



ABOUT SOFIA

Sofia Arisheh doesn't like human resources, she loves it! She is a firm believer that the secret to a winning business is the investment in your people. She is a Human Resources (HR) strategist, leader, advocate and educator. She draws from her extensive experience in the corporate and HR sectors to inform and inspire audiences to adopt a people-centric approach to business.

A lifelong learner at heart, Sofia's passion lies in learning and development. Her interactive training workshops, delivered to various stakeholders from front-line staff to top executives, are motivating, practical, entertaining and results-driven.

As keynote speaker and master trainer, Sofia delivers dynamic, engaging and impactful presentations to help audiences understand how to build and strengthen their people practices to drive business results. Her highly customized content and captivating delivery style fosters an environment of collaboration, knowledge sharing and participation creating an immersive, engaging and highly effective learning experience for audiences.

Her mission is to help companies think, act and operate in a people-first culture.



INQUIRIES & BOOKINGS

To book Sofia for your next event, please contact us.

- Website: www.upskillconsulting.ca
- Email: info@upskillconsulting.ca
- Phone: 604-312-4482

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KEYNOTE TOPICS & WORKSHOPS

Change Management: Leading Change Successfully

Change isn't easy. Although some changes may seem minor to us, we must consider the change from the perspective of those ultimately impacted. We operate in a constantly changing world, from mergers and acquisitions to system changes, to people changes and more. Whether it's small-scale or large-scale changes, communication needs to be planned and built into every step – from the launch of the change, throughout the change implementation and well after change has been ingrained into the day-to-day.

Sofia Arisheh will walk you through the importance of managing and leading change in your firms and will equip you with the skills to build a change management plan to implement and sustain your changes moving forward.

Learning Objectives:

- Understand the importance of adaptability
- Recognize set of tools and methodologies to help guide people through change
- Identify and examine best practice techniques for managing and leading change

Conflict Resolution: Handling Workplace Conflict

Conflict is a natural and normal occurrence in the workplace. It occurs in every organization and transcends all industries. For any team that strives to attain its goals, conflict is inevitable. Although differences will occur, the outcome doesn't have to be negative. Oftentimes, conflict resolution is not within our comfort zones, yet choosing to ignore conflict has dire costs to our culture, employee engagement, performance and ultimately our bottom line.

Sofia Arisheh will walk you through the importance of addressing conflict as it arises and will provide hands-on scenarios to hone in on skills required to handle conflict effectively.

Learning Objectives:

- Define conflict resolution
- Recognize the importance of conflict resolution and the associated risks/costs of not handling conflict
- Identify your role in conflict resolution
- Apply conflict resolution techniques in addressing common workplace conflict scenarios



Employee Engagement: Building an Actionable Framework

Rolling out an employee engagement survey is not easy. It requires an incredible amount of preparation and project planning. While employers mean well when opting to solicit feedback from their employees via an engagement survey, they often miss the mark. We have to remember that addressing employee engagement is not an overnight fix but rather a journey. It's imperative that engagement assessments and solutioning is done right. If not, the ramifications can be detrimental, most notably eroding trust and further negatively impacting engagement.

Sofia Arisheh will walk you through the importance of employee engagement and the key components in building a framework resulting in actionable steps to successfully roll out engagement initiatives.

Learning Objectives:

- Define employee engagement
- Recognize the importance of employee engagement in the workplace
- Understand the key steps in end-to-end employee engagement initiatives
- Identify best practices to action engagement initiatives and build long-term traction

Ideation: Kick-Starting Creativity and Innovation in the Workplace through Icebreakers

Icebreakers are often awkward and dreaded activities but if done right, can be incredibly valuable. When facilitating training, workshops, brainstorming sessions and team meetings, icebreakers help to not only get better acquainted, but can also help to generate meaningful, lively and creative discussions. Oftentimes, the expectation of participants is to share ideas. This is where ideation comes into play. Ideation is the creative process of generating, developing, and communicating new ideas to encourage thinking outside the box.

Sofia Arisheh will demonstrate how to successfully facilitate ideation techniques.

Learning Objectives:

- Understand the benefits of introducing ideation icebreakers within your teams
- Identify how to choose the right icebreaker for your next meeting or training session
- Examine techniques and instructions on how to best facilitate group icebreakers
- Review logistics (time allotment, group size, instructions) of 5 icebreaker examples



Impactful Communications: Transforming Information into Memorable Visuals

Transforming data, information or communications into a visual representation will not only create a more palatable medium for your audience but will also increase comprehension and overall retention of the information. It's said that visual information gets to the brain at a rate of 60,000 times faster than text alone.

