

Dr. Mark DeVolder

**PROFESSIONAL MEDIATOR
FACILITATOR - TRAINER
KEYNOTE SPEAKER**



**... Choice of Government
and First Nations ***

*Mark DeVolder, Synergy Sense Consulting, is listed officially as a recommended mediator on the Federal Government's **NATIONAL MASTER STANDING OFFER** No. E60ZG-030003/029/ZG



**MANAGING
CHANGE AND
TRANSITION**



Mediation / Facilitation

Mark is widely recognized for his expertise in helping North American managers and employees deal with today's new realities. These include managing around differences in culture and beliefs, dealing with sensitive issues such as discrimination and harassment, guiding groups through conflict resolution and in mediating negotiated solutions. His 94% success rate says a lot about Mark's ability to analyze difficult situations and bring about positive change amongst diverse groups of people.

Training and Development

Training and developing high potential employees is a core service of Synergy Sense Consulting. Content is always tailored to fit the client's requirements. Following are 12 typical training sessions:

Engagement & Gaining Commitment
Building A Synergistic Team
Trust & Betrayal
Resolving Conflict
Defusing Anger
Clarifying Values

Managing Change and Transition
Developing Leaders
Giving & Receiving Feedback
Effective Communications
Building Resilience & Capacity
Managing Stress

Professional Speaker

Mark is represented on more than 20 top speakers' bureaus in Canada and the United States, including Speakers' Spotlight and the National Speakers Bureau. His most requested keynote subjects are:

Flow with the Go - Change for the Better
Yours, Mine and WOW! The Diversity Potential
You CAN Do It!
Pack Your Own Parachute! The Trust Factor

Publications & Other Services

Mark provides a number of people-related services to his clients, all based on a solid base of business experience. These range from leadership coaching to full workplace assessments. A recent example is his article "Managing Transitions - Making Change Work", published in the summer 2006 Journal of the Financial Management Institute. You can request a copy at info@bettertogether.ca. This article is also available on-line at http://www.fmi.ca/journal/summer2006/devolder_e.pdf.

PLEASE SEE NEXT PAGE FOR CLIENT LIST, REFERENCES AND CONTACT INFORMATION

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... Clients, References and Contact Information

Clients

Mark DeVolder works with many Federal and Provincial government departments and agencies. Client satisfaction is clearly evident in his many requests for return engagements. Following is a partial list of recent clients:

Government

- Financial Management Institute
- Immigration and Refugee Board
- William Head Institution
- Department of National Defence
- Health Canada
- Public Safety and Solicitor General, Corrections Branch
- Pacific Federal Council
- Canada Revenue Agency
- Environment Canada
- Human Resources Skills Development Canada
- BC Ministry of Transportation
- Service Canada
- Indian and Northern Affairs Canada
- B.C. Ministry of Children and Family Development
- Transport Canada
- BC Vital Statistics Agency

First Nations

- Moricetown First Nation
- Neskonlith First Nation
- Kluskus First Nation
- Okanagan First Nation
- Gitksan Wet'Suwet'en Educational Society
- Glen Vowell First Nation
- Heiltsuk Nation
- Gitsegukla First Nation

Associations



References

"The success of Dr. DeVolder's approach has been remarkable. Now, six months later, we are enjoying the benefits of a productive and respectful work environment."

*Dr. Michael Henderson
Regional Director General
Transport Canada*

"I liked Mark's easy-going communication style. He was able to establish a safe, comfortable environment for all the participants. He adapted immediately to their different communication styles from the get go. Mark is gifted in articulating and emphasizing important points that resonated with each party during mediation."

*Michele Lanouette
Labour Market Consultant
HRSDC*

"Dr. Mark DeVolder came highly recommended by several Federal Departments."

*Denis Cuerrier
Human Resources Manager
Immigration and Refugee Board*

"I had the opportunity to attend the session presented by Dr. DeVolder. I found his presentation to be one of the most useful sessions I have attended in a long time."

*Jeannine Paquette-Lau
Canada Revenue Agency*

"This was the best presentation I have ever attended, and I have attended a lot!"

*Chris Wolters, Team Leader
HRSDC*

"Dr. DeVolder is a very professional individual. He has excellent people skills and judgment. He manages well in ambiguity and worked very well in a difficult situation. He has excellent insight and was able to identify key issues and thoroughly analyze the situation within a very short time. His conclusions were logical and substantiated."

*Edie Prugschat
Regional Director, Human Resources
Transport Canada*

Contact Information

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This electronic brochure contains only a brief overview. A full description of services is available upon request.