

Ghislaine Labelle, M.Ps., CHRP  
**Turn Conflict into Collaboration!**



Ghislaine Labelle, M.Ps. CHRP, is teaching companies and organizations how to **“calm the waters at work”** and providing them with the tools and resources they need to **create and maintain a thriving work environment.**

Ghislaine, an organizational psychologist and award-winning author, has quickly become one of the foremost experts in organizational health and conflict resolution. Known as “the expert to call” to release tension in the workplace, she teaches audiences how to **create a positive work environment, build stronger teams and effectively manage organizational health.**

With over 10 years experience as a professional speaker, Ghislaine knows how to connect with an audience. Well known for her sense of humor and down-to-earth approach, she uses experiences from her consulting practice and her personal life to deliver a timely message that resonates with senior executives, managers and HR professionals. She has done several programs in the industry of Education, Healthcare and Municipalities.

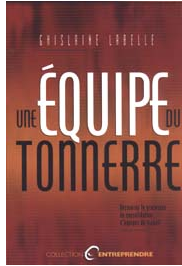
Ghislaine is renowned for her natural ability to diagnose and manage the complexities of human issues in an organization. Her practical and innovative programs cover everything from **transforming toxic individuals and workplaces into healthy workplaces thriving on collaboration.**

***“First with a witness’s eye and then with an expert’s eye, Ghislaine Labelle knows exactly how to identify complex issues in conflict management and resolve them in an efficient way.”*** Normand Richard, Director of Organizational Development and Human Resources, Transcontinental North California.

Ghislaine is also the founder of Groupe Conseil SCO, a consulting firm specializing in organizational effectiveness. Over the last 20 years, she has successfully performed numerous interventions targeting the performance of work teams: diagnosis and improvement of workplace climate, teambuilding, prevention and conflict resolution, leadership and management coaching. When not speaking or consulting for professionals, managers and employees, Ghislaine is a lecturer for the Doctoral Program in Psychology at the University of Sherbrooke in Canada.

Ghislaine is the author of two books in French : *Une équipe du tonnerre* and *Comment désamorcer les conflits au travail*. Her second book won a prize for the best Human Resources Management book (Business Book Awards) in 2006. It is now available in English under the title *Calming the Waters at Work: How to Deal with Workplace Conflicts*. Ghislaine has also been published in several professional association magazines.

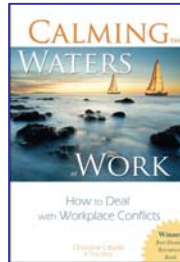
### Books



(2001)



(2005)



(2009)

### Honors & Awards

- *Calming the Waters at Work* (French version): Winner of the best Human Resources Management book, 2006

### Membership & Associations

- Canadian Association of Professional Speakers (CAPS)
- Global Speakers Federation (GSF)
- Order of Psychologist in Quebec (Ordre des psychologues du Québec)
- Order of Professional Human Resources (Ordre des CRHA)
- Society for Human Resource Management (SHRM)

### Rave Reviews

#### **David M. Lank, CM, F.R.S.A., Director Emeritus, Dobson Centre for Entrepreneurial Studies**

*“Conflicts can steal precious time from small business managers. Ghislaine Labelle has had years of personal experience and exposure to conflict resolution, and she brings great insight to MBA students enrolled in Managing a Small Business Enterprise program at McGill University. Her style and vast knowledge, seamlessly combined in her presentation, had a significant impact on the MBA students. The discussions that are engendered are always lively and to the point. Increasingly, MBA programs must rely on this kind of real-life expertise for the training and the development of tomorrow’s leaders.”*

#### **Marie-Claude Gagnon, M.A., M.A.P., Psychologist and Senior Counsellor, Continuing Education, University of Laval in Quebec**

*“In the last four years, I have had the privilege of collaborating with Ghislaine. She not only demystifies conflicts for managers and team members but gives plenty of advice on how to prevent them. Written with a creative approach, CALMING THE WATERS AT WORK will certainly help you resolve difficulties whether you experience them at work, in your family or even on vacation!”*