

Richard Lannon

Professional Experience Summary

Richard Lannon is more than a seasoned professional. In fact you could say he is marinated!

He has over 25 years of professional experience in business in strategic planning, business improvement and transformation. He excels at helping businesses and organizations take a structured approach to engage their people and transform their business environment.

In 2004 Richard left the corporate world to form a BraveWorld world where he served as a principle consultant and facilitator for clients. He is focused on working with business and organizations to identify what's important, establish direction and build business skills that will positively impact the bottom line.

Richard gained valuable and diverse practical professional experience through working with energy, education, transportation, not-for-profit, financial and business services organizations with clients in Canada, the United States and the United Kingdom. He has successfully contributed to PricewaterhouseCoopers, Enbridge, Enmax, Canadian Pacific Railway, Alberta Government, PanCanadian, Proton Foundation, Mount Royal University, ATB Financial, Fraser Health Region, Royal Canadian Pacific and many others.

He is an award winning business trainer, strategic mentor and consultant. He received Mount Royal University's Distinguished Teaching Award 2010 for his contribution to two successful programs in business analysis and project management and MKS Learning's Business Recognition Award for his work with transitioning professionals and micro enterprise development in strategic training, coaching and mentorship. He's also a professional member of the Canadian Association of Professional Speakers (CAPS).

Richard's thought leadership, clear presentation style and edgy ideas have been featured in publications around the world including the National Post, the Business Analyst Times and the Project Times, where he's provided comment on the importance of bridging the gaps between business and the enabling organization through engaging stakeholders and developing their greatest asset, their people.

Today, Richard partners with organizations to provide the insight and tools you need to transform your business environment and be set for success.

Richard Lannon

richard@braveworld.ca

Calgary, AB and Winnipeg, MB

Web: www.richardlannon.ca

1-866-559-8126

Management Consulting (MC)

**Senior Facilitator and Business Advisor
Royal Canadian Pacific
Canadian Pacific Railway**

**May 2010 to Sept 2010
Transportation**

- As Management Consultant facilitated strategic discovery session with key resources of Canadian Pacific Railway. CPR's luxury transportation service.
- Leveraged current economic and business information, goals and objectives, SWOT, SOAR and lean productivity analysis approaches to engage resources and develop an improved understanding of their business development impact.
- Delivered summary of findings and presentation for key senior representatives for strategic planning and improvement of services for the RCP transportation organization.

**Senior Consultant/Program Advisor/Facilitator
Technology Professional Services
Metafore IT Solutions**

**May 2007 to Present 2010
Technology**

- Partnered with Metafore IT Solutions to develop and implement the CORE FIVE Program for Technology Leaders and Professionals. The program is designed specifically for technology leaders, professionals and their unique organizational challenges.
- Developed program included 5 One Day intensives in Leadership, Conflict Management, Productivity, Transition and Change, and Performance Teams development with one-on-one coaching for additional skills enhancement.
- Enhanced technology professional's leadership abilities and career, established unique ways to bridge the gap between colleagues, and enhance performance and productivity for positively impacting their bottom line.

**Senior Consultant/Business Partner Creation
Information Technology Department
CCS Oil and Gas Corporation**

**October 2010 to December 2010
Oil and Gas**

- Analyzed the business relationship challenges of technology department of oil and gas company recommending partner development strategies through formal professional development program
- Created and delivered an ITSM linked Customer Service training program for CCS Oil and Gas Operational Leadership and Professionals team. Emphasis was placed on creating "partnership like relationships" within complex multi-vendor business technology environments.
- Achieved increase in cooperation and productivity through enhanced business process creation and relationship development.

**Senior Consultant/Program Advisor and Trainer
Continuing Education and Corporate Development Division
Mount Royal University**

**May 1998 to Present
Education**

- Proposed the creation of business analysis certificate program. Acted as Industry Advisor and Business Trainer at Mount Royal University. Developed program requirements and materials for the Business Analysis Certificate program (2004-2010) and the Project Management Certificate program (1998-2002).
- Facilitated training in business analysis and project management with emphasis on gathering and documenting business requirements, process improvement, enterprise risk analysis, quality management and life cycle and business case development.
- Client industries served included health care, financial services, oil and gas, transportation
- Efforts focused on developing business professionals' skills and bottom-line thinking.

