

Mr. David Ward

Partner, Investigator, Mediator & Adm. A.

BIOGRAPHY

David Ward is a founding partner of Latitude and leads the firm's conflict resolution and workplace assessment practice. He also acts as lead facilitator. His multi-faceted experience and expertise make him a valuable asset, bringing a wealth of experience and strategic perspectives to the forefront of workplace conflict resolution and organizational development.

Mr. Ward is a seasoned mediator who handles interpersonal conflict with finesse, offering comprehensive mediation services. His strategic focus on business and professional mediation mandates ensures transformative solutions beyond the boundaries of conflict.

Mr. Ward has extensive experience working with the federal government, and Aboriginal governments and organizations across Canada. He is also active in the sports world, where his expertise in conflict resolution and work climate analysis is put to good use with organizations facing complex issues, including performance, athlete pressure and violence prevention.

A bilingual human resources consultant for some 15 years, Mr. Ward has developed expertise in employee management, organizational development and work climate. He has conducted numerous human resources audits and work climate assessments. He worked for several years in an international consulting firm.

CERTIFICATIONS AND AFFILIATIONS

- *Institut de Médiation et d'arbitrage du Québec*, Member
- *Ordre des administrateurs agréés du Québec*, Member

EDUCATION

Civil, Commercial and Workplace Mediation	2019
UNIVERSITÉ DE SHERBROOKE	

Master of Science (M.Sc.), International Business	2016
HEC MONTREAL	

Bachelor of Arts (BA), Economics and Political Science	2009
UNIVERSITÉ DE MONTRÉAL	

PROFESSIONAL EXPERIENCE

Latitude Management (formerly De facto)	September 2019 - Today
Founder, accredited mediator and administrator	2016 - September 2019

- Conduct and supervise neutral investigations under the Canada Labour Code, the Canadian Human Rights Act and other federal and provincial laws and regulations.
- Conduct and supervise workplace investigations into complaints of psychological harassment, discriminatory harassment, violence, violations of the law, violations of the Code of Conduct and/or

Code of Ethics, policy violations, abuse of management rights, whistleblowing, conflict of interest, incivility and health and safety standards during the Covid-19 pandemic.

- Conduct and oversee neutral assessments of harassment, violence and discrimination.
- Conduct dispute prevention and resolution methods, mainly mediation, facilitation and conciliation.
- Train public and private network investigators in good investigative practices and in the concepts of harassment, violence and discrimination.
- Develop investigative policies, procedures and work tools on harassment, violence and discrimination.
- Develop and implement strategies to prevent and deal with harassment, violence and discrimination in the workplace.

Boréala Management
President and founder

January 2012 - September 2019

- Responsible for the management of the firm from an administrative and business development point of view.
- Develop and deliver human resources and organizational effectiveness services specifically designed to improve business performance.
- Develop and support organizers in implementing human resources strategies.

Mercer
Senior Analyst, HR Consultant

September 2008 – February 2012

- Work at senior analyst level as a human resources consultant.
- Analysis, interpretation, observations, recommendations and action planning based on employee survey results, including employee engagement, new hire checks, exit interviews, 360 multi-criteria assessments and other organizational assessments.
- Facilitate training on a variety of topics, including leadership, culture and organizational effectiveness.
- Contribute to the development of new training courses based on customer or market needs.
- Collaborate with accounting team to ensure quality and timeliness of deliverables.
- Proactively improve customer deliverables to maximize product value.
- Provide customers with support for the online reporting tool to help them get the information they need.
- Consulting with customers to help them understand what their data is telling them and how they should use it.
- Working with the sales team (account managers and business development consultants) to strengthen customer relationships.
- Proactively identify customers' additional consulting, training and coaching needs.
- Assist business development consultants with sales presentations, as required.
- Upsell by expanding services and/or making additional presentations to customers.

LANGUAGES

- Level of French (written and spoken): advanced
- Level of English (written and spoken): advanced