

# **Charmaine Hammond**

**Transformational Speaker, Best Selling Author, Trainer and Radio Host at Hammond International Inc.**  
Plamondon, AB, CA

Professional Speaker, Corporate Trainer, Author, Radio Host. The Bounce Forward Expert...solving people issues.

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## **Biography**

Charmaine is a transformational speaker, facilitator and best selling author.

Charmaine has a Master's Degree in Conflict Analysis & Management, a BA in Social Development Studies and a diploma in Correctional Work. Her career began as a Correctional Officer to later managing Young Offender facilities in Ontario. Later specializing in dispute resolution, Charmaine was a mediator and educator in the field of dispute resolution. She spearheaded the development of several not for profit community organizations and a number of programs for communities and families. Specializing in organizational development, Charmaine has worked with many organizations and businesses to facilitate planning and visioning processes, identify the barriers to success and excellence and create programs to move beyond barriers.

As an international speaker, author and consultant, Charmaine has worked in five countries to date. She has co-authored a series of Ebooks for team and workplace effectiveness and has also independently authored several Ebooks and products related to professional and personal development.

Charmaine's new book, Bounce Forward, was released April, 2011.

Charmaine's book "On Toby's Terms, published by Bettie Youngs Books is available in bookstores everywhere, and is in development to become a motion picture with Impact Motion Pictures.

Toby The Pet Therapy Dog (Bettie Youngs Books, Oct 2011) book is in bookstores everywhere.

New book Toby The Pet Therapy Dog Says Be a Buddy, Not a Bully will be released 2012.

Charmaine is also co-author (with Debra Kasowski) of GPS Your Best Life: Taking You From Where You Are to Where You Want to Be.

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## **Availability**

Keynote, Panelist, Workshop, Host/MC, Author Appearance, Corporate Training

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## **Industry Expertise**

Training and Development, Public Relations and Communications, Alternative Dispute Resolution

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## **Areas of Expertise**

Leadership, Resilience, Communication and Conflict Resolution

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## **Affiliations**

Canadian Association of Professional Speakers (CAPS)  
HRIA (Human Resources Institute of Alberta)  
Writer's Guild of Alberta  
Canadian Authors Association  
eWomenNetwork  
Bossy Mama  
Writer's Foundation of Strathcona County  
Canadian Author's Association  
E-W, Global Speakers Federation

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## **Sample Talks**

### **The Resilient Team- Igniting Resilience at Work**

The current economic downturn has created challenges and change, and in some cases, uncertainty. Resilience is a critical skill for individuals and businesses to bounce forward during change, demanding times and following adversity.

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## **Education**

### **Jack Canfield Success Principle Coaching Program**

#### **University of Waterloo**

B.A. Social Development Studies

#### **Royal Roads University**

M.A. Conflict Analysis & Management (MACAM)

#### **University of Waterloo - Renison College**

Diploma Social Work

#### **Alberta Arbitration & Mediation Society**

Certificate Conflict Management

#### **Sheridan College**

Diploma Correctional Work Program

#### **Royal Roads University**

Master's Degree Conflict Analysis & Management

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## **Accomplishments**

### **2012 Business Matchmaker of the Year Award**

Won the 2012 Business Matchmaker of the Year award

### **#1 International Best selling author**

Two books On Toby's Terms and GPS Your Best Life (co-authored) attained Best Seller Status

### **Mom's Choice Awards**

Toby's children's book series (Toby And His Hospital Friends, and, Toby Says Be a Buddy Not a Bully) has been named among the best in family-friendly media, products and services by the Mom's Choice Awards, a Mom's Choice Awards® Gold Recipient

### **Reader's Favorite Awards**

My book On Toby's Terms won GOLD in Reader's Favorite Awards

GPS Your Best Life won Bronze award

Toby the Pet Therapy Dog Says Be a Buddy Not a Bully won Gold award

### **Outstanding Alumni Award**

Renison College University awarded me the Outstanding Alumni award.

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## **Testimonials**

### **Terry Stacey**

Charmaine:

On behalf of our Women in Business committee and all the attendees thank you for your fabulous presentation – Networking to the Rescue. It was interactive, enlightening, inspiring and exactly what we were looking for.

Even though it was last April that you were here, I still have women that attended talking about it. The knowledge and professionalism that you bring is second to none.

I know our committee will be looking at ways to utilize you and your talents at future events.

**Rhonda Barraclough**

Ms Hammond received excellent evaluations on her sessions and many of those same people returned to attend a follow up sessions we offered months later. In all cases Ms Hammond presented relevant, well research and thought-out material that was targeted for the audience she was presenting to.

It is not always easy to speak to a group of not-for-profit agency representatives. This sector does not follow usual business practices of profit and loss and it does take an understanding of the sector to be able to discuss business values, and return within the confines of the sector. Ms Hammond was able to tailor her sessions to the audience. The audience appreciated her candor and scope of expertise.

Ms Hammond has been a pleasure to work with.

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