

Work Climate

Jan 30-31 / Feb 01

HRPA 2019

ANNUAL CONFERENCE
& TRADE SHOW

Conference
Program



Human Resources
Professionals
Association

hrpaconference.ca

Metro Toronto
Convention Centre
South Building



Session Schedule/ Details

Wednesday, January 30

| SESSION | TITLE | SPEAKER(S) | ROOM | CPD | DOMAIN |
|--------------------------|---|---|----------|-----|---|
| 7:45am — 8:00am | | | | | |
| | Breakfast | | Hall F&G | | |
| 8:00am — 8:50am | | | | | |
| 155 | Leading Voices Amplify Call for Change: #MeToo | Tarana Burke, Caroline Codsì, Louise Taylor Green | Hall F&G | • | Keynote |
| 9:00am — 10:00am | | | | | |
| 101 | The 5 Second Rule – Achieve Breakthrough Performance in Your Career & Life | Mel Robbins | Hall F&G | | Keynote |
| 10:00am — 11:00am | | | | | |
| 147 | CPD Clinic | Sacha Williams, Mara Berger | 604 | | Professional Practice |
| 10:30am — 12:00pm | | | | | |
| 102 | Ask an Expert | Sarah Jenner, Mary Ann Baynton, Lauren Bernardi, Linda Brogden, David Brown, Steve Horvath, Sari Sairanen, Dr. Joti Samra, Kim Sunderland | 709 | • | Health, Wellness and Safe Workplace |
| 11:00am — 12:00pm | | | | | |
| 103 | Leveraging Strategic Workforce Planning to Have a Stronger Voice in the Boardroom | Justin SHEMELEY | 605 | • | Workforce Planning and Talent Management |
| 104 | Current and Emerging Payroll Issues | Steven Van Alstine | 703 | • | Human Resources, Metrics, Reporting, and Financial Management |
| 105 | Fitting the Puzzle Pieces: The Law of Disability Management | Brian Gottheil, Ruben Goulart | 704 | • | Labour and Employee Relations |
| 106 | Canadian Immigration: 5 Things HR Professionals Must Master | Evan Green | 705 | • | Workforce Planning and Talent Management |
| 107 | Business as Unusual: Maintaining a Kick-ass Culture Through Mergers, Acquisition and Growth | Elana Rosenfeld, Timothy Tiryaki | 716B | • | Strategy |

Wednesday, January 30

| SESSION | TITLE | SPEAKER(S) | ROOM | CPD | DOMAIN |
|---------|---|------------------------------|------|-----|---|
| 109 | Top-Down or Bottom-Up: What is the Best Approach to Change Management? | Sandeep Aujla | 603 | • | <i>Organizational Effectiveness</i> |
| 110 | The Employee Experience: Designing for Moments that Matter | Sarah Beech, Jennifer Waxman | 716A | • | <i>Total Rewards</i> |
| 111 | Canadian Corporate Immigration: Don't Get Caught with Your Foreign Workers Down | Benjamin Kranc | 711 | • | <i>Professional Practice</i> |
| 112 | Substance Abuse In the Workplace | Julian Toy | 713B | • | <i>Health, Wellness and Safe Workplace</i> |
| 113 | Restoring the Workplace: #AfterTheInvestigation | Laura Williams | 713A | • | <i>Labour and Employee Relations</i> |
| 114 | Work with a Mentor: Secret Sauce for Your Career Success | Helen Latimer | 712 | • | <i>Professional Practice</i> |
| 115 | The Ego-Continuum: "Shitty Leadership 2.0 – So What Now?" | Mark Robinson | 714A | • | <i>Strategy</i> |
| 116 | Recruiting Outside Your Bubble | Saeed Sadooghi | 714B | • | <i>Strategy</i> |
| 117 | Diversity and Inclusion in the Workplace: Nurturing Your Business and Maintaining the Law | Lorenzo Lisi | 715A | • | <i>Learning and Development</i> |
| 118 | Misconduct at Work: Lessons from Behavioural Science | Grace Lordan | 715B | • | <i>Organizational Effectiveness</i> |
| 119 | How does a Startup in San Francisco Compete for Top Talent? | Eric Shangle | 710 | • | <i>Organizational Effectiveness</i> |
| 120 | 2017 CSA Office Ergonomic Standard: Steps to Ensure Compliance | Sarah Snable | 706 | • | <i>Health, Wellness and Safe Workplace</i> |
| 121 | Motivating and Retaining Employees in Unionized Workplaces | Bruce Mayhew | 717A | • | <i>Strategy</i> |
| 122 | Preparing for the Future: The 5 Investments in Talent Acquisition Every Organization Needs to Prepare for 2020! | David Robertson | 717B | • | <i>Workforce Planning and Talent Management</i> |
| 123 | Practice Makes Perfect: Three Missing Pieces in Leadership Development | Jill Birch | 801A | • | <i>Strategy</i> |
| 125 | Civility Matters | Craig Dowden | 802B | • | <i>Health, Wellness and Safe Workplace</i> |
| 126 | EY's AI journey: Our Success with Conversational HR and Beyond | Abi Dudley, Steve Gill | 601B | • | <i>Strategy</i> |
| 139 | Building the Climate for Innovation | Rebecca Hefter, Mark Polson | 707 | • | <i>Organizational Effectiveness</i> |

Wednesday, January 30

| SESSION | TITLE | SPEAKER(S) | ROOM | CPD | DOMAIN |
|-------------------------|--|-------------------------------------|-------------------|-----|---|
| 141 | Self-Awareness Through Science: Improving Workplace Performance Through Cognitive Diversity | Gregor Jeffrey | 701A | • | <i>Organizational Effectiveness</i> |
| 304 | Managing Moments of Disconnect — The Gift of Authentic Leadership in the Age of Uncertainty | Nick Evans | 802A | • | <i>Workforce Planning and Talent Management</i> |
| 12:00pm — 1:00pm | | | | | |
| | Lunch | | In the Trade Show | | |
| 1:00pm — 2:00pm | | | | | |
| 128 | Unlocking Creativity: How to Solve Any Problem and Make the Best Decisions | Michael Roberto | Hall F&G | • | <i>Keynote</i> |
| 2:30pm — 4:00pm | | | | | |
| 148 | We are Losing the Ability to Think and What to Do About It | Dan Pontefract | 801A | | <i>Organizational Effectiveness</i> |
| 3:00pm — 4:00pm | | | | | |
| 137 | The Implications of the Sexual Violence and Harassment Action Plan Act on Your Workplace | Lorenzo Lisi | 712 | • | <i>Learning and Development</i> |
| 108 | Managing the Mental Game | Doug Heidebrecht | 713B | • | <i>Organizational Effectiveness</i> |
| 129 | The Future of Health Insurance is About Health, Not Insurance | Mike Serbinis | 703 | • | <i>Total Rewards</i> |
| 131 | What to Do When the Inspector Arrives | Ryan Campbell | 705 | • | <i>Professional Practice</i> |
| 132 | Do Good to Lead Well: The Power of Humility | Craig Dowden | 706 | • | <i>Workforce Planning and Talent Management</i> |
| 133 | Building a Business Case for Employers to Actively Recruit and Retain People with Mental Illness | Nitika Rewari, Michael MacDonald | 707 | • | <i>Health, Wellness and Safe Workplace</i> |
| 134 | Workplace Appreciation - Learning 5 Languages that will Change your Culture | Kryssie Thomson | 716A | • | <i>Organizational Effectiveness</i> |
| 135 | Beyond Canada 150: Bringing Indigenous Reconciliation to Life in Your Organization | Gene Jamieson, Jay Pariseau | 710 | • | <i>Strategy</i> |

Wednesday, January 30

| SESSION | TITLE | SPEAKER(S) | ROOM | CPD | DOMAIN |
|---------|---|----------------------------------|------|-----|--|
| 136 | Behavioural Insights for HR: Lessons from the “Nudge Unit” | Sasha Tregobov | 711 | • | Strategy |
| 138 | Be Your Own Talent Agent: Career Self-Management for New HR Graduates | Barbara Wilson | 713A | • | Professional Practice |
| 140 | A Lot Can Happen in a Year of Employment (Standards): The ESA Amendments, One Year In | Brian Gottheil, Natasha Savoline | 602A | • | Labour and Employee Relations |
| 143 | Financial Literacy in the Workplace — An Employee Engagement Strategy | Stacy Yanchuk Oleksy | 715B | • | Health, Wellness and Safe Workplace |
| 144 | Gig Work and the Evolving Talent Landscape: What You Need to Know to Succeed | Bryan Peña | 714A | • | Workforce Planning and Talent Management |
| 145 | Using People Analytics to Transform Businesses | Ben Waber | 716B | • | Organizational Effectiveness |
| 146 | What Do You Need to Know? Ask a Leading Employment Lawyer and a Senior HR Practitioner Your Burning Questions | Dan McGarry, Stuart Rudner | 717A | • | Labour and Employee Relations |
| 149 | A Moment on the Edge: How Small Encounters Change Lives | Mark Henick | 714B | • | Health, Wellness and Safe Workplace |
| 150 | Social Learning — Collaborating to Create Solutions to Today’s Complex Issues | Philip LeNir | 802A | • | Organizational Effectiveness |
| 151 | Learning Lessons Through Improv | Kelly Leonard | 802B | | Organizational Effectiveness |
| 152 | Gender Equality in Canada — How Are We Doing? | Caroline Codsí | 717B | • | Strategy |
| 229 | Talent Disruption in Financial Services | Hayley Angus | 605 | • | Strategy |
| 233 | A Step by Step Guide to Best Workplace Branding for Your Organization | Nancy Fonseca | 704 | • | Professional Practice |