**Business Consultant, Industry Advisor and Facilitator
Government of Alberta
MKS Business Learning Solutions**

**April 2005 to Present
Government**

- Business Enterprise Advisor, Facilitator and Counsellor for Government of Alberta enterprise development programs through MKS Learning - Enterprise Development Centre.
- Efforts focused on seeding successful business enterprises. Provided strategic analysis and business counselling and training for enterprise owners in developing bottom-line strategies.
- Programs include Strategic Review through SWOT Analysis, Enterprise Posturing and Positioning, Creating Productivity Processes and Long Term Business Development Strategies.
- Contributed to the successful establishment of hundreds community business initiatives

**Senior Consultant/ Trainer
Learning and Development Department
ATB Financial - Alberta**

**September 2007 to May 2009
Financial**

- Facilitated training in business analysis best practices for organizations business professionals team with emphasis on techniques for gathering and documenting business requirements, business process improvement, risk analysis and business case development
- Acquired skills to be used by the professional team for major SAP and business process improvement initiative throughout organization
- Initiatives successfully on their way with teams working on CORE Program to advance their understanding of the business and its clients needs and how best to fulfill requirements within the context of a highly regulated industry

**Management Consultant/Facilitator
Information Technology Services
Enmax Corporation**

**October 2007 to March 2008
Utilities**

- Senior Consultant/Facilitator developed strategic sessions for Enmax Corporation (Utilities) to enable ITSM (information technology service management)
- Initiative addressed the current IS Model's sustainability to support projected levels of growth and increased regulatory compliance requirements
- Enabled a solution context to increase IT productivity for growth and compliance while providing the business value and enabling the right work initiatives

**Management Consultant/Analyst
CIO Corporate Office, Calgary, Alberta
Enbridge Corporation**

**October 2007 to August 2008
Corporate, Oil and Gas, Utilities**

- As program consultant, facilitated consensus development of IT Business Unit Alignment program for major Oil and Gas Distribution Company. Within a distributed business model establish business unit consensus and collaboration, facilitated the creation of foundational recommendations and process, people and culture change opportunities.
- Efforts focused on incorporating six business principles; common language, common tools, shared information, standardized reports, process ownership, and IT governance. Business units located across North America including Toronto, Edmonton, Huston with corporate office in Calgary, Alberta, Canada.
- Program focused on aligning IT with ITIL and ITSM principles. Reported to the Office of the CIO. Main outcomes includes getting program on strategic agenda of the organization, developing a detailed business case with clear understanding of internal rate of return and net present value, establishing keep solution recommendations and acquiring executive committee approval.

**Senior Consultant/Facilitator/Trainer
Learning and Development Department
BC Health Care Professionals**

**January 2007 to December 2007
Healthcare**

- Facilitated training in business analysis best practices for organizations business professionals team with emphasis on techniques for gathering and documenting business requirements, risk analysis, and business case development
- Acquired skills to be used by the professional team for major healthcare information integration and systems centralization initiative for client records
- Teams used skills successfully to complete initiative within the time parameters allotted and provide key solution context for the business requirements

**Business Management Consultant/Facilitator
Proton Foundations, United Kingdom**

**April 2006 – July 2006
Not-for-Profit**

- Facilitated business development sessions for Proton Foundation, UK (international). Led organization through process to define its business development requirements and strategies and to build the business acumen of its team.
- Efforts focused on the development and expansion of Proton Foundation into Eastern Europe. Final result was the implementation of business development plan by organization's members.

**Senior Team Lead/Senior Manager
Strategic Planning and Implementation
Global Technology Solutions
PricewaterhouseCoopers**

**January 2000 to January 2004
Business Services**

- Managed through period of merger and acquisitions the regional restructuring of the Technology Services line of service.
- Established best practices for client services, infrastructure and business application support. Centralized call support processes, established centralized assets inventory and controls system, created remote field support capabilities, standardized infrastructure technology, enhanced technology replacement and deployment methods, implemented resource and systems performance metrics measurements.
- Results included stabilized work environment, decreased costs, increased company productivity and enhancements to business bottom-line.

**Senior Team Lead/Senior Manager
Resource Integration and Development
Global Technology Solutions
PricewaterhouseCoopers**

**January 2000 to January 2004
Business Services**

- Developed hiring processes, acquired resource for operational and capital projects as needed, prepared and delivered detailed performance reviews with emphasis on customer service, project work, development and leadership. Developed staff career profiles.
- Implemented career development model. Provided staff a means to achieve their career goals through personal and professional growth.
- Acted as mentor and coach for management and staff.
- Efforts contributed to stabilized IT department with minimal turnover.

