

LORI DALTON

108-30 Clegg Road ♦ Markham, Ontario ♦ L6G 0B4
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Professional Profile

As Hiring Manager for IBM Canada's Finance division, my role is to locate and hire the best candidate, each and every time. I have been instrumental in upgrading hiring procedures, and the new process has become a model for other functions.

With several years of experience as a professional speaker and learning consultant, I have advised, coached and instructed hundreds of people in business organizations and government agencies throughout North America, the Caribbean, Brazil and England. My areas of expertise include coaching IBM employees and customers to develop their interpersonal, listening, presentation, communication and team-building skills, helping them enjoy success in the business environment.

Business Skills

Entrepreneurial and business administration

- Coaching skills that produce results
- Recruiting the top candidate: ensuring the "right fit" for both the position and the company
- Making an impact with my knowledge and awareness on how to be successful
- Leadership and organizational skills
- Ability to work well under pressure and meet deadlines
- High-caliber public speaking and presentation skills

Accomplishments

IBM Canada

Hiring

- Designed and implemented a new interviewing strategy and hiring process, including training interviewers
 - Hired over 135 new graduates and 25 professionals (2004-2007)
 - Led the Finance Connection Coach team, ensuring that all new hires are paired up with a Connection Coach and have a successful orientation experience
 - Promoted IBM at universities and financial events
 - Coached, evaluated and interim-managed new employees
- Designed and executed a learning curriculum for new hires/leadership programs/management development
- Prepared new IBM employees to have an understanding of the IBM organization

Team Advisor Strategist

- Led a virtual team of 40 Customer Service Team Advisors across Canada
- Built the Team Advisor network and infrastructure, influencing cultural change of hundreds of individuals being empowered to move the business forward, while assisting IBM employees to reach their business goals

Workshop Leader

- Acted as Class Manager and Advisor for key business training programs with IBM
- Coordinated and co-facilitated a three-week training program that was delivered to 100 professionals, focusing on presentation, sales, interpersonal, leadership and quality training skills
- Facilitated and trained over 1,000 people in Customer Service, Finance and Leasing functions with regard to team and customer relationship skills, resulting in highly-motivated, forward-thinking and more creative employees who increase customer satisfaction and improve customer relationships

Keynote Speaker

- Guest speaker for IBM:
 - *Audience:* External customers and business partners, Rotary Club, Canadian Government, small Canadian businesses and Civitan U.S. – up to 1,000 students
 - *Topics:* Teamwork, quality and motivation
 - *Results:* Increased performance from students, resulting in these organizations investing in more education and training for their staff
- Keynote speaker at several universities on topics covering change management, networking and personal accountability

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Experience

- IBM Canada Ltd. - 1978 to present
- Hiring Manager for Finance
 - Skills Manager
 - Class Manager and Instructor for New Hires Orientation
 - Learning Consultant
 - Quality Practitioner
 - Instructor in people skills

Professional Development

- 5 Co-Active Coaching courses
- York University Learning Disability Mentoring Program - mentoring on career, skills and self-esteem
- Belgard, Fisher, Rayner Certificate - Team Tools and Leader Role - Instructor
- Syracuse University - Adult Learning program
- Numerous professional, leadership, sales and quality training programs through IBM (ongoing)
- Centennial College - Various human resource courses
- Seneca College of Applied Arts and Technology - Preventive Dental Assistant Diploma

Affiliations

- Founder: "Meeting of the Minds"
- Women's Success Alliance - dedicated to assisting women professionals, executives and entrepreneurs to acquire and share business expertise while building successful alliances
- Former Board Member of ALDER center - Adult Learning Disabilities Employment Resources
- Jr. Achievement Program - taught *Basic Business and Economics of Staying in School* programs
- Canadian Speaker's Association - guest member

Interests

- Event planning
- Cottaging
- Travelling
- 1965 Chevelle Hot Rods
- People