

Delphine du Toit

www.delphinedutoit.ca - delphine.mediator@gmail.com

Nova Scotia, Canada

(c) (902) 789-3953

RÉSUMÉ

ACADEMIC QUALIFICATIONS

- ❖ B.A. University of Pretoria, South Africa (1968)
- ❖ M.S.W. Dalhousie University, Nova Scotia, Canada (1980)

HIGHLIGHTS OF PROFESSIONAL DEVELOPMENT

- ❖ Basic Family Mediation – Family Mediation Canada (2022)
- ❖ The 2021 Canada Divorce Act Amendments Take Hold: What You Need to Know about the First Four Months of Operation – Judge Nancy Flatters (2022)
- ❖ Q.Med - ADR Institute of Canada (2017)
- ❖ Associate Certified Coach – International Coach Federation (2016)
- ❖ Elder Mediation training (2016)
- ❖ Conflict Management Coaching Training – Cinergy Conflict Management Coaching (2015)
- ❖ Practitioner Certificate in Alternate Dispute Resolution - University of Prince Edward Island (2013)
- ❖ Creating Cultural and Organizational Change, Nova Scotia Commission for Human Rights (2011)
- ❖ Restorative Justice Facilitation - Community Justice Society of Halifax (2010/2011)
- ❖ Coaching Training and Learning (Adler International Learning/OISE at U of Toronto (2008/2009)
- ❖ Mediator Training – Independent Mediation & Arbitration Services of South Africa, in conjunction with the Michigan State Mediation Services, USA (1995)

MEMBERSHIPS

- ❖ ADR Institute of Atlantic Canada (ADRAI)
- ❖ ADR Institute of Canada (ADRIC)
- ❖ International Coaching Federation (ICF) (President: ICF Atlantic 2017-18)
- ❖ Family Mediation Canada (FMC)

RECENT VOLUNTEER ENGAGEMENTS

- Facilitation of workshops with caregivers of seniors with dementia on having difficult conversations with and about the person concerned (2019 - 2022)
- Facilitation of workshops with youth at risk on self-awareness and empathy towards building conflict management skills and approaches (2019-2020)
- Board member, Musquodoboit Harbour Chamber of Commerce and Civic Affairs (2018 - 2021)
- Designed and facilitated Matters that Matter to Seniors Program, The Old School Community Centre, Musquodoboit Harbour, funded by United Way (2016 & 2017, repeated by request, 2017 & 2018, 2023)
- Board member, Eastern Shore-Musquodoboit Community Health Board (2015 - 2017)

WORK EXPERIENCE

2003 to date: *Social Work, Change Management, Cultural Competence and Conflict Management Consultant*

- Family mediation (online and in person)
- Online coaching individuals and families struggling with the stress and anxiety of conflict
- Standing Offer Agreement with the Employee Assistance Services at Health Canada
- Conflict Coaching and mediation with individuals, families, workplaces – private and public sectors



- Cultural competence development and communication coaching with new Canadians
- Team Development Facilitator and Executive Coach: Mi'kmaw Kina'matnewey, Membertou, NS
- Mentor in 12-month Executive Leadership Journey for a Europe-based global corporate
- Executive coaching – face to face and online – locally and internationally, including First Nations clients
- Facilitation of extensive workplace-based skills development including frontline leadership skills, cultural competence, resilience, conflict management, and change management, conducted in public and private sector workplaces over a period of 15 years. (Clients included Dalhousie University, NSCC, Duke University CE, Anglo-Gold Ashanti, SABMiller, Holcim Cement, Lafarge Cement, Coca-Cola)
- Approved supplier of HR/ labour relations consulting and training services to Nova Scotia Provincial Government
- Process facilitation (DOLAE on implementation of Equity Strategy)
- Elder mediation with seniors, caregivers, and families
- Leadership & career coaching
- Associate Tutor: BSc (Hons) HR, Centre for Labour Market Studies, School of Management, University of Leicester, UK
- Project Manager: LearnCorp International, Cape Breton University, hosting international engineering students – support in cultural awareness and competence development

2000 – 2003 Performance Management Consultant, SABMiller¹

Extensive consultation/collaboration with London & Johannesburg head offices & local staff/management in developing and implementing major culture change process for the adoption of high-performance work practices in 11 countries.

1997 – 2000 International Labour Relations & Human Resources Consultant

Own business: Lwazi HR Consulting: Expert input/support to line management in change management, employee relations and collective bargaining, plus facilitated skills development through training.

1988 – 1997 The South African Breweries:

International Industrial Relations Manager ('92 – '97)

Lead collective bargaining for a range of international subsidiaries, including resourcing of occupational health centres and establishing medical insurance schemes.

Advised expatriate teams on culture change issues in converting publicly owned businesses in former socialist states to for-profit corporations.

Provided social support to ex-pat spouses, as required (alcohol, drug, gambling, social isolation, cultural resilience).

Employee Relations Manager ('88 – '92)

Design, implementation and management of a company-wide employee relations function providing organizational structure and policy coherence in employee services related to health care, social work services, literacy and adult education, housing assistance. (11,000 employees in 9 regions)

Designed, implemented and managed a consultative forum for collaborative consulting between the employer and multiple unions on social issues such as **housing, transportation, health care, literacy, skills development** and business issues e.g., the logic of workflow and value creation and sharing, high-performance work practices, towards contributing to the democratization of South Africa. This consultative process was subsequently included in the South African Labour Relations Act of 1995. I wrote the company's policy on alcohol use, abuse and rehabilitation support, which was subsequently adopted as an international standard in the industry.

Served as Principal Officer and Trustee, SAB Provident (Pension) Fund.

1987 – 1988 Employee Relations Officer (Negotiator) Nova Scotia Government Employees Union

Full range of normal duties of an ERO, representing government and non-government branches in discipline, grievance, and arbitration. Negotiated collective agreements and served on the joint Union-Province committee on Employment Equity.

¹ SABMiller was, at the time, one of the largest global brewing companies, operating in 40 countries. It was internationally recognized for its progressive human resources philosophy and practices. It has now been absorbed into AB-Inbev <https://www.ab-inbev.com/>

1981 – 1987 *Executive Director, Dalhousie Staff Association (Dalhousie University)*

Provide strategic leadership and support to Union Executive and committees, member education and advocacy. Engage in labour/management consultative projects including occupational health and safety and skills development. Negotiated agreements & facilitated conflict resolution. Represented the Union in interactions with Management. Represented the union in mediations and arbitrations.

1975 – 1981 *Director of Admissions and Student Affairs, Maritime School of Social Work, (Dalhousie University)*

Served as the Registrar for the MSSW, administering admissions, registration, and graduation policy. Screened and advised applicants, served on the Admissions Committee. Served on the Decentralized BSW development committee and developed the new admissions policy, reflecting recognition of prior learning through the assessment and granting of competency credits. Scheduled all classes, received and recorded grades and field placement registrations. Prepared graduation lists for convocation.