**Senior Team Lead/Performance Development
Resource Integration and Development
Global Technology Solutions, Regional
PricewaterhouseCoopers**

**January 2000 to January 2004
Business Services**

- Planned, managed and facilitated annual regional professional development conferences focused on staff skill improvements, matrix environment enhancements, understanding self

and teams using the DISC Profile, establishing team mission statements and objectives, and developing staff project management skills using PMP methodology.

- Efforts established a well-trained and productive professional team who worked together to ensure projects were completed on time and within budget.

Business Process Consultant
Regional Emergency Response
Global Technology Solutions
Pricewaterhouse Coopers, Calgary, AB

January 2000 to January 2004
Business Services

- *Developed emergency mitigation plans* (ie: G8 Summit, Disaster Requirements, transportation and Crisis Situation Processes) to ensure all firm's information assets were secured during potential crisis situations.
- Successfully implemented Emergency Plans and tested plans in firm's environment. Prairie Region process and documentation implemented nationally.
- Solution used during Calgary G8 Summit and 911 Crisis. Received "Thumbs Up Award" in recognition for team approach and overall effectiveness.

Program Consultant/Facilitator
Strategic Planning and Implementation
Prairie Region Line of Services
Pricewaterhouse Coopers, Calgary, AB

January 2000 to January 2004
Business Services

- Establish business relationships and consulted with business partners to determine their business needs and requirements. Used information to develop strategies and business objectives to reduce client costs and risks, improve business technology utilization and enhance client services within the organization.
- Established Business Solutions Committees within regional offices represented by senior partners, directors and senior managers from various departments. Introduced regional matrix with service level agreements and metric reporting.
- Over a course of 4 years established changes in customer support processes and improved client satisfaction by 85 percent.

Senior Consultant/Facilitator
Y2K Cross Functional Team
Canadian Pacific Railway, Calgary, AB

January 1999
Transportation

- Identified major challenge with cross-functional work initiatives and programming crossover.
- Facilitated 40 member group session GAP analyses to identify work initiatives, effort duplications, department silo activities and communication challenges and develop teams
- Session resulted in understanding of project team's responsibilities and work linkage requirements and the development of key team representatives that met weekly to review cross-functional program activities to ensure successful integration of organization's initiatives.

**Senior Consultant/Facilitator
Client Services Group
Corporate Services - Executives
PanCanadian Petroleum**

**March 1997 – December 1998
Oil and Gas**

- Business liaison for corporate services, security and the executive teams at PanCanadian.
- Key responsibilities included providing internal consulting services to develop business requirements, identify improvement opportunities, coordinate projects, facilitate client learning and implement business systems initiatives.
- Results included improved workflow and productivity and enhanced client relationships.

Project Management (PM)

Project Management Lead
Corporate Tax Services
Pricewaterhouse Coopers, Calgary, AB

November 2002 to August 2003
Business Services

- Implemented ERP Document Management System including implementations of Tax Services (Delta DMS System) and Audit Services (My Client DMS) document management system.
- Developed change plans and successfully implemented deployment ensuring client needs were met and that the project was completed on time.
- Systems were operational and stable for major firm work periods.

Project Management Lead
Global Technology Solutions
Prairie Region - Calgary
Pricewaterhouse Coopers, Calgary, AB

February 2002 to September 2002
Technology

- Co-located 500 customers to new facilities. Coordinated Project Leads and Technology Resources. Infrastructure Technology included servers, WAN, LAN and telecommunications systems. Customer's technology included desktops, laptops and printers.
- Three project leads handled telecommunications, infrastructure, desktops and printers relocation. Technology transition was successful. All systems were operational by business day required.

Project Management Lead
Global Technology Solutions
National Project Implementation
Pricewaterhouse Coopers, Calgary, AB

January 2000 to December 2000
Technology

- Shared National Project Management for 236 Windows 2000 Servers deployment across Canada.
- Collaborated nationally to develop deployment process, deliver national resource training requirements, attend National status meetings and manage Prairie regional project leads 25 servers deployment completion.
- Regional project completed 2 months ahead of schedule. National project completed on time.

Project Manager, Systems Development
Engineering Services
Canadian Pacific Railway, Calgary, AB

March 1998 to January 2000
Transportation

- Project Manager for a major transportation company, Canadian Pacific Railway. Assigned to the Y2K initiative and managed 26 projects that needed to be completed by fall 1999.
- Key responsibility was the successful operations of the railway in the year 2000 with considerations for health, safety, the environment and business continuity.

