

1. My role pre EA acquisition was GM.
2. Cushman & Wakefield did not have an Asset Services platform in Canada.
 - Growth was the main driving force for change.
 - Move growth to Canada which was a Market not utilized in the past by CW.
3. The communication of the sale/transition was communicated via the US Executive Team which was mandated to ensure this was done in accordance to the CW corporate plan. Why – this is part of the corporate structure and culture being introduced.
4. Employees were apprehensive, however change is necessary to enhance the business platform.
5. Communication, information and preparation.
6. The plan is not mine, it is instructed by the Executive Team. My role is to ensure the communication is completed per the instructions given.
7. Change in our industry is constant, depending on the market demands we must always evolve.
8. In a transition period there is always resistance, the biggest area was in the technology required by the employees. Unfortunately the old processes do not apply to the new requirements.
9. As a manager you need to be supportive of the employee's knowing this is not an easy process, however it is part of my role as a manager to ensure the corporate integration is executed in accordance to the new owners. Changes like this are required to ensure the success of a company and that includes the employees. It made me more committed to the success of my team.
10. By the success of my team – always communicate, encourage the team and support the team during the process.
11. Believing in something does not mean staying stagnant, change is part of the work life and each of us plays a part in the new process. Corporate or Independent one must accept change and that this is part of how things evolve.
12. Think outside the box, ask questions, encourage others to take risks to better themselves and their teams. Never be afraid to make a mistake!
13. Brand recognition is a key component, the industry knows and trusts the brand, once people see this support becoming aligned is a natural step.. Core values and team strength drive success.
14. Brand change, Corporate change, Process change, Leadership change, Technology change. This is all part of what is required. This in-depth type of change happens very quickly in a corporate world, CW was able to phase aspects of this process so the teams across Canada had time to adapt, this will be part of our new work requirements so we need to learn and accept our roles and what is required.