



James B. Isaacs

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Mr. Isaacs is a native Calgarian who has been in the public and private sectors of Western Canada's Business environment. Upon retiring, after twenty-six years of exemplary service as a Police Officer, he continued his endeavors as a management and communications consultant, adult educator. Mr. Isaacs' business acumen led him to real estate and business development. In 1992 he purchased the rights for Western Canada for the Franchise Mail Boxes Etc. and was responsible for establishing some twenty Mail Boxes Etc. outlets in Alberta and Saskatchewan.

Academically, Mr. Isaacs has been the General Manager and Senior Instructor of "A" Class Vocational Training School (McManus & Associates) and has conducted Management, Organizational Behavior and Design, Interpersonal Communications, Public Engagement and Human Relations courses and seminars in the private sector and in the business environment. Mr. Isaacs has studied and/or conducted research at Mediation Training International, Mount Royal College, Reid College, Southern Alberta Institute of Technology, University of Calgary, University of Alberta, University of Chicago, Ontario Police College, Canadian Police College and the Banff School of Management.

For over two decades Mr. Isaacs has been the Managing Director of the Sage Institute of Calgary (a management consulting firm with a dispute resolution practice) and has been active as an Arbitrator, Mediator, Conflict in the Work Place Consultant, Negotiator and Facilitator. He is a Chartered Arbitrator, Chartered Mediator, Associate of Mediation and Arbitration Associates of Canada Inc., Associate of the Pulse Institute, member of ADRI Alberta and member of ADR Institute of Canada and a member of AER, Alberta Civil Mediation, Court of Queen's Bench rosters and Child Youth and Family Enhancement Appeal Panel.

As a dedicated and active community person, he has served in various capacities with numerous community groups and organizations as well as sitting on advisory boards for local colleges and the Government of Alberta. At present Mr. Isaacs is a Senior Associate of the Calgary Exhibition and Stampede and Director of Community Mediation Calgary.

Professional Experience

Employment

1979 – Present	Sage Institute of Calgary Ltd. Managing Director and C.E.O	Management Consulting company specializing in: Dispute Resolution (Arbitration, Facilitation, Mediation and Negotiation), Organizational Behaviour and Design, Analysis and Adult Education (employment based).
1998 - 2002	Serendipity Projects Inc. President & C.O.O., shareholder	Established and directs operations of a small independent residential real estate development and renovation company.
1992 - 1998	MBE Western Inc. President & C.E.O. Major shareholder	Established, developed and managed corporation which sold and supported Mail Boxes Etc. franchises in Alberta, Saskatchewan and Manitoba.
1988 - 1992	McManus & Associates General Manager, Senior Instructor	Vocational Training School (A Class) Specializing in re-training adults for career change and upgrading.
1961 – 1987	Calgary Police Service Detective, Sergeant, Constable	Commercial Crime Detective, Human Resource Research Coordinator, Criminal Investigator, Zone Sergeant, District Sergeant and Constable duties

Instructional

2004 - Present	Petroleum Joint Venture Association, Analyst Level III Mount Royal University	Coordinator, instructor and coach in Alternative Dispute Resolution
1977 - 1980	Parks Canada National Training Centre, Jasper, Alberta	Instructional Co-coordinator for Law and Criminal Investigation Programs
1977 - 1980	Mount Royal College	Sessional Instructor, Criminal Justice Program.
1978	Mount Royal College	Guest Lecturer, Supervisory Responsibilities and Organizational Development
1978	Annual Conference of Security and Risk Management Association	Key Note Speaker 'Fault Tree Analysis as a Design Evaluator'
1977 - 1978	City of Calgary Management Development Program	Instructor, Organizational Development and Human Resources

EDUCATION (Professional Designations and Certificates (1982 to present))

2010	Chartered Arbitrator	ADR Institute of Canada
2010	Chartered Mediator	ADR Institute of Canada
2006	Pulse Institute	Train the Trainer Certificate
2005	Pulse Institute	Mediator certificate
2004	Mediation Training International	Certified Conflict in the Workplace Consultant
2003	The Consensus Building Institute and The Alberta Environmental Appeal Board	Forging Partnerships Workshop with Indian & Northern Affairs Canada, Alberta Aboriginal Affairs & Northern Development Alberta Solicitor General
2001	Alberta Arbitration and Mediation Society/ University of Calgary,	Certificate in Arbitration Mediation and Negotiation
1991	Calgary Real Estate Board	Real Estate 1000 Certificate
1986	Canadian Police College	Counterfeit Investigative Techniques Certificate
1985	B. C. Bar Association, Continuing Education	Civil and Criminal Liability in Commercial Transactions Course
1985	Canadian Police College	Computer Crime Investigative Techniques Certificate
1984	International Energy Security Professionals	International Energy Security Certificate
1983	Ontario Police College	Fraud Investigation Certificate
1983	Ontario Police College	Forensic Accounting Certificate
1983	University of Calgary (CE)	Data Processing Security Course
1982	Reid College, Chicago Illinois	Behavioural Analysis Interviews and Criminal Interrogation Certificate
1982	University of Calgary (CE)	Business Law

