

## I BRING PEOPLE TOGETHER & EMPOWER THEM TO OVERCOME SHARED BARRIERS



Global Leadership Innovator ∞ Positive Communication/Education ∞  
Award-Winning Author ∞ Performance & Evaluation Expert

### I HELP ORGANIZATIONS THRIVE BY BRINGING PEOPLE TOGETHER AND FOSTERING CONNECTION.

Driven to create a more equal and just society, I see community as the ideal mechanism for strengthening the impact of organizations. Connecting and collaborating with team members can leverage community generated resources and support for organizations and groups of interest.

Community is essential for creating significant, scalable impact, as well as for building mutually supportive, meaningful relationships.

#### WHO

**ORGANIZATION - I SEEK TO IMPACT TEAMS AND ORGANIZATIONS.**

Working at the organizational level enables a scale of change that adds tangible value to the lives of many. Whether I work to advance a nonprofit, for-profit business, or startup, I always look to connect my impact to your team or organization. I leverage this focus to orchestrate better ways to create, build, and run remarkable organizations. I focus on direction, clarity, potential and business insight to drive teams and organizational performance.

#### WHY

**HARMONY - I AM DRIVEN TO ENSURE EVERYONE HAS ACCESS TO OPPORTUNITY.**

Consider what the world would look like if everyone was just out for themselves. Pitting people against each other, injustice would spread throughout our communities and the workplace. My approach is one of compassion and empathy, generating harmony and progress that we all can share in. I promote access to equal opportunity, diversity and inclusion.

#### HOW

**COMMUNITY - I BRING GROUPS TOGETHER TO BUILD ENGAGEMENT AND OWNERSHIP.**

Participation and leadership fuel the best companies and societies. I strive to bring groups together to build engagement and ownership and I empower groups to solve their own problems through cooperation. My enthusiasm for bringing people together leads to more connected, more successful teams and organizations.

*\*Inspired by imperative.com*

# SONIA DI MAULO

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**People will forget what you said, people will forget what you did, but people will never forget how you made them feel. - Maya Angelou**

I am a global leadership innovator specializing in leadership and team excellence and an award-winning performance improvement professional with 20 years of experience helping organizations design, develop, deliver and evaluate interventions that boost employee and management performance, enhance the customer experience, and impact organizational effectiveness.

I have received Awards of Excellence from the International Society of Performance Improvement (ISPI) in 2003 and 2011 for Outstanding Instructional Interventions which demonstrated improvements at four levels: reaction to the intervention from participants, learning and confidence, application of the skills and knowledge, and impact to the organization. In 2017, I received the Award of Excellence in Communication on my book, *The Apple in the Orchard*: a story about finding the courage to emerge as a leader, endorsed by leadership guru, Ken Blanchard. I received the 2018 Engaged Scholar Award - Faculty from the Office of Community Engagement at Concordia University for my community engagement focus as Part-Time Faculty in the department of Education.

My strengths include:

- Providing training departments the skills, knowledge, and attitudes to move from training to performance, demonstrating the value that these departments bring to organizational effectiveness.
- The measurement of impact for all human-related interventions. In 2012, I became a Certified ROI Practitioner with the ROI Institute, Inc., a research, benchmarking and consulting organization that provides workshops, publications and consulting services surrounding the ROI Methodology™.
- Creating engaging, meaningful learning experiences that impact future performance
- I have used social media to communicate my leadership message since 2009 which helped me to launch my brand with full force and have helped organizations use social media as part of their employee onboarding (recruiting, selecting, hiring, training, retaining and alumni) in small and large scale projects.
- Meeting facilitation towards successful resolution of meeting outcomes, accountabilities, and united focus towards next steps, with a specialization in conflict resolution;
- Facilitation of interactive workshops in English and French to local and global organizations;
- Development of leadership enhancement strategies for management groups;
- The analysis and design of large-scale curriculum and creation of blended learning programs;

Since 2006, I have facilitated and coached trainers through my Train-the-Trainer programs (Needs Assessment, Instructional Techniques, Instructional Design, and an advanced workshop entitled, *Exposing Exceptional Performance*) to leading organizations including: Pratt & Whitney Canada, Eli Lilly, CN, Emirates, Air Baltic, Alitalia, Air Transat, Turkish Airlines, Exxon Mobil, Bank of Montreal, McGill University and the International Air Transport Association (IATA). My belief is that trainers are leaders who have the challenge of leaving behind in others the will and conviction to carry on; that it is their mission to transfer skills and knowledge and most importantly to inspire performance and the willingness to change once employees return to the job. I have been successful in modeling vital facilitation and leadership skills that guarantee learning and inspire change and emergence.

Leadership development is a passion. In 2009 I founded Harvest Performance to help leaders cultivate trust and collaboration using the 3+1 feedback framework. This model has been adopted and used by participants in my workshops since 2008 to help each other achieve sustained levels of confidence and performance. "As a business partner I found her results focused, committed to achieve, and responsive to our needs. As a participant in her class, I found her inspirational, motivating, and world class." Fiona Kirkham L&D Manager: Quality and Standards at Emirates Airline

I am a Certified Facilitator for Zenger Folkman: the foremost authority in strength-based leadership development, Zenger Folkman helps organizations develop extraordinary leaders who achieve positive business results.

