Mentoring
Great for Business, Great for Life
Welcome to our fourth issue of Business Class, featuring a look at mentoring. The opportunity to connect with executives and business leaders has been a cornerstone of our MBA program since the launch of our business school in 1990. Last year mentoring was introduced to our fourth year undergraduates and is growing in popularity. The benefits to our students from mentoring are significant. Many mentors and students have gone on to establish lifelong friendships. In this issue we introduce you to some of our diverse pool of volunteer mentors including Victoria city councillor Chris Coleman, MBA ’97.

Developing leaders of the future is our goal at UVic Business and we explain our unique four-pillar business education philosophy in detail in Our Promise, a document expressing our purpose and direction, available on our website. Our executive mentoring program reflects the integrative and experiential components of our philosophy. However, mentoring is more than guiding and supporting another individual; it is also a valued organizational skill and a key leadership attribute.

Recognizing leadership is also something we do through our Distinguished Entrepreneur of the Year award. In this issue, we introduce you to our 2005 recipient, Dave Ritchie, Chairman of the Board Ritchie Bros. Auctioneers, who was selected for his positive impact on the global community. He represents the entrepreneurial leadership and vision that we strive for here at UVic Business. Moreover he has established a corporate culture that values passion and integrity.

In this issue we also share research that endorses leadership initiatives like mentoring and positive networking as activities that establish a pool of social capital that contribute to our collective wellbeing.

I hope you enjoy this issue and, as always, we love to hear more about what you’d like to see covered in upcoming issues of Business Class. Please email me at dastmal@business.uvic.ca.

Sincerely,
Ali Dastmalchian
Professor and Dean

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The Many
We go to school with a notion of what we want to do for our career, we get an education, and then we set out to get the first job. But what informs our career choices?

At UVic Business, the Executive Mentor Program helps BCom and MBA students clarify their career goals before they make the leap. By getting matched with experienced business professionals, students get real-world feedback from someone whose objective insight can help them avoid pitfalls and clarify their understanding, aspirations and talents.

Robin Dyke, a Victoria-based strategic change consultant, coordinates the faculty executive mentor program. He describes himself as a ‘matchmaker’ for mentors and students.

“Students know that they want to be in business, but they’re not sure precisely where,” says Dyke. “They’re wondering, what’s best for me? Where do I fit in? On one hand, they want to know more about the inner workings of a particular industry, the opportunities, etcetera. In the broader aspect, they’re looking to answer the question—what am I going to do with my life? “They’re looking for someone to have a dialogue with, someone who can help them clarify their direction. Ideally, this is someone who’s not their parent, who’s not in the organization, not their boss, who’s detached, but still takes an interest in them.”

The UVic Business Executive Mentor Program has had countless mentorship successes. Here are five recent stories.

Faces of Mentoring

IT Entrepreneurs

Mentor: Eric Jordan, PureEdge Solutions Inc.
MBA Student: Helen He

When MBA student Helen He wanted to develop her concepts for starting an IT services company in China, Victoria software entrepreneur Eric Jordan was the logical mentor match. Jordan is the co-founder and past CEO and president of software success story PureEdge Solutions Inc., a company that now boasts 70 employees and five million end users for their products.

Jordan’s business experience in the computing world immediately provided He with insights into her own business ambitions.

“Helen was developing a business plan for a hypothetical software company that she was considering starting in China,” says Jordan. “She was basically designing a plan for a company with 100 employees, and I was able to tell her that it was probably more appropriate for a company with five employees.”

According to He, who holds a BSc in computer science from Xidian University in Xi’an, China, Jordan has also helped her clarify her business values.

“I had these ideas to develop a business in IT services, but he made me ask myself why I was doing it,” she says. “He asked me, are you doing this because you love it? Or are you doing this simply because you see a business opportunity? If you love this business, you will succeed, but if you are doing it simply because you see it as an opportunity, you won’t be as successful. Business is about more than just profit. Through your business, you can realize your own value and supply valuable things to society.”

“As a mentor, you’re like a library that offers resources,” says Jordan. “The student gets information that is a mile wide in their MBA program. As someone who has worked in a particular industry, you have knowledge in a specific topic that is a mile deep, and the student can tap into that knowledge.”
Mike Tan came to Steven Dagg, president and CEO of advertising agency Copeland Communications, with four specific topics he wanted to address.

“He wanted to learn more about advertising, entrepreneurship, real estate development, and personal finance—all things I’ve been involved in,” says Dagg. “Mike started by writing down his goals and the things that he would like to learn from me, and we basically tackle an item at each meeting.”

Dagg’s background seems tailored for Tan. Apart from his involvement at Copeland, Dagg holds a designation as a CPA and he once worked for Ernst & Young, so he can speak with some authority on financial planning and investment. He is also a partner with a developer, so he offers Tan a glimpse of real estate development as well.

Through Dagg, Tan has even had some hands-on experience. He did research for Copeland for a prospective restaurant client, and Copeland subsequently won the contract. “Because the client didn’t have much of a budget, it allowed them to get the work done and it was a win-win-win situation all around.”

Does Dagg feel there are also lessons for him as a mentor?

“Absolutely,” says Dagg. “The teacher learns more by asking the questions, and you have to ask yourself, am I walking the talk? Also, just being exposed to the energy and enthusiasm of a student like Mike gets me pumped up—I find after our meetings that I’ve got more energy than before. It’s been excellent.”

BCom student Yovita Anggajaya came to UVic as an international student from Surabaya, Indonesia, following three siblings who studied business at UVic before her. She entered her mentoring relationship with an interest in learning what it would take to start and manage a business in a Canada.

“I was thinking to expand my parents’ business to Canada,” says Anggajaya, whose family operates a trucking company in Indonesia. “I wanted to talk with someone who could help me with starting a business in Canada, teaching me about the paperwork and the regulations involved.”

Enter Nola Grant, the director and head of the Scotia Private Client Group in Victoria. A business graduate from the University of Calgary, Grant also holds a Chartered Financial Analyst designation and she offers the experience of managing a large staff while overseeing work in investment management, insurance and private banking.

“Yovita has been looking at some business entrepreneurial opportunity, so she’s looking at how to analyse the market and at the process for bringing a business to Canada and making it work,” says Grant. “One of the things we talk about is being an international student, and the cultural differences that affect business.”

“We’ve basically discussed how to set up a business in Canada, and how that would be different from Indonesia,” says Anggajaya. “We have talked about cultural differences in general and business culture in particular. There are big differences in employer-employee relationships in Canada, and I will be an employer, not an employee. I will need to work with unions—that will be different. There’s also a lot more paperwork setting up in Canada, and Nola is helping me understand that process.”
Cross-Cultural Commerce

Mentor: Maria Dominelli, Invis Mortgage Broker
MBA Student: Cristina Mora

Maria Dominelli appears to be cutting her own course as a cross-cultural specialist in the Mentor Program. She has mentored students from all over the world, and she currently mentors MBA student Cristina Mora from Ecuador.

"Most of my students have been foreign students, mostly from Asia, China, Hong Kong," says Dominelli. "It’s very daunting to come to a new country and adjust to a new culture, as well as to study an MBA in a foreign language."

Daunting, but exactly the experience Mora sought when she came to UVic.

“I wanted to create options,” says Mora. “I had been to the U.S., and I wanted to look for something different, so I looked in Europe and Canada. I liked UVic for the international focus and the international IME—we’re going to be doing a consulting project in Korea and China for 10 days and I think that’s amazing.”

To help Mora prepare for her trip to Asia, Dominelli invited her along to one of her meetings with the Victoria Chinese Commerce Association. "By attending these kinds of meetings, Cristina was able to learn a little about how the Chinese adapt to Canadian culture, how they manage business, and how culture and business crossover—again it broadens her experience and networks."

“We also have a really nice friendship,” says Mora. “It’s great for me to get involved with a business person who is a woman like myself, who is so active in the community.”

Leadership and Governance

Mentor: Linda Petch, Petch & Associates
MBA Student: Marian de Monye

If you’re interested in corporate governance and leadership, what could be better than to apprentice with a professional leader?