3:00pm — 4:30pm

| | | | | | |
|-----|---------------|--|-----|---|-------------------------------------|
| 153 | Ask an Expert | Sarah Jenner, Mary Ann Baynton, Lauren Bernardi, Linda Brogden, David Brown Steve Horvath, Sari Sairanen, Dr. Joti Samra, Kim Sunderland | 709 | • | Health, Wellness and Safe Workplace |
|-----|---------------|--|-----|---|-------------------------------------|

4:30pm — 5:30pm

| | | | | | |
|-----|--|--------------|----------|--|---------|
| 127 | How to Move Like a Maverick: Combination of Inspiration, Information & Entertainment | Jade Simmons | Hall F&G | | Keynote |
|-----|--|--------------|----------|--|---------|



Morning Sessions



Leading Voices Amplify Call for Change: #MeToo

Hall F&G | Session 155

Tarana Burke
with: Caroline Codsi,
Louise Taylor Green
8am – 8:50am

Keynote

Qualifies for CPD hours

Strategy

Sponsored by:



Change is happening in how we think about respect, equality, and dignity in the workplace. It's being driven by citizens across the country. Hear from a leading voice in the #MeToo movement and one of the sparks that ignited this fire Tarana Burke as she speaks with HRP CEO Louise Taylor Green and Women in Governance founder Caroline Codsi about creating a culture of change.

Learning Objectives

Learn about the critical tools and steps to build cultures where everyone feels safe and empowered.



The 5 Second Rule - Achieve Breakthrough Performance in Your Career & Life

Hall F&G | Session 101

Mel Robbins
9am – 10am

Keynote

Sponsored by:



Three million people have learned the secret to reaching their true potential – now it's your turn. You are meant to do extraordinary things in your career and your life and the 5 Second Rule will help you achieve it. Mel demystifies neuroscience research on the brain and the latest social science research to explain why and how you screw yourself over every day. Using riveting videos, case studies and hilarious personal stories, Mel will amaze and entertain you while giving you the resources you need to soar.

Learning Objectives

- Learn how to identify the mistakes you're making and how to create lasting behaviour change within yourself
- Discover one radical idea that will forever alter how you approach life

CPD Clinic

Room 604 | Session 147

Sacha Williams & Mara Berger

10am – 11am

Professional Practice

Do you have questions about maintaining your CHRP, CHRL or CHRE designation through Continuing Professional Development (CPD)?

Join our comprehensive CPD informational session followed by a Q&A – come prepared with any questions you may have and leave as a CPD expert!

Learning Objectives

- Learn about the five categories and the various development activities that qualify for CPD
- Learn how to assess if an activity qualifies for CPD
- Learn how to record & appropriately calculate CPD hours and complete & submit your CPD log
- Find out the steps to take if you are unable to meet your CPD requirement during your CPD cycle

Ask an Expert

Room 709 | Session 102

Sarah Jenner, Mary Ann Baynton, Lauren Bernardi, Linda Brogden, David Brown, Steve Horvath, Sari Sairanen, Dr. Joti Samra, & Kim Sunderland

10:30am – 12pm

Qualifies for CPD hours

Health, Wellness and Safe Workplace

Ever wish you had a crew of workplace experts on hand who could answer any question about how to make your workplace psychologically healthy and safe? Meet your dream team! In this speed-dating style session, 9 leading workplace experts field your specific questions on everything from assessing

an employee's psychological health and resolving conflict between co-workers to creating a workplace peer support program and implementing an effective accommodations plan. Participants will have 9 minutes with each of the following experts: a workplace relationship expert; a CEO; a peer support expert; a workplace mental health expert; a psychologist; a human resources lawyer; a union representative; and a psychological health and safety physician. Join for yourself or with up to 4 colleagues who have similar questions.

Learning Objectives

Get personalized advice on any aspect of creating a psychologically healthy and safe workplace.

Leveraging Strategic Workforce Planning to Have a Stronger Voice in the Boardroom

Room 605 | Session 103

Justin SHEMELEY

11am – 12pm

Qualifies for CPD hours

Workforce Planning and Talent Management

Discover how to enable decision makers to strategize with real HR and financial data so they can evaluate the commercial impacts of making changes.

Learning Objectives

- In this session, we'll explore:
- Harvesting data from across the business (Talent, Finance, Real Estate, Recruiting)
 - Creating a flexible model to integrate and view how this data impacts each other
 - Allowing room to model business assumptions including disruptors in the market
 - Enabling long-term planning on big bets around real estate, recruiting, service centers and others

Sponsored by:



Current and Emerging Payroll Issues

Room 703 | Session 104

Steven Van Alstine

11am – 12pm

Qualifies for CPD hours

Human Resources, Metrics, Reporting, and Financial Management

Legislative changes are profoundly impacting the way HR deals with payroll. Learn about the issues affecting your payroll operations and prepare your organization for future changes. In this session, we'll focus on updates from the Canada Revenue Agency, Service Canada, Revenue Quebec and other provincial bodies such as Employment Standards.

Learning Objectives

Examine the changes impacting payroll at your organization and find out what you can do to prepare for them.

Fitting the Puzzle Pieces: The Law of Disability Management

Room 704 | Session 105

Brian Gottheil & Ruben Goulart

11am – 12pm

Qualifies for CPD hours

Labour and Employee Relations

Among HR's most challenging tasks is effectively managing and accommodating employees' disabilities while complying with the law. Explore six legal regimes and the interplay between regimes that affect disability management and accommodation. Get a full picture of the legal puzzle along with practical advice and strategies to address key challenges that arise in managing disability-related absences, accommodation, and return to work.

Learning Objectives

- Recognize the six legal regimes in play during disability management: the Human Rights Code, the Accessibility for Ontarians with Disabilities Act, protected leaves under the Employment Standards Act, the WSIB, short-term and long-term disability policies, and the common law (frustration of contract)
- Recognize key areas of overlap and difference between the regimes
- Develop concrete strategies for common challenges in disability management including: receiving incomplete medical information; dealing with the uncooperative employee; and what to do if LTD or WSIB denied a claim, but the employee is still unable to work

Canadian Immigration: 5 Things HR Professionals Must Master

Room 705 | Session 106

Evan Green
11am - 12pm

Qualifies for CPD hours

● Workforce Planning and Talent Management

How will recent changes in immigration legislation affect HR? How do these changes affect how companies conduct business in Canada?

Learning Objectives

- Get an update on the Canada-European Union Free Trade Agreement
- Understand NAFTA in the age of Trump Immigration
- Learn about Canada's Global Skills Strategy and the Global Talent Stream for "high-growth firms" and "in-demand" occupations that allows for 10-day processing
- Examine Electronic Travel Authorization (eTA)
- Find out how to transition temporary foreign workers to permanent residents

Business as Unusual: Maintaining a Kick-ass Culture Through Mergers, Acquisition and Growth

Room 716B | Session 107

Elana Rosenfeld,
Timothy Tiryaki
11am - 12pm

GPTW

Qualifies for CPD hours

● Strategy

Kicking Horse Coffee is a true Canadian success story. Elana Rosenfeld co-founded the company in 1996 and it has grown rapidly to become Canada's best-selling organic, fair trade coffee accumulating countless awards for both its product and its culture in the process. It was recently valued at \$215 million when coffee company Lavazza purchased an 80% stake. This year, the company was recognized as the #1 Best Workplace in Canada by Great Place to Work®. In this session, Elana Rosenfeld and GPTW's Tim Tiryaki will discuss how People & Culture can be leveraged as a driving force through rapid organic expansion or through mergers and acquisitions, and how "business as usual" can be anything but.

