

CURRICULUM VITAE

Don Presant - President, Learning Agents Inc.

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Don Presant is a senior management consultant and an accomplished producer of video and multimedia e-learning solutions. His track record covers a range of innovative accomplishments spanning over 20 years, with diverse experience in the fields of e-learning, human capital development, knowledge transfer and community of practice.

Professional Profile

- **Pragmatic visionary:** conceives, advocates, pilots and implements long term visions for digital knowledge transfer, e-learning, online collaboration and building human capital
- **Innovative producer:** uses a combination of hands-on skills and tools and leadership strategies to execute agile video and multimedia web projects
- **Effective business analyst:** uses a variety of interpersonal and Internet research skills to elicit business needs, devise effective solutions and improve those solutions with practitioner feedback
- **Partnership/alliance builder:** forges external links with industry, non-profit and government to leverage organizational positioning, productive partnerships and critical R&D initiatives
- **Results-oriented leader:** develops and advocates innovative strategies and executes practical plans to achieve them; delivers projects to time and budget

Security Clearance

Level II (Secret)
File number 95648830-0001008310
Renewal 2020-03-19

Areas of Specialization

- Research and write strategy documents
- Elicit, analyze, document business requirements
- Design & implement e-learning and ePortfolio systems
- Design and facilitate communities of practice
- Produce and direct videos DVDs and webcasts
- Produce multimedia learning objects for e-learning
- Edit video and audio
- Facilitate focus groups and workshops
- Interview users, stakeholders, practitioners for feedback and knowledge transfer
- Build interactive web application wireframes
- Survey user needs; solicit user feedback for web applications
- Develop websites and web strategies
- Web 2.0 applications
- Manage vendors, clients / IT relationships
- Plan and schedule projects
- Plan Internet strategies
- Produce help files and performance support videos for web applications
- Develop and deliver training courses
- Work with French content (not completely bilingual)

Professional Interests

- ePortfolio
 - Career development tool
 - Personal Learning Environment
- Recognition of Prior Learning (RPL)
 - Education
 - Professions
 - Workplace
- E-learning
 - Competency management
 - Open education resources
- Video for learning
- Informal learning
- Community of practice
- Web 2.0 and social software
 - LinkedIn, Twitter, YouTube, Slideshare, Screen...
- Open source software, esp.: Mahara, Moodle, Drupal
- Immigrant settlement and employment

Memberships and Certifications

- Canadian Association of Prior Learning Assessment (CAPLA)
- Manitoba Prior Learning Assessment Network (MPLAN) (Past Chair)
- Human Resources Management Association of Manitoba (HRMAM)
- European Institute for E-Learning (EifEL)
- ePortfolio Community of Practice, Australia
- Centre for Workplace Skills (CWS)

Professional Experience

Learning Agents Inc. - President, 2000 to present

Workplace Education Manitoba/WPLAR “Career Portfolio Manitoba”

Started August 2010, ongoing (37 months to September 2012)

Senior Consultant, Multimedia Learning Program Producer, course developer, multimedia technologist, trainer

Workplace Education Manitoba and Workplace Prior Learning Assessment & Recognition (WEM/WPLAR) provide valuable Essential Skills and Recognition of Prior Learning (RPL) training for employability and workplace learning. They have been seeking ways to expand their reach and scope using Internet technologies.

WEM/WPLAR accepted a unique proposal by Don’s company, Learning Agents, in partnership with another small company already delivering a classroom/hard copy version of the course, to develop and launch this innovative community-based, Manitoba-wide ePortfolio initiative.

This human capital development service teaches participants how to reflect on their work, life and education experiences to elicit employability skills and knowledge which can be showcased for potential employers in a structured personal web site, with links to supporting evidence. It is a lifelong learning tool provided for free to all Manitobans.

Don is currently spearheading research partnership negotiations with a Canadian university using the same technology. The project has already been showcased in Australia, Germany, the UK and at a Canada-wide conference in 2011-2012.

Activities include Internet research, international conference presentations, partnership development and hands-on work with tools such as Mahara, Moodle and Web 2.0 applications.

Deliverables include the development of a community-based learning and showcase platform, adaptation of one course and 12 computer lab deliveries of that course by September 2012. A self-directed online version is in development.

