



Joëlle Thibault

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Joëlle Thibault is an experienced ombuds and mediator who has been recognized for more than 25 years for the effective and fair resolution of conflicts. She knows how to solve complex issues and distinguishes herself by listening, creativity and analytical skills that lead to the optimization of processes and the maintenance of a healthy work climate.

She has managed more than 3,000 cases as an ombuds for various organizations, including as the Ombudsman for the National Bank of Canada's Clients and as the Protectrice de la personne for Hydro-Québec. She has completed more than 2000 coaching sessions and mediations to date. She currently performs various mandates as ombuds, mediator, work climate consultant and process optimization within organizations.

A lawyer since 1989, Joëlle holds a degree in international commercial law and a doctorate in law (Alternative Dispute Resolution in Canada) from the University of Paris II (France). She also completed a certificate in international contract law at the University of Cambridge (UK).

She has worked with various arbitrators and mediators in Europe. She was vice-president of eResolution, a company specializing in managing internet negotiation, mediation and arbitration services for consumer, insurance and business transaction disputes.

Joëlle is a member of the Quebec Bar and Ordre des conseillers en ressources humaines agréés (CRHA), the Forum of Canadian Ombudsman (FCO), the Association of Canadian Colleges and University Ombudspersons (ACCUO) and the International Ombuds Association (IOA). She is also a mediator accredited by the Quebec Institute of Mediation and Arbitration (IMAQ).