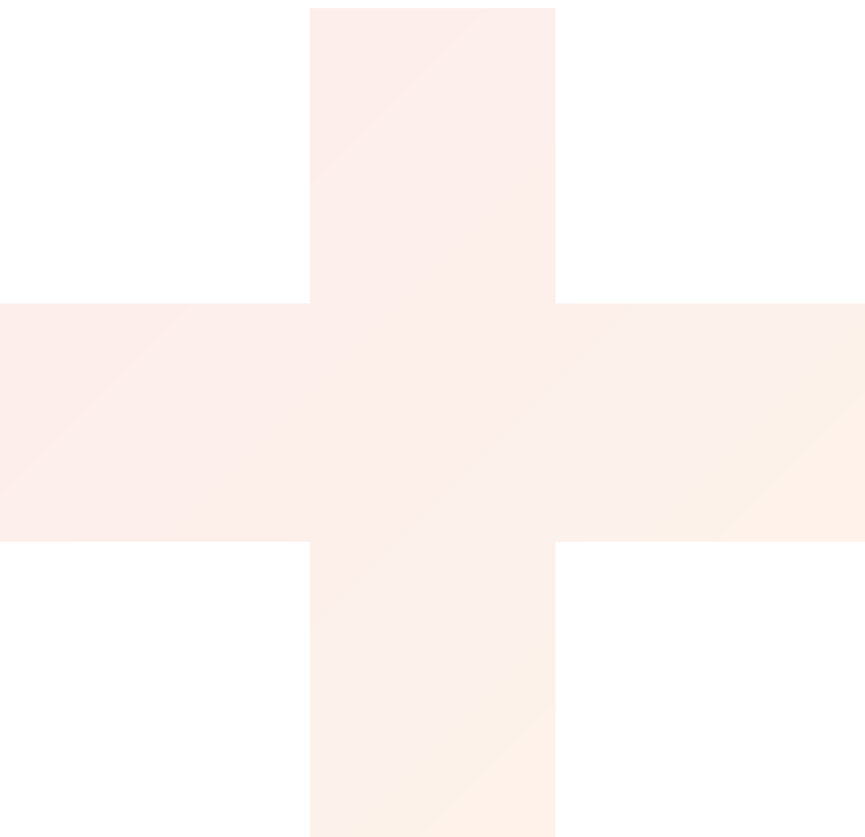


Doyon+

PEOPLE
DESIGNING
CHANGE





Yves is passionate about **human potential**, **design** and **change** and believes in shared responsibility, commitment, integrated solutions and collective action.

Yves Doyon

Engagement, Strategic Design and Solutions

Yves is called upon to serve as a strategist, ‘design thinker’ and facilitator to support strategic planning exercises and to design solutions for systemic challenges, mobilization projects and collaborative structures. Over the course of his 29 years of experience in consulting and business, Yves has acquired vast experience in group facilitation, organizational development and change management.

As a practitioner and promoter of Design Thinking and everything it entails, Yves collaborates with members of the ENoLL/European Network of Living Labs, a network that develops, explores and promotes the advantages of Design Thinking, Open Innovation and collaboration to reach solutions that are practical, viable, desirable and sustainable.

In recent years, Yves has been called upon to support reflection, planning and strategic positioning exercises for many clients, including: SSF/Société santé en français, the FCFA/Fédération des communautés francophones et acadiennes, the FCCF/Fédération culturelle canadienne-française, la FJCF/Fédération de la jeunesse canadienne-française, the Centre culturel franco-manitobain, Public Health Sudbury et districts, Carrefour des femmes de London, the Northern Ontario Cancer Prevention Network, the NOSM Francophone reference group, the Mattawa Women’s Resource Centre, the Ministry of Community and Social Services, the London Family Court Clinic (for the Child and Youth Advocacy Centre project), the French River Nurse Practitioner-Led Clinic, and others.