CIC-FCRO: “Document Clearinghouse” - technical white paper

March 2012 (1 month)

Senior consultant

As a follow-up to a report delivered the previous year (see below), the Foreign Credential Referral Office (FCRO) was interested in exploring the feasibility of creating and maintaining a “One Stop Shop” or clearinghouse of FCR-related information and services for stakeholders across Canada, as an library annex to the IQ Network, an online community of practice.

This “One Stop Shop” would not be a standalone entity, but would leverage the efforts of the pan Canadian community, aggregating the content of a variety of relevant databases held by other stakeholders in dynamic “mashups” driven by Web Services and other syndication technologies.

This technical white paper provided background and analysis for this exploration as follows:

- Described Web Services and other syndication technologies and their potential for information aggregation “mashups”
- Described examples and best practices from similar solutions in Canada and elsewhere
- Provided potential sources of data partnerships and that could be developed to channel and filter relevant information to the Clearinghouse
- Suggested next steps for exploration.

Activities included research, analysis, writing, revision and presentation of the paper to FCRO staff.

(Client name confidential) E-learning solution specification

February to May 2012 (3.5 months)

Senior consultant, Project leader

(High level description only for confidentiality reasons)

A sector specific marketing communications company wanted to adapt a highly developed professional e-learning model developed in another country to Canada. To do so, they required a robust and flexible e-learning platform to meet initial and future needs.

Don researched the learning model and wrote a solution requirements specification document as a clear roadmap to develop the system. With this document, the client is now seeking funding to develop the system.

Activities included research, analysis, writing, revision and presentation of the document to the client. A simple working model was also produced using the Moodle Learning Management System.

Manitoba Aerospace: "The Competitive Edge"

February to April 2012 (1.5 months)

Video producer, Director

The Manitoba Aerospace Human Resource Council (MAHRC) had piloted an innovative supplier development program called the Competitive Edge Initiative (CEI). With the Manitoba CEI process firmly in place, MAHRC planned to roll the initiative out to a wider audience in the local aerospace community.

A centrepiece for MAHRC's communication strategy was this video, designed to be played at events and on the web. It tells the transformational stories of participating companies in the actual words of their CEOs, backed up by authentic video and images from their boardrooms and shop floors.

Featured elements include chromakey interviews on realistic backgrounds and animated motion graphics.

Activities included production planning, hiring crew, directing production and supervising post-production. Deliverables included a master DVD and an HD video file for upload to YouTube.

Video tutorial: "How to Learn with English Online"

February to April 2012 (1.5 months)

Video producer, Director

Following on from the 2010 promotional video (see below) English Online (EOL) required a video learning resource to help orient new learners to its service and give them the best chance of success with self-directed online learning.

The video was produced using EOL instructors and learners, in Winnipeg and abroad and overseas, using Skype. Featured elements included chromakey graphic sequences and white screen interviews.

Activities included production planning, hiring crew, directing production and supervising post-production. Deliverables were one HD video file for upload to YouTube.

Nutrients for Life Canada - website migration

January through May 2012 (5 months)

Producer, Multimedia technologist

Nutrients for Life Canada (NFL) required an interactive online learning platform for their curriculum, designed to bring the science of agriculture into the classroom. Don had previously modeled this new web content, working with the curriculum committee, using the Mahara eportfolio as a rough workbook.

NFL had problems working with its web hosting company to migrate this new content to the current website. Don proposed migrating the content to a new content management system based on Drupal, seamlessly maintaining the look and feel of the existing website. The project was completed on time and on schedule, at a fraction of the cost quoted by the existing web company.

Activities included hiring the new web production company, overseeing production and client liaison. The key deliverable was the new website, for which Don continues to produce new multimedia content.

University of Manitoba: Research conference capture

January to March 2012 (2.5 months)

Video producer, Director

Vulnerable Persons and End of Life New Emerging Team (VP-Net) was a study that examined palliative care and end of life issues for those traditionally thought of as vulnerable, including people with disabilities. The research findings were presented at a one day conference at the Manitoba Legislature in January 2012.

Activities included pre-production, production and post-production supervision. Deliverables included a DVD and a high quality video file uploaded to YouTube.

CIC-FCRO: “Document Clearinghouse” – technical strategy report

March 2011 (1 month)

Senior consultant

Citizenship and Immigration Canada’s Foreign Credential Referral Office (CIC-FCRO) were developing a Community of Practice website named the “IQ Network” (IQN) to stimulate and support the continuous of improvement of immigrant service delivery.

