



Mary T. Yates, B.A. (Hons), M.Ed.

Mary has spent more than 30 years in the business of helping individuals and organizations through the change process; including eight years as a self-employed management consultant where the majority of her work was in the health care and hospital field. Recently, Mary was Director of the Physician Workplace Support Program, a unique service offered through the Physician Health Program of the Ontario Medical Association designed to assist physicians with enhancing their interpersonal effectiveness in the workplace.

Her expertise is in the area of leadership development, team effectiveness, performance management, meeting & retreat facilitation, human resources management, curriculum design and quality improvement. Prior to coming to OMA, Mary spent eight years as Director of Organization Development/Quality WorkLife at York Central Hospital in Richmond Hill ON where she provided leadership for initiatives related to learning, organizational transformation and improving quality of work life for staff.

For the last 15 years, Mary has been on faculty with the Canadian Medical Association's Physician Manager Institute and has designed and delivered workshops at the CMA annual conference 'Leadership for Medical Women' on several occasions. She has designed and delivered courses on behalf of the Quality Health Network and has been on faculty with Ryerson University in the Training and Development Program.

Mary designed (along with Mike Kaufmann MD and Paul Farnan MD) and currently delivers a two and a half day course for physician leaders called *Managing Disruptive behaviour: a rational approach for physician leaders* and has authored (along with Paul Farnan, MD) a web enabled learning module called *Dealing with difficult physicians* (University of Ottawa/e physician health.com).

Mary's undergraduate degree is in Psychology and she has a Master of Education degree in Adult Education (Human Resources Development). She has achieved Advanced Level standing from the Ontario Society for Training and Development and completed an internship in Organization & Human Resources Development through University Associates in Tucson AZ.

When Mary is not pondering the dynamics of 'large systems change', she spends her time being proud of her two children, Jamie and Danielle, and dreams of kitchen renovations.