Learning Objectives

- Identify predictable People & Culture barriers that all companies face at each stage of growth
- Hear how some of Canada's Best Workplaces have overcome the challenges associated with growth
- Get a look behind the culture curtain at Kicking Horse Coffee

Top-Down or Bottom-Up: What is the Best Approach to Change Management?

Room 603 | Session 109

Sandeep Aujla
11am - 12pm

Qualifies for CPD hours

● Organizational Effectiveness

Change leaders have frequently felt debilitated by the decades' long debate between top-down (executive-led) or bottom-up (employee-led) approaches to change management. This workshop examines how considering the two approaches separately presents an unnecessary polarity between them. Learn how to manage these apparent polarities to create buy-in from leaders and employees across all levels of your organization.

Learning Objectives

- Understand how the two change management approaches are not irreconcilable trade-offs and instead, identify a way to pair them effectively for lasting change
- Learn three specific contingencies (situations, time, change history) that require unique combinations of the two approaches to create buy-in across organizational levels

The Employee Experience: Designing for Moments that Matter

Room 716A | Session 110

Sarah Beech,
Jennifer Waxman
11am - 12pm

Qualifies for CPD hours

● Total Rewards

Employees' expectations of their experiences at work are evolving. Similar to their customer experiences, they want an overall employee experience that fits more seamlessly into their

lives. In the past, organizations have focused on their own priorities as an employer, but that pendulum has swung. Organizations should start with the employee lifecycle and identify moments that matter; where the needs of the employee and employer are most aligned. A design thinking approach can be used to engage employees in the process of identifying and designing a best fit solution.

Learning Objectives

- Learn what the employee experience (EX) is and how it relates to employee engagement
- Understand why organizations should care about employee experience
- Explore approaches to assess and improve the employee experience

Canadian Corporate Immigration: Don't Get Caught with Your Foreign Workers Down

Room 711 | Session 111

Benjamin Kranc

11am - 12pm

Qualifies for CPD hours

Professional Practice

Get a big picture framework of the Canadian corporate immigration system. Discover the ever-changing details on new programs, requirements, and considerations that will allow you to effectively navigate and utilize the system to your advantage.

Learning Objectives

- Examine the considerations and procedures for getting a work permit and how to effectively and efficiently secure work permits
- Consider strategies for avoiding the need for a Labour Market Impact Assessment (LMIA), including review of new and revised LMIA exemption categories

- Identify new immigration 'tools' that corporations can leverage: The Global Talent Stream, The Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and new short-term work allowances
- Learn how to ensure that things go as planned at the port of entry
- Find out about company compliance measures necessary to avoid sanctions
- Hear about the new issues facing corporations transferring or recruiting skilled foreign personnel to their Canadian entities and learn how to effectively resolve them

Substance Abuse In the Workplace

Room 713B | Session 112

Julian Toy

11am - 12pm

Qualifies for CPD hours

Health, Wellness and Safe Workplace

Find out how to identify, prepare and intervene with an employee who has an alcohol or drug addiction and discuss your questions about substance abuse in the workplace with an addict/alcoholic in recovery.

Learning Objectives

- Identify physical, behavioural and mental signs of substance abuse in employees
- Learn defensible documentation techniques
- Hear about common supervisor traps when dealing with employees who abuse substances
- Practice constructive intervention techniques to use with employees who abuse substances
- Recognize signs of employees who are committed to recovery from substance abuse after treatment

Restoring the Workplace: #AfterTheInvestigation

Room 713A | Session 113

Laura Williams

11am - 12pm

Qualifies for CPD hours

Labour and Employee Relations

Dealing with workplace harassment and sexual harassment has become increasingly challenging and risky for employers. The awareness of high-profile cases, #MeToo movement activity, enhanced legislative protections and expanded employee entitlements have emboldened those experiencing and observing this misconduct to bring their issues forward resulting in an increasing number of investigations being conducted. Most organizations are unprepared for the destabilizing impact an investigation can have on engagement, morale and workplace culture.

Learning Objectives

Using a case study to set the context, attendees will:

- Consider the impact of investigations on the workplace
- Examine the complexities of workplace harassment and sexual harassment complaints and incidents
- Discuss practical strategies and methods to effectively set conduct expectations within the workplace to proactively mitigate harassment-related risks
- Explore methods to contain the negative impact of an investigation on workplace culture and the steps that can be taken post-investigation to restore adverse effects on morale and culture

Work with a Mentor: Secret Sauce for Your Career Success

Room 712 | Session 114

Helen Latimer

11am - 12pm

Qualifies for CPD hours

Professional Practice

Mentoring programs can be the secret sauce to help us achieve career success, but finding and working with a mentor can feel a bit intimidating. Who can I ask? What does a mentor do? Why do I need one? Learn about different types of mentoring relationships, understand the roles of mentors and mentees, and explore how finding a mentor can help your career. Discover how to find a mentor, manage common problems, and get the most from a mentoring relationship.

Learning Objectives

- Learn how to find a mentor and build a strong mentoring relationship, one that is built on trust and openness
- Find out how to ensure you get the support you need from your mentor – make each meeting productive
- Understand how to handle some of the most common challenges within mentoring programs like dealing with cultural, gender or upbringing issues, giving and receiving feedback, and connecting with mentors who are too busy to meet

The Ego-Continuum: "Shitty Leadership 2.0 - So What Now?"

Room 714A | Session 115

Mark Robinson

11am - 12pm

Qualifies for CPD hours

Strategy

The next generation of Mark Robinson's 2018 HRPAs conference session "Making Shitty Leaders Less Shitty," this session takes a deeper dive into active leadership and how you can continue your quest into the exploration and elimination of shitty leadership. Hear the two questions all leaders should ask their staff to ensure effective feedback delivery, learn about Mark's introspective self-awareness challenge, and find out how making it less about you and becoming more "lens aware" will positively impact you and your corporate climate.

Learning Objectives

- Discover the 7 steps from active leadership to growth/profitability and how they all connect towards forming positive leadership cultures
- Find out how to market your leadership brand to promote safe managing up
- Recognize how the emotional reactions we choose impact our connections at work
- Learn to help anti-connection "touchy-feely" leaders effectively engage in reducing their fear of demonstrating true authenticity

Recruiting Outside Your Bubble

Room 714B | Session 116

Saeed Sadooghi

11am - 12pm

Qualifies for CPD hours

Strategy

Employers can benefit immensely from adopting cross-vertical recruiting strategies – the same way greatness can be found in far-flung locations, it can often be discovered in untraditional professional profiles. Today, it is important to look beyond your traditional talent pool to find your next great hire. Learn how targeting candidates who don't fit your usual recruitment profile may lead you to talent with the potential to transform your organization for the better.

Learning Objectives

- Gain critical insights from job market data that will help you understand how the world of work is changing and demonstrate the need to hire outside your traditional talent pool?
- Learn key tactics to identify candidates with core competencies and transferable skills
- Develop strategies and techniques for attracting and hiring unconventional candidates

Diversity and Inclusion in the Workplace: Nurturing Your Business and Maintaining the Law

Room 715A | Session 117

Lorenzo Lisi

11am – 12pm

Qualifies for CPD hours

● Learning and Development

Diversity and inclusion standards have become a principal expectation for businesses and clients. The umbrella of this expectation can cover everything from cultural and racial identity to gender, sexual orientation, accessibility, age and religion. How can your workplace authentically grow and change to meet these broad standards and what does diversity and inclusion mean in terms of harassment, discrimination and accommodation laws? Join workplace expert and lawyer, Lorenzo Lisi, as he provides insight and best practices for businesses that are considering a diversity and inclusion strategy, assessing their current protocol, or are already ahead of the curve.

Learning Objectives

- Find out about managing the diverse workplace and avoiding liability
- Determine what to consider when creating your workplace diversity and inclusion strategy
- Learn how to manage a multigenerational workforce
- Hear tips on how to counter unconscious bias
- Understand workplace harassment, sexual harassment, discrimination and accommodation laws

Misconduct at Work: Lessons from Behavioural Science

Room 715B | Session 118

Grace Lordan

11am – 12pm

Qualifies for CPD hours

● Organizational Effectiveness

Misconduct at work provides the opportunity to hear how the tools of behavioural science can help to mitigate the behavioural risk of firms. Get an overview of behavioural science lessons to gain valuable insights into why individuals cheat, and how these effects are exaggerated in groups.

Learning Objectives

Explore strategies and tactics that can be utilized to:

- Mitigate behavioural risk
- Change social norms
- Monitor changes

How does a Startup in San Francisco Compete for Top Talent?

Room 710 | Session 119

Eric Shangle

11am – 12pm

Qualifies for CPD hours

● Organizational Effectiveness

Small and mid-sized companies are expected to compete for talent with larger companies like Google, Salesforce, and IBM – but how? The secret to attracting top talent in today's job market is to involve your employees. Becoming an employer of choice starts with attracting and retaining top talent. Get strategies for creating an intentional candidate experience. Learn how to identify benefits programs and initiatives that are meaningful to candidates and employees and add value to their jobs. Working from the bottom-up can help grow culture in ways you didn't know.