FCRO staff wished to explore the feasibility of developing of a comprehensive and searchable directory of Foreign Credential Recognition (FCR) resources.

As a first step, CIC-FCRO commissioned this consulting project to develop a model for the clearinghouse which can be validated and used as a guide for the development of the tool. The model needed to be able to accommodate multiple media and, in the spirit of the IQ Network, easily welcome user contributions.

Activities for the planning project included:

1. Research and analyze clearinghouse websites such as www.canadabusiness.ca
2. Produce a short strategy report that summarizes findings of the research and analysis and makes recommendations to develop an FCR document clearinghouse database
3. Collect a sampling of the records for such a database
4. Develop an interactive wireframe model of the database, showing how search can be directed by such criteria as:
 - a. Role (e.g. employer, regulator, immigrant, educator, service provider)
 - b. Location
 - c. Occupation
5. Show in the model how FCR-related webinars, webcasts and other multimedia content can be presented alongside text documents in the database
6. Validate the model in one or more focus sessions with CIC and stakeholders nominated by CIC
7. Revise the strategy report based on the validation findings, including recommendations for next steps

Nutrients for Life Canada - video learning resources

February to June 2011 (5 months)

Video producer, Director

Following an online web modeling process (see below), Don worked with the curriculum committee of Nutrients for Life Canada (NFL) and the Department of Agriculture at the University of Manitoba to produce a series of videos to introduce the concepts of the NFL curriculum.

These video learning resources were designed to explore a more sustainable, cost effective approach to video production, using on-camera Subject Matter Experts (University of Manitoba faculty) enhanced by still images from the field of study.

Activities included production planning, hiring crew, directing production and supervising post-production. Deliverables were five HD video files for upload to YouTube.

Nutrients for Life Canada: web modeling

September to November 2010 (2 months)

Senior Consultant, Producer, Multimedia technologist

Nutrients for Life Canada required an interactive online learning platform for their curriculum, designed to bring the science of agriculture into the classroom. Don was engaged to help model this platform, working with the curriculum committee.

This role included researching similar websites, interviewing practitioners and stakeholders for research and validation, producing model websites and producing screencast videos to demonstrate the websites for presentation to the board and potential funders. These models have successfully paved the way for further funded production.

Deliverables included producing two model web sites with matching screencast videos.

The tools used included, Internet search, Google Earth, YouTube, Vimeo, Mahara and Camtasia.

English Online promotional video

August to September 2010 (1 month)

Video Producer, Director

English Online (EOL) is a non-profit Adult EAL service for immigrants, funded by Manitoba Labour and Immigration (LIM). EOL needed a video to market its services and LIM needed a centrepiece for a high profile launch event for a new pre-arrival service strategy in Beijing, China. The video was produced with high production values in a very tight timeframe, to the delight of all the stakeholders. It became the centrepiece of the Beijing event, due to technical difficulties with overseas videoconferencing.

Activities included production planning, hiring crew, directing production and supervising post-production.

Deliverables were one master video DVD and one HD video file for upload to YouTube. The video has been viewed over 9,400 times on YouTube.

Centre for Workplace Skills (CWS): Online Community of Practice

May 2010 – March 2012 (22 months)

Senior consultant (researcher, writer, business analyst, trainer)

CWS is a national non-profit partnership of Business and Labour funded by HRSDC, whose mission is to improve the practice of workplace learning in Canada. Don is a member of CWS, and has been advocating for a focused community of practice strategy for several years.

CWS management engaged Don to survey their membership and develop a strategy document for an online community of practice. Don validated this document with an advisory committee and developed a costed plan for implementation using the Mahara eportfolio platform which was approved and the system was launched on May 30, 2011.

Activities included conducting Internet research, preparing, administering and analyzing the member survey, interviewing advisory committee members in depth, writing and revising the strategy document, selecting the technical platform, overseeing installation, configuring online navigation, seeding content, developing training video tutorials and delivering hands-on orientation sessions.

Tools have included telephone/Skype recordings, Microsoft Office, Survey Monkey and Mahara. Deliverables included one survey, one strategy document with multiple revisions and a working community platform called The Centre Online.

Nutrients for Life Canada: promotional videos

May to August 2010 (4 months)

Video Producer

Nutrients for Life Canada (NFL) required a series of five video vignettes to market to teachers the curriculum which NFL had developed, to bring the science of agriculture into the classroom. Don was engaged to design and produce those videos, working with the Executive Director, the curriculum committee and the Board.

