



# CONTINUING STUDIES@UVIC

*"We are so much more confident that we're ready to keep serving our community even during a crisis."*

## BIO

Mira works for an agency that provides health and social support to vulnerable groups in the city. She joined them right after university (sociology degree), working as an outreach coordinator and then in administration. Soon, she discovered how much she enjoyed working in the behind-the-scenes management of a large organization and began studying at night for a human resources diploma. After completing that, she moved into an HR role at the agency.

**MIRA**  
THE IMPLEMENTER

Human Resources Coordinator  
Non-profit sector  
Early 30s  
Greater Toronto, ON

## CORE BELIEF

Business continuity planning is the ultimate leadership skill.

## PRIORITIES

Showing leadership in my organization to help people feel less overwhelmed by the idea of crisis and more confident in their roles.

## NEEDS

- Quicker response to crisis
- More adaptable business plans for a large and diverse organization of 350 staff

## FRUSTRATIONS

- The attitude that "this is how we've always done it" and slowness to adapt to new ideas
- Failure to learn from past challenges

## MOTIVATIONS

- Looking out for the most vulnerable in the community
- Moving up to a leadership role
- Being prepared to support mental health of clients and staff, especially in crisis or emergency situations

## DETAIL-ORIENTED



## KNOWLEDGE OF OPERATIONS OUTSIDE OWN AREA OF EXPERTISE



## COMMUNICATOR



## RISK-TAKER



## CREATIVE THINKER



## SOCIAL CONNECTOR



University of Victoria