In earlier years, Yves was also asked to coordinate the community planning exercise États généraux de la francophonie du Grand Sudbury and other community multi-sector planning exercises for several other Ontario cities.

“Design Thinking is, fundamentally, a strategic approach to problem solving.

If the definition of design is solving a problem, then the definition of strategic design is solving the right problem.”

– **Thomas Lockwood**

Current and recent mandates in strategic design and service design:

- + **Centre pour enfants Timiskaming Child Care** (governance and strategic planning)
- + **Société Santé en français** (strategic planning)
- + **Centre de santé communautaire Univi** (strategic planning)
- + **Travel Manitoba** (strategic design for Francophone and Métis tourism)
- + **RDÉE Terre-Neuve et Labrador** (service model design for entrepreneurship and employability services)
- + **Living Lab for Open Innovation, Cégep de Rivière-du-Loup and Agriculture Canada** (training in open innovation and research site design)
- + **Centre culturel franco-manitobain** (business model design and renewal, support for governance and strategic planning)
- + **FCCF** (support for organizational development, strategic/political issues)
- + **RAFA** (support for strategic/political issues)
- + **La Ribambelle child care centre** (governance and strategic planning)
- + **Maison Boréal Home** (infrastructure project for an aging rural population)
- + **COIE – Centre ontarien Innovation-Emploi**
- + **Centre Horizon pour femmes, West Nipissing**
- + **COFA – Coalition ontarienne de formation pour adultes**
- + **French River Nurse Practitioner-Led Clinic in Alban and Sudbury-East Health Centre**
- + **Merrymount Family Support and Crisis Centre, London**
- + **London Family Court Clinic**
- + **Family Service Thames Valley, London (French language services planning)**
- + **FJCF – Fédération de la jeunesse canadienne-française**
- + **FCFA – Fédération des communautés francophones et acadiennes**
- + **French Language Health Planning Entity 4**
- + **CCF – Conseil culturel fransaskois**
- + **ANIM – Alliance nationale de l’industrie musicale, Ottawa and Moncton**
- + **Mattawa Women’s Resource Centre**
- + **French River Nurse Practitioner-Led Clinic**
- + **Centre FORA, literacy resource centre**
- + **Réseau du Nord – Francophone immigration services, Northern Ontario**
- + **Centre culturel les Compagnons, North Bay**
- + **Conseil des arts de Hearst**
- + **Centre culturel Frontenac, Kingston**
- + **APCM – Association des professionnels de la chanson et de la musique**
- + **RDÉE – Réseau de développement économique et d’employabilité** (support for governance)
- + **PPE – Parents partenaires en éducation** (facilitation for province-wide discussions, coaching and support for operational planning with the working committee)

Testimonials

“Yves’ approach was much appreciated by participants. The content, the exercises and the design tools he presented went well beyond the group’s expectations. The user/client-based approach had a hugely positive impact on participants and they left with concrete examples for engagement, facilitation and collaboration.

As a consultant, Yves’ style is calm, beneficial and innovative. He knows how to stimulate and engage participants, whatever their level of expertise. He also understands the various regional realities and the provincial and federal issues.”

Chantal Bohémier

Planning and Community Engagement Officer,
Réseau du mieux-être francophone du Nord de l’Ontario

Martin Théberge

President, Fédération culturelle canadienne-française

“This team’s strength is truly its ability to attain results in an innovative manner. Their approach is adapted to current realities and leads to new solutions that focus on the people involved and affected by the decisions to be made in order to ensure optimal results. It’s a pleasure to work with Doyon+ because of their professionalism and interpersonal skills, as well as their remarkable analytical abilities, exceptional strategic thinking and high efficiency. Thanks to Doyon+, our organization was able to bolster its relevance and increase its performance. You should give this same opportunity to your organization.”