Sofia Arisheh will walk you through the key principles of visual representation and how you can begin to transform your business communications into strong visual representations of information for your teams, senior leadership and even clients.

Learning Objectives:

- Understand the importance of transforming data into a visual representation such as an infographic
- Identify the four key principles to consider when creating a visual representation of data/information/communications
- Differentiate between effective and ineffective visual representations
- Recognize key tools and resources to create visual representations

Mindful Communication: Tailor, Adapt and Engage

There is no one-size-fits-all with communication! We all communicate differently and often the first step in strengthening our interpersonal skills is exploring our own strengths and areas for development. In our day-to-day interactions, both in our workplaces and in our personal lives, we communicate with others, sometimes successfully and other times not so successfully. So how do we better understand others and respond more effectively?

Sofia Arisheh will walk you through four communication styles and will share some of the key characteristics of each style to learn how we can better adapt our communication to meet the needs of others.

Learning Objectives:

- Understand how perception plays a role in how we choose to communicate with others
- Appreciate the importance of exploring communication styles and its value to the team
- Recognize the different communication preferences and key characteristics of each
- Identify techniques and strategies to cater to varying communication preferences



Performance Feedback: Effectively Giving Constructive Feedback

Establishing a culture around feedback will help with employee retention, effectiveness and overall performance. As leaders, our workloads continue to grow, our project timelines continue to be pushed forward, our teams continue to expand, our clients continue to demand more and more. All of this resulting in less and less time spent on developing our people, including carving out time to provide feedback.

Sofia Arisheh will walk you through the importance of providing both positive and constructive feedback, providing you with a toolkit of resources to help hone in on giving feedback, especially constructive feedback.

Learning Objectives:

- Recognize the importance of providing positive and constructive feedback
- Identify the do's and don'ts of providing constructive feedback
- Leverage the library of starters to practice written feedback
- Apply resources to practice giving constructive feedback

Succession Planning: Building Your Bench Strength. Who's Next in Line?

We have all been there! Someone leaves our organization, and we then scramble to find a replacement. It's time we begin to build our internal talent pipeline to better plan for future development and ultimately meet long-term needs. Succession planning allows us to prepare for our future of leaders and build pools of highly skilled individuals methodically and strategically.

Sofia Arisheh will walk you through the importance of succession planning and a six-step framework to build a robust succession plan across various positions within your firms.

Learning Objectives:

- Define succession planning
- Recognize the importance of succession planning and our changing landscape
- Understand the six-step framework in building a talent pipeline and robust succession plan



Train the Trainer: Techniques to Strengthen Your Workplace Training

To deliver top-notch, high-quality workplace training, it's imperative that in-house trainers are set up for success. Helping your trainers better develop, plan and deliver successful training sessions will result in better learner outcomes. The ultimate goal of training is to ensure that the learner walks away from the session being able to apply the skills taught. To do this, the trainer must be skilled in facilitation, always with the adult learner in mind.

Sofia Arisheh will walk you through the tips and tricks and best practices on how to prepare for, open, lead, manage and close your training session.

Learning Objectives:

- Understand the key elements to successfully prepare for, open, lead and close your training
- Review logistics and room set-up conducive to training
- Recognize how to leverage agendas, introductions, parking boards and ground rules
- Identify different learning mediums
- Understand methods to engage participants and accommodate different levels

Workplace Mentoring: Unlocking the Potential in People

To facilitate and foster growth within a business we need to shift our focus on our employees. There is no denying that our industry landscapes are constantly changing, and this warrants a sharpened focus on attracting and retaining our people through mentoring. Workplace mentoring can help your people improve on-the-job performance and develop into leaders of tomorrow.

Sofia Arisheh will walk you through the importance of mentoring in the workplace, with particular emphasis on our shifting industry and demographic landscape and will help you identify key actionable steps to strengthen your workplace mentoring, both personally and on an organizational level.