This logic linked part-time MBA student Marian de Monye, a middle school teacher in Victoria, with mentor Linda Petch, a consultant in corporate governance, management and communications with 20 years experience. Petch is also the current chair of the Victoria Airport Authority and a board member with the Vancouver Island Health Authority, the Health Employers Association of British Columbia and the B.C. Addiction Foundation. Like de Monye, she even has a teaching background.

What does de Monye value in her exchanges with Petch?

“Basically going over what she does with her company, and with the various boards she sits on,” says de Monye. “I’m interested in what needs to happen for good governance, and Linda is teaching me general leadership and how to make sure that processes are in place to keep track of the little details in managing an organization.

“Linda has also been excellent at introducing me to people in different areas, so I’m developing contacts in the community that I might not make otherwise. The biggest thing has been helping me clarify my skill set and finding where those skills would be best put to use.”

“My role is not to give advice, but to question Marian and help her refine her direction,” says Petch. “I put her in touch with people who are in very senior positions who can help her clarify what the industry is about and what opportunities exist. It’s all with the objective of helping Marian decide, because she’s the only one who can.”

BC
Dr. Don Rowlatt

Assistant Dean, Honorary Professor, BCom (Sask.), PhD (Princeton)

Currently, Don Rowlatt’s work life revolves around his classes in corporate and management finance in both the undergraduate and graduate programs, while maintaining a research interest in corporate governance and the reaction of stock prices to dividend payments.

Some of his most pleasant moments arrive in the form of e-mails from “old” students who are now placed in interesting jobs, traveling the world, or facing the real rigours of a graduate program. “Many of our students really don’t get challenged enough with the material at the undergraduate level; encountering difficult material at law school, a professional internship, or a finance graduate program can help them learn more about themselves,” says Rowlatt.

In addition to working with the Dean on various budget and resource issues in his role as assistant dean, Rowlatt is a member of the board of directors of the Provincial Health Services Authority and chairs its finance committee. In January 2003, he was awarded the Queen’s Golden Jubilee Medal for his contribution to education and community service. As well, he is currently a member of the Leadership Centre Advisory Board of the Province of British Columbia.

Chris Graham

CGA, BSc (Queen’s), MBA (Western)

Chris Graham joined UVic Business on a full-time basis in 2003. He instructs accounting and finance and took on the role of ‘champion’ for the Management Option in both the bachelor and master programs in 2005.

MANAGEMENT OPTION DELIVERS FLEXIBILITY

UVic Business has a 15-year tradition of innovation and excellence in its areas of specialization: entrepreneurship, hospitality, management, international business and service management. It is continuing that tradition by formalizing a management option that allows students to customize a program to suit their particular career interests.

“We want to ensure we’re meeting the changing needs of students,” says Chris Graham, instructor and champion of the management option. “We’ve seen an upswing in recent years of students pursuing more traditional business careers, or considering careers in law, or who go on to graduate studies and need this kind of flexibility.”

All students receive finance, human resource management, IT and marketing as part of their required course work but for those who want to work in the financial services sector or pursue an accounting designation, this option allows them to customize their program.
Graham's main areas of interest are revenue-pricing models for both profit and non-profit organizations, and First Nations economic development activities. “These interests, of course, come after my wife Joan and daughter Adrienne,” he says. He also tries to find time to sail and fix old sports cars.

He has taught at the Ivey School of Business, was the department head of management at the Saskatchewan Indian Federated College at the University of Regina, and was an instructor and the chair of the accounting department at Camosun College here in Victoria. Graham’s industry experience includes managing a medium-sized manufacturing firm in Ontario, consulting on economic development projects in northern Saskatchewan, and managing the revenue and marketing operations for a medium-sized Canadian municipality. He can be contacted at 250-472-4675 or through e-mail at grahamc@business.uvic.ca

Karen Myers
BCom ’03 (Queen’s), MSc Finance ’04

Karen Myers credits the flexibility of the BCom general business option and professor and assistant dean Don Rowlatt with her decision to continue studying finance and pursue a career in the securities industry.

Unlike people working in the stock exchange or on the trading floor, Myer's day begins at a more civilized 9:00 a.m. but it can also end 12 hours or more later. Her hours are a function of times zones in other countries as she spends her time analyzing financial deals and trades made by associates based in Dublin and London. Much of her work takes place after the markets close.

Myers, whose formal title is profit and loss analyst for structured credit and derivatives with TD Securities, reflects on her experience at UVic and the people who helped her achieve her goals.

“Don was one of the pros who made a difference. I really enjoyed his classes in finance and he inspired a lot of us to look at grad school for a career in the financial sector. He wasn’t a formal mentor, but he added that personal touch, he was always very friendly and always made time for his students whether it was class work or to help us with a job or school. He always made the time.”

For undergrads, Myers says it’s good to look into grad school. “Your business degree gives you a lot of options and opens a lot of doors.”

Keith Bustard
BCom ’02

UVic Business caught up with Keith Bustard, now studying law at UBC, to find out what he’s been up to since leaving UVic with a commerce degree in general business.

The first thing he did was to head overseas to work and travel. “I ended up working several random jobs in Oxford, England and then traveling with the money I saved. My mostly solo backpacking travels to Turkey and back over six months were a tremendous experience. Travel and working abroad were fantastic ways to get some practical “life experience” and broaden my perspective.

“Upon my return to Canada, I fell into a fantastic job working for a small charity in Richmond, B.C. As manager of finance and administration of the Richmond Youth Service Agency, I was responsible for all financial aspects of the non-profit organization. This position was both challenging and a great way to apply some of the skills I developed through my business degree.”

For others thinking of law, Bustard warns to be prepared for a lot of hard work. “The pace that material comes at you was totally unlike my undergrad degree. First year was rewarding and yet, at times, overwhelming. If you don't mind working hard and are interested in law-related issues (or simply can't think of anything better to do after graduation) law school is an excellent option.” Bustard didn't rely on one particular individual as a mentor. “When seeking advice or guidance, I attempt to talk to as many people as possible in order to get several viewpoints. Prior to enrolling in law school, I spoke with law students and now I am trying to talk with as many lawyers as possible to determine what area of law I’d like to practice within.” Bustard expects to finish his law degree in 2007.
Going Once...

Dave Ritchie receives Distinguished Entrepreneur of the Year Award

If Dave Ritchie had his way, he’d be on a Ritchie Bros. auction site every day of the year. With a gleam in his eye and a spring in his step, at 69 Ritchie still has all of the entrepreneurial spirit that gave him the vision to transform his family’s Kelowna-based used furniture store into a global leader in industrial auctioneers.

Ritchie is Chairman of the Board for Ritchie Bros. Auctioneers (RBA), a company he founded in 1958 along with his two older brothers. He is also the recipient of the 2005 Distinguished Entrepreneur of the Year Award. The award, presented annually by the UVic Business Board of Advisors, recognizes an inspirational entrepreneur who has had a significant and positive impact on the global community through their business leadership.

On-site the day prior to a recent auction in Chemainus, B.C., Ritchie is clearly in his element. He checks that the equipment to be sold is optimally positioned, confirms details for the big day, and greets potential customers with a smile and handshake. Hundreds of pieces of industrial equipment—mostly from the forest industry—are being lined up precisely. The RBA team has been working on this event for more than three months, and in 24 hours it will all be over. But for now, Ritchie is focussed on ensuring that the event runs smoothly and that everyone goes away happy. As Brian Glenn, Area Manager for RBA, puts it, “Dave is a freak for detail. He misses nothing.”

Born in Kelowna on March 2, 1936, he is the youngest of five siblings—three boys and two girls. Early on, Ritchie showed a great flair for business. He recalls early ventures selling whatever he could to make pocket money: lemonade, Christmas trees; he even sold one woman the grapes out of her own garden! His father’s used furniture store was endlessly fascinating. “I
couldn’t wait to get to that store after school and on weekends to see what we’d bought that day and what we’d sold.”

In 1955, as soon as he graduated high school, Ritchie went straight to work for his dad at the store. Three years later, he and his two brothers took over the store and established Ritchie Brothers Galleries. The first company auction was a last-ditch attempt to save the business. With a two thousand dollar payment due, the brothers decided to auction off their inventory to pay the bank. The auction made $2200 in one day, and set the company on a new course. Ritchie Bros. Auctioneers was born.