- Through effective project management practices, due diligence and remediation efforts the project team successfully obtained its corporate objectives and ensured complete business operations.

Project Manager – Client Service Representative
Corporate Services – Executive
PanCanadian Petroleum

1996 to 1998
Oil and Gas

- Worked with Canadian Pacific organizations and vendors including PanCanadian Petroleum, Canadian Pacific Railway, Canadian Oil Sands, and Xerox Business Services (at PCP locations).
- Analyzed clients' information technology needs. Researched information systems solutions and developed proposals outlining clients' needs, technology solutions, and cost for solutions.
- Worked with clients to develop systems project management plans including needs analysis, project scope, work structure breakdowns, resource planning, scheduling and preparing GANTT charts using MS Project, budget development, setting standards and controls, and presenting and selling projects for approval.
- Undertook Project Manager Responsibilities and guided projects to completion.

Project Manager, Web Development
Corporate Services
PanCanadian Petroleum

1998
Oil and Gas

- Developed and implemented Web Development Plans for Pan Canadian's Corporate Services. Projects included business and needs analyses, web development and connectivity, maintenance programs development, web page content and design reviews and recommended improvements.
- Web Leader for Pan Canadian's Corporate Services and member of Corporate Web Committee responsible for guiding Corporate Services intra-web development and technology integration
- Engaged web page designers and content professionals to build and enhance web sites, trained and mentored company members on Internet business processes. Identified areas where web based technologies could be implemented to improve workflow processes.

Business Analysts (BA)

Business Analyst
Systems Development, Engineering Services
Canadian Pacific Railway

1998 - 2000
Transportation

- Analyzed internal purchasing approval process to identify opportunities to improve *processes* and product delivery to clients.
- Streamlined internal approval process by eliminating gaps and unnecessary requirements for product ordering.
- Improved product delivery times by 60 percent and increasing client satisfaction.

Business Analyst
Systems Development, Engineering Services
Canadian Pacific Railway

1998 - 2000
Transportation

- Consulted with business to develop *automated track CREWS production scheduler* for resources and equipment allocation for multi-million dollar railway maintenance program.
- Developed solutions that *used project management principles* and company reporting requirements to automate the process. Solutions developed.
- Resulted in improved scheduling and cost controls, decreased expenses and improved reporting for strategic planning purposes (the 4 year plan).

Business Analyst
Systems Development, Engineering Services
Canadian Pacific Railway

1998 - 1999
Transportation

- Analyzed business requirements and partnered with senior professionals to identify business process improvement opportunities.
- Managed changes and major improvements in the maintenance-crew scheduling process, seniority-resource management requirements (union employees) and inventory and ordering systems.
- Business process improvements were integrated into the organizations business structure and used as strategic business tools. Implemented systems changed work processes and resource requirements saving the organizations millions of dollars annually.

Business Analyst, Systems Development
Engineering Services
Canadian Pacific Railway

1998 to 1999
Transportation

- Reviewed major transportation company's union **seniority tracking** process.
- Worked with union representatives, seniority administrators, HR representatives and senior management to *determine requirements*.
- Developed automated staff seniority tracking system to manage 2000 maintenance workers seniority levels and work assignments.

- Improvements created opportunities to eliminate stranded cost and greatly improve union information and enhance resource assignments correctness.

**Business Analyst, Systems Development
Corporate Services – Executives
PanCanadian Petroleum**

**1997 to 1998
Oil and Gas**

- Analyzed business process change requirements for corporate assets inventory procedures for Oil and Gas Company.
- Advised executives and senior management on best method to handle high profile art capital assets.
- Established tracking system to automate the tracking of capital assets locations and distributions resulting in improved asset location information and inventory shrinkage

**Business Systems Analysis/Trainer
Principle Owner
Info-Comm Services Inc.**

**September 1993 – August 1996
Business Services**

- Provided business and technology training services focused on small and mid range businesses and educational institutions. Firm's services included business acumen development, technology to business economics thinking and business and technology integration training.
- Programs focused on providing business to technology context training to improve business members and organization productivity and performance.

**Research and Marketing Analyst
Pacific Strategies Group**

**1988 - 1991
Business Services**

- Within the management consulting profession provided business research and analysis services for medium to large client organizations.
- Engaged to perform a combination of primary and secondary research activities, to facilitate group sessions and provide summary of findings.
- Results were leveraged for business strategic planning and development.

