



**Jacqueline Lloyd Smith, MA, MBA (CMC).**

Jacquie has over twenty years experience working as an internal and external consultant. She is an international trainer and presenter. In 2000, she earned a Master's Degree in Conflict Analysis and Management and in 2006 she completed an MBA in Executive Management Consulting. In 2005 she studied business strategy and global business in Grenoble, France. She has consulted all over North America, and in Europe and Australia. She is the recipient of the Royal Roads University Ted Wilson award and in 2007 Lloyd Smith Solutions won the LEGO® SERIOUS PLAY™ business development award for new business growth.

**Professional Expertise/Services**

Jacqueline Lloyd Smith is the founder of Lloyd Smith Solutions, an international management consulting company with their head office located in Vancouver, British Columbia, Canada. Lloyd Smith clients include both small privately owned businesses and large Fortune 500 companies. Jacqueline specializes in organizational effectiveness, specifically organizational behavior and team development.

**Recent Assignments**

**LEGO® SERIOUS PLAY™ Facilitator**

- Training various professionals around the world in the tools and techniques of this hands on interactive modality. Trained by the LEGO® Group in Denmark and is one of only four people throughout the world who sat on the LEGO® SERIOUS PLAY Training Board and trained trainers on behalf of the LEGO® Group. Participants have included employees from Starbucks, Disney, Google, Proctor and Gamble, Belkin International, and various universities in Canada and the USA.

- Facilitated various companies including the Canadian Coast Guard, City of Mississauga, Golden Gate, RBC (Royal Bank of Canada), University, and other large corporations and government agencies.

**Thunder Bay Regional Health Science Centre**

- Developed and delivered leadership training modules
- Coached the senior management team
- Facilitated the Board of Directors
- Trained the GOTeam, an internal consulting team re: teambuilding skills
- Assisted with their change management strategy
- Supervisor training for over 30 middle managers
- HR management advice, on going

**Thunder Bay Hydro**

- Provided management training and advance leadership programs for succession planning
- Delivered ongoing team building to the senior team
- Advised and coaching the senior team
- Developed and implemented 360-degree feedback tools for the senior team

**The Northwestern Ontario Technology Centre**

- Conducted best practices research
- Developed a Strategy Plan to implement a Rural Economic Project designed to address gaps in services delivery for the Northwestern region of Ontario
- Presented a system of workshops to address workplace personality styles, managing hostility, conflict styles, workplace assessments, and developing leadership

**Cargill Grain Ltd.**

- Ongoing Leadership Training and Team Building Training for the Senior Management team and ongoing team and leader coaching

**The Children's Aid Society of the District of Thunder Bay**



- Project and change management
- Ongoing team consultation and training
- Enhanced service delivery model
- Presently developing educational training programs to help staff work with clients at risk

**National and International Clients Include:**

- The City of Mississauga, Leadership Development, Toronto, Ontario, Canada
- Canadian Coast Guard College, Nova Scotia, Canada
- The LEGO® Group in Denmark
- QANTS Airlines in Australia
- AOL: Design Summit: Washington DC, USA
- Golden Gate University, Executive MBA, San Francisco, California, USA
- Foundation for Creative Problem Solving, Georgia, USA
- Carlson Hotel Group: Global Information Technology Division, Wisconsin, USA
- Ameriprise Financial: Division of American Express, Minneapolis, Minnesota, USA

**Education and Professional Affiliations**

- Ph D. Capella University (2008, in progress) Industrial Organizational Psychology
- LEGO® SERIOUS PLAY™ Board Appointment, 2009
- LEGO® SERIOUS PLAY Facilitator Certification, 2006
- M.B.A., 2006 Executive Management, Royal Roads University
- Qualified in Myers Briggs Type Indicator 2003
- M.A., 2000 Conflict Analysis and Management, Royal Roads University
- Creative Problem Solving Institute , 2007, 08, 09 and 10
- Ontario Art Therapy Registration, 1996
- American Art Therapy Registration, 1991
- Art and Play Therapy Certification, 1991

**Contact Information**

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