While the brothers all had distinct and—for the most part—complementary business styles, Ritchie quickly emerged as the most ambitious of the three. From the start he had grand visions of expanding the company throughout North America, and possibly internationally. He convinced his brothers to adopt a game plan for growth, and in 1963 Ritchie set out for Vancouver. The intention was that his brothers would establish themselves—and the company in Toronto and Calgary soon thereafter, but ultimately neither elder brother chose to move away from his hometown of Kelowna.

The youngest Ritchie, however, kept his eye on expansion. The company conducted its first industrial auction in 1963 in Radium Hot Springs, B.C., selling more than $600,000 of construction equipment and never turning back to furniture. Steady growth...
ensued, as RBA expanded first through North America in the 1960s and 1970s, and then into Europe in the 1980s, and Mexico, the Middle East, Australia, Southeast Asia in the 1990s. The new millennium saw further expansion into South America, Africa, India and mainland China.

Over a decade ago, Ritchie began to envision another type of growth. He advocated the use of technology to allow bidders around the world to participate. Early attempts had varying degrees of success, but his vision was accurate; today RBA broadcasts most of its auctions online, allowing for live Internet bidding, creating a truly global auction experience.

Today, RBA is the largest auction company of its kind in the world, with 110 offices in 25 countries and 30 auction sites. The company conducts more than 140 auctions each year, specializing in industrial equipment for the construction, mining, material handling, forest, marine, petroleum and agricultural industries. Ritchie Bros. Auctioneers is publicly traded on the NYSE and the TSE (under the ticker symbol ‘RBA’), has gross auction sales of U.S. $1.79 million annually, and boasts more than 400,000 active customers.

According to Ritchie, RBA’s recipe for success from day one has been in the way they treat people. “We not only instilled honesty and integrity, we put our money where our mouth is.” Their cornerstone business ethic is to offer only unreserved auctions. That means that sellers are not able to place minimum prices on their items, nor can they bid on their own equipment. This method allows buyers to participate on a fair footing where each piece sells to the highest bidder.

Although he stepped down as CEO of the company last year, Ritchie remains active in the business, attending as many auctions as he can. He still has the heart of a true entrepreneur, with sights set on the relatively untapped markets of China and India for future expansion. This, and continued streamlining of the use of the Internet for online bidding are the drivers of his entrepreneurial spirit these days.

After 40 years in the business, Ritchie’s own approach is still hands-on when it comes to customer service. “People still want a handshake, a smile. You want to shake their hand and thank them for taking the time to come down. And they become your silent salesman, because they like you.”

Back on-site in Chemainus, excitement is building for the auction. Ritchie is looking forward to seeing customers he sold to 40 years ago. Asked what he’ll focus on during the auction, his reply is simple: “Having fun,” he says. “It’s never been a job for me. I’m just having fun.”

Words to Inspire

Accepting his award at the Distinguished Entrepreneur of the Year Award gala dinner on May 25, David Ritchie was jovial and relaxed. Seemingly as at home addressing 500 of Victoria’s most influential business people as he is on an auction site, Ritchie gave a presentation that was entertaining and inspiring.

Ritchie regaled a clearly appreciative crowd – he received a standing ovation before he even began – with tales of Ritchie Bros. Auctioneer’s spectacular ascent in the auctioneering business, and many of the challenges they faced along the way. His message of integrity and perseverance was reinforced throughout his remarks. He spoke of learning to do business in foreign cultures, of being arrested five times while trying to get into the U.S. market, and of early trials when introducing internet technology.

Ritchie also shared a three-pronged recipe for success that applies to any type of business, but is the cornerstone of RBA’s approach. His advice? Never give up; never compromise your integrity; and think big, as you are only limited by your own visions.

According to business faculty dean Ali Dastmalchian, Ritchie is a natural choice for the award because of the impact the company has had on the global community as well as the entrepreneurial spirit and commitment to service.

The sold out event kicked off with a private function for event sponsors followed by a champagne reception and a gourmet meal prepared by the Fairmont Empress. The evening closed with a special auction of three spectacular gifts donated by David Black and Peter Gustavson, David Ritchie and the Fairmont Hotels & Resorts. Thanks to the expert auctioneering support of Don McEachern and his RBA team, $32,200 was raised to support MBA and bachelor of commerce students attending UVic Business. BC
One of the most profound management and public policy concepts to take root in the past 10 years is the idea of ‘social capital,’ popularized largely by Robert D. Putnam’s book entitled, *Bowling Alone: the Collapse and Revival of American Society*. Social capital is about social connectedness, the value of our networks and the benefits that accrue to both participants and society when we become engaged in the community.

Putnam uses bowling as a metaphor for the general decline in civic engagement in America since the ’70s. While 10 per cent more Americans bowled in 1993 compared to a dozen years earlier, 40 per cent fewer bowled in leagues. Social capital—adding new value to society—is created when our close networks bridge with others in the broader community, when we bowl in leagues. According to Putnam, bonding with our own network is a necessary ingredient, but by itself is not sufficient to do the job. Bridging is also required to create new value in society.

It is true, social networks have value for those in the networks; networking for example, is a good career strategy. But networking, rightly done, can also have a profound impact on others who may not be in such networks. Research shows that social networks like neighborhood groups, community barbeques and dinner parties can reduce crime and thus benefit bystanders —those who do not belong to such networks. There is evidence that social connectedness is positively related to outcomes like improved public health, school performance, less corruption, better economic performance, and yes, even personal happiness.

It is this transformation that occurs through connectedness—being both connected and actively engaged with other networks—that creates social capital in the community. This requires networking on a different plane than simply pursuing mutual interest with a closed group of friends and colleagues. When people become engaged and bridge outside their own circle then amazing things can happen, not only for them, but for others too. The underlying idea is that positive networkers engage with others as a matter of habit with no direct expectation of anything in return. Positive networking is about discovering what can be done for others. It moves beyond traditional transactional networking and squares completely with the concept of social leadership.

**Leadership + Positive**

It’s better together

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1. Build Networks
2. Develop Trust
3. Create Common Ground
4. Establish Values and Culture

Ali Dastmalchian, PhD, Professor & Dean, UVic Business, University of Victoria, B.C.

Darcy Rezac, CD, MBA, Managing Director, The Vancouver Board of Trade, Vancouver, B.C.
Networking = Social Capital

capital. In fact, it is how social capital is created. Researchers have shown that chances of making a positive connection in any given networking encounter is surprisingly high, and it is a function of connectivity and engagement.\textsuperscript{v}

Others have shown that—although decidedly counterintuitive—in social networks it is more often than not the weak link to a distant network that can be the most powerful. For example, when people looked for work only through networking, it was not close friends or relatives that paid off. Eighty-four per cent of the time people found jobs through networking from mere acquaintances. This was called The Strength of Weak Ties, meaning all networks have value, strong or weak, near or far.\textsuperscript{vi} The key is active engagement in the community and for all contacts to be treated equally—like gold.\textsuperscript{vi}

There are vast opportunities for organizational and community leaders to champion social networks and to build social capital. There are actions that leaders can take to promote social capital that can range from selection criteria (don’t just hire people for their knowledge and skills, but for their potential for networks and contacts) to open office designs that promote interaction, and to promoting multi-disciplinary teams and developing participatory processes in their organization.\textsuperscript{vii}

The connection between leadership and social capital has become clearer and has been emphasized by many writers in recent years. Leadership scholars have begun incorporating the idea of social capital as the essence of leadership.\textsuperscript{viii} In many ways the creation and maintenance of social capital within an organization is seen as an essential responsibility of leaders. In addition it is seen as the ‘hidden’ factor, which makes many organizations more efficient and competitive.

Thus, the social capital accumulation within a group, or organization, generates trust and reduces the chances of behaviours contrary to the group’s objectives and values.\textsuperscript{ix} According to these authors the most important leverage point for leaders is the four facilitators of social capital: building of networks, developing trust, creating common ground and establishing values and culture.