I speak on the topics of leadership, feedback, evaluation and living systems as models for meaningful connection at work. I believe in supporting emerging leaders (of all ages) and am able to carry out my mission by teaching Master's students in Educational Technology at Concordia University, as part-time faculty and as a lecturer at McGill's School of Continuing Studies.

I hold a Master's degree in Educational Technology, as well as an undergraduate degree in Communication Studies received with distinction; these are the foundations for my passion. I am a proud Montrealer and am grateful to have seen a small part of the world through my work. When I am not travelling, I connect passionately with my family; I expose exceptional performance, mentor entrepreneurs and emerging leaders and value continuous learning and growth. In addition to the skills, education and experience that I bring to all projects, I have incredible enthusiasm and passion for the work that I do. This energy allows me to work through challenges to be able to complete projects successfully and with integrity. The key to achieving success is with solid leadership and effective communication - both of which I continue to perfect in all that I undertake.



Sonia Di Maulo, Global Leadership Innovator

For an up to date list of recommendations I have received through LinkedIn, visit my LinkedIn profile here: [ca.linkedin.com/in/soniadimaulo](https://ca.linkedin.com/in/soniadimaulo)

## CAREER

→ passion

**Roles:** Founder, Author, Global Leadership Strategist, Professional Facilitator, Performance Improvement Consultant, Senior Instructional Designer, Certified ROI Professional (CRP), University Professor

### October 1998 – PRESENT

#### Speaker:

- Speaker at the International Society for Performance Improvement Conference (2003, 2010, 2011, 2012, 2013, 2014, 2015, 2016)
- Invited workshop leader and speaker at Cannexus: National Career Development Conference (2017) and selected speaker (2013, 2014, 2016, 2017, 2018)
- Featured Speaker at ConFoo, a multi-technology conference for web developers (2015, 2016, 2017, 2018)
- Closing Keynote, Junior Achievement of Canada (2014)
- Featured Speaker at the Canadian Society for Training and Development (CSTD) Regional Symposium (2012) and annual conference (2013)
- Opening Keynote, Girl Guides of Canada, Trainer Conference (2013)
- Invited speaker Let's Talk Science Regional Conference (2017)
- Closing Keynote, Quebec Business Teacher's Association

#### Outcomes:

- Encourage offering and asking for feedback in all programs, as part of the learning/growing process
- Improve learning, performance, and motivation of employees and all levels of management
- Create classroom/blended learning designs
- Team alignment and conflict resolution
- Ensuring interventions are useable and effective in their message design

#### Facilitation/Coaching

- Leading Graduate and Undergraduate Master's level courses at Concordia University (2011 to 2018) as Part-Time Faculty
- Leading "Training & Development" mini-program certified by CSTD, as well as Interpersonal Skills for Professionals, Communication Skills, Organizational Teams and Making Teamwork Work courses at McGill University, School of Continuing Studies
- In-company custom workshops aligned to the organization, employee and client needs
- Facilitation of team meetings (group coaching) and one-on-one coaching to senior management

#### Author:

- [Book] The Apple in the Orchard: A story about finding the courage to emerge as a leader (2012)
- [Book] The Character-Based Leader (2012)

- Organize, write & design job aids, designs, storyboards, participant guides, & facilitator guides
- Design, develop and attend pilot evaluation and train the trainer (TtT) programs
- Performance Analysis
- Communicate objectives, project plans, and strategy
- Consult on communication strategies and planning
- Measure the value of human capital interventions

## EDUCATION

→ profession

### 2013-2014

**Certified Facilitator/Coach: The Extraordinary Leader, The Extraordinary Coach**  
Zenger Folkman, Orem, Utah

### 1996 - 2001

**M.A. Educational Technology**  
Concordia University, Montreal

### 2012-2013

**Certified ROI Professional, CRP**  
The ROI Institute, Birmingham, Alabama

### 1991- 1994

**B.A. with distinction, Communication Studies**  
Specialization in Film & Multimedia  
Concordia University, Montreal

## PERSONAL

→ milestones

### Achievements

- Engaged Scholar Award – Faculty (2018)
- Extraordinary Leader Status, Zenger Folkman 360 feedback survey (2017)
- ISPI Award of Excellence for Outstanding Communication (2017)
- Faculty Advisor, winner of four ISPI International Competitions (2013, 2015, 2016, 2017)
- Director (2015-2017) and VP Strategic Initiatives (2017-2018) for the Concordia University Alumni Association
- ISPI Award of Excellence for Outstanding Instructional Product or Intervention (2003, 2011)

- Deputy, Community Service Project Committee, International Society for Performance Improvement (2018-2020)
- Mentor, CEDEC and Réseau M (2014-2017)
- Mentor for re-Emerging Board ISPI Montreal (2014-2018), President for Montreal Chapter, ISPI (2003), Lifetime Chapter Member Award (2004), Regional Conference Co-Chair (2004, 2006)
- Founder of [Authentic Leadership Montreal](#): LinkedIn Group (2010)
- IATA Instructor Accreditation (average evaluation score of 98.81)

### Languages:

- English, French, Italian