Related Experience

Principle Managing Consultant at BraveWorld Inc. 2004 to Present

Responsible for client services and business development with emphasis on business consulting, strategic planning and facilitation to enable client's focus and establish strategies that achieve bottom-line results. Professional facilitator, trainer, mentor and advisors for business leaders and professionals in building their business acumen to improve bottom-line performance. Richard is dedicated to the importance of creating business strategies that bridge the gap between business and the enabling organization to achieve consistent measurable results.

Senior Manager, Global Technology Solutions at PricewaterhouseCoopers 2000 - 2004

Primarily responsible for operations and project management of Prairie Region business technology environment, client relationship management, business initiatives implementation, resource performance management and development, business process improvements and customer solutions development with specific focus on business bottom-line and partnership value.

Project Manager, Systems at Canadian Pacific Railway 1998 - 2000

Reporting to General Managers of Engineering Services; responsible for the management of information systems projects, enterprise-wide systems, resource supervision and liaison with Information Systems to develop Engineering Services systems requirements. Key business objective was the successful operations of the railway with considerations for health, safety, environment and business continuity. Through effective project management practices the team successfully obtained its corporate objectives ensuring business operations. Projects were completed on time and within budget with successful improvements achieved.

Business Analysts (Contracted CSR) at PanCanadian Ltd 1996 - 1998

Business liaison for corporate services, security and the executive teams at PanCanadian. Key responsibilities included providing internal consulting services to develop business requirements, identify improvement opportunities, coordinate projects, facilitate client learning and implement business systems initiatives. Results included improved workflow and productivity and enhanced client relationships.

Business Trainer at Info-Comm Services Inc. 1993 - 1996

Provided business and technology training services focused on small and mid range businesses and educational institutions. Firm's services included business acumen development, technology to business economics thinking and business and technology integration training. Programs focused on providing business to technology context training to improve business members and organization productivity and performance.

Research and Marketing Analyst at Pacific Strategies Group 1988 - 1991

Within the management consulting profession provided business research and analysis services for medium to large client organizations. Engaged to perform a combination of primary and secondary research activities, to facilitate group sessions and provide summary of findings. Results were leveraged for business strategic planning and development.

Competencies

<i>Category -</i>	<i>Area of Expertise</i>	<i>Years of Experience</i>
Industry Experience	Professional Services	25 years plus
	Education	15 years plus
	Financial	4 years
	Transportation	6 years
	Health Care	2 years
	Mining and Oil and Gas Extract	7 years
	Utilities	2 years
	Construction	3 years

Presentations

- Setability Model for Business Process Improvement and Transition, Paradigm Consulting, Nov 2010
- The Art of Getting Set for Success – focus on fine-tuning your business to achieve consistent measurable results that positively impact the bottom-line. Presented Chamber of Commerce, Nov 2010
- Long Term Business Success Strategies – the importance of knowing your options and picking the strategies that work for your business. Presented at MidPark Business Breakfast, March 2010
- SWOTs That You Say – Leveraging SWOT as a Strategic Tool, MKS Business Solutions, 2010
- Creating a Sure BET – the importance of business enterprise thinkers and transformers in your business. Presented to the Business Analyst World Conference Edmonton, Fall 2009
- Creating a Sure BET - the importance of business enterprise thinkers and transformers in your business. Presented to the IIBA Chapter, Winter 2009
- Leadership and the Information Technology Environment, future trends. Presented to the Information Technology Department at the University of Calgary, Fall 2008
- Facilitating Business Requirements, Business Analyst World, Vancouver, Fall 2008
- ITSM - is it for You. Presented to the Governance Committee at Emax Utilities, Calgary 2009
- ITSM Considerations. Presented to Working Team at Enbridge Corporation, Calgary 2007
- Leadership Skills for the Technical Professional. Presented to the Project World Conference, Toronto, Spring 2007
- Business Process Levels and the impact on the business environment. Presented to the Business Analyst Conference, Toronto, Spring 2007

Training Programs Delivered

Core-Five Program for IT Leaders and Professionals

- Leadership and the Technology Professional
- Conflict and You - the Technology Professional
- Leveraging Time to Create Productivity
- Developing Performance Teams and Coaching for IT
- Creating Transition and Change in IT Environment

Business Analysis Program

- Business Analysis Overview
- Gathering and Documenting Requirements
- Business Process Management – Models
- Enterprise Risk Management and Analysis
- Business Case Development Life Cycle