Leaders, through their actions, their vision and persuasive abilities can develop social capital and contribute to the development of their organizations and their communities. Development of social and human capital is key for maintaining competitiveness for many organizations and for achieving organizational effectiveness.

Developing productive relationships, becoming engaged in positive networks, nurturing effective mentoring relationships among members of the networks, and building trust and reciprocity are hallmarks of strategic leadership of the 21st century. Strategic leaders develop relational competence, put people first, and demonstrate a sense of personal humility with an intense personal will for their human and social capital and for their organizations to succeed.\textsuperscript{x}

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  \item Javidan and Varella, op. cit, pp.12-13.
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What would you expect to learn from a Victoria city councillor, born in Saskatchewan, the son of an Anglican bishop, who grew up on Pender Island and studied law at UBC, played rugby, lived in New Zealand, managed restaurants, advised on Canadian territorial water disputes, took an MBA, and consulted in marketing and corporate governance?

Answer: Just about anything you want.

This diverse resume is precisely what makes Chris Coleman such a rich addition to the UVic Business Executive Mentor Program. Through his broad schooling and work history in law, marketing, restaurant management, board governance, civic politics and community charity work, the well known City of Victoria councillor offers a polychromatic world of experience.

Coleman was the first person who came to mind this past fall when program coordinator Robin Dyke needed a suitable mentor for MBA student Andrew Stewart. A UVic graduate himself (MBA ‘97), Coleman’s eclectic background reads like a mentoring wish list for Stewart. Like Coleman, Stewart lives and works in a milieu that combines business and politics.

“Having Chris as a mentor has been great opportunity,” says Stewart, who works as the assistant to the Clerk of the Legislative Assembly of the Northwest Territories. “His background in law, in marketing, in politics, and his ability to make his own job in an entrepreneurial way has been a big inspiration for me.”

He says Coleman has also taught him the practicalities of blending business and politics.
“He gives me perspective on the management side of things,” says Stewart. “For example, as a clerk in the Assembly, I’m responsible for my committee budget—including drafting the budget, knowing where the money is coming from, and how it’s accounted for. Chris has developed a unique system in his marketing work where he is able to carefully account for the day-to-day transactions, and who is working on various promotional materials, and he can attribute transactions directly to the marketing they have done. This is real, practical information for me.”

Coleman’s business acumen is partly the product of his MBA studies, but much of it stems from his diverse background. “He’s the kind of person who draws from every aspect of his experience,” says Stewart.

And what a variegated experience it has been. To start, Coleman’s formal education has spanned a number of disciplines.

He followed a UVic undergraduate degree in Geography with graduate studies in resource management and international tourism, later completed a law degree at UBC with emphasis on environmental and natural resource law in 1984, and then took his MBA at UVic in 1997.

His university studies have in turn supported transitions between numerous jobs and career activities. Coleman managed restaurants for a number of years both during and outside of university studies, and his restaurant contacts led to him becoming the marketing and promotions director for Milestone’s Restaurant on Victoria’s scenic inner harbour, a position he has held since 1991. Following from his law degree, he worked at CFB Esquimalt as assistant judge advocate general, and following from his MBA studies, he has worked as a consultant in marketing and corporate governance. Meanwhile, he has been a Victoria councillor for two terms where his duties have included working with economic development, environment, parks and recreation, and finance and personnel.

Coleman’s time at CFB Esquimalt is the source of an anecdote that typifies the diversity of his experience. His duties ranged from researching international policy on territorial waters off the B.C. coast to assisting individuals in personal legal matters. The research paper he wrote on territorial waters subsequently surfaced during the infamous Canada-U.S. salmon dispute.

“One day I discovered that I was being quoted in the Canadian parliamentary debates as an expert on Canadian territorial waters, and I just about fainted!” Coleman laughs.

Not surprisingly, being involved with so many institutions, organizations and community groups has built Coleman a large network of contacts, and this network has repeatedly helped him create new jobs for himself. A good example is the consulting work he did with the Maritime Museum of British Columbia a couple of years ago.

“It was a neat institution, and I told them, look, you have an opportunity to be a significant player in Victoria. You need to get your image out there, and you need a full-time executive director and a strong board.” Coleman soon found himself in the executive director role for five months while he helped the board find a permanent candidate.

So who were Coleman’s mentors? He lists three: two of them former high school teachers at St. George’s School in Vancouver, and the third local Victoria media icon Mel Cooper. He says Cooper’s confidence and savvy business approach have continuously inspired him, and Cooper was also responsible for involving Coleman in the Christmas charity Santas Anonymous.

Coleman also paints a warm image of Tommy Roxburgh, his English literature teacher at St. George’s. Roxburgh was a former rugby winger for Scotland who skilfully and affectionately managed his students into enthusiastic study of classic English texts, which otherwise inspired boredom, if not outright loathing.

“He gives me perspective on the management side of things,” says Stewart. “For example, as a clerk in the Assembly, I’m responsible for my committee budget—including drafting the budget, knowing where the money is coming from, and how it’s accounted for. Chris has developed a unique system in his marketing work where he is able to carefully account for the day-to-day transactions, and who is working on various promotional materials, and he can attribute transactions directly to the marketing they have done. This is real, practical information for me.”

Coleman’s eclectic background reads like a mentoring wish list for Stewart.
UVic Business Speakers: September to April 2005

Building relationships and engaging with our external community is a key role for UVic Business. We had more than 100 individuals visit the faculty since September to present on a broad spectrum of issues. Regrettfully, for space reasons we are unable to list all those who joined us for many other events that benefited our students.

ENTREPRENEURSHIP
- Robert Bennett, MUNICIPAL SOFTWARE CORP.
- Erica Jordan, PURIFIED SOLUTIONS
- Jane Hall, HALL & HALL ASSOCIATES
- Sang Ly, KPMG
- Tony Melli, B-FOUND
- Fadia Saad, ASPERVA PHARMACEUTICALS
- Matthew Watson, CARANARAN TECHNOLOGIES

INTERNATIONAL BUSINESS
- John Curtis, INTERNATIONAL TRADE CANADA
- Bernie Dumas, CHINA SHIPPING
- Milan Frankl, MILAN FRANKL AND ASSOCIATES INC.
- David Fung, ADEI INTERNATIONAL INC. & INTERNATIONAL TRADE COMMITTEE
- John Fulton, TD BANK
- Ingo Grady, MESON MILL FAMILY WINES
- Al McHellick, RBC
- Henry Park, HSBC
- Dave Pentland, CARSON INTERNATIONAL
- Monley Strachan, TS TERMINAL SYSTEMS INC.
- Leo Smyth, PIERCEROOFHOUSECOOPERS
- Andrew Shisko, INTERNATIONAL TRADE CANADA
- Brenda Lennon, MINISTRY OF AGRICULTURE
- Blair Wilson, ECONOMIC DEVELOPMENT COMMISSION
- Gary Wright, DANIELS ELECTRONICS

HOSPITALITY AND SERVICE MANAGEMENT
- Don Calvey, TRUFFLES CATERERS
- Rodd McCormick, ISLAND DISPLAYS
- Rebecca Wilson-Mah, FAIRMONT EMPRESS HOTEL
- Chris Wadham, RESTAURANT OFFICE INTELLIGENCE
- Traci Webster, TOURISM VICTORIA
- Gordan Barber, COMPASS CANADA
- Laura Lee Brena, ABEOCKS
- Hannes Blum, ABEOCKS
- Stephen Brown, ARIZONA STATE UNIVERSITY
- Chuck Burkett, BURKETT AND CO.
- Alex Campbell Jr., THIRTY FOODS
- Lynn Carey, COPPERLEAF TECHNOLOGIES
- Stacy Kuiack, COASTAL CONSTRUCTION
- Brian Nutt, NUTT CONSULTING
- Greg Peet, ALLTECHNOLOGIES
- Jill Smille, OAK BAY MARINE GROUP

MANAGEMENT AND LEADERSHIP
- Mary Altomare, SUSTAINABILITY PARTNERS INC.
- Yolanda Banks, EXPORT DEVELOPMENT CANADA
- Curtiss L. Blais, TELUS
- Paul Byton, CARDOF BUSINESS SCHOOL
- Jacques Brennan, VIGIL HEALTH SOLUTIONS
- Scott Bullis, U.NIV. OF WESTERN ASIATLIA
- Randy Deckheimer, KPMG
- Rick Etherton, BANK OF MONTREAL
- Bob Elton, BC HYDRO
- Jack Falk, UVIC
- Ian Ferguson, WIG INTERNATIONAL
- John Fiedleyan, BUSINESS COUNCIL OF B.C.
- Mike Houlé, BCBC
- Stephen Jarlock, JARLSWOSKY FRASER & COMPANY LTD
- Steve McKane, UNIV. OF WESTERN ASIA
- Gary McEwan, LAUREL CARPENTRY
- Brian Nattress, SUSTAINABILITY PARTNERS INC.