Learning Objectives

Explore how your company is unique and build programs around your culture.

Learn to:

- Develop an intentional candidate experience
- Identify your culture enhancers and alternative benefits
- Measure the value of culture and benefits in your company

2017 CSA Office Ergonomic Standard: Steps to Ensure Compliance

Room 706 | Session 120

Sarah Snable

11am – 12pm

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

Are you compliant? In December 2017, the CSA Guideline on Office Ergonomics underwent a transformation to become the CSA Standard "Office Ergonomics – An application standard for workplace ergonomics." Most notable is the significant update to reflect more modern work practices and current research on the health effects of sitting. The evolution of the guideline means that many workplaces should revisit their office ergonomics program to ensure they are compliant with this new standard. Hear a summary of the updates that will help you evaluate and improve your existing workplace program and ensure that your workplace is compliant.

Learning Objectives

- Understand the CSA Z412-17 Standard and how it has changed from previous versions
- Find out about the impact of these changes on your workplace
- Evaluate your existing workplace program to determine gaps/deficiencies
- Learn how to address gaps within an existing office ergonomics program

Motivating and Retaining Employees in Unionized Workplaces

Room 717A | Session 121

Bruce Mayhew

11am - 12pm

Qualifies for CPD hours

● Strategy

Whether your workspace is unionized or non-unionized, motivating and retaining employees is more difficult than ever. Just as we're getting used to working with Millennials, Generation Z is beginning to enter the employment market prompting employers to rethink motivation, reward, engagement, commitment and trust. Now is the time for unionized and non-unionized workplaces to prepare or be left behind. Unions can stimulate policies that encourage employee individuality and support employee growth and retention as well as organizational productivity and success.

Learning Objectives

Explore how great leaders and organizations in both unionized and non-unionized workplaces:

- Find ways to help employees feel engaged and valued
- Identify the high value and low cost of Intrinsic rewards (competence, autonomy, relevance)
- Learn how to support human skills and develop those skills in others
- Build, empower and support collaborative teams
- Share a vision and logical goals so employees know where they are headed and why

Preparing for the Future: The 5 Investments in Talent Acquisition Every Organization Needs to Prepare for 2020!

Room 717B | Session 122

David Robertson

11am - 12pm

Qualifies for CPD hours

● Workforce Planning and Talent Management

With a vast variety of technology, solutions, and challenges, Talent Acquisition is becoming increasingly complex. Finding candidates with key skillsets has become more difficult with no real relief on the horizon. Talent Acquisitions' professionals are faced with a shrinking candidate pool, a much more complex supplier landscape often featuring VMS and MSP, and new workforce solutions tools coming to market at a dizzying pace. Explore the key tools and processes your organization needs to prepare for the future.

Learning Objectives

- Discover trends and challenges that you and your team will face this year (and beyond) as well as the technological best practices to deal with them
- Hear ideas for finding new and relatively untapped resources to source talent, improve your processes, and maximize your reach
- Explore Talent Analytics: the Reality vs. Hype
- Find out how to maximize your managers as a key selling point of your employment brand

Practice Makes Perfect: Three Missing Pieces in Leadership Development

Room 801A | Session 123

Jill Birch

11am - 12pm

Qualifies for CPD hours

● Strategy

For years, leaders have been taught to develop their skills by trusting their instincts, relying on past experience, and developing innate talent. While these are important, they're not enough anymore. Leaders need to hone in on innovative skills and capabilities to truly reach their future leadership potential. "Relational leadership" is a new way for leaders to achieve this. It delivers the three missing pieces – the principles, processes and practices that develop holistic leaders. Explore innovative approaches that leaders can master in order to become successful 21st Century leaders.

Learning Objectives

- Learn how relational leadership can better help you to respond to opportunities, wicked problems and challenges in our disruptive world
- Identify five barriers and obstacles to creating new forms of leadership development
- Practice harnessing five new principles, processes and practices that will grow self-awareness and transform leadership behaviour
- Develop the skills and capabilities to apply relational leadership to your current work environment

Civility Matters

Room 802B | Session 125

Craig Dowden

11am - 12pm

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

Research has demonstrated the key role of civility in building a positive and engaging workplace – disrespectful words and behaviours significantly impact individual and team performance, collaboration, innovation, as well as our physical health. Learn how to create a more respectful workplace. Explore evidence-informed strategies that you can immediately apply within your workplaces to foster a respectful environment and examine survey data that highlights our blind spots surrounding how we treat others as well as how this bias exacerbates the problem.

Learning Objectives

- Define incivility and discuss its prevalence within our workplaces
- Recognize the causes of disrespectful behaviour and understand the shared responsibility that comes with building a positive work environment
- Identify the benefits of a respectful workplace for individuals, teams, and organizations
- Learn how stress impacts civility

EY's AI Journey: Our Success with Conversational HR and Beyond

Room 601B | Session 126

Abi Dudley, Steve Gill

11am - 12pm

Qualifies for CPD hours

● Strategy

Artificial Intelligence is disrupting HR and yet, organizations appear hesitant to embrace the opportunities and benefits AI presents. Cognitive chatbots and virtual assistants are becoming an

integral aspect of today's employee experience with user-centric capabilities that build a motivated, engaged, high-performing workforce. Learn about EY's conversational HR journey enabled by IBM Watson and focused on the value of the employee experience. EY will introduce you to Goldie, a global AI chatbot that will reveal its own thoughts on the subject. Over its first 12 weeks, Goldie fielded more than half a million employee support requests spanning all aspects of performance management.

Learning Objectives

Learn about the benefits of AI and chatbots and find out how they can help the HR function.

Building the Climate for Innovation

Room 707 | Session 139

Rebecca Hefter, Mark Polson

11am - 12pm

Qualifies for CPD hours

● Organizational Effectiveness

We live in an increasingly volatile, uncertain, complex, and ambiguous (VUCA) world. The velocity and magnitude of change is happening at an exponential rate and the need for organizations to innovate and stay relevant is critical. In a business landscape where the barriers to entry have dropped significantly, organizations must ensure that employees are engaged problem solvers – what must leaders do to create the right climate for innovation? Explore three key concepts to enable HR professionals and business leaders to build an organization that is well positioned to not just survive, but thrive in VUCA times.

Learning Objectives

- Learn the difference between climate and culture
- Recognize that there is always a climate for innovation in any organization, and that leadership has the most impact of all the factors affecting climate

- Apply a framework that will inform leaders on how to set the right climate for their team or organization to enable people to be at their creative best

Self-Awareness Through Science: Improving Workplace Performance Through Cognitive Diversity

Room 701A | Session 141

Gregor Jeffrey

11am - 12pm

Qualifies for CPD hours

● Organizational Effectiveness

Research published in the Harvard Business Review in 2017 showed that the kinds of diversity we most commonly think of, such as gender, race and age actually have no correlation to a team's performance in complex problem-solving. What did make a difference was cognitive diversity – whether the team members had different styles of processing information. To attain maximum performance, organizations must create a climate that encourages cognitive diversity in day-to-day interactions. Using cognitive science and real-life examples, this session will demonstrate how organizations can immediately increase performance by understanding how each of us thinks. Discover the research behind neurological preferences, how they drive our behaviour, and how your leaders and employees can improve their effectiveness by overcoming their neurological biases to increase self-awareness.

Learning Objectives

- Understand yourself and others
- Find out how to communicate more effectively and reduce interpersonal conflict
- Identify how to make better decisions and use more creative problem-solving
- Learn accelerated leadership development

Managing Moments of Disconnect – The Gift of Authentic Leadership in the Age of Uncertainty

Room 802A | Session 304

Nick Evans

11am – 12pm

Qualifies for CPD hours

● Workforce Planning and Talent Management

We are living in an age of volatility, ambiguity and uncertainty; our natural human reaction to it is to focus on what can be controlled. Many organizations are developing strategies to deliver more predictable results by focusing on setting expectations and driving accountability. Unfortunately, this is the opposite of what's needed – they may create temporary performance, but not

sustainable futures. The collaboration, creativity and innovation required to respond to uncertain times begins with each of us exploring and expressing our uniqueness. A key role of organizational leaders is to create the space for others to share the gift of their authentic leadership and thrive together.

