### SapisMCMelissa Creede, P.Eng., CPCC, Sapis Insight

Melissa is drawn to the people side of business. She enables individuals and organizations to activate their full potential as leaders. She does this through:

i) executive, career, and leadership coaching, and

ii) training, facilitation, and stakeholder engagement.

Melissa’s strengths include her innate ability to maintain a synergistic balance between big-picture vision and tangible action and results. Melissa is known for being direct and clear, and for asking powerful questions to achieve clarity, learning, and action. Melissa challenges her clients to “think big” about their abilities, and challenges them to achieve more than they would ask of themselves. She is celebrated for combining playfulness with truth, purpose, and motivation.

Melissa’s successful career as a former Vice-President at a boutique consultancy, and her 20-years of experience with corporations, small businesses, and governments, have taken her from Board Rooms in the oil sands to non-electrified communities in rural Argentina, and everything in between.  Melissa is trained and certified as a coach, and is well-regarded in her field.

Melissa has a passion for travel, and has worked and played in over 45 countries, and in every Canadian province and territory.

**Select Credentials**

* An accomplished and results-focused coach, trained and certified with the Coaches Training Institute (CTI) (500+ hours)
* Coaches and mentors leaders and emerging leaders across all levels and across various sectors:
  + CEOs, senior executives, middle and senior managers, emerging leaders, entrepreneurs, young professionals, and employees-in-transition (i.e. job changes, maternity leave, etc.)
* Former Vice-President of a boutique consulting company (8 years)
  + promoted from Project Coordinator to Vice-President in 4 years and was in the VP role by the time she was thirty
  + was the only woman in a senior role in the company
* First-hand experience as a senior executive receiving executive & leadership coaching (2+years)
* Skilled in a variety of coaching tools (i.e. assessments, feedback tools, goal and objective setting, etc.) to identify strengths and overcome limiting behaviours, including *The Leadership Circle Profile 360 degree assessment tool*
* Invaluable first-hand experience co-building a consulting company (12 years) and in starting and building her own successful company that aligns with her values, strengths, and aspirations
* 15 years experience in: marketing, sales, business development and growth, client relations and servicing. Acts as a mentor and sounding board, if appropriate.
* Experience as an on-retainer external expert to a corporate board and senior executive team
* Decades of experience working with large, multi-national corporations, smaller organizations, governments, and individuals
* Delivers leadership and career training sessions/workshops (her own or others’ curriculum)
* Trained and skilled in Appreciative Inquiry (AI) and other strengths-based approaches
* Has Secret security clearance, and is strongly committed to confidentiality of her clients
* Adheres to ICF’s Ethical Code for coaches, the Ethical Guidelines for Coaches, and CTI’s Suggested Rules of Correct and Honourable Conduct
* Licensed Professional Engineer and Member of Professional Engineers of Ontario (PEO)
* Honoured to be on the *SupporTED Coach Roster* to coach dynamic TED Fellow leaders from around the world.

**Professional Experience**

*Sapis Insight, President & CEO, 2009-present*

Melissa left a successful career as a Vice-President of a boutique environmental consultancy to start her own coaching, facilitation, and training business. Her previous experience -- as an executive, as a sought-after advisor and consultant, and as someone who realized a significant career transition -- gives confidence and enormous value-added to her clients. Her talents advance career, leadership, business, and executive coaching.

*The Delphi Group, 1997-2009*

*Vice-President (2001-09), Director(1999-2001), Manager(1998-99), Project Coordinator(1997-98)*

Melissa was promoted from Project Coordinator to Vice-President in just 4 short years, and was proud to be in the VP role by the time she was thirty. She was the first and only female senior executive in the company. Over 12 years, she worked with a small team to quadruple the boutique environmental consultancy in employees and revenues, and manage the company day-to-day.

Melissa also co-led Delphi’s energy sector business. She was invited to present to Boards and senior executives, and secured retainer status based on her expertise and abilities. Earlier in her career, she serviced government and international development clients. One of her most gratifying accomplishments was securing and implementing a complex, multi-stakeholder, $2.5 million capacity building, training, and technology transfer project in Argentina.

*Frontec Corporation*

*Contract Manager and Civil Engineer, 1992-1997*

Melissa provided project-based and contract management of multi-million dollar contracts in the Arctic, for a technical services company. Her leadership ensured timely completion of installations despite extreme weather, logistical and personnel problems; she completed her projects under budget, in half the scheduled time, which minimized critical downtime.

**Corporate Social Responsibility**

Melissa is strongly committed to corporate social responsibility, and devotes significant efforts to: engaging, informing, and inspiring leaders and the next generation of leaders, in local and broader communities through a variety of volunteer initiatives; adopting sustainable and socially-responsible behaviours and technologies in her home and workplace. A full summary of her initiatives is available upon request.