Learning Objectives:

- Understand the value of mentoring in the workplace
- Recognize personal strengths in leading and mentoring others
- Identify how to leverage strengths to exhibit effective mentoring in our day-to-day



RECENT KEYNOTE PRESENTATIONS & TESTIMONIALS

- BC Legal Management Association (BCLMA)
- Chartered Professional Accountants of BC (CPABC)
- Chartered Professionals in Human Resources of British Columbia and Yukon (CPHR BC & Yukon)
- Davis Benefits and Pensions
- Greater Langley Chamber of Commerce (GLCC)
- Java Lovers
- Lean In (Fraser Valley Circle)
- Semiahmoo Senior Service Providers
- Women's Enterprise Centre



BC Legal Management Association (BCLMA)

"I write this recommendation in support of Sofia Arisheh of Upskill Consulting. I have known Sofia as a professional acquaintance for a number of years. I recently engaged Sofia to speak to a group of HR and professionals for a lunch-time professional development session. Throughout our interactions, it was clear that Sofia is a speaker with a number of relevant areas of expertise within the HR and leadership world to draw upon. During our planning process, Sofia asked relevant and insightful questions about the audience, considered the learning options and limitations available, and made suggestions as to topics that would be most impactful given the specifics of the session. Her intuition and insights along the way were spot on. She was professional, well-prepared and easy to deal with throughout.

I unfortunately was out of town to see the session she facilitated but as the Chair of the group, I receive a lot of feedback - everything indicated that Sofia did a wonderful job and was received as an impactful speaker by the audience.

I highly recommend you consider Sofia for speaking engagements on HR and leadership!"

Megan McAllister, BCLMA Chair

"I was fortunate to attend a presentation given by Sofia. Typically, I find presentations to be dull, non-interactive and difficult to sit through. I was pleasantly surprised to experience the opposite with Sofia. From the beginning you could feel Sofia's enthusiasm and her passion for the topic was very evident. Sofia was great at engaging the audience and keeping everyone involved. This is one of the few presentations where I felt I could take something away!"

Bria Taker, BCLMA Co-Chair & Event Attendee



Chartered Professional Accounts of British Columbia (CPABC)

“This presentation was excellent. The ability to move through various modules was excellent within Zoom. Overall, these ideas work in a digital and non-digital environment.”

“Breakout groups were an excellent addition.”

“Very engaging speaker.”

“Definitely will be able to use this material in my workplace ... lots of good tips and ideas.”

Anonymous Survey Participants, Event Attendees



Chartered Professionals in Human Resources of British Columbia and Yukon (CPHR BC & Yukon)

“Sofia’s workshop, “Converting Data and Text into Visual Representation” in the CPHR BC & Yukon HR Consultant roundtable, was an “A-ha” moment! Before I attended her session, I put many messages in one graph and/or one slide. Thanks to her presentation, I was able to better understand my audience and have now changed my strategy and work to better align to the audience. After her presentation I am now able to take one key message for each visualization and integrate them into a meaningful and compelling story for my audience.”

Eunice E. Kim, Event Attendee

“Sofia was presented at the CPHR HR Consultants roundtable. She is an organized, resourceful and knowledgeable speaker. Given Sofia’s HR background, she could relate to our audience quickly and was able to help our audience apply the knowledge they’ve just learned to their jobs. She made the session interactive and there were hands-on activities too in which the audience enjoyed doing. At the end of the session, she also gave us a list of resources and tools as our take-away and reference guide. I’ve received positive feedback from our audience on how engaging and practical her session was. I won’t hesitate to invite Sofia again as our guest speaker and would highly recommend her to speak not only us the HR professionals but also others as well.”

Jenny Lau, Event Chair and Event Attendee



"I had the pleasure of attending one of Sofia's presentations titled "Converting Data & Text into Memorable Visuals" in January 2019. It was a memorable session as Sofia is an energetic and thoughtful presenter. The presentation was interactive, and she took the time to check on the participants individually. It was a great learning opportunity, and Sofia was so kind to provide data visualization resources that she uses. I highly recommend any HR professional to attend Sofia's presentations, you will not be disappointed!"

Laetitia Lim, Event Attendee



Greater Langley Chamber of Commerce (GLCC)

"Sofia of Upskill Consulting presented to our members at a Lunch & Learn in our office on the techniques to strengthen your workplace training. Sofia was a tremendous facilitator due to her enthusiasm, her knowledge on the different levels of training and her ability to assess the group's awareness on workplace training. Her workshop was hands-on, engaging and her teaching approaches were unique, which made it easier to remember the details of her presentation. Sofia has trained small groups of 10 people to large groups of 50 or more and she excels every time. We highly recommend Sofia if you're looking for an individual to train your employees or if you're looking for help in the training department. You won't be disappointed."