Learning Objectives

- Recognize the default strategies that are being pursued in your organization to control outcomes
- Examine our role as HR leaders in creating the space for people to thrive
- Learn techniques to “Get Yourself Grounded, Connected, and Creative”
- Commit to guiding others in the moments of disconnect



Unlocking Creativity: How to Solve Any Problem and Make the Best Decisions

Hall F&G | Session 128

Michael Roberto

1pm – 2pm

Keynote

Qualifies for CPD hours

Many creative individuals working in organizations today encounter resistance to new ideas, much as the path-breaking artists, scientists, and inventors have experienced throughout history. Experts reject their ideas and defend the status quo. Leaders exhibit closed-minded behaviour when newcomers challenge the conventional wisdom or question established practices.

On the other hand, senior leaders claim that creativity is a top priority because they desperately seek growth and renewal. Many large firms face a growth crisis today, with revenues increasing slowly or even shrinking. These organizations do not lack talented people with original ideas – they lack an environment in which these people can flourish.

Learning Objectives

- Explore the six organizational mindsets that represent powerful obstacles and inhibit creativity in many enterprises
- Understand the importance of clearing the path so that curious thinkers can experiment, learn, and discover throughout their teams and organizations

Afternoon Sessions

We are Losing the Ability to Think and What to Do About It

Room 801A | Session 148

Dan Pontefract

2:30pm – 4pm

Super Session

Organizational Effectiveness

Many of us have forgotten how to think. Worse, some have surrendered the responsibility to think and in the process, our minds have closed to the potential an improved form of thinking brings. The way we focus on the short-term, race to complete tasks or sit on wonderful ideas because we fear what may happen is regrettable. But this current state of thinking has created an opportunity for reconsideration – it's called Open Thinking.

Learning Objectives

- Recognize how busy we have become, how distracted we are by various notifications, and how frenetic our working and personal lives have become
- Appreciate why this penchant for “doing” is happening, both societally and organizationally
- Hear about the power of Open Thinking and why we should return to it: dream, decide, do, repeat
- Learn best practices around the three types of thinking that make up Open Thinking: Creative Thinking, Critical Thinking, and Applied Thinking

The Implications of the Sexual Violence and Harassment Action Plan Act on Your Workplace

Room 712 | Session 137

Lorenzo Lisi

3pm – 4pm

Qualifies for CPD hours

Learning and Development

Harassment in the workplace can have a devastating effect on individual employees, as well as on the organization as a whole. Since coming into force on September 8, 2016, the Sexual Violence and Harassment Action Plan Act has broadened the definition of workplace harassment and has given greater power to inspectors with respect to investigations.

Learning Objectives

- Get an overview of the Sexual Violence and Harassment Action Plan Act
- Explore the lessons learned since implementation
- Find out how to prevent harassment in the workplace
- Understand employer and employee responsibilities
- Find out about the steps involved in investigations

Managing the Mental Game

Room 713B | Session 108

Doug Heidebrecht

3pm – 4pm

Qualifies for CPD hours

● Organizational Effectiveness

This highly interactive session explores practical, real-world strategies that busy HR professionals can use to stay recharged, energized and engaged.

Learning Objectives

- Hear a short, sweet introduction to applied mindfulness
- Discover recharge strategies to maximize energy and reduce burnout at work by applying the basic rest-activity cycle to work with your energy, not against it
- Learn a practical balance exercise to help busy people carve out more time for their passions and themselves
- Identify best practices for attention management to foster a positive, productive attitude
- Review the daily routines and rituals of high performers and craft a daily routine/ritual that will help you reduce stress and show-up the way you want to show-up

The Future of Health Insurance is About Health, Not Insurance

Room 703 | Session 129

Mike Serbinis

3pm – 4pm

Qualifies for CPD hours

● Total Rewards

With five generations in the workforce, the workplace is changing and with that, comes a disruption in the traditional, complex, archaic health insurance model. Today's employee expects a personalized, always-on service, and the stats prove it: 90 per cent of current employees demand a digital experience

and "One-size fits none" plans will satisfy less than 20 per cent by 2025. The future of health insurance is about health, not insurance. It's about digital, preventative, personal and on-demand service that empowers employees to be healthy everyday. Take a tour through the future of health insurance and find out what to keep in mind when building your own health plan.

Learning Objectives

- Understand changing market dynamics: the employees of the past, present and future
- Learn why health matters – why it is no longer just about insurance
- Recognize the gap between employee expectations and current offerings, and how to bridge this gap

What to Do When the Inspector Arrives

Room 705 | Session 131

Ryan Campbell

3pm – 4pm

Qualifies for CPD hours

● Professional Practice

Many government agencies – including the Ministry of Labour – can show up at your workplace unannounced to ensure you are complying with the law and/or for the purposes of laying charges against companies and individuals. What would you do if one of these inspectors showed up in your workplace tomorrow? Is your organization prepared?

Learning Objectives

- Understand the powers of inspection and investigation, and when search warrants are required
- Recognize the rights and obligations of companies and individuals, including obligations to cooperate and the right to remain silent
- Hear case studies illustrating what to do (and what not to do)
- Identify the role of in-house and external

counsel

- Learn best practices to mitigate legal risks

Do Good to Lead Well: The Power of Humility

Room 706 | Session 132

Craig Dowden

3pm – 4pm

Qualifies for CPD hours

● Workforce Planning and Talent Management

Lost in the descriptors commonly used to account for leaders' success – ambition, intelligence, focus – is a characteristic that, while lesser known, is of equal weight: humility. Despite this, research exploring the impacts of humility on leadership and organizational success has quietly been accumulating with impressive results. Drawing on decades of research, this session builds a persuasive business case that humility is the cornerstone of strong leadership. Using classic and cutting edge science, along with case examples, we'll examine how humility directly impacts the very health of the organization through its role in decision-making, employee engagement, as well as bottom-line performance. Get an evidence-informed roadmap of how to foster humility within your organizations at both a micro- and macro-level.

Learning Objectives

- Hear an evidence-based definition of humility
- Understand our biases against humility as a core leadership competency
- Find out how humble leadership drives individual and organization success
- Identify concrete strategies you can use to exhibit humility

Building a Business Case for Employers to Actively Recruit and Retain People with Mental Illness

Room 707 | Session 133

Nitika Rewari, Michael MacDonald
3pm - 4pm

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

Despite the documented costs of mental illness and growing understanding about how to build psychologically healthy workplaces, aspiring workers (people living with mental illness who have been overlooked by the workplace or sidelined due to episodic or persistent illness) often struggle to find meaningful employment. Hear about the results of a Mental Health Commission of Canada study that builds the business case to recruit and retain individuals living with a mental illness. With the help of an employer, Jazz Aviation, we will explore strategies employers can easily implement in their workplace, and bring forward practical approaches for employers to safely and effectively hire and retain people living with a mental illness to create a positive impact on their bottom line.

Learning Objectives

- Learn the business case for hiring, accommodating and supporting workers with mental illness
- Explore types of low or no-cost accommodations
- Get valuable take-away strategies to support people living with a mental illness

Workplace Appreciation - Learning 5 Languages that will Change your Culture

Room 716A | Session 134

Kryssie Thomson
3pm - 4pm

Qualifies for CPD hours

● Organizational Effectiveness

Applying The 5 Languages of Appreciation to your workplace, this fast-paced, high-energy session will encourage you and give you the tools and resources to make a difference in your workplace culture.

Learning Objectives

Learn how to:

- Build more positive relationships within your team
- Reduce cynicism, sarcasm, and distrust among coworkers
- Increase trust and your understanding of team members' differences
- Create a more enjoyable work environment for management, staff, and volunteers

Beyond Canada 150: Bringing Indigenous Reconciliation to Life in Your Organization

Room 710 | Session 135

Gene Jamieson, Jay Pariseau
3pm - 4pm

Qualifies for CPD hours

● Strategy

In 2015, the Truth and Reconciliation Commission released 94 recommendations for all Canadians to bring reconciliation to life in Canada. Included in the report, a historic call to action aimed at corporate Canada. In 2017, Canada embraced reconciliation as one of its key themes as we celebrated 150 years of confederation.

Explore reconciliation and your organization's role in our collective reconciliation journey.

Learning Objectives

- Gain an awareness of reconciliation in Canada
- Identify your organization's role in reconciliation
- Understand the core building blocks of building a reconciliation road map

Behavioural Insights for HR: Lessons from the "Nudge Unit"

Room 711 | Session 136

Sasha Tregebov
3pm - 4pm

Qualifies for CPD hours

● Strategy

Discover approaches to improve HR outcomes through simple, low-cost interventions informed by behavioural science. Hear about the Behavioural Insights Team's work on testing new recruitment messages that increase the number and diversity of applicants, improvements to candidate testing processes and the development of a hiring platform "Applied" that uses a variety of behavioural science principles to improve hiring decisions. Access a set of practical tips for applying behavioural insights to common HR challenges from recruiting and candidate assessment to performance management and retention.