INTERNATIONAL EXCHANGE STUDENTS
- Richard Alford, THIRTY FOODS
- Hannes Blum, ABEOCKS
- Wayne DuBois, POINT HOPE SHIPYARD
- Karen Jawl, CORDOVA BAY GOLF COURSE
- Stacy Kuiack, VIGIL HEALTH SOLUTIONS INC.

ALUMNI
- Anastolios Fournace BEARING POINT
- Sang Ly, KPMG
- Leslie Patten, ASPECT
- Stewart Story, ENTREPRENEUR

OTHER SPEAKERS AND VISITORS
- Aaron Abrams, CANADIAN NATIONAL RUGBY TEAM
- Thomas Ahn, JAC VENTURES INC.
- Nicholas Burger, CM CONTACT MANAGEMENT
- Dale Campbell, ATOMIC CRAYON
- Bill Fodick, BC MINISTRY OF COMMUNITY, ABORIGINAL & WOMEN’S SERVICE
- Anastolios Fournace BEARING POINT
- Nola Grant, SCOTIA PRIVATE CLIENT GROUP
- Gayle Halpren-Rezac, FROG AND PRINCE NETWORKING CORPORATION
- Judy Hamza, ADEOBKES
- John MacMillan, COACH PACIFIC PRIDE
- Barbara Patterson, WIG INTERNATIONAL
- Katherine Phoenix, ROGERS CHOCOLATES
- Melanie McKenzie, EXECUTIVE DIRECTOR
- Walt Nicholson, WALT NICHOLSON AND ASSOCIATES
- Dan Parker, PARKER JOHNSTON ROOFING
- Dan Reithan, GSA
- Darcy Rezac, VANCOUVER BOARD OF TRADE
- Don Rowlett, UVIC BUSINESS
- Angie Stanta, CMA
- Anthony Sukow, TERAPEAK
- Judy Thomson, FROG AND PRINCE NETWORKING CORPORATION
- Brandie Yanish, GENOLOGICS LIFE SCIENCES

INTERVIEW CLINICS
- Ginger Brunner, DELTA VICTORIA OCEAN POINTE
- Rita Brunner, ISLAND SAVINGS CREDIT UNION
- Anna Clarkson, SCOTTBANK
- Catherine Clifford, FAIRMONT EMPRESS
- Brian Currie, B.C. MINISTRY OF SUSTAINABLE RESOURCE MANAGEMENT
- Mary Anne Davidson, CUSTOM HOUSE GLOBAL FOREIGN EXCHANGE
- Wanda Farrant, KPMG
- Carmen Firmiani, SCOTTBANK
- Suzanne Gattell, EXECUTIVE HOUSE HOTEL
- Julie Holder, VICTORIA READ SOCIETY
- Sue Lindstrom, CBC
- Frank Low, RBC ROYAL BANK
- Erin MacIver, ENTERPRISE RENT-A-CAR
- Francesca Mastronuono, TO CANADA TRUST
- Bonnie Morgan, WESTCORP
- Anna-Maria Parente, PRICEWATERHOUSECOOPERS
- Scott Quinney, COAST HARBORSIDE HOTEL
- Doug Tolson, INNOVATION AND DEVELOPMENT CORPORATION
- Dale West, ROYAL SCOT HOTEL
- Martha Wood, GRANT THORNTON
- Darren Zilinsky, VIGIL HEALTH SOLUTIONS
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The accolades keep on coming for retiring business professor Dr. Ralph Huenemann. His most recent honour, named a University of Victoria 'most popular prof' in this year's issue of Maclean's Guide to Canadian Universities 2005 (see page 149), comes as no surprise to students, staff and faculty of UVic Business. He also shared the faculty's 2004 Business Award for Excellence in Teaching with professor Bill Buckwold.

Huenemann is making a smooth transition to his July 1 retirement from the faculty of business. He's already had his UVic recreation membership renewed with the words "retiree" emblazoned on the front. He also has a clear vision of the future. "I plan to spend more time playing with my grandchildren and getting back to being a China specialist." Along with building a sailboat and teaching his grandchildren to sail, he will spend several months each year in China with his wife and painter Deirdre Roberts. "When I'm not carrying Deirdre's paints, I will be teaching. We're still working out the details of location and topics but I'll be back into the business of China."

"We'll miss Ralph tremendously and wish him the best," says dean Ali Dastmalchian. "He's made huge contributions through his research and teaching and has inspired countless students to look at the world through a broader lens. As associate dean, he has also made an enormous contribution to the faculty, taking on many administrative tasks that are helping us realize our vision for UVic Business."

**NEW FACULTY**

**Jen Baggs** (Ph.D International Economics, UBC 2002) comes to us from Queen's and will teach in the areas of international business, international and managerial economics, statistics and international finance. Her current research interests include how free trade agreements affect firm survival and growth, international trade in hazardous waste, and the determinants of firm financial structure.

**Michael Fern** (Ph.D candidate in Entrepreneurship and Strategy) comes to UVic Business from the University of North Carolina and will be teaching in the areas of entrepreneurship, strategy and technology. His research explores how an entrepreneur's knowledge affects his/her strategic decision-making during new venture formation, and how entrepreneurial organizations use their knowledge-based assets to achieve superior performance. He's currently exploring these two questions in several business contexts, including aviation, specialty chemicals, industrial controls, and consumer foods.

**Linda Hui Shi** (Ph.D candidate in IB/International Marketing from Michigan State University) joins the faculty July 1 and will be teaching in the area of international business, marketing, strategy and global marketing. Her research interests lie primarily in the areas of global marketing strategy, global business-to-business customer relationship management, and business-to-consumer customer relationship management. Before joining the Ph.D program, she worked at Procter & Gamble's China headquarters and was responsible for projects about inventory reduction, supplier and customer management, and cost accounting process optimization.

**IN MEMORIAM**

**Namasivayam (Nami) Thiagaratnam, 1941 – 2005**

Namasivayam (Nami) Thiagaratnam passed away April 10, 2005. Nami joined the faculty in January 2002 to coordinate the Hotel and Restaurant Management Program and was well liked by everyone. He gave freely of his time and talent to promote our program and provide affordable and enriching classroom experiences. He will be sadly missed.
His hard-working parents inspired him to go to university but it was a bullying boss who made business professor Dr. Craig Pinder, the latest recipient of the University of Victoria Distinguished Professor Award, choose his field of study. Pinder learned his work ethic from watching his postal worker parents hold down two jobs to make ends meet. His desire to create a workplace and classroom atmosphere where people excel grew from enduring the exact opposite situation.

“When I was an undergraduate and working part-time job in a local grocery store my boss tormented me. He would badger me constantly. It was relentless; it was harassment,” says Pinder. The experience prompted him to study organizational behaviour and his subsequent research and commitment to create a respectful classroom atmosphere contributed to his winning UVic’s highest academic honour.

“IT’s a tremendous privilege to work with Craig,” says Ali Dastmalchian, dean of the faculty of business. “He has advanced the practice of management considerably, particularly through his work on developing qualifications for the designation of certified human resource professionals.”

Distinguished Professor Inspired by Parents’ Work Ethic

Pinder earned a BA in industrial psychology from the University of British Columbia, an MA from the University of Minnesota and a PhD from Cornell with a specialization in organizational behaviour. His research has focused in three areas: the practice and impacts of relocating employees; the use of more facts and fewer analogies when describing organizations; and a better understanding of what motivates people to work.

