



LYTWYN RESOURCES INC.

HUMAN RESOURCES AND MANAGEMENT CONSULTANTS

BUILDING FOCUSED SOLUTIONS FOR CHANGING TIMES!

WHO WE ARE

LYTWYN RESOURCES INC. is a Human Resources and Management Consulting firm. For almost ten years, its principals have provided professional consultancy services to a broad range of organizations in the private, public and not-for-profit sectors.

Through key practice areas, we offer innovative and business-driven services ranging from strategic human resources and management advice through to transactional human resource outsourcing support and services.

We remain focused on facilitating the business success of our clients through pragmatic, responsive interventions. Each practice area combines extensive consulting experience from both the public and private sectors along with services of professional associates and proven products and processes. All services are customized to the client's requirements and business objectives and are focused on assisting the client to be successful through its people.

LYTWYN RESOURCES INC. will meet your requirements on time, within budget and at the highest level of service.

LYTWYN

WE HELP BUILD FOCUSED SOLUTIONS FOR CHANGING TIMES!
LYTWYN RESOURCES INC.



WHAT WE DO

Lytwyn Resources Inc. shares its acquired knowledge and expertise with clients through the following key practice areas.

KEY PRACTICE AREAS

STRATEGIC HUMAN RESOURCES MANAGEMENT

- Core Competency Framework Design
- Succession Management Program Design

ORGANIZATIONAL DEVELOPMENT & EFFECTIVENESS

- Service Enhancement
- Transition Management
- Executive Coaching

PERFORMANCE MANAGEMENT & ENHANCEMENT

- Program Design, Implementation & Evaluation
- Process Improvement Evaluation
- Process Re-engineering

ORGANIZATIONAL RE-STRUCTURING, POSITION DESIGN & EVALUATION

- Organizational Redesign
- Job Description Preparation & Evaluation

LEARNING & DEVELOPMENT

- Training Program Design & Delivery
- Learning Strategy Development

RECRUITMENT & RESOURCING

- Applicant Screening & Interview Support
- Resourcing & Retention Strategy Development

LABOUR RELATIONS & CONFLICT MANAGEMENT

- Training & Executive Coaching



OUR APPROACH & MISSION

To provide the highest level of professional and innovative human resources and management services – building strong partnerships to achieve mutual success.



LYTWYN

RESOURCES

INC. is guided
by the following
principles:

- Recommended interventions must be tailored to the client's business environment and their business objectives.
- The client is ultimately accountable and responsible for managing the solution.
- The highest level of service will be observed in the delivery of all services and products and in all interactions with the client.
- It is our responsibility to continually monitor related best practices and trends and bring the most appropriate solutions to our clients.
- We pride ourselves on our direct, clear communication style and a strong written skill set.
- We continually practice an open, honest and ethical approach to our business and clients.

Through our roster of seasoned associates, we can provide the depth and breadth of resources required to service any client's needs within our key practice areas. In addition, we have established business relationships with a variety of firms with similar values and in areas beyond our expertise. We can partner with our associated firms as needed, to provide a full-service, one-window solution for clients. Ask us about our team.

M I S S I O N

A SELECTION OF OUR CLIENTS

PRIVATE SECTOR

- KPMG / ARA Consulting Ltd.
- Baycrest Centre for Geriatric Care
- Cadbury Chocolate Canada Ltd.
- Canadian Tire Corporation Ltd.
- Coca-Cola Beverages Ltd.
- COSTI
- Fidelity Investments Canada Limited
- Foster Parents Plan
- Independent Order of Foresters (IOF)
- Marathon Realty
- Markborough Properties Inc.
- McDougall Scientific Inc.
- MetLife
- Spectrum United
- Stagevision Inc.
- The Lowenthal Group Inc.
- The Red Cross
- Xebec Imaging Services Inc.

PUBLIC & BROADER PUBLIC SECTOR

- City of North York
- Management Board Secretariat
- Metropolitan Toronto Housing Authority
- Ministry of the Attorney General
- Ministry of Environment
- Ministry of Economic, Development Trade & Tourism
- Ministry of Municipal Affairs & Housing
- Ministry of Transportation
- Ontario Clean Water Agency (OCWA)
- Ontario Hospital Association (OHA)
- Ontario Human Rights Commission
- Toronto District Health Council



SUCCESS STORIES

STRATEGIC HUMAN RESOURCE MANAGEMENT

- Assisted in the design of a Succession Management System for an organization of over 1000 employees. The system was integrally linked to the new business focus and one key component of the system captured the core competencies required for current and future business success.
- Developed and assisted in the implementation of Learning & Development Strategy and the related programs and resources for a large beverage company and also a large property management firm. For both of these clients we designed a learning resource guide that was made available to each employee to assist the employee in taking responsibility for his/her own learning. This guide also strategically integrated the Core Competency Framework that was designed.
- Facilitated the design of a managerial core competency framework and specific job competencies for an international candy manufacturer.