Learning Objectives

- Understand principles of behavioural science for HR
- Explore practical examples of how behavioural science has been applied to support key HR outcomes
- Receive concrete recommendations on how to apply behavioural insights to common HR challenges

Be Your Own Talent Agent: Career Self-Management for New HR Graduates

Room 713A | Session 138

Barbara Wilson

3pm - 4pm

Qualifies for CPD hours

Professional Practice

Congratulations! You are about to embark on a fulfilling journey as an HR professional. Proactively planning for and managing your career is one of the most important skills you can have to navigate a lifetime of roles, experiences and transitions. Learn what it takes to be your own "talent agent" in today's world of work.

Learning Objectives

- Discover what the modern career looks like today and what it will look like in the future
- Understand the importance of planning for and investing in your own development
- Explore the key career self-management skills you need to proactively manage your career

A Lot Can Happen in a Year of Employment (Standards): The ESA Amendments, One Year In

Room 602A | Session 140

Brian Gottheil, Natasha Savoline

3pm - 4pm

Qualifies for CPD hours

Labour and Employee Relations

Last year, the Ontario government introduced the most sweeping changes to its employment standards legislation in almost two decades. The year before that, the Ministry of Labour discontinued publishing its interpretation guide, leading lawyers and HR practitioners to wonder how these drastic changes would be interpreted and applied.

Building on our experience with the case law, ESA inspectors, and our own legal practices, hear what we've learned over the year since Bill 148 ESA amendments came into force. More changes are also afoot: new scheduling rules take effect January 1st, 2019, the government is reviewing ESA exemptions, and new laws are promised regarding salary disclosure. Get up to speed on all things Employment Standards.

Learning Objectives

- Examine Bill 148 amendments' practical impact on the ESA in its first year
- Recognize and understand recently implemented and upcoming changes to the ESA
- Develop concrete strategies to help your organization comply with the new rules

Financial Literacy in the Workplace – An Employee Engagement Strategy

Room 715B | Session 143

Stacy Yanchuk Oleksy

3pm - 4pm

Qualifies for CPD hours

Health, Wellness and Safe Workplace

Personal debt levels continue to rise in Canada. Financial distress negatively impacts employee well-being along with productivity and engagement. Join us for an interesting and dynamic conversation around the signs and symptoms of financial distress, the impact on the employee and the organization, and what to do about it beyond referring it to an EAP.

Learning Objectives

- Identify signs and symptoms of financial distress among employees Learn to start a confidential conversation with a financially distressed employee
- Recognize resources to support employees beyond a referral to an EAP
- Discover a few ways to bring financial literacy into the workplace as a way to engage employees.

Gig Work and the Evolving Talent Landscape: What You Need to Know to Succeed

Room 714A | Session 144

Bryan Peña

3pm - 4pm

Qualifies for CPD hours

Workforce Planning and Talent Management

Studies have shown that the traditional forms of working are becoming less effective in the global economy. The workforce of the future will rely less on full-time employees and more on short-term project workers ("gig workers") to stay nimble and act swiftly to take advantage of a competitive global economy. At the same time, workers will be looking for increased flexibility enabled by advanced technology to work whenever and wherever they want. All of this can be an existential threat to the practice of HR or its greatest opportunity to once and for all prove the functional relevance of a strong human resources strategy.

Learning Objectives

Explore the threats, opportunities and insights surrounding the gig economy that you need to be aware of to create a workforce plan that stands the test of time.

Using People Analytics to Transform Businesses

Room 716B | Session 145

Ben Waber

3pm - 4pm

Qualifies for CPD hours

Organizational Effectiveness

Explore people analytics – a combination of AI, organizational network analysis and behavioral science – and find out how companies can use it to drive innovation and productivity in the workplace. By uncovering previously hidden face-to-face and digital communication networks, companies can make educated, data-driven decisions around organizational change.

Learning Objectives

- Learn basic people analysis methods
- Identify organizational problems that you can address with people analytics in the near term
- Understand common roadblocks to implementing people analytics
- Learn the potential value of people analytics for your organization

What Do You Need to Know? Ask a Leading Employment Lawyer and a Senior HR Practitioner Your Burning Questions

Room 717A | Session 146

Dan McGarry, Stuart Rudner
3pm - 4pm

Qualifies for CPD hours

● Labour and Employee Relations

HR professionals are increasingly called upon to deal with issues relating to employment standards, human rights, privacy laws, occupational health & safety and contracts. Get perspective from both a practising employment lawyer and a practising HR professional who will address your employment law concerns using real-life examples, best practices, and case law. Find out how to mitigate your employer's risk, develop legally enforceable policies, maintain compliance with the requirements of employment legislation and avoid some of the most common mistakes that can cost both your organization and your reputation.

Learning Objectives

Learn about:

- Recent changes to employment standards and best practices to create an enforceable employment contract
- Harassment and investigations in the #metoo era
- Marijuana in the workplace
- Statute versus common law requirements surrounding termination

- Addressing lengthy absences, implementing a defensible accommodation program and responding to accommodation requests
- Limiting an employee's expectation of privacy when using corporate equipment

A Moment on the Edge: How Small Encounters Change Lives

Room 714B | Session 149

Mark Henick
3pm - 4pm

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

By the time he found himself standing on the edge of a bridge one night, a teenager ready to die, Mark Henick had lost all hope – he felt trapped, broken, and helpless. If it wasn't for an anonymous stranger who reached out and saved his life, Mark never would have left that bridge alive. But he did, and he has dedicated his life ever since to opening minds and creating change. Hear about what brought him to the edge, what would have helped, and what didn't. Inspired by his Top 50 TEDx talk Why We Choose Suicide, Mark explores the power of connection, even in brief moments, to change our paths forever.

Learning Objectives

- Understand the thought processes and distortions of someone experiencing a mental health crisis
- Learn diagnostic criteria, relevant statistics, and facts about mental health presented in a real-life context
- Get practical takeaways for how to help yourself and others through a mental health challenge

Social Learning – Collaborating to Create Solutions to Today's Complex Issues

Room 802A | Session 150

Philip LeNir
3pm - 4pm

Qualifies for CPD hours

● Organizational Effectiveness

As our world becomes more complex and our organizations become both flatter in structure and 'softer' around the edges with our value chains becoming more critical for survival and growth, we need to change the way we support and encourage the learning and development of our people. In this session, we'll explore social learning in the context of today's rapidly evolving organizations and dig deep into the "20" in the 70-20-10 model to learn about the many flavours of peer-learning.

Learning Objectives

- Discover why social learning is the key to management and leadership development
- Find out how peer-learning is blended into an enterprise learning strategy
- Learn the basics of supporting and sustaining peer-learning

Learning Lessons Through Improv

Room 802B | Session 151

Kelly Leonard
3pm - 4pm

● Organizational Effectiveness

An essential discipline for some of the world's most innovative and hilarious people, the improvisational pedagogy that has been core to learning at The Second City since its inception in 1959 has also been used to make work better for millions of individuals at Fortune 1000 companies all over the world. It has been applied to work

in the health and wellness field and it continues to be a source of invention and organizational resilience across the globe. This session explores what is in the DNA of improvisation that makes it such a successful tool for collaboration. You'll get the chance to try out some improv exercises and meet a host of characters, thought leaders and academics that have become unlikely partners in The Second City's efforts to make organizations more productive and happier.

Learning Objectives

- Laugh and learn a few improv exercises
- Explore ways to be more agile and change-positive
- Discover how to improve workplace interactions

Gender Equality in Canada – How Are We Doing?

Room 717B | Session 152

Caroline Codsi

3pm - 4pm

Qualifies for CPD Hours

● Strategy

Canada is a very advanced democracy where all notions of freedom and equality seem to be ingrained. But does that equality truly translate into all walks of life? What is the situation today for women in decision-making bodies and what seem to be the obstacles preventing them from equally sharing power with men? What is the role of men, women, governments, corporations and society as a whole in making the necessary shift that will allow women to contribute fully? How do we stand internationally and compared to other countries? What are we better at and what could we learn from others to move the needle at home?

Learning Objectives

- Understand not only WHY we need to reach equality now but HOW we could collectively achieve this goal

- Find out what your role as a man, a woman, and a leader can be in order to do your share
- Discover innovative programs that are having a deep impact on the Canadian corporate world as well as international initiatives that could inspire us

Talent Disruption in Financial Services

Room 605 | Session 229

Hayley Angus

3pm - 4pm

Qualifies for CPD hours

● Strategy

The burgeoning Canadian fintech sector is gaining international attention as emerging technology companies primed to disrupt our traditional financial services industry are growing fast and receiving investment capital from across the globe. One element remains challenging for these groups: talent, a crucial ingredient for scaling up. With the growth of new fintechs, large Canadian financial institutions face the threat of disruption, not just to their market, but to the talent pipeline they want to recruit. In this session, we'll share insight and advice to both growth stage fintechs looking to scale and traditional incumbents looking to remain competitive in a dynamic market.