These videos have been universally well received by teachers at workshops and conferences, due to their high production values and authentic testimonial approach. This role included researching, budgeting, hiring crew, planning production, directing and supervising post-production.

Deliverables included producing 100 video DVDs and uploading an HD version of the video to YouTube.

Manitoba Environmental Industries Association (MEIA) conference webcasts

2009-2012 (5 events, 2.5 months)

Video Producer, Director

MEIA was looking for cost-effective ways to extend the reach of its conferences and to archive them for the future use of its members. Don provided a method to capture keynote speeches, panel discussions and workshop presentations on video.

Activities have included pre-production planning, directing production and supervising post-production. Deliverables included 5 video webcasts to date. This is a popular innovation with their membership, with hundreds of views for some of the content over the past two years.

Citizenship and Immigration Canada (CIC): IQ Network community of practice strategy

September 2009 to October 2010 (8 months; multiple contracts)

Senior Consultant (researcher, writer, business analyst)

CIC's Foreign Credential Referral Office was developing a community of practice website to share best practices for qualifications recognition for immigrants.

Don was engaged to assist in the development of the solution by researching community of practice issues, surveying the community, creating wireframe models for validation, developing online content and engagement strategies, observing focus groups and writing reports.

Tools included Microsoft Office, Microsoft Sketchflow and Survey Monkey.

Deliverables included one strategy document, one static wireframe model (PowerPoint), one interactive wireframe model (Sketchflow), one focus group report, one survey and one survey analysis report.

The IQ Network was successfully launched in December 2011.

Manitoba Labour and Immigration (LIM): Community of Practice video

September 2009 – March 2010 (6 months)

Video Producer

LIM's Adult Language Training Division was developing a community of practice strategy for its language teachers and needed a training video to model authentic practitioner behaviour.

Don was engaged to work with the project officer to audition candidates, rehearse selected candidates, hire crew, find a suitable location and shoot the 100 minute video. Learning Agents' own video equipment was used to shoot and edit the video, with additional rented equipment.

Tools included a video package with 3 video cameras, Final Cut Pro editing and YouTube.

Deliverables included one 1 master video DVD and one HD video for upload.

Red River College - School for Indigenous Education: promotional video

2008 and 2010 (2 productions; 4 months total)

Video Producer, Director

Red River College's School for Indigenous Education required a marketing video to help recruit Aboriginal students from communities and reserves across Manitoba for the Computer Applications for Business Program.

Don worked with the client to interview graduating students about their learning experiences at Red River College and packaged these in dynamic ways to appeal to youthful audiences. The client was pleased with the results and engaged Don again for another production two years later.

Deliverables were two video DVDs, which have been workshopped across the province of Manitoba.

Canadian Manufacturers & Exporters Manitoba (CME-MB) website

February 2006 – February 2010 (49 months)

Senior Consultant, Producer, Webmaster

CME-MB required a new website and content management system to support a large multi-year training initiative and thought this would also be a good opportunity to upgrade its standard web presence.

Don and Learning Agents employees worked with CME-MB and the visual designer to implement a new information architecture and look and feel which was very well-received by member companies for its clarity and ease of use. Learning Agents managed the site until early 2010, when we asked to hand off these services to another company.

Deliverables included a new website and content management system.

OCASI "Alternative Occupations" videos

July 2008 – June 2009 (12 months)

Video Producer, Director, Videographer, Video editor

OCASI, the producer of the Settlement.org website, engaged Don to produce a series of video vignettes showing skilled immigrants in Ontario who had chosen non-regulated alternatives to their former regulated occupations.

Don worked with OCASI to find subjects, plan production and shoot and edit the videos, which were uploaded to YouTube.

Deliverables were 13 videos for webcast on YouTube. Total views by September 2012 exceeded 21,000.

Manitoba Labour and Immigration: video webcasts

November 2008 to February 2009

Video Producer

Manitoba Labour and Immigration engaged Don and Learning Agents to develop a variety of videos for webcast, for EAL teacher professional development and for immigrant learning. Activities included production planning, shooting, editing and packaging with PowerPoint presentations. These webcast videos have been viewed more than 3000 times.

Deliverables included 14 videos.