Pinder’s teaching philosophy is rooted in his knowledge of motivation theory. He creates a class environment that challenges students’ belief systems while creating a culture of respect for differences of opinion.

The five-year professorship is given to a faculty member who has achieved distinction in teaching and scholarly research and has made substantial contributions to the university and the wider community. Each recipient receives a salary stipend and annual research allowance. No more than three per cent, or currently 22 of UVic’s regular faculty members, can hold Distinguished Professorships at one time.
MBA Degree Pays Off...

In more ways than one

Once viewed as the essential business credential, the value of a master of business administration degree has been the subject of some debate in more recent years. Despite a few dissenting views, however, UVic MBA grads and some recent studies prove that the degree still holds its worth in business skills and knowledge, in increased confidence, in increased opportunities, and in dollars.

A recent article published in BizEd (Jan./Feb. ’05) showed a clear correlation between the MBA degree and four direct economic benefits: a higher starting salary, higher likelihood of finding work, better growth in earnings, and increased employment stability over the long term.

Authors of the article analysed the Return on Investment of an MBA in comparison to an undergraduate degree. They found that MBA graduates in 2003 could expect starting salaries of U.S. $75,000, compared to the median salary of U.S. $50,000 for the same students prior to earning their MBAs. This is consistent with UVic’s own finding that MBA grads’ average starting salary is CDN $73,000.

Pat Elemans, director of the part-time MBA Program and assistant director of the full-time program, says she is hearing similar ROI stories. “I recently had lunch with one of our former students,” said Elemans. “She graduated last Christmas and in six months her salary increase has already covered the cost of tuition for her MBA, almost $25,000.”

In addition to quantifiable benefits such as salary increases and compensation growth, UVic’s MBA grads are finding surprising new doors opened to them. Some grads are breaking into new fields or new industries, others are moving from specialized jobs into management roles, and still others are gaining access to interesting positions in the international arena.

Trista Dawson (2002) came to the MBA program with an undergraduate degree in biochemistry. A co-op placement with the B.C. government Ministry of Competition, Science and Enterprise gave her an exciting opportunity to analyse biotech and pharmaceutical markets globally. On graduation, the experience, skills and knowledge gained in her MBA program helped Dawson secure a job in Germany. She has been there over three years working as press officer for a top research institution—the European Molecular Biology Laboratory.

Other students have been able to move up the ladder at their places of employment. Michael Meehan completed a part-time MBA while working for Avue Technologies Corporation, a Victoria-based high tech firm. Originally hired as a web developer, when Meehan started the MBA program his employer immediately began giving him more interesting assignments and more responsibility, allowing him to put his new skill to use. “Every day I learned something in class and then I’d come to work and actually use it,” he says.

Meehan’s applied knowledge dovetailed with a critical shift in the company’s overall business strategy. He recalls a critical meeting with senior staff where it became apparent that what he was learning had value for the company. Ultimately, that realization led to a series of promotions, and today he is Avue’s director of business process engineering.

Whether in ROI, new opportunities, hard business skills, or intangible benefits such as increased confidence in the workplace, the MBA degree holds its value for UVic Business students and for the marketplace in general.
Alumni Updates

James DeGreef  BCOM ’98

Connections form a vital part of GenoLogics culture

James DeGreef is helping to revolutionize technology for the life sciences industry. In February 2005 DeGreef, co-founder of GenoLogics Life Sciences Software Inc., celebrated a $6.3 million round of financing that will allow the Victoria-based company to meet growing demand. GenoLogics develops software platforms that assist proteomics researchers manage, integrate and analyze enormous volumes of scientific data.

Proteomics—the study of proteins and their functions and interactions inside cells—is a growing area of study particularly in cancer and heart disease research.

“Getting the financing is critical to meeting growing customer needs and delivering innovative product solutions that save time and money, and ultimately lives,” says DeGreef.

“A big part of our success comes from the widespread support of the Victoria business community. We have strong ties to the University of Victoria and VIATeC. These connections form a vital part of the GenoLogics culture, help to make our company and the technology industry on the island an exciting and dynamic environment for the future.”

GenoLogics is a spin-off company of UVic’s Innovation and Development Corporation (IDC). DeGreef and Jon Kerr, co-founder and fellow UVic grad, hatched the idea for their company while in a database systems course in 2001. A second-place finish in the Greater Victoria Entrepreneurs’ Challenge led to a meeting with Dr. Doug Tolson (MBA ’01), vice-president of IDC. IDC supported them through management expertise, contract negotiation, intellectual property management, and commercial enterprise development.

A $40,000 cash prize from a 2003 TELUS New Venture BC competition helped GenoLogics relocate to the Vancouver Island Technology Park which is giving them access to the Proteomics Centre and much needed space for their expanding company.

Classnotes

2003

SCOTT JOSEPH COLLINS, B.Com, Gen. “I have recently returned from Korea, where I taught English for a year. I then moved to Calgary and have started a new job as a Petroleum Land Analyst for a small Land Services company. I have recently been engaged and will marry in Victoria this September.”

KEVIN GREEN, MBA has recently been promoted to Territory Manager in the Cardiac Rhythm Management division of Medtronic, Inc., the world’s largest medical device manufacturer. Based in Vancouver, Kevin has sales/strategic responsibilities for Vancouver Island and the Lower Mainland. In addition, Kevin and his wife, Margaret, have welcomed a third child to the fold in the last year. New addition Jenna joins big brother Josh, and big sister Julianne.

2001

SIVA ANGAPPAN, MBA and his wife had their second child, Shreya, on November 30, 2004. Both mother and baby are doing well.

KAM DHILLON, MBA (SM) has been the Director of Customer Service for Coastal Contacts since graduating.

Kam has also become a part of Big Sisters of Vancouver/Lower Mainland and has been friends to a “Little Sister” for 1.5 years. She’d love to hear from other Vancouverites, and can be reached at kamd@coastalcontacts.com.

ANDREW SHORTREID, BCom IB and his business partner were recently recruited to build Wellington West Asset Management, a nationwide discretionary investment management division of Winnipeg-based Wellington West Capital. In addition to overseeing the firm’s rapidly growing discretionary platform, Andrew writes investment strategy for $5 billion of assets under administration. Prior to this, Andrew worked for RBC Dominion Securities, and helped found Stewardship Group, a national advisory board created to empower nonprofit organizations. He completed the CFA program in 2004 and serves on the executive of CFA Victoria.

1998

JANICE SETO, MBA completed her dissertation defence and received her doctorate in Psychology (Industrial/Organizational) from The Professional School of Psychology, Sacramento. (A shoutout to Sylvie, Bill S, Mike M, Geoff, Ron, Monika, and Ali.) Since September...
Clinton Lee
BCom '98, LLB 2000

Business degree lays strong foundation for law firm

Clinton Lee didn’t step into the family law firm, he created it. As the first lawyer in his family, and now a partner in a Vancouver law firm, Lee says starting a business takes courage, determination and entrepreneurship. These are all personal qualities that he believes were enhanced through his business studies and work experience.

“As a partner in a law firm, you’re not only a lawyer, but a business person as well. Strategic management, HR and marketing all come into play on a daily basis. From a practical perspective, the countless team projects and presentations honed my team work, leadership and advocacy skills.”

Lee also credits the BCom international business stream for giving him insight into international issues. “In my field of practice, although intellectual property law is highly jurisdictional in that protection is generally only available in the country in which it is registered, today’s clients are often operating abroad. Hence, I believe clients appreciate the global perspective I bring to their issues and see that I add value to their business.”

Since Lee didn’t grow up in a family connected to law, he did not have a formal mentor for guidance. However, he appreciates the openness of the legal profession. “If I have a legal or ethical question that I need guidance on, I can simply call another lawyer for his or her advice.”

Lee also has some advice of his own for new business alumni. “Treat every opportunity as a learning experience. Whether you’re in an entry-level, junior, middle- or even senior-level position, there is always something to be learned. The important thing is to take that knowledge to wherever it may lead you.

“Finally, the adage is true: you will be most happy in your career if you are able to find something that you love to do, that interests you and is something that you can have fun with.”