EDUCATION CONTINUED (1981 and Prior)

1981	CMMA	Financial Accounting I, II
1981	Development Dimensions Inc. Pittsburgh, PA	Targeted Selection Interviewing Certificate
1980	University of Calgary, (MBA)	Quantitative Business Analysis Course
1980	University of Alberta (CE), Edmonton	Managerial Supervisory Skills Certificate
1979 - 1980	University of Calgary	Master's of Management Studies
1979	University of Chicago	Strategic Planning and Career Management
1976 - 1978	University of Calgary	Management Development Certificate Program
1976 - 1978	Business Seminars	Management by Objectives completed and then sponsored Seminars with George S. Odiorne
1978	Mount Royal College	Fault Tree Analysis Certificate
1978	EDP. City of Calgary	Process of Managerial Planning and Control Certificate
1976, 1977	University of Alberta (CE)	Managerial and Supervisory Skills
1977	Management Development City of Calgary	Computer and Data Process Management Certificate
1977	Southern Alberta Institute of Technology	Management of Time Certificate
1976	Southern Alberta Institute of Technology	Group Leadership Development Certificate
1975	Southern Alberta Institute of Technology	Effective Written Communications for Government
1973	Mount Royal College	Calgary Police Service Mid-Management Certificate
1967 - 1969	Calgary Junior Chamber of Commerce	Business Administration Certificate
1968 - 1969	Calgary Junior Chamber of Commerce	Human Relations Certificate

Research

1977 - 1980	Calgary Police Service, University of Calgary	Creator and Project Manager for Career Placement and Promotional Process System.
1979 - 1980	Sage Institute of Calgary Ltd.	Competency Analysis Profiles as an Organizational Design Tool.
1977 - 1978	Mount Royal College	Co-Researcher with Dr. K.C. Hollington, Application of Developing a Curriculum Module (DACUM) to evaluation of Criminal Justice Curriculum.
1978	Calgary Police Service, Mount Royal College	Competency Profiles of Constables. Supervisors and Investigators, Calgary Police Service.

Publications

1985	Commercial Crime, Calgary Police Service, Training Manuals for Advanced Arson Investigators	Record Retention and Law, Basic Accounting, Investigative Support /Accountant, Financial Statements,
1985	Arson, A Commercial Crime Investigators Viewpoint	Research paper on the investigative techniques to establish economic gain from Arson.
1982	Alberta Solicitor General's Department. Training Manual for Correctional Services	Overview of Criminal Justice System.

PROFESSIONAL ORGANIZATIONS, COMMITTEES AND BOARDS

2009 - Present	Alberta Human Services, Child Youth and Family Enhancement	Appeal Board Member
2002 - Present	Municipal Government Board	Appeal Board member
2002 – Present	Alberta Government Services, Consumer Services	Arbitration Roster
2004 – Present	‘AMVIC’	Arbitration Roster
2002 – Present	Alberta Justice, Provincial Court Civil Division	Civil Mediation Roster
2003 – Present	Court of Queen’s Bench	Mediation, Roster
2000 - 2001	Alberta Arbitration and Mediation Society	Director and Chair of Education Committee 2005, Member and Registered Arbitrator and Mediator
2002- Present	Community Mediation Calgary Services	Treasurer 2003 – 2005, Director since 2002,
1996 -	Columbia College	Advisory Board,
1974 - Present	Calgary Exhibition and Stampede	Senior Associate and Shareholder 1987 - 89 Vice Chairman, International Agricultural Committee, 1984 – 1987 Chairman, Promotion Committee
1994 - 1995	Alberta Franchisor’s Institute	1995 President, 1994 Member and Director
1979 - 1982	Institute of Public Administration of Canada	Member
1978 - 1982	Alberta Society for Human Resources and Organizational Design	Member
1978 - 1982	Mount Royal College	Justice Administration, Advisory Committee
1968 - 1969	Honourable Minister of Health, Province of Alberta	Advisory Committee on Environmental Pollution

References

Ms. Femmie Cazemier
Chair, Child Youth & Family Enhancement Appeal Panel
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