Information and Communications Technology Association of Manitoba (ICTAM) Work IT conference webcasts

February-March 2009 (0.5 months)

Video Producer

ICTAM engaged Learning Agents to videotape and publish two workshops at its 2009 conference. Activities included production planning, shooting, editing and packaging for viewing on the web.

Deliverables included two webcasts.

Le Conseil de développement économique des municipalités bilingues du Manitoba (CDEM): Destination carrières Manitoba

March 2009 – present (42 months)

Executive Producer, web producer, multimedia technologist (French project)

Don partnered with CDEM to successfully apply for federal and provincial funding for this adaptation of the Career Destination concept to the Francophonie of Manitoba, showing how great careers can be enjoyed by bilingual francophones in both urban and rural communities. This project has been renewed for the coming year.

Deliverables included a website with 18 career profiles completed and 5 more in preproduction phase.

WPLAR: “Beyond Manitoba” messages

September-November 2009 (3 months)

Senior Consultant/multimedia producer, interviewer, audio recorder, photographer, multimedia technologist

WPLAR needed international testimonials for their website about the Recognition of Prior Learning (RPL) in the workplace which would help validate their activities in Manitoba.

Don was contracted to attend an international RPL event in London, England to interview and photograph five practitioners talking about their practice. These testimonials were packaged and uploaded with prominent positioning on the WPLAR website. WPLAR has since requested additional content, which is in progress.

Deliverables included five photos, five audio clips and five transcripts.

Manitoba Labour and Immigration (LIM): ePortfolio presentation

October 2009 – January 2010 (4 months)

Senior Consultant

LIM engaged Don, due to his recognized expertise in the field, to prepare a presentation and a report on the feasibility of ePortfolios to serve the needs of immigrants to Manitoba. The presentation was made to LIM management and staff in December 2009 and the report was delivered in January 2010.

Deliverables included a PowerPoint presentation and a summary report. Although Manitoba Immigration chose not to proceed, the work that went into this project led directly to Career Portfolio Manitoba later in 2010, with funding from Manitoba Entrepreneurship Training and Trade.

Manitoba Aerospace: Demographic Tool Evaluation Survey (DDD)

April to August 2008

Senior Consultant

Working with other sector councils, Manitoba Aerospace had developed a workforce retirement simulation tool based on Excel. It allowed member companies to conduct predictive risk analysis of potential future skills shortages based on varying retirement scenarios.

Don was engaged to poll a representative sample of business users, analyze the results and write a report summarizing the tool with suggested next steps for improving the tool itself, its business model and its marketing.

Deliverables included the survey questionnaire and the report itself, comprising 27 pages plus appendices.

Manitoba Food Processors Association (MFPA) Food Safety Conference webcasts

October 2008 (0.5 months)

Video Producer, Director

MFPA needed a solution to share non-formal learning from a one-day food-safety conference held in Winnipeg in 2008. Learning Agents was engaged to plan production, record six sessions and edit these to share on the web for one year.

Deliverables included six edited webcasts. These are now obsolete and have been removed.

Manitoba Labour and Immigration (LIM): “English Online” framework

December 2006 to March 2007 (4 months)

Senior Consultant, Team Leader

LIM’s Adult Language Training Branch (ALT) needed a solution to integrate and rationalize the online delivery of publicly funded English as an Additional Language (EAL) instruction in the province. Don was engaged to assemble and lead the consulting team of subject matter experts and instructional designers who produced a strategic plan for online EAL in Manitoba.

The key deliverable was the strategic plan itself, which included a e-learning framework. This plan was implemented to create the service called myenglishonline.ca.

Citizenship and Immigration Canada (CIC): "Welcome to Canada" web portal

November 2004 to February 2006 (25 months)

Senior Consultant, Project Coordinator, Multimedia Producer

CIC needed to upgrade its “Going to Canada” immigration portal to reflect the changing environment of its needs, policies and services. Don was engaged to develop an adult learning approach to the introductory section of the portal entitled "Welcome to Canada".

Don established a partnership with an immigrant service agency as the key stakeholder, then recruited and coordinated the learning design company which developed the learning blueprint and delivered the content.

He validated content with stakeholders across the country and provided multimedia learning testimonials in English and French from immigrants, which were then embedded in the curriculum (“Messages from Canada”).

Deliverables included the Learning Blueprint and three learning modules, including “Messages from Canada”.