Project Management Program

- Project Management Overview
- Risk Analysis for Project Management
- Communications and Resource Management
- Role of the Sponsor within the Organization

Miscellaneous Training Programs (special requests)

- Facilitating Discovery Sessions for the Professional
- SWOT and Position for Change
- Long Term Success Strategies
- Productivity Thinking for Business Improvements
- Creating Partnership “like” Relationships
- Staying Balanced in a Noise Filled World

Planning Intensives – Focused Boot Camps

- Enterprise Analysis - fine tune and transition the macro business environment (2 to 3 Days)
- Seeding Success for Micro-Enterprise and Small Team Organizations (1 to 2 Days)

Career History

Position	Organization	Timeline
Principle Management Consultant	BraveWorld Inc.	2003 - present
Senior Instructor and Industry Expert	Mount Royal University	1998 – present
Senior Team Lead	PricewaterhouseCoopers	2000 - 2004
Project Manager	Canadian Pacific Railway	1998 – 2000
Business Analyst	PanCanadian Petroleum	1996 – 1998
Business Systems Analyst and Trainer	Info-Com Services	1993 – 1996
Seasonal Trainer	Computer Consultants International	1993 - 1996
Business Trainer	Burnaby College	1993 - 1996
Part Time Faculty	Canadian International College	1993 – 1996
Direct Marketing Analyst	Architects of Marketing	1992 - 1993
Research Analyst	Pacific Strategies	1988 – 1991

Education

- **Mount Royal University**
Business Analysis, 2004 – 2007
Program Forefather (Development Team)
- **Banff Academy**
Leadership (advanced), 2004 - 2006
- **Pacific Institute, UK 2006**
STEPS and Investment In Excellence
Certified Facilitator Program
- **MKS Learning Development**
Enterprise Development, 2004 – 2005
- **Right Management**
Career In Focus and Coaching 2003-2004
- **PricewaterhouseCoopers LLP**
Leadership and Management, 2000 – 2004
- **Bay 3000**
Project Management Methodology 2003
- **Mount Royal University**
Project Management, 1998 – 2000
Program Forefather (Development Team)
- **Ethier and Associates**
Certificate, Project Management, 1997
- **Vancouver Community College**
Adult Education, 1993 - 1994
- **Vancouver Education Society**
Certificate, Adult Education, 1992-1993
- **Burnaby College**
Desktop Publishing and Design, 1991 – 1992
- **Simon Fraser University**
Entrepreneurship Certificate, 1988
- **Simon Fraser University**
General Studies: Education, 1987 – 1989
- **University of Manitoba**
BA, Economics and Sociology, 1983 – 1987
- **Tec Voc High**
Advertising and Design, 1979 – 1981

Other Related Experience

- Awards:** Mount Royal University's Distinguished Faculty Award 2009-2010
MKS Learning and Alberta Government Strategic Trainer and Coach Service Recognition Award 2010
- Advisory:** Leadership Advisory Committee, Mount Royal University, 2008 - 2010
Business Analysis Advisory Committee, Mount Royal University, 2004 - present
Business Process Program Advisory Team, Mount Royal University, 2010 - present
Committee Advisory Member for Engineering Services and Information Technology Project Management approach representing business operations project management requirements, the development of PMO office profile and promotion of Project Management Methodology across company departments. Canadian Pacific Railway, 1998 - 2000
Member of Corporate Services facilities management committee and Pan Canadian Web Development Committee focusing on improving offered services and communications within the company and with vendors. Pan Canadian 1997 - 1998
- Community:** President of Mountain Biking Connections, Calgary, AB 2007 - 2010
Board of Directors, Canadian Association of Professional Speakers, 2009 - 2010
- Publications:** Published articles in the Business Analyst Times and Project Times Magazines
Published monthly business newsletter, the Setability Factor for 4000 subscribers
Represented in newspapers across Canada including the National Post, Calgary Herald, Vancouver Sun, Evening Telegram, Edmonton Post, and Montreal Gazette on the importance of building professional business skills for organization bottom-line impact
- Speaker:** Professional speaker for Business Analysis - Project World Conferences across Canada
Speaks at local business breakfast meetings on the importance of being SET for Success and having the SETability Factor
- Interests:** Community, economic development and health
- Active:** Swimmer, runner, mountain biker, stability training and fitness boot camps

For More Information: www.richardlannon.ca