted as strategy coach HR on evolving Human Resources to a full service HR organization, co-developing the HR people strategy, culture change plan and new bonus plan with the HR team
- Worked with HR to develop the initial software for the Performance Management

## **Atlantic Lottery Corporation**

### **2001-2006**

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- Strategic advisor to the CEO on strategy and executive team structure to deliver the ALC strategic business plan for 2001-2005
  - Initiated Executive development and Leadership development for all Managers
  - Co-developed and managed a large scale OD initiative called Changing Our Game and delivered organization wide change management sessions
  - Partnered with HR to re-invent the Human Resources function
  - Supported ALC in being awarded the Strategic Partnering Award in HR for the Atlantic Provinces

## **Ontario Lottery Gaming Corporation**

### **2006-2007**

- Strategic Mentor for business transformation project to Senior Executive committee members and OD director
- Developed OD Game Plan for Transformation in partnership with Senior Executive
- Developed Executive Team Forums to execute on an OD strategy to embed the Purpose, Vision and Values
- Conducted Leadership Coaching
- Developed senior team processes and materials to deliver on strategic direction
- Developed OLG HR People Strategy
- Developed Processes and Materials for Employee Engagement to support internal audits

## **Canadian Institute for Health Information**

### **2008-2009**

- Worked with senior executive team members to align cross divisional teams to deliver on key strategic initiatives
- Facilitated Communication Team session
- Introduced coaching as a core competency
- Facilitated all management session and provided in-depth report with recommendations to Senior Executive

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## **Department of Forestry and Range Southern Region of British Columbia**

### **2008-2009**

- Worked with current Assistant Deputy Minister and his regional office team of professionals to deliver a change session to regional managers for engaging employees and external stakeholders in the delivering on the changes in their industry
- Re-Defined the role of the management team and their vision for their work as the leadership team in the region to lead forward.

## **Interprovincial Lottery Corporation**

### **2008-2011**

- Developed a comprehensive change management plan for 2008-2012 for the Executive Council and Board of ILC
- Worked with ILC Executive Director to re-structure team to deliver on plan
- Co-created the ILC implementation plan
- Worked with the ILC management team to develop the purpose, mission, values and deliverables for ILC
- Strategy Coach for ILC Executive Director
- Support to deliver the change management plan
- Organizational and People Development Initiatives for ILC Team in 2010
  - Strategy work to align the team around the mandate
  - Coaching /Leadership Profiles/360 Degree Feedback / Leadership Scorecards
  - People and Team development Initiatives
- Developed Strategic Business Plan with for 2011-2012 with senior team