

The Experts at CultureTraining.ca

To learn more about any of the experts, email us at info@culturalcompetence.ca or telephone 1-877-810-0278.



Lew Bayer is the CEO of culturetraining.ca. She is also the Executive Director of the Center for Organizational Competence. She is a trained Cultural Competence Assessor and Canadian Culture & Communications facilitator who is nationally recognized as Canada's leading expert on civility at work. Lew was the co-founder of The Civility Group Inc. in 1999 and she has been training and speaking professionally for 10 years. Lew is also a 6-time published author, a national columnist. A graduate of McGill University, who is also a seasoned faculty member of The Canadian Management Center, Lew is currently working towards her National Accreditation in Diversity and Cultural Competence Studies as well as currently working to fulfill the requirements of the Manitoba Intercultural Training Program, which is sponsored by Manitoba Labor and Immigration. Lew recently accepted a position on the City of Winnipeg Citizen's Equity Committee. She is a member of the Manitoba Employers Equity Practitioner's Association, and of the Society for Intercultural Education, Training, and Research.

In May 2008, Lew won the prestigious Manitoba Woman Entrepreneur of the Year Award in the International Trade category.

Lew is a professional writer with expertise in content/materials development. She is also an accomplished public speaker/trainer on civility, issues in organizational culture, communication skills, and applications related to assessing organizational cultural competence.

***COCC Culture Coach™** Specialty - The Cultural Compass Assessment, Social Intelligence Profile Assessment, Civility at WorkSM, Communications and Organizational Culture.

Julie Bell

Julie Bell is the CEO of E.A.L Link - a company specialized in providing E.A.L. training to adults, workplace instruction, train the trainer and mentorships, recruitment as well as curriculum development, specializing in plain language. Julie owns and operates EAL Link. She is a writer, trainer, and facilitator with expertise in literacy and EAL. She has garnered great experience through teaching more than 24 classes or 1000 hours in adult EAL and literacy from 1993 – 2007. Levels taught include: foundation to B8. Julie has extensive Education Coordinator experience. She has coordinated all levels of basic skills classes across all divisions, including negotiating EAL needs, hiring of instructors, supervision, evaluation, provision of PD, and co-coordinating other corporate education.

Marg Forbes

Marg Forbes is President of The Forbes Solution. The Forbes Solution is a company that uses cutting edge research to develop tomorrow's leaders. Marg Forbes has spent her career developing tomorrow's leaders. She has identified how unspoken expectations are causing conflicts between employers and young professionals. She helps organizations and the people they employ discover how to create supportive, challenging and rigorous work environments that maximize talent and contribute to a strong bottom line.

Louise Fox

Louise is the owner of Louise Fox Protocol Solutions and The Etiquette Ladies, Canada's Experts in Children, Youth, Teens and Social Etiquette and the Director of Louise Fox Protocol Solutions business etiquette. She has been trained and certified in Business Etiquette and International Protocol at the prestigious Protocol School of Washington and Children's Etiquette at the International School of Protocol In Baltimore.

Louise has twenty years experience in the food service, hospitality and special event planning industries. Following a successful career as a provincial government consultant, she trained as a chef in the Culinary Management program at George Brown College and the Cordon Bleu School in London England.

Joyce Odidison

Joyce Odidison is a strategist, consultant, conflict analyst, coach and author, combining a Masters degree with more than 12 years of organizational development experience. Joyce's areas of expertise lay in her ability to provide strategic responses to interpersonal wellness challenges the development of Interpersonal Wellness Solutions™ This serves as an excellent resource in her response to communication, diversity, cultural and inter-generational conflict issues; as well as in development of stages of development model

for respectful workplace. She is a facilitator in high demand and author of two editions of the Pre Mediation Workbooks, and Getting Ready for Mediation – a conflict resolution coaching model.