Human Resources and Skills Development Canada (HRSDC): ePortfolio for Skilled Immigrants and Employers

August 2005 to March 2006 (8 months)

Senior Consultant

Don and Learning Agents partnered with the Learning Innovations Forum (LifIA) of BC and three other organizations across the country in a contribution agreement with HRSDC. The objective was to develop a research report examining the feasibility ePortfolios as a strategy to accelerate the human capital development of skilled immigrants to Canada and their integration into the workforce. The resulting report was validated with employer focus groups across the country and delivered to HRSDC. Don recruited CME Ontario as the Ontario partner

and hired the facilitator for the focus groups in Winnipeg, in addition to providing content for the PowerPoint presentations and the reports.

Key deliverables for this project were the initial research report, the PowerPoint presentations for the validation process, and the validation report.

Manitoba Aerospace: Demographic Tool Launch

June to September 2006 (4 months)

Senior Consultant, Multimedia Producer, interviewer, audio recorder, photographer

Working with other sector councils, Manitoba Aerospace had developed a workforce retirement simulation tool based on Excel for member companies to conduct predictive risk analysis of potential future skills shortages due to looming retirement issues.

Don was engaged to create a multimedia presentation for the launch event. The objective was to establish the need for such a tool for the audience, complete with supporting evidence and employer testimonials. The key deliverable was the multimedia presentation, which was delivered on CD.

Manitoba Labour and Immigration: Manitoba Regional Immigration Planning Guide Portal

September to December 2005 (3 months)

Senior Consultant

Manitoba Labour and Immigration required a web solution to support its regional immigration framework, based on strategy documents developed by the Regional Development Institute and the National Working Group on Small Centre Strategies. Don was engaged to model the website architecture and suggest a strategy for its implementation.

The key deliverables were the model website and the report, which were delivered on time and on budget.

TFO: Destination carrières Ontario

April 2005 – present (89 months)

Executive Producer, Web Producer, photographer, multimedia technologist (French project)

Don partnered with TFO to request federal and provincial funding for this adaptation of the Career Destination concept to the Francophonie of Ontario, showing how exciting careers can be enjoyed by bilingual francophones in both urban and rural communities. This career exploration website is still prominently featured on the TFO web portal.

Deliverables included a website with 50 career profiles

OARS Training Inc. (WPLAR): Work Ready Skills Passport - Interoperability Report

June to September 2005 (4 months)

Senior Consultant

Funded by WPLAR, OARS Training had developed a workplace Recognition of Prior Learning (RPL) tool called a skills passport. Don was engaged to investigate the feasibility of transforming this paper tool into an electronic one. The research required encompassed emerging global technology practices and investigation of a local alternative tool funded by a Manitoba government department.

The key deliverable was a feasibility report which became part of a larger report about the skills passport submitted by OARS Training to WPLAR.

Manitoba Labour and Immigration: Career Destination MANITOBA for Newcomers

July 2004 – present (77 months)

Executive Producer, Web Producer, interviewer, writer, editor, photographer, audio recorder, multimedia technologist

Don made a unique proposal to Manitoba Immigration and Multiculturalism to adapt the Career Destination solution to the needs of immigrants coming to the province.

Career Destination: Manitoba for Newcomers is an innovative online gallery of career success stories of skilled immigrants who have found ways to get past all the barriers to work again in their professional fields.

More than just another career web site, Career Destination: MANITOBA is a virtual community of useful stories, enabling diverse contributors to talk about what works, what to avoid and how not to give up.

The success stories of these immigrants act as “human fact sheets” for those who follow, providing real examples of how to navigate barriers, address gaps and build on what they have in practical ways. These authentic role models give advice in areas such as:

- Credential recognition
- Language skills
- Workplace culture
- Finding work
- Living in the community

The stories are told in the words of the immigrants themselves, based on in-depth structured interviews, with voice clips enhanced by video and images from local workplaces. These multimedia career biographies speak to new immigrants on both an intellectual and an emotional level as their subjects talk frankly about how they successfully made the transition to

Canada. Best practice stories from employers, counsellors and others in the community who have helped them achieve their success add expert depth to the value of personal experience.

This virtual orientation service is directly connected to the provincial immigration portal. Each career profile is linked to community-specific labour market databases and other useful occupational information to help newcomers get started.

This solution has been built in phases over the years since 2002, starting with a gallery of 15 profiles. It now totals over 100 profiles, with examples from regulated professions, skilled trades and small businesses, in addition to many other occupations and best practice short stories.

