



HEATHER BORDO

MIR, ACC, TIPC

Heather Bordo is a consultant, strategic facilitator and executive coach who combines these skills and her diverse experience to create unique value for her clients. As a strategist, she utilizes her big picture thinking to keep people focused on opportunities that will have the greatest impact on achieving their goals. Her roles as an internal and external consultant have led to her proficiency in helping clients achieve and exceed specific business outcomes. A natural coach, Heather is particularly skilled in challenging and inspiring others to expand their perspectives, maximize their capabilities and achieve the next level of performance.

Those who recognize a need to operate differently value Heather's skill in expanding their realm of possibilities. Leaders who seek an objective yet experienced perspective on business changes, require a focused resource to operationalize new approaches, or need support developing and implementing a transition process will find Heather to be an invaluable resource. Heather's work across a range of entrepreneurial and Fortune 500 organizations helps her bring a broad perspective to developing and implementing business strategies, improving business processes, facilitating leadership performance and driving operational change. Her operational experience spans the marketing, sales, distribution, service and human resource/organizational development functions. The guidance Heather provides stems from her work with local and global organizations in such industries as technology, insurance, financial services, professional services, media, real estate development and education. Her approach is further supported by her roles coaching participants in the Accelerated Leadership Program at the University of British Columbia's Sauder School of Business, as well as teaching in the Executive Management Program at Simon Fraser University's Business School and in the Executive Development Program at the Rotman School of Business in Toronto. Heather holds a Masters of Industrial Relations from the University of Toronto and is a certified, accredited coach with the International Coach Federation.



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Some of Heather's recent engagements have included:

- Developing and implementing a strategic shift in the distribution model for a technology company that resulted in a 15 percent increase in annual sales
- Leading the process of converting \$1 billion of assets to a new service for a financial institution, which led to a 10 percent overachievement of the revenue retention targets
- Transforming a crown corporation into a profitable, results-oriented sales organization by introducing new processes and metrics
- Guiding a post-acquisition sales integration effort to establish the organizational structure and sales processes required to maximize future sales revenue
- Enabling double digit growth within an entrepreneurial company through the implementation of a strategic planning process and the coaching of senior executives to develop their strategic focus and leadership skills.

In short, Heather helps organizations see what's possible and make what's possible real.