2001, she has been a member of the instructional faculty of Management Studies, Nunavut Arctic College. If you cannot drop by Rankin Inlet, do drop her a line at janice_seto_psyd@yahoo.com

CLINTON LEE, B.Com IB, B.Sc., M.E., LL.B. has recently joined the partnership of the Nexus Law Group LLP in Vancouver (www.nexuslaw.ca). His practice covers all areas of intellectual property law, primarily in litigation. He has represented clients before the Federal Court of Canada, and the British Columbia Supreme Court. Although his practice is primarily related to litigation, he also has extensive involvement with both domestic and foreign patent, design and trade-mark filings and prosecution. As part of his practice, he is responsible for coordinating many of his client’s international patent and trade-mark portfolios and licensing concerns.

MEGAN GABERT, BCom, moved to Calgary following graduation and worked as a Natural Gas Trader for Husky Energy where she focused on marketing and optimization of assets at the Eastern Canadian border markets. She moved to Edmonton in 2003 to be with her fiancé and took a job with TELUS Communications Inc as a Contract Specialist where she currently develops construction and professional services contracts. Megan was married November 6, 2004 in Edmonton. She is interested in networking with any Edmonton-based UVic Business Alumni.

1997

ANDREW CLARK, MBA. At time of graduation, he had two kids and was one year into joining the management team of a locally based software company called Visionary Solutions. His MBA allowed him to have a strong influence on the strategy of Visionary Solutions, which eventually was bought out by European-based Agresso in 1999. He moved into various positions while at Visionary Solutions/Agresso, including branch manager, consulting manager, director of operations, COO, vice president of higher education, and eventually vice president for the Americas. In 2004 he left Agresso and has spent the last year as an independent consultant, focusing primarily on project management and organizational planning. He now has four kids, aged 11, 9, 6, and 22 months (three boys and a girl). He just started playing soccer again for the over 40 team.

Megan Gabert
Ray Yazdani, MBA ‘99

Who’s Who Among America’s Teachers

Ray Yazdani, now teaching at the Art Institute of the Colorado School of Culinary Arts, is among an exclusive five per cent of American teachers selected for inclusion in the 2005 edition of Who’s Who Among America’s Teachers. Only high school and college students who have been cited for academic excellence themselves in Who’s Who among American High School Students, Who’s Who among American High School Students—Sports Edition and the National Dean’s List are invited to nominate one teacher from their entire academic experience. Yazdani says he is honored by the achievement and takes pride in being an alumni of the Faculty of Business at the University of Victoria. He sends his kind regards to Dr. Dastmalchian and all other wonderful faculty and staff.

1996

ROCCOS COSMATOS, BCom. After eight years with Unilever and Kraft Foods in sales and marketing and as Marketing Manager the last three years, he has recently set-up a Business & Marketing Strategy Consulting firm in Romania. His current client list includes Citroen. He is also the UVic Alumni Association Branch contact for Romania and would be happy to hear from you.

KEN CREWE, MBA has been working at Royal Roads University since 1998, and was promoted to his current position as Manager of Human Resources four years ago. Ken married Samantha Lineker, whom he met during his studies via classmate Chris Koski, and together they are raising two young children here in Victoria (Kyle, 3 and Sydney, 9 months).

FIONA GRANT, MBA has recently been appointed CEO of St Luke’s Hospice in Cape Town, South Africa. The role is a real change from her previous position as General Manager of the Centre for Conflict Resolution in the same city, but she is relishing the challenge of learning the medical jargon required. She and her husband, Marc, are expecting their first child in April 2005.

SHERRI OSTROPSKI (PALLE), MBA Part-time, has recently returned to work as managing associate at Raymond James after having daughter Samantha this past summer. She is little sister to Ayden (7) and Ethan (4). Sherri’s husband, David, is now on deck to stay home for the next few months with the kids (should be interesting). They also recently took over ownership of a small business in Sooke, where they reside. It’s a children’s consignment store called, Bee’s Knees (www.beesknees.ca). Life is busy.

DALE RICHARDSON, MBA has been appointed Marketing Programs Coordinator for NOVA Chemicals’ Styrenic Polymer group and is based in Pittsburgh, PA.

ROBERT STURGEON, BCom Ent, MBA Part-time, after four years with SEAF (a Washington DC-based emerging market private equity fund administrator) in Bolivia and Peru, has recently been promoted to Portfolio Administrator with SEAF in Colombia. SEAF is in the final stages of raising the first private equity fund in Colombia with local private pension fund investment. Robert is leading the effort to generate and analyze potential deal flow and structure equity investments in unlisted...
Coach As Mentor
Getting the most from your relationship

Coming straight from the practice field and wet from a wild Victoria rainstorm, John MacMillan and Aaron Abrams helped launch the winter term of the UVic Business executive mentoring program. MacMillan, coach of the Pacific Pride elite rugby player development program, coached Abrams during his two years in the program. They have continued their relationship since Abrams’ graduation and selection to play on the Canadian national rugby team. With rugby as their common passion, the two shared their thoughts on their unique relationship as coach and player and as mentor and mentee with more than 80 MBA and BCom students and their mentors.

“As a coach, or a mentor, you can’t do it for them,” says MacMillan. “You must respect the boundaries and know what’s at stake. And that requires understanding what they are shooting for and how they think you can help them get there. To mentees I say help your mentor help you. You have to let your mentor know what you expect from them and why this is important to you.”

“Make it easy for your mentor to work with you,” says Abrams. “I noticed the more effort that I put in, the more effort John put in.” They both say to come prepared. Be direct and specific and ask for what you want and go after it. Once you get their advice, think about what they’ve said—talk about it, do it, let them know what happened—and put something back into the relationship. MacMillan and Abrams share an easy camaraderie that comes from their shared love of rugby, their respect for each other’s skills and abilities, and from their off-the-field experiences. Abrams gives back to his coach and mentor by showing up to celebrate special occasions and helping with fundraising efforts. “By doing things together, you weave a fabric that will hold you strong—you’ll become friends for life.”

Rajan Sodhi, BCom was recently appointed as Director of Marketing with Peer 1 Network located in downtown Vancouver. He provides strategic marketing and brand management for the technology firm’s 11 locations, including Los Angeles, New York and London, UK. BC

Colombian companies as well as supporting the fund-raising process.

1995

Darren Redies, BCom Ent, and his wife Allison are pleased to announce the birth of their son Matthew Kai, born November 28, 2004 at Peace Arch Hospital. Darren is enjoying fatherhood, and continues his work as an accounting software consultant. Allison is enjoying her year of maternity leave, and returns to UVic this summer to continue work on her Masters in Art Education.

Derek Rolstone, MBA has spent the past year as the Chief of Staff to the B.C. Minister of Forests. The experience of working in a crazy political environment has been a real change from his previous 10 years of Human Resource Management with The Canadian Mint, Bell Canada and Pepsi in Winnipeg and Vancouver. The new job has taken him all over the province as well as many trips to Ottawa, Washington DC, China and Japan. Over the next few months, he will be managing Ida Chong’s re-election campaign in UVic’s backyard of Oak Bay/Gordon Head. Derek and his wife Barbara have their hands full with their 20-month old daughter Riley.

Rajan Sodhi

Keep in Touch
We’d like to hear from you
Alumni chapter events are listed in alumni e-newsletter @UVic and at www.business.uvic.ca – follow links to community and alumni. Please ensure we have your current email and mailing address by logging onto: http://alumni.uvic.ca/address.htm or contact Joanne Ballance, development Officer, UVic Business at jballanc@uvic.ca or call 1.250.472.4279.
BCom Student Miraculously Survives Thailand Tsunami

In the Autumn 2004 issue of Business Class, BCom student Dave Frey recounted his experience as a student on academic exchange in Bangkok, Thailand. Who could have foreseen what awaited the 22 year-old as he capped off his five-month exchange with a vacation on Phi Phi Island near Phuket with brothers Rene and Steve, and traveling companion May. Amazingly they lived through the Boxing Day tsunami that killed and injured hundreds of thousands of people.

