



Ben Smith  
Calgary, Alberta  
(403) 708-6907  
[ben@metamorphosis.ca](mailto:ben@metamorphosis.ca)



## About Metamorphosis

We help senior leaders and their teams transform the way they engage people and achieve improved results in the management of relationships, costs, processes, projects and change.

## Ben Smith

Ben has 25 years experience leading, facilitating and coaching leaders and their teams to achieve tangible performance improvements. He has held leadership roles in IT outsourcing organizations, corporate IT, pipeline field operations, outsourcing contract management and management consulting. Ben's most recent work in process improvement, coaching and cost management spans multiple industries from oil and gas, utilities, retail, and government to not-for-profit.

- **Coaching and Guiding Change** - led organizational change initiatives in IT to reduce staff by 30% and improve overall service delivery effectiveness
- **Graphic facilitation** using visual methods and practices for strategic planning and developing plans for action
- **Cost Management** - developed total cost of ownership models for products and services valued at \$25 to \$500 million in oil and gas, utilities, pipelines and municipal government organizations
- **Collaboration and Relationship Management** - led cross-functional project with both internal and external team members to implement CRM best practices and business process change for \$375 million not-for-profit organization

Ben holds a bachelors degree in Urban and Regional Planning from Ryerson University. He is a licensed activity-based Cost Map trainer and consultant; has extensive training in graphic facilitation; and is a member of the Project Management Institute. As a volunteer, he is a board member for the Logistics and Transportation committee of the Calgary Logistics Council a local collaborative group representing the Supply Chain, Logistics and Transportation sectors. An avid runner in his spare time, he leads long distance running programs helping people realize their personal life goals.