“If you’re looking to revitalize your organization and to get a roadmap towards an inspiring and inspired future, look no further; you have found the right firm! The Centre culturel franco-manitobain (CCFM) is delighted with its experience in strategic design with Doyon+. Yves’ expertise in the ‘design thinking’ process is exceptional and he guided our team ably and nimbly. This new and innovative approach has allowed our cultural centre to move beyond the usual conventions to engage not only our staff and board, but also the wider community, thanks to a useful tool that is bold and stimulating, yet very practical. It will guide our work over the coming years.”

Ginette Lavack

Executive and Artistic Director / CEO,
Centre culturel franco-manitobain

Case Studies

États généraux du Grand Sudbury

Les États généraux du Grand Sudbury was a community planning exercise that aimed to define a vision for the future through a planning and collaboration process involving all sectors of the community. It led to the creation of a multi-sector network that brought members of the Francophone community together. Within a shared vision, the stakeholders worked to enrich the Francophone community for the benefit of the entire population of Greater Sudbury. This project specifically aimed to increase the capacity for joint efforts, foster strategic partnerships and contribute to the long term development of Greater Sudbury's Francophone community. Les États généraux du Grand Sudbury had a structuring impact on the community's sectoral and multi-sectoral development. Many communities have since followed suit, inspired by the Sudbury model.

London CYAC

Designing a new Child and Youth Advocacy Centre for the London-Middlesex region involved more than 40 partner organizations and more than 120 leaders and users of community services. We worked to reach a better understanding of existing services, structures and networks, as well as the needs of the community, and helped to design a model to support children who witness or experience violence and who need to navigate the system of legal and social services.

Entity 4

Entity 4 (French Language Health Planning Entity, district 4) recruited our firm for its environmental study targeting the services provided by the region's three Community Health Centres, in order to better understand the barriers to accessing primary health care services. Community members, service providers and managers of health organizations were surveyed and actively participated in the collection of data and the design of possible models. With their input, we explored the current services, the target clientele, the roles of service providers in the region's health care system and finally, the organizational structures and human resources. This data allowed us to put forward strategies that reflect the needs of the region's clients and service providers.

Our Clients

Health and Social Services

SSF — Société Santé en français
Centre pour enfants Timiskaming Child Care
Soutien à domicile Timiskaming Home Care
Centre de santé Chigamik Health Centre
Entité de planification des services de santé en français, district 2 / French Language Health Planning Entity, district 2
Entité de planification des services de santé en français, district 4 / French Language Health Planning Entity, district 4
Northern Ontario Cancer Prevention Centre
Northern Ontario Cancer Prevention Network
Hôpital Notre-Dame Hospital (Hearst)
Hôpital de Smooth Rock Falls Hospital
Réseau du mieux-être francophone du Nord de l'Ontario
Réseau de santé en français du Moyen-Nord de l'Ontario
Clinique dirigée par du personnel infirmier praticien de la Rivière des Français / French River Nurse Practitioner-Led Clinic (Alban)
Service de counselling de Hearst, Kapuskasing, Smooth Rock Falls Counselling Services
Santé publique Sudbury et districts / Public Health Sudbury and districts
Service de santé du Timiskaming Health Unit
Clinique dirigée par du personnel infirmier praticien de North Bay Nurse Practitioner-Led Clinic
Carrefour des femmes du Sud-Ouest de l'Ontario (London)
Groupe consultatif de l'École de médecine du Nord de l'Ontario / Northern Ontario School of Medicine
Centre Horizon pour femmes (Nipissing Ouest)
Conseil d'administration des services sociaux du district de Timiskaming / District of Timiskaming Social Services Administration Board— Réseau Meilleur Départ / Best Start Network
Centre de santé communautaire du Grand Sudbury
Centre de santé communautaire de Sudbury-Est / Sudbury East Community Health Centre
Centre de santé Univi Health Centre
Centre de santé communautaire du Témiskaming
Centre de ressources pour femmes de Mattawa Women's Resource Centre
Centre Victoria pour femmes
Child Care Resources (Sault-Sainte-Marie)
Association des malentendants canadiens / Canadian Hard of Hearing Association
Ontario Network of Sexual Assault—Domestic Violence Centres
Nexus Santé
Centre de collaboration nationale des déterminants de la santé / National Collaborating Centre for Determinants of Health /
Maillon Santé Témiskaming Health Link
Centre d'accès aux soins communautaires du Nord-Est / North-East Community Care Access Centre
Société Alzheimer Society
Clinique judiciaire familiale de London Family Court Clinic Merrymount Family Support and Crisis Centre
Centre de counselling de Sudbury Counselling Centre

