

Mia M. Norrie, B.A., L.L.B.

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A Human Resources and Labour Relations Consultant with extensive senior leadership experience with both Unions and Management, critically placed to provide neutral assistance to parties in conflict

Mediation and Adjudication

- Trained Mediator serving on Alberta Government roster of mediators
- Certified Q.Arb experienced in adjudication and arbitration process serving on the Alberta Government roster of arbitrators and Federal roster of Adjudicators, Arbitrators and Referees

Workplace Investigations and Organizational Reviews

- Over 20 years background in managing and conducting respectful workplace investigations
- Conducted over 100 workplace investigations across a spectrum of industries
- Experienced in conducting complex organizational reviews

Training and Conflict Management

- Designed and delivered a variety of in-service programs, such as training internal investigators and managing conflict in the workplace
- Facilitated relationship building between Unions and Management to resolve disputes at collective bargaining and through the grievance process

Professional Experience

Norrie & Co., Edmonton, AB

July 1997- Present

Arbitrator/Investigator/Mediator/Trainer

- Adjudicator, referee and arbitrator on private and public sector disputes.
- Consulted with management clients to conduct organizational reviews and workplace investigations.
- Retained as Facilitator and Trainer with respect to matters of harassment and negotiation in compliance with applicable policies and laws
- Conducted over 100 complex and serious workplace investigations for private industry, public sector employers and not-for profit organizations
- Recognized by Alberta Court of Queen's Bench as expert witness in areas of H.R. workplace harassment policy development and investigation.
- Retained by organizations to assist in evaluating organizational effectiveness.
- Provided counsel to numerous management and union clients in areas of interest-based negotiations and union management relations.
- Appointed by GOA as neutral Chair of WCB Review Panel (2016 to 2017).

Federal Mediation and Conciliation Services, Gatineau, QC

July 2013 – Present

Adjudicator/Referee/Arbitrator

M.M.Norrie

Mediation Services, Alberta Human Services Edmonton, AB March 2013 – Present
Mediator/Arbitrator

ATCO, Edmonton, AB February 2011 – March 2013
Senior Director/Vice President, Human Resources

- Leadership of 30 HR staff and professionals, 31 Safety, Environment & Quality staff and Project Resource Team
- Member of Executive Leadership Team, Crisis Management and Privacy Officer

Edmonton Police Services, Edmonton, AB March 2008 – November 2010
Executive Director, Human Resources Division (Term Contract)

- Coordinated management and direction of >65 employees, consisting of five separate branches with senior direct reports and budget in excess of \$13M
- Advised Chief's Committee on HR matters as member of Executive Officer Team

Civic Service Union 52, Edmonton, AB June 1995- July 1997
Business Agent

- Conceived and led development team implementing "Alternative Dispute Resolution Process" to replace "Grievance Procedure" for City of Edmonton and Civic Service Union 52

Education

University of Alberta , Edmonton	<u>Bachelor of Laws</u> (Dean's List)	1991
University of Alberta , Edmonton	<u>Bachelor of Arts</u>	1988

Professional Training Programs, Public Speaking and Mediation Roles

- Developed and delivered training sessions with HR focus for management, employees and officers in public and private sectors
- Instructed at University of Lethbridge, Faculty of Management
- Taught and coached for Alberta Arbitration & Mediation Society (now ADRIA)
- Speaker at numerous industrial relations conferences on HR and labour relations
- Performed as Moderator and Advisory Committee Member for Alberta Labour Arbitration and Policy Conference (2003 and 2004, 2017 to 2019)

Professional Development

Harvard Program on Negotiations – <i>Training Negotiations in the Corporation</i>	2000 & 2001
Alberta Arbitration and Mediation Society – Completed Certificate Program	1998-00
ADR Institute of Alberta – Completed Arbitration Certification Course – Q.Arb	2014

Certification and Board Work

Law Society of Alberta, Member
ADR Institute of Canada, Qualified Arbitrator (Q.Arb)