Greater Langley Chamber of Commerce, Event Organizer & Event Attendee

"I have been fortunate enough to attend more than one event where Sofia facilitated a workshop &/or was a keynote speaker. Her natural ease with people creates instant engagement and allows for comfortable interaction regardless of audience size.

With quick wit and warmth in her delivery she is seamless in her ability to direct the audience to key takeaways delivered through well organized and relatable content.

She is a confident speaker and an absolute pro in Human Resources and the systems needed for organizations to support their teams in an effective and efficient manner."

Shannon Pearson, Event Attendee



Java Lovers

"I have benefited from Sofia's informative presentations on a few occasions. Sofia is thorough and clear on her subject matter and ensures her audience is engaged. I particularly appreciate Sofia's warm, responsive and amiable interaction with the audience as well as follow up with individuals in the event that is requested."

Karen Angelucci, Event Attendee



Lean In (Fraser Valley Circle)

"I attended a presentation led by Sofia entitled "Balancing Life- 5 lessons learned." Sofia was knowledgeable, informative, funny and confident. I was especially impressed by her teaching style appealing to all sorts of learners utilizing visual, auditory and kinesthetic techniques. The interactive and fun live poll was my favorite! I would definitely love to hear her speak again!"

Tara Brayton, Event Attendee

"Sofia shared her personal story, which was at once relatable and inspiring. Her tips on creating a better work-life balance were insightful, and I enjoyed her audience activities. I would recommend her as a speaker for any business or networking event."

Lindsay Carlson, Event Attendee

"I sat in on one of Sofia's presentations that was part of "Lean In" Balancing Life: 5 Lessons Learned. Sofia opened up to us and shared with us her raw experiences that led her to where she is now. The thing I love the most about Sofia, is that she is real. After listening to Sofia talk, I truly felt connected to her. Listening to her made me realize there are other people going through the same life challenges. Her presentation was engaging, interesting, and well worth my time and attention. I would definitely recommend Sofia and would put her at the top of my list of engaging/interesting/inspiring speakers I have seen."

Cynthia Dreger, Event Attendee



“Sofia presented ‘Balancing Life: 5 Lessons Learned’ at a Langley Lean In Chapter meeting with enthusiasm and energy. Her presentation was captivating and personal. Sofia pulls in her audience with relatable, real-life experiences. Her solutions were easy, practical and effective and resonated in the mind and hearts of her listeners. Sofia is truly a professional and a pleasure to deal with at every encounter.”

Jane Iannacone, Event Attendee

“Sofia is a powerful and thought-provoking speaker, always engaging with her audience by providing real world examples and speaking from an authentic place. She is an animated story-teller, weaving lessons through her own personal and professional experiences. No matter the topic, she both entertains and educates and I have found myself using some of her tools in my own presentations and workshops. Sofia can easily connect with audiences both large and small and at all professional levels.”

Shannon Johnston, Event Organizer & Event Attendee

“I was fortunate enough to attend a ‘Lean In’ session Sofia lead. This was time well invested! Not only did I leave feeling uplifted by Sofia’s message about balance, I was encouraged and validated in the many ‘hats’ I wear. The session left me with valuable take-aways, such as the fact that our careers shouldn’t be seen as a ladder but rather a jungle gym. Sofia is a positive, warm and excellent communicator! Her passion for supporting others find balance and contentment in their life’s journey is so authentic and inspiring. I look forward to learning more from Sofia.”

Tamara Pudlas, Event Attendee



SPEAKER LOGISTICS

It is our mutual goal to make your upcoming event an unforgettable one. For your audiences' ultimate experience, Sofia Arisheh requests the following requirements.

Audio/Visual

I will bring:

- A laptop with an HDMI connection
- A Logitech wireless presentation remote/clicker
- A desktop PowerPoint presentation formatted for 16:9 aspect ratio

I need you to provide:

- An HDMI cable
- An A/V projector and screen
- A wireless headset microphone
- A speaker system with a mini plug for audio output from the laptop
- A flipchart stand

Travel

Event Organizers will cover the cost of the flights, transportation, hotel accommodations for the speaker.

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