Deliverables included a custom designed website with 106 career profiles to date. It has been audience tested several times and received over 27,000 visits in 2011, over which time Manitoba received 16,000 immigrants.

WPLAR: ePortfolio strategy

January to March 2004 (3 months)
Senior Consultant

Based on advocacy by Don and his partners, WPLAR engaged Learning Agents and the Learning Innovations Forum (LifIA) to develop a vision for ePortfolio as a human capital development tool for the Manitoba department of Competitiveness Training and Trade, which was comprised of Manitoba Apprenticeship, Employment Manitoba and Industry Workforce Development.

The report and presentation were the key deliverables for this project. This work underpinned the implementation of Career Portfolio in 2010.

Canadian Labour and Business Centre (CLBC): eGovernment report

February to May 2004 (4 months)
Consultant

The CLBC had a contract with CIDA to deliver a e-government strategy for the state of Sao Paolo in Brazil, based on Canada's recognized international leadership in the field of e-government.

Don and a senior colleague partner from SpringWorks were engaged to inventory and catalogue e-government examples in Canada in a report for CLBC, which the organization delivered as part of a series of workshops in Sao Paolo.

The key deliverable was the research report and inventory.

Human Resources and Skills Development Canada (HRSDC): National Occupational Web Services (NOWS) Strategy

January to March 2004 (3 months)
Senior Consultant, Multimedia Producer

HRSDC was developing a new technology strategy for sharing Labour Market Information via web service protocols and needed a visualization tool to develop support among stakeholders for the initiative. Don was engaged to design and produce an animation which successfully communicated the concept for HRSDC management and community stakeholders, leading to the development of what is today called the Working in Canada tool.

The project also included participation in a formative workshop of stakeholders demonstrating the animation, with a follow-up internal report for HRSDC staff.

Key deliverables were the multimedia animation and focus group report.

Canadian Labour and Business Centre (CLBC): "Community of Practice" Planning

June to August 2003 (3 months)

Senior Consultant

At Don's suggestion, the CLBC commissioned Learning Agents to investigate the feasibility of setting up a community of practice for CLBC and its members to better share best practices and lessons learned in the field of workplace learning. The process incorporated research and analysis, the preparation of the Action Plan, presentation of the plan to CLBC management and revision of the Action Plan based on CLBC feedback on the presentation.

The key deliverable was the Action Plan. Although not acted upon before the dissolution of the CLBC, this initiative came alive again in 2010 through the interest of the Centre for Workplace Skills (CWS), a new organization now filling CLBC's mandate. The Executive Coordinator of CWS had been a member of the CLBC team in 2003.

TVOntario: "Career Matters - Apprenticeship"

February to March 2003 (1.5 months)

Senior Consultant

TVOntario's Independent Learning Centre commissioned Don to research and canvas solutions for Apprenticeship in Ontario, to inform the development of a complementary Apprenticeship solution on TVO's Career Matters career development portal.

Don conducted Internet research, interviewed several of the service organizations by telephone and prepared a report for TVOntario management, which was accepted after minor revisions. This report helped guide TVOntario's Apprenticeship strategy.

HRSDC: "EON Atlas to the Canadian World of Work"

September to November 2002 (3 months)

Senior Consultant, Multimedia Producer

HRSDC was seeking ways to make Labour Market Information and the National Occupational Classification (NOC) system on which it is based, more accessible to community stakeholders.

At Don's suggestion, HRSDC commissioned an interactive map of the NOC Matrix. This map illustrated the relationships between families of occupations in a clear and engaging way, which led to further work with HRSDC.

The key deliverable was an interactive diagram.

Career Destination: MANITOBA career exploration website

March 2002 – present (126 months)

Executive Producer, Web producer, interviewer, writer, editor, photographer, audio recorder, multimedia technologist

Don developed the concept for this community-based solution to skills shortages, piloted it with three Manitoba sector councils, then partnered with the Manitoba Sector Training Network to build a large scale portal with federal and provincial funding, based on a unique proposal.

Other partners over the years have included WPLAR, Frontier School Division and Manitoba 4Youth. The site is still going strong, averaging over 20,000 page views a month and used in schools and pre-employment agencies across the province.

Deliverables consisted of a multimedia website with 86 career profiles to date.

