

## **List of Speakers**

**Help Wanted—Confronting Labour and Skills Shortages in Toronto  
Seventh Annual ICE Network Meeting  
Metro Hall, 55 John Street, Room 308/309**

**March 25, 2004**

## **Susan Brown**

Susan is a Senior Policy Advisor, Labour Force Development with the Economic Research and Business Information Unit in the Economic Development Division of the City of Toronto. The City's Economic Development Division hired Susan in 2002 to manage their innovative labour force development initiative, and in 2003 the division released the Toronto Labour Force Readiness Plan, a groundbreaking analysis of labour force issues in the local city-region.

Prior to her work at Toronto Economic Development, Susan held the position of Executive Director at the Toronto Training Board, a non-profit volunteer multi-stakeholder research and advisory board mandated by the provincial and federal governments to address labour force development issues in Toronto.

Susan holds a doctorate in Education from the University of Toronto. Among other activities, she currently sits on the Intergovernmental Committee for Economic and Labour Force Development (ICE Committee), as well as the Toronto Region Immigrant Employment Council's Occupation and Licensing Bridge Working Group.

## **Peter Landry**

Peter, a consultant with the firm Enterprise Canada, is well known as a public affairs and government relations specialist. In his 25-year career – including more than a decade in senior positions with the Government of Ontario – Peter has developed a deep understanding of how government works and how to affect public policy on behalf of clients.

Prior to joining Enterprise Canada in 2003, Peter was a founding partner of one of Canada's leading public affairs and government relations firms, representing clients from across industrial sectors, including health care, information technology, education and training, pharmaceutical, construction, telecommunications, transportation, engineering, retail, entertainment, electricity and financial services. His work has included high profile groundbreaking changes to government legislation, policy and practices at both the federal and provincial levels.

Peter also has extensive experience in advising lawyers and their clients on public affairs strategies.

Before moving to the private sector, Peter held a number of high level positions in the Government of Ontario, including serving as a Director in the Ministry of Skills Development and Executive Assistant/Chief of Staff to the Minister of Community and Social Services.

Peter continues to be active with the Toronto Board of Trade, including serving as Vice-Chair of the Board's Skills Task Force. He is also a Director of the Toronto Training Board, and a Director of the Government Relations Institute of Canada.

In addition to his professional work, Peter is a certified sports coach, and continues to coach girls' basketball and soccer teams in the Toronto area.

## **Lionel Laroche**

Lionel is the Executive Vice-President, Cross-cultural and Relocation Services, at Hazell and Associates. Over the past five years, Lionel has provided cross-cultural training, coaching and consulting services to over 3,000 people in seven countries. Throughout his training, coaching and consulting practice, he makes use of his 15 years of international engineering and sales experience, working with people from over 50 countries. He has personally worked in eight different countries for multinational companies like Xerox, Procter & Gamble, British Petroleum, and Jeumont-Schneider.

With Lionel's guidance, organizations have learned how to make culturally diverse teams work to the benefit of the team and the overall organization. He is comfortable working with individuals one-on-one in coaching relationships and also enjoys the challenge of building cohesive teams. Lionel has also been instrumental in preparing individuals for ex-patriate assignments so that they 'hit the ground running' and remain highly productive throughout the term of their posting abroad.

Lionel is the author of "Managing Cultural Diversity in Technical Professions" published by Reid Elsevier in November 2002. He is also the author of close to 100 publications examining the impact of cultural differences on business in general and technical functions (engineering, science, and software) in particular.

Lionel has been invited to address audiences at various conferences and venues, including the 27th Annual Conference for Insurance Companies organized by the Royal Bank of Canada and the 2000 Summer Diversity Institute organized by the University of Calgary. The Canadian Chamber of Commerce in Mexico, the Canadian Chamber of Commerce in Peru, the Swedish Canadian Chamber of Commerce and the International Trade Club of Toronto have all recently selected Lionel to speak to their members about the impact of cultural differences on business. Lionel has also been invited to speak at the HRPAA annual conference, February 2004.

Born in France, Lionel obtained his "Diplôme d'Ingénieur Polytechnicien" from the Ecole Polytechnique de Paris, France and his Ph. D. in Chemical Engineering from the California Institute of Technology in Pasadena, California, USA.

## **Harvey Low**

Harvey Low is a senior analyst with the City of Toronto's Social Policy & Research Unit, Community & Neighbourhood Services Department. He has worked in both government and non-government organizations focusing on the human services. Harvey has a degree in Urban and Regional Planning, with a specialization in social policy and research. He is responsible for unit's data inventories along with its Geographic Information Systems (GIS). Harvey has written numerous research reports on social issues ranging from employment to homelessness.

## **Nancy Schaefer**

Nancy Schaefer, President of Youth Employment Service (YES) in Toronto, Ontario is also the author of the best selling book “Good Job! A Young Person’s Guide to Finding, Landing and Loving a Job.” With almost 10,000 copies sold to date, Good Job! is the only book on the market that helps disadvantaged young people find jobs.

Good Job! has been so effective that it is being used in the 800 high schools in Ontario as part of the Grade 10 Career Studies course and youth employment centres across Canada.

During her tenure as the President of YES, Nancy has led an organization that excels in changing the lives of youth and adults. YES gives hope to the unemployed and the opportunity to succeed. Services are holistic and unique and range from intensive employment interventions in the Job Camp program, to one-on-one counselling. Operating from three locations in Toronto the Crossways Youth and Adult Job Centre specifically helps people in the west end.

YES was the first youth employment centre in Canada established in 1968 in partnership with the Federal government, The City of Toronto and the private sector. YES was used as the model for the development of a network of youth employment counselling centres across Ontario. Delegations from Europe, Australia, Japan, Egypt, Russia and other Canadian provinces have visited YES in order to adopt the YES model for youth services in their own location.

With a 36-year history, an 80% success rate, YES has helped over 40,000 “at-risk” youth to find and keep jobs.

Under Nancy’s leadership YES has expanded it’s programming to include the entrepreneurial option. The Youth Business Centre, established in 1998, is Canada’s first youth business incubator solely dedicated to helping youth start a business or become self-employment.

In addition to her accomplishments at YES, Nancy has volunteered on a street youth program in Bombay, India that provides micro-business skills training. She is currently the Chairman of the International Services Committee of The Rotary Club of Toronto. Nancy is also the Deputy Director of Freeing The Human Spirit organization that provides meditation and yoga to inmates across Canada.

Before joining YES Nancy started Ontario’s first public transportation system for the physically disabled in Kitchener-Waterloo and Cambridge. She is the mother of two daughters and lives in the Swansea area of Toronto.

## **mentoring with MOmentum Ltd.**

Maureen (Mo) McKenna is a facilitator and organizational development coach. Working with her clients she helps them to engage in “possibility focused” dialogue to build momentum and sustain the energy needed to flourish.