Learning Objectives

- Gain an understanding of fintech and the Canadian fintech market
- Explore recruitment and retention best practices for both fintechs and incumbents
- Find out how to recruit for scalability as a growth stage fintech
- Learn how to remain competitive (from a talent perspective) and recruit for innovative talent as a FSI incumbent

A Step by Step Guide to Best Workplace Branding for Your Organization

Room 704 | Session 233

Nancy Fonseca

3pm - 4pm

GPTW

Qualifies for CPD hours

● Professional Practice

Would you like to champion a branding initiative for your company but not sure where to start? During this session, we'll explain every stage along your journey to becoming certified then listed as a great workplace in the Best Workplaces™ program. By participating in the Best Workplaces™ program, you'll be joining the world's largest employee survey, administered annually within 7,000 organizations and representing more than 12 million individual employees. Use this data to make more strategic HR decisions, drive performance, and leverage your culture by being branded as an employer of choice.

Learning Objectives

- Understand the process, costs, and benefits of participating in the Best Workplaces™ program
- Learn how a collaborative approach with the marketing team can amplify those benefits
- See the scoring rubric used to select The Globe and Mail's annual list of Best Workplaces
- Get tips and tricks on maximizing your score using that rubric
- Learn how to attract media attention and amplify your message

Ask an Expert

Room 709 | Session 153

Sarah Jenner, Mary Ann Baynton, Lauren Bernardi, Linda Brogden, David Brown, Steve Horvath, Sari Sairanen, Dr. Joti Samra, Kim Sunderland

3pm - 4:30pm

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

Ever wish you had a crew of workplace experts on hand who could answer any question about how to make your workplace psychologically healthy and safe? Meet your dream team! In this speed-dating style session, 9 leading workplace experts field your specific

questions on everything from assessing an employee's psychological health and resolving conflict between co-workers to creating a workplace peer support program and implementing an effective accommodations plan. Participants will have 9 minutes with each of the following experts: a workplace relationship expert; a CEO; a peer support expert; a workplace mental health expert; a psychologist; a human resources lawyer; a union representative; and a psychological health and safety physician. Join for yourself or with up to 4 colleagues who have similar questions.

Learning Objectives

Get personalized advice on any aspect of creating a psychologically healthy and safe workplace.



How to Move Like a Maverick: Combination of Inspiration, Information & Entertainment

Hall F&G | Session 127

Jade Simmons

4:30pm - 5:30pm

Keynote

Sponsored by:



How to Move Like a Maverick is on uncommon ground balancing potent and applicable information, illuminating performances, inspirational speaking and simple fun-loving entertainment all in one dazzling keynote experience. Jade's presentation gives powerful insights into how creating a unique leadership brand can inspire the creation of ideas that will have a lasting impact on the world. Discover not only how to lead, but how to start achieving beyond what you ever thought possible.

Learning Objectives

- Understand how to achieve and maintain breakthrough
- Learn to cultivate the ability to think and brand like a maverick
- Find out how to inspire creative rejuvenation and mind-blowing innovation

Thursday, January 31

| SESSION | TITLE | SPEAKER(S) | ROOM | CPD | DOMAIN |
|--------------------------|---|---|----------|-----|--|
| 7:00am — 8:00am | | | | | |
| 201 | True or False? 10 Science-Based Facts and Fictions About People in Workplaces | Dr. Paul Fairlie | 701A | • | <i>Organizational Effectiveness</i> |
| 202 | Strength-Based Leadership: How to Engage Employees to Improve Organizational Culture | Sunjay Nath | 718A | • | <i>Organizational Effectiveness</i> |
| 8:15am — 8:30am | | | | | |
| | Breakfast & Minister of Labour's Opening Remarks | | Hall F&G | | |
| 8:30am — 9:30am | | | | | |
| 203 | Design Your Life — Design Thinking | Bill Burnett, Dave Evans | Hall F&G | | <i>Keynote</i> |
| 9:30am — 10:30am | | | | | |
| 253 | CPD Clinic | Sacha Williams, Mara Berger | 604 | | <i>Professional Practice</i> |
| 10:30am — 11:30am | | | | | |
| 205 | AI for HR...What You Need to Know and the Future Ahead | Eric Shangle | 716B | • | <i>Organizational Effectiveness</i> |
| 206 | A Taste of Mindfulness for Yourself and Your Employees | Dr. Bhante Saranapala, Carol Moxam | 703 | • | <i>Organizational Effectiveness</i> |
| 207 | The Key to Leadership Success: Self-Awareness and Emotional Intelligence | Kristen Harcourt | 801A | • | <i>Strategy</i> |
| 208 | Better Business Outcomes Through Workforce Security: A Business Case Framework | Michelynn Lafleche | 705 | • | <i>Workforce Planning and Talent Management</i> |
| 209 | Leadership Lessons from the Non-Profit World on Becoming a Great Workplace | Allan Seckel, Timothy Tiryaki | 706 | • | <i>Strategy</i> |
| 210 | HR and IT — Partners in Change! | Sandra McKenzie, Susan Chase | 707 | • | <i>Strategy</i> |
| 212 | People Analytics at Rogers Communications: New Mindsets, Skillsets and Toolsets for Higher-Value Insight Generation | Jodi Martin, Dr. Geoff Ho, Dr. Ashlyn Patterson | 710 | • | <i>Human Resources, Metrics, Reporting, and Financial Management</i> |
| 213 | The Bleeding Edge: Blockchain, AI and the Application of Technology | Bryan Peña | 711 | • | <i>Workforce Planning and Talent Management</i> |

Thursday, January 31

| SESSION | TITLE | SPEAKER(S) | ROOM | CPD | DOMAIN |
|---------|---|--|------|-----|---|
| 215 | Investigating Organizational Culture from the Outside | Tom Reader | 713A | • | <i>Labour and Employee Relations</i> |
| 216 | Dances with Case Law | Joyce Thomas | 713B | • | <i>Labour and Employee Relations</i> |
| 217 | Advancing Your HR Career Panel Discussion: Insights from HR Leaders | Natasha Toney, Diana Elder, Michael McGuire, Peter Neufeld, Su Diana | 714A | | <i>Professional Practice</i> |
| 218 | Marijuana, Alcohol and Other Drugs in the Workplace | David Turner | 602A | • | <i>Learning and Development</i> |
| 219 | Building a Resilient Workplace & Personnel Through Crisis – The SHIFT Approach® | John Robertson | 715B | • | <i>Health, Wellness and Safe Workplace</i> |
| 220 | How Neuroscience Can Help Your Employees Take Responsibility for Their Own Engagement | Pam Ross | 717A | • | <i>Organizational Effectiveness</i> |
| 221 | You're Only as Great as Your Candidate Experience | Aaron Schwartz | 717B | • | <i>Professional Practice</i> |
| 222 | Experience Connection: HR & Marketing Can Rock the Bottom Line | Elizabeth Williams | 704 | • | <i>Strategy</i> |
| 223 | Humanizing Cultures: The Power of Love and Compassion in the Workplace | Lorie Corcuera | 802A | • | <i>Health, Wellness, and Safe Workplace</i> |
| 225 | The Power of Networking to Advance Your Career in HR | Janice Gaboury | 802B | | <i>Learning and Development</i> |
| 251 | Hacking the Fear of Public Speaking | Eduardo Placer | 714B | • | <i>Organizational Effectiveness</i> |

10:30am — 12:00pm

| | | | | | |
|-----|--------------------------|---|------|---|--|
| 211 | Talent Impact Assessment | Dr. Tomeka Hill-Thomas | 715A | • | <i>Learning and Development</i> |
| 226 | Ask an Expert | Sarah Jenner, Mary Ann Baynton, Lauren Bernardi, Linda Brogden, David Brown, Steve Horvath, Sari Sairanen, Dr. Joti Samra, Kim Sunderland | 709 | • | <i>Health, Wellness and Safe Workplace</i> |