Chicopee Manufacturing: Lean Manufacturing video

June to September 2001 (2.5 months)

Video Producer, Director, Editor

Chicopee Manufacturing, one of the organizations featured in the video "Canadian Manufacturers: GO LEAN", hired Don to edit another version of the video which featured more Chicopee employee content, in order to create an internal training tool for their lean manufacturing journey.

The key deliverable was a ten minute video.

Red River College/Industry Canada: Lean Manufacturing video

January to August 2001 (8 months)

Video Producer, Director, Editor

Don was working with Red River College's Market Driven Training department to develop a training program for lean manufacturing. However, there was little understanding of the concept among most manufacturers, which pointed to the need of an instructional video showing the success stories of Canadian manufacturers who were going lean.

Don developed a partnership between Red River College and High Performance Manufacturing in Ontario to develop the video with funding from Industry Canada.

The key deliverable was a ten minute video on VHS and CD, which was distributed across the country. An animation excerpt of this video still plays on YouTube, with over 60,000 views.

Red River College: Market Driven Training (RRC-MDT)

May 2000 to March 2001 (11 months)

Senior Business Development Consultant

This was the first contract for Don's newly incorporated company, Learning Agents. He was hired to develop and sell training programs for RRC-MDT's new computer training centre in downtown Winnipeg.

In this role Don developed new business and supervised new curriculum development.

The key achievements were the development of training partnerships with Macrodyne Technologies, Encore Business Systems and Lean Enterprise Institute Canada.

TVOntario 1989-2000

Computers and Telecommunications department

August 1996 to April 2000 (44 months)

ICT manager (9 staff)

TVOntario was rebuilding its IS Department and brought Don over from the Online Group to manage hardware and networks, which included telephones, desktop computers, the server plant and the corporate data network.

There were many challenges including poor morale, a very old technical plant and a suspicious Finance Department, based on the history of the previous IS regime.

Don developed and successfully negotiated an IT capital renewal plan with senior management to enable TVOntario's strategic shift to the Internet (annual capital investment increased from \$100K to \$500K). He reduced costs for telecommunications infrastructure and service by over 50% over three years.

He also negotiated creative partnerships to significantly reduce IT costs (HP-\$250K, Sun-\$150K).

The Online Group

April 1993 to August 1996 (39 months)

Founder, team leader

TVOntario was in the process of reinventing itself under a dynamic new CEO and looking for new ideas. While working as a video editor, Don came forward with an idea for a corporate community of practice based on an electronic Bulletin Board System (BBS), which also solved a serious technical problem of email file exchange between Macs and PCs.

Three months (and several proposals) later, Don was leading a self-directed work team whose mission became taking TVOntario into the Internet era, which they successfully accomplished within a year, paving the way for a series of international awards for innovative online content.

Activities included:

- concept, proposal, budget and hiring for the Online Group
- initial platform selection and later extension to the Internet
- internal/external education, promotion and business development

Deliverables included a corporate bulletin board system (retired 13 years later) and a company website (now several websites).

Video post production department

August 1989 to April 1993 (45 months)

Video Editor, Writer, Director

Don joined the non-profit educational broadcaster TVOntario to become a video editor, assembling video programs for broadcast, working with directors in both English and French.

Tools and methods included CMX computer editor with offline list clean and trace, GVG/Ross video switchers, ADO digital effects systems and Chyron video titler.

After becoming the production editor on several projects, Don began writing scripts and directing post-production for episodes of "The Global Family", a highly popular nature series which was an international co-production with NHK in Japan.

Technical Skills

- Microsoft Office Suite
- Microsoft Visio
- Microsoft Sketchflow
- Moodle Learning Management System
- Totara Learning Management System
- Mahara ePortfolio system
- Drupal Content Management System (CMS)
- Final Cut Pro
- Camtasia Producer
- Multiple platform computers, telecommunications (voice and data), video and file environments

Education and Training

2011 Video for Learning Workshop

2009 The MASIE Center, Saratoga Springs, NY
Using Moodle, Remote-Learner
(online)

2006 PLAR Foundations course
Red River College

2005 Extreme Learning Workshop
The MASIE Center, Saratoga Springs, NY

2003 Communities of Practice
University of Toronto Professional Learning Centre

2001-2002 eLearning: Teaching & Training with Technology
Seneca College

2000 Train the Trainer (Adult Learning Principles)
Red River College

1998 Essentials of Project Management
MICA Management Resources

1980 **Honours BA** in Communication Studies
Concordia University