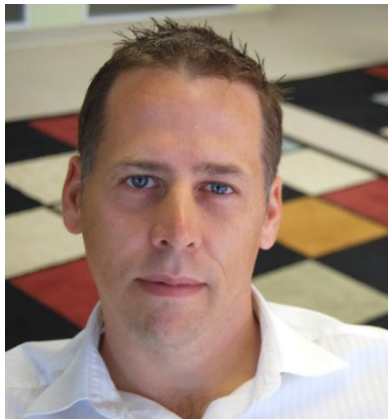


James Bretzlaff, MBA, CMC



BACKGROUND

James was the first employee of Berlin Eaton, joining the firm as a management consultant in 1999. Since then he has played key delivery roles in a wide range of projects from one-on-one leadership coaching to comprehensive, provincial-wide organizational effectiveness initiatives.

Whether building strategic direction, establishing effective processes or solving other organizational challenges, James is known for his ability to coach individuals and teams to performance excellence. He carefully balances the need for solutions to have high levels of technical accuracy as well as full engagement, ownership and buy-in.

James attributes much of his successful approach to his background in high performance sport. As an athlete, James represented Canada in swimming events around the globe. He won national titles in both individual and team events, and was a finalist at the 1988 Olympic Trials. After retiring from the sport, James held coaching positions at two major Canadian Universities and helped develop numerous national finalists, medal winners and Olympic team members. James brings the knowledge gained from these experiences to his consulting engagements and believes there are no shortcuts to excellence.

EDUCATION and DESIGNATIONS

- **Certified Management Consultant**
Awarded in 2002 and named to the Association's honour role for distinguished performance (top 10 in Canada) in the 8-hour case exam.
- **Master of Business Administration**
University of Victoria, 1999
- **Bachelor of Physical and Health Ed.**
University of Toronto, 1994

SELECTED ENGAGEMENTS

BC Office of the Auditor General Continuous Improvement Project April 2008 to December 2008

The BC Office of the Auditor General serves the people of British Columbia by conducting independent audits and advising on how government is managing its responsibilities. Through this project, James worked with staff at all levels to develop a quicker and more consistent process for performing audits. Results included a consistent process to be used across all areas, a set of standardized audit tools and higher levels of engagement among staff.

Southridge School Athletics Strategy Development and Execution September 2009 to March 2010

Southridge is an independent school in South Surrey BC, dedicated to developing graduates who will make a difference to our world. Through this project, James coached the Senior Management Team through the development of a strategic plan for their athletics department. This included gathering relevant information about other schools, interviewing internal stakeholders, developing a sustainable vision that would see their program strengthen even further, as well as setting goals and priorities for the future. Results included a revised strategic direction for their athletics program with high levels of

engagement and buy-in within their community.

James has provided similar strategy development services to independent schools across the country since 2002.

Ministry of Agriculture and Lands Leader Development May 2008 to May 2009

In 2008, the BC Ministry of Agriculture and Lands embarked on an initiative to help develop their internal leadership capacity by building a culture of coaching amongst staff at all levels. James initially supported this through the design and delivery of coaching training sessions across the province, followed by some one-on-one executive coaching over the course of a six month period. Results of the project for the organization included the implementation of a practical and shared coaching culture across offices.

BC Ministry of Health Correspondence Continuous Improvement Project February 2010 to July 2010

Correspondence with the public is an integral part of the Ministry of Health's overall business and service plan. This project focused on identifying ways to streamline the internal correspondence processes, improve the staff teamwork within the unit, as well as improve working relationship with other units. James worked with a cross-functional team of staff to help them develop their own solutions and build a detailed implementation plan to see it through to success. Results to date include a faster turnaround time, higher quality and stronger relationships.

OTHER INTERESTS

In his spare time, James a wide variety of outdoor pursuits. He continues to support Canadian amateur sport wherever possible as a local board member and volunteer.