



Global CEO

Company operating name: Eagle's Flight, Creative Training Excellence Inc. o/a Eagle's Flight

Business address: 103 Beechwood Ave. Guelph ON, N1H 5Z7

Title: Global CEO

Position Overview

- provide visionary and strategic leadership focused on delivering impactful learning experiences that drive individual and organizational growth and behavior change
- responsible for setting the company's strategic direction, overseeing business operations, driving financial performance, and ensuring that all programs and initiatives deliver measurable learning and performance outcomes for clients consistent with our embedded culture and experiential learning points of difference

Job duties:

1. Strategic Leadership

- Define and implement the company's long-term vision and growth strategy within the experiential training and learning industry
- Identify the emerging trends in leadership development, learning technology, and corporate training required to maintain a competitive edge and integrate these with Eagle's Flight's existing competitive advantages
- Globally develop new markets, service offerings, and strategic partnerships that expand the company's reach and impact
- Lead innovation in learning design and delivery—ensuring programs' impact remain cutting-edge, evidence-based, and aligned with client needs

2. Business Growth and Financial Performance

- Oversee P&L, ensuring strong financial health and sustainable growth
- Set financial goals, approve budgets, and allocate resources efficiently across departments and projects
- Drive new client acquisition, retention, and long-term account management through effective relationship-building and strategic marketing initiatives
- Support business development efforts by engaging directly with high-value clients and partners

3. Operations and Delivery Excellence

- Ensure the quality, consistency, and impact of all training programs and learning experiences continue to set the standard for the industry
- Oversee operational processes, including program design, delivery, evaluation, and client support
- Implement systems and processes that enhance scalability, efficiency, and program measurement
- Champion a data-driven approach to evaluating learning outcomes and ROI for clients
- Ensure the end-to-end customer experience is "friction free", maximally efficient, and delivers an exceptional client outcome



4. Team and Culture Leadership

- Lead, inspire, and develop a multidisciplinary team of facilitators, designers, consultants, and operational staff
- Foster a culture of creativity, collaboration, and continuous improvement
- Ensure alignment between internal team development and the company's own learning and cultural values
- Promote diversity, equity, and inclusion in hiring, programming, and client engagement

5. External Relations and Brand Leadership

- Serve as the primary ambassador for the company in the global learning and development community
- Represent the organization at conferences, client engagements, and industry events
- Build and maintain strong relationships with corporate clients, academic partners, and thought leaders
- Oversee marketing, branding, and communication strategies to position the company as a global leader in experiential learning

Terms: permanent, full time

Weekly hours to be worked: 35 hours/week

Language of work: English

Wage & Benefits:

- \$250,000 annually plus bonus
- benefits package offered: health & dental, vacation 1 month per year (minimum)

Location(s) of work (local area, city or town): Guelph ON

Contact information: comesoarwithus@eaglesflight.com

Skills requirements (includes education and work experience)

Education:

- Bachelor's degree in business, Education, Organizational Development, or related field

Experience:

- Minimum 10 years in senior leadership focused on learning and development, training, consulting, or education
- Proven success scaling a service-based or training organization
- Proven experience with Eagle's Flight's specific training programs within an organisation
- Deep understanding of experiential learning, adult development theory, and talent management practices
- Experience leading cross-functional teams, managing budgets, and overseeing client delivery for complex multi-geography
- Proven senior client-side leadership experience within a multinational organisation
- Global customer management leadership experience - ability to create an industry leading organisational and consultative B2B selling organisation

**Skills and Competencies:**

- Strategic and innovative thinker with a strong business orientation
- A Global mindset and working knowledge of geographies outside of North America & Latin America, namely Asia and Europe
- Exceptional communication and facilitation skills
- Proven ability to manage both creative and operational functions
- Passion for learning, people development, and transformative experiences
- Strong relationship-building, negotiation, and networking abilities
- Knowledge of Eagle's Flight culture and program portfolio

Performance Metrics

- Year-over-year revenue and profitability growth.
- Client satisfaction and retention rates.
- Program impact and measurable learning outcomes.
- Employee engagement and organizational health.
- Innovation in learning design and delivery methods.