Economic Development / Private Sector

Dokis First Nation
Municipalité de Rivière-des-Français / Municipality of French River
Service de développement économique de Hearst Economic Development
Réseau de développement économique et d'employabilité
RDÉE Terre-Neuve et Labrador
Centre régional des affaires de Timmins Regional Business Centre
County of Renfrew
Planification communautaire de Sudbury
États généraux d'Ottawa
Regroupement des gens d'affaires du district de Sudbury
Mitchell Westlake
Caisse Alliance North Bay
NORCAT
Ontario Construction Secretariat
HATCH
Chambre économique de l'Ontario
Programme d'apprentissage pour les jeunes de l'Ontario (PAJO) / Ontario Youth Apprenticeship Program (OYAP)
Sudbury Regional Business Centre
Sudbury Chamber of Commerce
Morguard – New Sudbury Centre
Maison Boreal Home (Chapleau)

Government

Agriculture-et Agroalimentaire Canada / Agriculture and Agri-Food Canada
Patrimoine canadien / Canadian Heritage /
Conseil des arts de l'Ontario / Ontario Arts Council /
Fondation Trillium Foundation
Conseil des arts du Canada / Canada Council for the Arts
Ministère des Services sociaux et communautaires /
Ministry of Community and Social Services
Ministère du Développement du Nord et des Mines / Ministry of Northern Development and Mines
Réseau du Nord — Soutien à l'immigration francophone du Nord de l'Ontario

Music Industry

Association des professionnels de la chanson et de la musique
Alliance nationale de l'industrie musicale
Réseau Ontario
Festival la Nuit sur l'étang
Sudbury Summerfest
Sudbury Blues Fest

Our Clients

Education

Université de Hearst
Université de Sudbury / University of Sudbury
Parents partenaires en éducation
Conseil scolaire catholique des Grandes-Rivières
Conseil scolaire catholique du Nord de l'Ontario
Conseil scolaire Franco-Nord
Conseil scolaire du district catholique Centre-Sud
Conseil scolaire publique du Nord-est
Kid Active
Réseau des boursiers Ricard
Cambrian College
Northern Elementary Academy
Ontario Early Years
Centre de recherche en développement humain, Université Laurentienne /
Centre for Research in Human Development, Laurentian University
Collège Boréal
École de médecine du Nord de l'Ontario / Northern Ontario School of Medicine

Not-for-profit, Associations, Cultural

Festival UP HERE Festival
Debajehmujig Theatre Group
FJCF – Fédération de la jeunesse canadienne-française
CCFM/Centre culturel franco-manitobain
ACFO Nipissing
ACFO d'Ottawa
ACFO du grand Sudbury
AFNOO – Association francophone du Nord-ouest de l'Ontario
AFO – Assemblée de la francophonie de l'Ontario
Le français pour l'avenir / French for the Future
Centre culturel Les Compagnons (North Bay)
Centre culturel Frontenac (Kingston)
Carrefour francophone de Sudbury
CFOF – Centre franco-ontarien de folklore
SFOHG – Société francophone d'histoire et de généalogie
Centre francophone de Sault-Sainte-Marie
Place Concorde (Windsor)
Coopérative funéraire de Sudbury
Centre pivot du Triangle magique
Centre FORA
Jeux de la francophonie canadienne / Canadian Francophone Games
Théâtre Trillium
Théâtre du Nouvel-Ontario
Conseil culturel fransaskois

We empower people and teams by bridging the gap between research, engagement, design, planning, collaboration and action.

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