Lucy Bertoldi

Lucy is a Canadian Language Consultant Expert with a specialization in cultural diversity and bilingualism in Quebec. She helps professionals, CEOs and organizations improve their communication skills in English in order to achieve cultural and business competence in Canada. As an EAL/ ESL specialist with extensive experience and management skills, Ms. Bertoldi privately teaches English and Business Civility and Attitudes to newly arrived university students and professionals in Canada. She also offers her services to a private language institute in Montreal where she teaches ESL and EAL primarily to bankers.

In addition, she is directly involved with teacher training, material preparation, targeted product development, seminars and workshops. Her recent publications include student and teacher English conversation manuals targeted to specific business fields. Ms. Bertoldi is a part-time lecturer, consultant and resource person in ESL at Université de Montreal, in Montreal. At the University level, Ms. Bertoldi develops and teaches strategies that enable professionals to effectively communicate in English while learning the techniques and nuances necessary for their business relations to prosper.

Melenie Olfert

Melenie is President of Olfert Training and Consulting and Executive Director of the Winnipeg head office of Cultural Concierge Services. As a professional trainer for 10 years, Melenie is renowned for her energizing and motivating training style, she brings inspiration and enthusiasm to her work of ten years. She has built successful contract business training in the fields of customer service, management, and human resources with an emphasis on employability training and programs in the Tourism industry.

Melenie is an eMerit Certified Tourism Trainer with Manitoba Tourism Education Council where she has led training sessions for individuals and groups employed in the tourism industry. In addition she has experience developing training needs assessments and has designed and delivered several long-term training programs using the eMerit Tourism Essentials curriculum for learners seeking employment in the tourism industry.

Michelle Painchaud

Michelle is President and founder of the Painchaud Performance Group, a boutique HR and talent management company that specializes in human performance and employee

engagement, growth and retention. Using practical experience and assessment tools, PPG helps employers harness the talent of their staff to grow their businesses.

Michelle has over 20 years of practical, innovative, and field-tested experience in employee engagement and performance management; her expertise – maximizing human potential. Michelle is also an acclaimed speaker, available to facilitate your next corporate meeting or employee workshop. Frequently speaking at senior-level executive summits, conferences, and events, she is consistently praised for her practical insights into the realities of the modern-day workplace, good-humoured style, and engaging, compelling, and thought provoking delivery.

Nuo Yang

For almost 12 years, communications expert Nuo Yang worked as an International Affairs Coordinator for Xihua University, Chengdu, China. She has extensive experience in the development and administration of international exchange programs and interpretation services. She is also an experienced government and media liaison with broad communications and public relations experience. Nuo has extensive experience creating news releases and other communications documents, and marketing plan templates.

Nuo's current expertise lies in assisting Canadian organizations who have marketing and communication interests in China and Taiwan. Nuo holds a Certificate in Intercultural Studies from University of British Columbia, Vancouver, Canada, completed an undergraduate degree at Sichuan University, Chengdu, China, achieved a Diploma in English from Chengdu Teacher's College, Pengzhou, China.

Laurie Flasko

As the principle of Laurie Flasko Consulting, Laurie prides herself on working closely with a diversity of clients to meet their individual needs and creating improved working environments. With more than 10 years experience, Laurie brings that rare combination of high energy with real-life savvy to unlock peak performance, higher motivation, and greater results.

Cornerstones of Laurie Flasko Consulting are Management and Customer Service Training. While these continue to be the foundation of the business, there are emerging trends that Laurie continues to tap into, and expands the range of services offered. Many companies have also benefited from Laurie's expertise using Myers Briggs Type Indicator to enhance communication, relationships and personal development.

Dawn J. Windsor

Dawn Windsor is the founding President of *Windsor Virtual Office Solutions*, an internationally recognized company leading in the field of Virtual Office Administration services. Windsor VOS is also a logistics management organization, specializing in time management and productivity.

Windsor VOS provides tailored client services including virtual office administration, data base development, e-marketing, documents developing, proof-reading, answering services, day-to-day accounting services, client tracking, calendar and reminders services, travel management, specialized event planning services and much more.