

Who are you and what's your role on the team? *My name is Heather Walker. I am a Coach that works, not only with physicians and their teams, but also supports work in both the Alumni and Spread portfolios.*

What are you reading at the moment? Is it any good? *PMP training manual and textbook. It's pretty good, a little dry in some areas, but a riveting read overall.*

What's your favorite genre of music and your all-time favorite song? *I listen to everything except for classic country and heavy metal. You can find everything from Broadway hits to 90's alternative on my playlists.*

What personal, non-work-related achievement are you most proud of and why? *Completing my education. I finished my master's degree at the age of 45 while working and being a wife and mother. I honestly didn't know if I could finish, but my graduation is this July, and I am SO proud of myself and thankful for my support systems.*



What's your family's quirkiest Christmas/Holiday tradition? *Every year we choose a game to compete with each other and the winner gets a bejewelled sloth stuffed animal for a year and a gift card. The sloth is a hot commodity and gets you perks throughout the year (skipping dishes and delegating someone else to do it, but you have to give up the sloth for a negotiated amount of time). The games have included target shooting around the house with Nerf guns, Christmas themed Jeopardy, minute-to-win-it games, cooking challenges with blind taste tests, and many more.*



What's your favorite food and what foods would you pass on every time? *I joke that I am a toddler when it comes to food, I enjoy a good chicken finger, onion rings, pizza, bacon burger, and so much more. But the adult in me also enjoys spinach salad and steak.*

Who would be your perfect fantasy dinner party guests and why? *I had my perfect fantasy dinner at my wedding! Anytime that I can surround myself with friends and family and have someone else cook, serve and clean-up, then I have the perfect dinner.*

Where and when was your most memorable vacation ever? Why was it so special? *I went on a girl's trip to NYC for my 45th birthday. We got to spend time doing all of the things that we love and had the opportunity to cross off some bucket-list items that I would not have done with my family.*

What is one thing that most people don't understand about your job which you'd like them to know? *I wish that everyone could see the changes that our physicians in the North have worked so hard to implement. As a team, we work within it, so sometimes we can miss the fact that others do not see the change because it is mostly behind the scenes.*

What was a single piece of wisdom or famous quote that has influenced your life in a profound way? *Conflict does not need to be a bad thing, conflict is neutral; our reaction is what makes it positive or negative. "Consider the relationship between change processes and conflict. If we define conflict as incompatibility—of ideas, beliefs, behaviors, roles, needs, desires, values, and so on—then resolving such incompatibility leads in some way to change: in attitude, perception, belief, norms, behavior, roles, relationship, and so forth"— Marcus, E.D. 2014.*

Favorite movie/book/poem (pick one) of all time and why? *'Still I rise' by Maya Angelou - https://youtu.be/qviM_GnJbOM?si=78VmBORQhp6DvQGN*

When you were at primary school, what did you want to be when you grew up? Why didn't you? *I wanted to be a pharmacist, I did a 2-year Pharmacy Tech program and was moving down to attend UBC. Then I met a boy that I wanted to raise a family with more than going back to school. Best decision I ever made.*

Best way to relax after a hard day improving quality? *Fishing or golfing, both with my family.*

In your QI coaching experience, what's your most frequently offered piece of advice to QI project leads. *Don't come up with a solution at the beginning, most of the time it is incorrect. Let the data lead you and your team to a solution.*