Frey’s harrowing experience began when water rushed into his beach-side bungalow at 10:30 a.m. on December 26, submerging the cabin within seconds. “The weird thing is that you don’t even have time to panic,” Frey recounts. “Your mind just goes into survival mode or something and you react.” Frey reacted by diving underwater through a broken door. His narrow underwater escape, to his wild ride inland on top of a wave, his struggle against the receding tidal wave, and his incredible reunion with his brothers, have shaped him in ways he never imagined.

As part of the international relief effort, Frey has become a public speaker. To help put a public face on the disaster and raise awareness of the extent of the devastation and need for funds, he has told his story many times. To date he has spoken on national radio and television and at several fundraising events. He is also considering a different future. After graduation, Frey now plans a career in international development—perhaps in Africa.

His story is miraculous: After escaping his cabin and being tossed ashore, the water receded to knee level allowing him to return to his destroyed cabin hoping to find his brothers. Amazingly, he spotted Rene and together they found Steve who had been at a restaurant eating breakfast when the tsunami hit. It was a good thing because Steve’s cabin had collapsed when the wave hit.

Overjoyed with the relief of finding one another, they continued barefoot up the mountain. Taking refuge on the mountainside with hundreds of other stranded people, they experienced more terror throughout the night. Marauding monkeys invaded the camps looking for food, and rumors of more waves spread fast and resulted in racing hearts and panicked cries echoing through the dark in the makeshift camp.

Throughout the ordeal, Frey found the Thai people unselfish, caring and helpful. “Many of them offered food to those stranded,” remembers Frey who also had his passport returned. “A local villager walked into our camp carrying a Canadian passport he had recovered in the devastation—it turned out to be mine!”

The trip off the island by police boat, followed by military airplane was in part due to May’s chief-of-police uncle in Bangkok. She had been struck by debris and her back injury required medical attention.

Back at UVic Business, Frey is completing his second co-op term with the International Programs Office. His experience in Thailand turned out to be lot more than he expected. “People ask me how the disaster changed me and it is a tough one to answer because I am still me and still do the same things I did before. But, before this happened I never really had a cause that I supported or felt strongly for. But now I do and I realize that there are a lot of causes out there that are as legitimate as the tsunami crisis. So I just hope that people will do what they can to help those in need.”

BC
Leaders of the pack...

The University of Victoria Senate Chambers saw the final round of the second annual UVic Business internal case competition. Beginning in January, 180 third-year business students competed for the honour of representing their school on next year's case circuit.

The finalists had just three hours to review a complex management accounting case, develop their solutions, and present them to competition judges, Tom Siemens, regional vice president RBC Financial Group, Dr. David McCutcheon, director of undergraduate programs and associate professor and Dr. Ali Dastmalchian, professor and dean.

“While many other Canadian business schools use cases as teaching tools, to my knowledge no one else puts its full undergrad class through an internal case competition,” said Dastmalchian as he congratulated all of the students and thanked the 50 volunteers who helped with the competition.

The purpose of the internal case competition is to give students an opportunity to learn by combining theories from the classroom with skills such as working within a group and working under pressure. Each student on the winning team received a cheque for $250 and a gift from sponsor RBC Financial Group.

SPECIAL THANKS TO THE 2005 CASE COMPETITION JUDGES

EXTERNA L

Joanne Ballance
Alex Milne RBC
Lenora Lee alumna
Sylvie Gagne alumna
Bill Anderson Board of Advisors
Terry Globman BCBC
Frank Low RBC
Ian Fairwell Custom House Global Foreign Exchange
Al Crow Board of Advisors
Troy Griffiths alumna
Zig Hancyk Mentor
Annette Lali alumna
Kathie Martin RBC
Mia Maki alumna
Frank Hudson B.C. government
John Little MBA alumna
Val Nickerson RBC
John Foster RBC
Chris Fraser Mentor
Sybil Verch alumna
Tom Siemens Regional VP, RBC Royal Bank

FACULTY AND STAFF

Ali Dastmalchian
Rebecca Grant
Ralph Huenemann
Brian Leacock
Basma Magi
Dave McCutcheon
Norah McRae
John Oldale
Craig Pinder
Don Rawlatt
Brock Smith
Ian Stuart
Steve Tax
Si-Heng Tang
Roger Wolff

Generous donation opens door to exchange in commercial centre of China

Mr. Po Ting Ip is a believer in the international experience. Born and raised in China, a graduate of MIT in the U.S., and now living in Vancouver, his own life reflects the advantage of learning from different cultures and applying that knowledge to one’s professional and personal aspirations. Now, thanks to his annual gift, a new exchange program will allow business students, faculty and researchers to experience the international advantage at his alma mater, Lingnan University, in Guangzhou, China. Lingnan, founded in 1888, is one of the region’s top comprehensive schools and puts a focus on education relevant to the working world of Hong Kong. Guangzhou, a vibrant port city of 6.5 million with a history dating back over 2500 years, is one of the most important centres of foreign commerce in south China.

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This November, the first group of UVic Business undergraduate students will travel to Lingnan University where they will attend classes, and visit companies operating in the Pearl River Delta area. Students will have the opportunity to talk to executives about the many challenges and opportunities facing Chinese companies and experience the Chinese culture face-to-face. Dr. Ignace Ng, a faculty professor, will be assisting with the students’ trip. “This trip gives students in international business an alternative to the semester-long academic exchange but still allows them to gain experience and practical cross-cultural knowledge of doing business and studying in a foreign country,” says Ng. bc

For more information on how you can help students reach new heights, contact Joanne Ballance, Development Officer at 1.250.472.4279 or email jballance@uvic.ca.
Alumni Updates

TORONTO

In December the Toronto business alumni chapter held a social mixer at Schmooze. Now that spring is here, they’re planning a Blue Jays baseball night. Watch for upcoming information.

CALGARY

UVic Business is increasing its presence in Calgary. With 120 alumni currently living and working in Calgary, a new executive committee has been formed to bring this group together to share pride and commitment you have for your University.

Tracy Hatton (MBA ’04) is the new chair and Seema D’Souza (MBA ’04) is VP Events.

Dr. Ali Dastmalchian attended Calgary’s May 9 reception which was a great forum to meet new and old friends. Thanks to everyone who came that evening. We hope to make this an annual event. The executive is currently looking for more volunteers to join the Calgary alumni chapter to help plan future events. If you are interested, please contact Tracy.

Attention CFL Fans: Alumni of BC Universities will be invited to cheer on the BC Lions when they play in Toronto and Calgary this coming fall. Watch for more information in your @UVic electronic newsletter.

VICTORIA

Local business alumni enjoyed a tour, tasting and talk at Vancouver Island Brewery on April 21. CEO Barry Fisher gave a presentation on business ethics while alumni sampled various products made by the popular BC microbrewery. Upcoming alumni events include:

June 8: Sticky Wicket Pub – Beach Volleyball
September: Golf tournament
October: Vancouver Island Tech Park tour

INTERNATIONAL ALUMNI CONTACTS

California – Jeffrey Harris jeffreyharris@kpmg.com
Romania – Rocos Cosmatos roc_cosmatos@hotmail.com
Hong Kong – Alan Cheung alanc_may05@yahoo.com

CONTACT YOUR LOCAL UVIC BUSINESS CHAPTER

Victoria – David Ballinger david.ballinger@bmo.com
Vancouver – Jason Henneberry jason.henneberry@td.com
Calgary – Tracy Hatton tracyhatton@alumni.uvic.ca
Toronto – Tim McGuire tmcguir@edc.ca

For more information on how you can get involved in UVic Business, contact: Joanne Ballance, Development and External Relations Officer, at 250.472.4279 jballanc@uvic.ca

JOIN

WANT TO MAKE FRIENDS, BOOST YOUR CAREER AND HAVE FUN?

Get involved in your local alumni chapter make new friends and see real benefits including:

- Access to career services and job postings
- Professional development opportunities
- Subscription to Business Class magazine
- Keep in touch with old friends and faculty
- Network and make great contacts
- Attend social events
- Get discounts on a variety of products and services
- Free email forwarding by registering on the University of Victoria’s On-Line Community

KEEP IN TOUCH

WE’D LIKE TO HEAR FROM YOU

Comments, ideas, classnotes, questions? You can contact us in the following ways:

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