

Jae Cooper is a partner of Elevate Consulting. Jae founded Elevate in 2005 and, along with his partners, led its growth from its inception to where it is today with offices in Victoria and Edmonton. Jae is a people person. He is an accomplished facilitator and communications specialist and is known by his clients as someone who promotes meaningful engagement and collaboration. Jae's consulting expertise centres on organizational transformation and redesign, business process redesign, service modeling, developing program activity architectures and logic modeling, strategic and business planning, facilitating groups of all levels, sizes and types communications planning, reviewing and developing governance frameworks, risk management, public consultation and stakeholder engagement. Jae's primary skills and abilities can be summarized as:

ORGANIZATION TRANSFORMATION AND SOLUTION/BUSINESS ARCHITECTURE

Jae has extensive experience supporting organizations through transformation and business redesign processes. Jae has led both large and small organizational transformation processes. Jae has also worked on each of the stages in organizational transformation, providing support at the design phase, developing service models, functional models, business process redesign, capability models and organization models, supporting reclassification efforts including: developing roles and responsibilities as a part of changing or evolving positions, developing supporting processes as well as in implementation. Jae brings a strong communication and change management focus to any transformation or organizational realignment or redesign process he has supported.

FACILITATION

Jae has over 18 years' experience as a senior facilitator and has facilitated numerous conferences, working sessions, and executive planning meetings. Jae has extensive experience facilitating stakeholders with diverse and/or competing motivations, or contentious issues, and helping guide stakeholders toward a common outcome. In his practice, Jae promotes constructive dialogue and helps groups to discover and build on areas of shared understanding. In doing so, Jae uses proven conflict resolution and consensus-building tools and techniques. Jae is comfortable working with individuals in all levels of an organization, and he has facilitated sessions on varied topics such as: issues resolution; team building and employee engagement; visioning, strategic, initiative and project planning; focus groups and consultation; and consensus building.

STRATEGIC AND BUSINESS PLANNING

Jae has provided planning services of all types to non-profit and public sector organizations. He focuses on developing plans that are realistic and actionable and are representative of where the organization would like to go. To facilitate this, he works with his clients to develop planning processes that are consultative and engaging. Jae has developed strategic roadmaps, service plans, strategic plans and business and branch plans for various ministries in Alberta and British Columbia in areas involving health, transportation, economic development, and information and technology management.

COMMUNICATIONS, STAKEHOLDER ENGAGEMENT AND PUBLIC CONSULTATION

Jae has considerable experience developing and implementing communications, public consultation and/or stakeholder engagement plans and processes. He has developed communications strategies, plans, assessments and support for numerous clients and projects including the BC and Alberta

provincial government ministries, BC Crown Corporations, municipal and regional governments, primary and post-secondary educational institutions, and not-for-profit organizations.

GOVERNANCE

Jae has assisted in the development and review of governance structures and models for multi-stakeholder initiatives and public sector agency boards. A major focus of his governance practice revolves around multi-stakeholder collaborative governance. Jae led a project for the Alberta Police and Law Enforcement Training Initiative, which was responsible for establishing police and law enforcement training standards and processes. The engagement included a broad consultation process with police, peace officers and law enforcement organizations throughout the province. He also conducted a governance review of the Joint Secretariat, Inuvialuit Settlement Region, and was involved in a governance project with Skills Connect Health Sector Collaborative Governance Model. In this project, Jae assisted the BC Ministries of Health and Economic Development to develop a collaborative governance model for supporting the implementation of the Skills Connect program for the health sector in British Columbia. This involved over 50 interviews with individuals representing BC immigrant serving agencies, health professional colleges, unions, provincial academic institutions and representatives from the five health authorities. The results of these interviews were used to support a series of subsequent workshops where a number of models were explored and, through consensus building exercises, one was selected.

PROJECT MANAGEMENT

Jae has a Master's Certificate in Project Management and has managed strategic initiatives, large cross-government stakeholder engagement initiatives involving business transformation, and communications initiatives that span multiple stakeholders in both Alberta and British Columbia. Recent and relevant projects include managing an initiative for enhancing the state of collaboration in environmental monitoring for Alberta Environment. He also designed, implemented and operated the Reenergize Conference, a western Canadian public sector conference that focused on enhancing results-based decision management practices.

EVALUATION AND REVIEW

Jae has led or been involved in numerous evaluations and reviews of all types including program evaluations, operational reviews, project success assurance reviews, and summative or mid-term reviews, including program reviews for the Honour Your Health Program for the University of Northern British Columbia, the Alberta Floods Program for the Ministry of Environment, and the Step Ahead Settlement Enhancement Pilot Project. Additionally, he has developed and led courses on how to build evaluation frameworks and conduct program evaluation and reviews.

EDUCATION AND PROFESSIONAL CERTIFICATION

- Jae has his Master's Certificate in Project Management from the University of Victoria
- Currently working on his IAF (International Association of Facilitation) Certificate
- Currently working on an inter-disciplinary Master's Degree from Royal Roads

TESTIMONIALS of Jae's previous work: please visit Jae's LinkedIn page at <http://linkedin/in/jaecooper>.