
Heather Briant (MBA '90)

Senior Vice-President, Human Resources, Cineplex Entertainment
Lives and works in: Toronto



BEST THING ABOUT MY JOB: The opportunity to impact the guest experience.

MY BIGGEST CHALLENGE: Balancing the interests of customers, employees and stakeholders.

MOST IMPORTANT SKILL FOR MY JOB: Being an effective business partner.

PROUDEST MOMENT: Seeing our corporate culture evolve.

THE WORD THAT BEST DESCRIBES ME: Practical.

HOW I RELAX: Watching movies.

MOST IMPORTANT THING MY MBA TAUGHT ME: To think strategically and make effective decisions.

WORDS OF WISDOM: Just do it.

THE SECRET TO MY STAYING POWER IS: Passion for the business. The advantage of 'staying power' is that I have been able to work with individuals who progress from new recruits, to experienced professionals, to partners and to eventual leaders of the firm. I have been extremely proud to work with many such people.

THE WORD THAT BEST DESCRIBES ME: Easygoing.

HOW I RELAX: Reading. My first degree was in English Literature, and I still miss the library.

MOST IMPORTANT THING MY MBA TAUGHT ME: Appreciation for the complexities of an international business. Through study groups and classes, I learned to reconcile many competing views.

WORDS OF WISDOM: Don't be surprised, since anything can happen.

THE SECRET TO MY STAYING POWER IS: Hiring the brightest people, communicating expectations, giving them what they need, and getting out of their way.