**Education and Credentials**

* Bachelor of Applied Science (BASc) – Civil Engineering, University of Ottawa, 1993
* Certified Professional Co-Active Coach (CPCC) – Coaches Training Institute
* Appreciative Inquiry Foundations Training: Approaches and Techniques for Igniting and Sustaining Positive Change in Organizations and Communities
* Intersol’s Group Facilitation Program
* Making Questions Work - International Association of Facilitators (IAF)
* Working with Difficult Groups (IAF)
* Licensed Professional Engineer and Member of Professional Engineers of Ontario (PEO)
* Secret Security Status (federal government)

**Leadership Positions**

* Designer and guest lecturer to students and young professionals about leading change
* Board Member of the Young Environmental Professionals (YEP) focusing on initiatives that educate and engage young environmental professionals.
* Volunteer Advisory Committee member to deliver Leading Change 2012 (emerging leaders)
* Former Vice-President at The Delphi Group
* Former Volunteer leader with Junior Achievement’s Economics of Staying in School program
* Former Advisor for a thesis about Landfill Gas to Energy opportunities in Argentina
* Former Advisor to Eco-Canada, including designing enviro-career literature for students
* Former Member of the City of Ottawa Pedestrian and Transit Committee (3 years)

**Select Testimonials**

"I run a firm that is experiencing rapid growth in a new market sector. Melissa taught me how to focus on the most important elements and prioritize effectively." -- Robin Hutcheson, CEO, Arborus

“Melissa does not allow you to settle for less than what you are absolutely excited and passionate about.” --Amber Robson

“Melissa's intuition so often nailed down what I was too close to even see”. -- B.Bauer, President

"My experience was transformative." --Hilary Hove

“She has a gentleness yet no-nonsense way to keep me focused on my goals”. --B.B.

“Thanks to Melissa's excellent facilitation skills our organization's "visioning" exercise was a resounding success. She is a highly skilled facilitator whose positive, professional, and fun approach was highly effective for our organization.” --A.Crosby, Co-Chair/Lawyer

"You wonderfully combine assertiveness with compassion, calling things as you see them."

“My role at work had changed. Melissa helped me re-adjust, not by changing my external environment but by helping me change my perspective. I’d recommend Melissa to anyone”. --S.V.

“After just a few sessions, I have gone from having a list of at least 10 wildly divergent future paths to one top choice which is the most exciting one. She has helped me to find the courage to define who I am, what I value and what I most want to do”. -- A.B., Montreal

“I had just come back to work after my third maternity leave. I was finding it challenging to adjust to a fast-paced life that involved caring for a young family and working full time. Melissa’s coaching helped reduce my stress levels significantly. Now, I am much more confident in my role and my direction at work”. --federal government

“Through Melissa’s coaching, I have become much more confident in myself and the decisions I make. Many of my co-workers have noticed this change in me.” --Jen, law firm

"Coaching with Melissa was stimulating and thought-provoking. She listened with compassion, interest and understanding, and asked very useful questions to direct me towards next action steps." -- Policy Advisor

“I really appreciated Melissa’s listening skills and ‘attention to’ skills.”—Stefanie Bowles, President, YEP

"You're persistent - you don't let me off the hook, which allowed me to explore my possibilities in more depth." --Linda Langley, Halifax

“Melissa is warm, professional, knowledgeable, and great at what she does”. --T.R.

“Melissa offered alternative perspectives and allowed me to consider options that I may have never considered.” --Amber Robson

“Thanks to Melissa's excellent facilitation skills our organization's "visioning" exercise was a resounding success. She is a highly skilled facilitator whose positive, professional, and fun approach was highly effective for our organization.” --A.Crosby, Co-Chair/Lawyer

“I have attended many career advice seminars ... but yours is by far the most practical and presented the most approachable strategy. I now feel encouraged and less daunted in crafting a rewarding future!” -- Jennifer, Health Canada

“Melissa helped me define a career and lifestyle that aligned with my values and ambitions.  More importantly, Melissa helped me see my ideal life in such vivid detail that I was prepared to do anything to make it happen.  Consequently, I left a secure, highly prized job to start up my own business.  I’ve never looked back”.  --Andrea Grant

I spent two hours with Melissa preparing for an internal job interview, and they were among the most insightful and useful hours of my life! By listening to my stories, she was able to articulate my competitive advantages in a way that I didn’t fully recognize before, and I left our session feeling excited and confident. Thanks to her coaching, my interview was successful and I have been invited back for a second round. Thanks a million Melissa! -- Barbara Brook, Manager

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