"They have unique ability to conceptualize issues / solutions and translate those from 'the clouds' to 'ground level' for successful implementation."
- Developed a core competency organizational model for a small not-for-profit organization.

PERFORMANCE MANAGEMENT & ENHANCEMENT

- Assisted in launching a performance management program and "pay-for-performance compensation system" for 150 salaried staff which involved training 80 line managers over a two-month period in a manufacturing company of 500 employees.



- Designed and delivered a three-phase performance management framework for an agency of the provincial government involving over 25 managers and 125 unionized staff.

"Practical - innovative - responsive - quality-conscious and personable are all qualities that will bring us back to use Paula's team again."

- Assisted in designing and implementing a performance achievement framework for a 60-person not-for-profit organization.

ORGANIZATIONAL RESTRUCTURING, POSITION DESIGN & EVALUATION

- Worked closely with a branch of a provincial ministry to construct a new organizational structure that would build partnerships with industry to enhance tourism in Ontario.

- Wrote job descriptions and evaluated positions for a wide cross-section of occupational groups using a variety of job evaluation systems. One project involved preparing and evaluating over 30 management and excluded positions in a three-month time frame.

"They are as good as their word. They ...deliver quality products, on time and within budget....with that extra personal touch."

LEARNING & DEVELOPMENT

- Designed and implemented a comprehensive learning and development strategy and program for a company of approximately 1,100 employees located across North America. In part, this included delivering classroom training for nine difference seminars, managing external training suppliers, co-ordinating lunch'n learn sessions and managing three staff involved in the program.
- Developed and presented a variety of training seminars to over 2,000 line managers over several years in areas such as managing work performance problems, attendance improvement, leadership skills, performance management (appraisal), recruitment, collective agreement interpretation and grievance administration.



RECRUITMENT & RESOURCING

- Created and implemented a Recruitment and Resourcing Program for an employer of approximately 1,100 employees located across North America. Formalized the recruitment program, process and tools to be used, communicated the program to all staff and trained managers on the recruitment process itself.
- Co-ordinated and conducted an alternative hiring program for a major Canadian retailer hiring approximately 350 part-time distribution centre employees, including assisting with co-ordinating the program from start up to completion as well as providing consultative services surrounding all promotional materials and job fairs.
- Involved in all stages of hiring 37 adjudicator/members for a newly created provincial adjudicative tribunal including developing selection criteria, screening over 1,400 applications, conducting interviews and completing over 200 reference checks.

LABOUR RELATIONS AND CONFLICT MANAGEMENT

- Resolved 30 outstanding grievances over a three-month period without any of the cases proceeding to arbitration. Investigated, prepared and presented relevant material for employer's position at grievance meetings and/or arbitration and where possible, negotiated a mutually agreeable settlement. Experience working with OPSEU, CUPE, Operating Engineers, Retail Food Workers and Teamsters.
- Assisted in the preparation and presentation of the employer's position in collective agreement negotiations; facilitated the implementation of new agreements by conducting presentations to line managers.
- Investigated staff complaints in areas such as workplace harassment, workers' compensation issues, conflict of interest and work stoppages; made recommendations, as appropriate, to senior management.



- Assisted in the design of a conflict management program which was jointly facilitated by management and union representatives.

SERVICE ENHANCEMENT COACHING

- Worked with an operations division of a large property management firm in the development of a service excellence strategy. Activities included facilitating the Senior Steering Committee, designing and delivering related training and service products, examining reward and recognition systems and generally providing coaching to senior management to successfully implement the strategy.
- Designed and facilitated a variety of service enhancement programs ranging from *An Introduction to Service* to *Applying Service Standards* and *Train-the-trainer* programs for a medium-sized real estate management firm.

“ An interesting, informative and provocative seminar. A seminar I will highly recommend to my fellow managers.”
- Provided consulting services surrounding a department re-structuring which was focused on service enhancement. The project also included working with the project team to define key processes and recommend process enhancements to maximize service delivery.





OUR MISSION

TO PROVIDE
THE HIGHEST LEVEL
OF PROFESSIONAL
AND INNOVATIVE
HUMAN RESOURCES
AND MANAGEMENT
SERVICES – BUILDING
STRONG PARTNERSHIPS
TO ACHIEVE
MUTUAL SUCCESS

LYTWTYN RESOURCES INC.
26 RIVERBANK DRIVE
TORONTO, ON
M9A 1J4
PHONE: (416) 242-3240
FAX: (416) 242-3280
E-MAIL: info@lytwynresources.com
www.lytwynresources.com