12:00pm — 1:00pm

| | |
|-------|----------|
| Lunch | Hall F&G |
|-------|----------|

Thursday, January 31

| SESSION | TITLE | SPEAKER(S) | ROOM | CPD | DOMAIN |
|------------------------|--|--|----------|-----|---|
| 1:00pm — 2:00pm | | | | | |
| 228 | Your Ego is Not Your Amigo | Cy Wakeman | Hall F&G | • | Keynote |
| 2:30pm — 4:00pm | | | | | |
| 246 | Spark New Ideas and Fuel Results | Marie Antaya | 717A | | Organizational Effectiveness |
| 3:00pm — 4:00pm | | | | | |
| 130 | Allyship in Action: Supporting LGBTQ2+ Employees at Work | Alison Grenier, Colin Druhan | 717B | • | Health, Wellness and Safe Workplace |
| 154 | National Pharmacare — Who Speaks for You? | Chris Bonnett | 710 | • | Professional Practice |
| 214 | Do You Have a Well Defined Talent Philosophy? | David Cohen | 704 | • | Workforce Planning and Talent Management |
| 230 | It's Not You, It's Me — Personal Development Is Leadership Development | Pam Ross | 705 | • | Strategy |
| 231 | "Can We Talk?" | Joel Silverstone | 716A | • | Labour and Employee Relations |
| 232 | Top 10 Tips for Communicating Effectively | Carole Gentry | 714B | • | Organizational Effectiveness |
| 234 | Labour Market Impact Assessments: How to Maximize Your Success | Ravi Jain | 711 | • | Workforce Planning and Talent Management |
| 235 | How to Survive a Pay Equity Audit | Frederick Blanchette, Wendy Glaser | 712 | • | Human Resources, Metrics, Reporting, and Financial Management |
| 236 | The Voice of Business Leader on HR – A Panel Discussion | Natasha Toney, Jeff Dawley, Jeremy Ragsdale, Victor Tsui | 713A | • | Professional Practice |
| 237 | Employee Benefits – How to Prepare for Your Renewals | Curtis McCone | 713B | • | Total Rewards |
| 238 | Managing Social Media Disasters | Jennifer Heath | 714A | • | Labour and Employee Relations |
| 239 | Laughter and Chocolate: Endorphin Golden Gate | Linda Leclerc | 603 | | Health, Wellness, and Safe Workplace |

Thursday, January 31

| SESSION | TITLE | SPEAKER(S) | ROOM | CPD | DOMAIN |
|------------------------|--|---|----------|-----|--|
| 240 | Living Leadership: How to Create a Culture Where Everyone Acts Like a Leader... Regardless of Their Title or Role | Vanessa Judelman | 602A | • | <i>Organizational Effectiveness</i> |
| 241 | The EQ Leader in the Fourth Industrial Revolution | Jamelle Lindo | 802B | • | <i>Learning and Development</i> |
| 242 | Leadership in the Times of #MeToo — A Values Proposition | Leanne Nicolle | 715A | • | <i>Health, Wellness and Safe Workplace</i> |
| 243 | Empathy, Vulnerability and Gratitude — Soft Skills That Lead to Big Results | Dan Trommater | 716B | • | <i>Organizational Effectiveness</i> |
| 244 | Growth Through Acquisition; How You Can Standardize Your Health and Safety Program | Rhonda Rigney | 802A | • | <i>Health, Wellness and Safe Workplace</i> |
| 245 | TLC = RC Recipe® — Wellness that is Baked In, Not Bolted On, Means Progress | John Robertson | 706 | • | <i>Health, Wellness and Safe Workplace</i> |
| 247 | Addressing Sexual Harassment with Institutional Courage | Jennifer Freyd | 601B | • | <i>Health, Wellness and Safe Workplace</i> |
| 248 | Squirrel — The New Norm | Sharon Campbell Rayment | 605 | | <i>Health, Wellness and Safe Workplace</i> |
| 249 | Freedom and Flexibility: How to Manage the Rise of the Remote Worker | Lorie Corcuera | 715B | • | <i>Organizational Effectiveness</i> |
| 250 | Applying Lean Thinking to HR Delivery | Mark Cryer | 709 | • | <i>Organizational Effectiveness</i> |
| 204 | Separation and Divorce are Workplace Issues: Helping Organizations Reduce the Costs of Separation and Divorce in the Workplace | Charlotte Goldfried, Debbie Shawn, Edit Farun | 703 | • | <i>Health, Wellness and Safe Workplace</i> |
| 4:30pm — 5:30pm | | | | | |
| 227 | The Necessary Evolution of Diversity & Inclusion: The Three “Rs” Critical to Building a Truly Inclusive Workplace | Steve Pemberton | Hall F&G | • | <i>Keynote</i> |

Early Morning Sessions



Sponsor for Thursday's Early-Bird Sessions

True or False? 10 Science-Based Facts and Fictions About People in Workplaces

Room 701A | Session 201

Dr. Paul Fairlie

7am – 8am

Early Bird

Qualifies for CPD hours

Organizational Effectiveness

EQ is more important than IQ. Millennials are no different from other generations. People should play to their strengths. What does science actually say about these things? Hear five commonly-believed things about people in workplaces that are true, five myths or factoids that refuse to die, a recommended action for each, and the monetary costs of perpetuating some of the myths. Learn why science, and particularly evidence-based HRM, are crucial for countering human biases and irrationality, and how to avoid making bad HR decisions that are costly for organizations (and detrimental to HR's reputation). Attendees will also receive a link to a brief, anonymous, pre-conference survey on facts and fictions in January 2019. The results will add a personal layer to the session.

Learning Objectives

- Uncover the evidence behind HR truths and myths
- Understand a rationale for decision-making around the covered topics
- Identify the costs associated with believing and acting upon myths

Strength-Based Leadership: How to Engage Employees to Improve Organizational Culture

Room 718A | Session 202

Sunjay Nath

7am – 8am

Early Bird

Qualifies for CPD hours

Organizational Effectiveness

Lack of engaged employees can lead to higher turnover, lower job sanctification and decreased morale among the engaged part of the workforce and result in significant financial and non-financial costs to an organization. Understanding and implementing The 10-80-10 Principle – a framework that allows groups to better engage team members by focusing energy and efforts in the “right places” – is the key to overcoming these challenges. Hear relevant examples of how the 10-80-10 Principle is used to create a highly engaged workforce and learn a methodology that helps your organization best allocate your resources and efforts toward getting employees engaged.

Learning Objectives

- Understand how The 10-80-10 Principle works to engage employees
- Learn how to target company resources to improve best practices for the organization with respect to engagement
- Discover how the same concepts for employee engagement can also be used for engaging workplace change or engagement in other areas of life



Design Your Life – Design Thinking

Hall F&G | Session 203

Bill Burnett, Dave Evans

8:30am – 9:30am

Keynote

Sponsored by:

THE
Great-West Life
ASSURANCE COMPANY

STRONGER COMMUNITIES TOGETHER™



Designers create worlds and solve problems using design thinking. Look around your office or home – at the tablet or smartphone you may be holding or the chair you are sitting in. Everything in our lives was designed by someone, and every design starts with a problem that a designer or team of designers seeks to solve. The same design thinking responsible for amazing technology, products, and spaces can be used to design and build your career and your life, a life of fulfillment and joy, constantly creative and productive, one that always holds the possibility of surprise.

Learning Objectives

Explore how design thinking can help you create a life that is both meaningful and fulfilling regardless of what you do for a living.

Morning Sessions

CPD Clinic

Room 604 | Session 253

Sacha Williams, Mara Berger

9:30am – 10:30am

Professional Practice

Do you have questions about maintaining your CHRP, CHRL or CHRE designation through Continuing Professional Development (CPD)? Join our comprehensive CPD informational session followed by a Q&A – come prepared with any questions you may have and leave as a CPD expert!

Learning Objectives

- Learn about the five categories and the various development activities that qualify for CPD
- Learn how to assess if an activity qualifies for CPD
- Learn how to record & appropriately calculate CPD hours and complete & submit your CPD log
- Find out the steps to take if you are unable to meet your CPD requirement during your CPD cycle

AI for HR...What You Need to Know and the Future Ahead

Room 716B | Session 205

Eric Shangle

10:30am – 11:30am

Qualifies for CPD hours

● Organizational Effectiveness

AI helps us organize data for meaningful business decisions. Many don't realize they already use AI in their daily work. Let's demystify AI and highlight areas that are already using AI in HR. What will the future hold for AI in HR and what are companies working on right now?

Learning Objectives

- Understand what Artificial Intelligence (AI) means in the real world
- Identify AI applications currently used for HR systems
- Learn how AI can help us answer the questions we didn't know to ask in the future

A Taste of Mindfulness for Yourself and Your Employees

Room 703 | Session 206

Dr. Bhante Saranapala,
Carol Moxam

10:30am – 11:30am

Qualifies for CPD hours

● Organizational Effectiveness

It's not easy to maintain mindfulness during the workday – interruptions distract us and it's easy for us to become reactive. Our mind always seems to be looking forward to something better in the future. Learning to practice mindfulness brings us back into the present moment and allows us to fully enjoy each part of the experience. Practicing mindfulness has many great benefits such as reducing stress levels and increasing happiness, allowing us

to slow down, respond and increase our productivity. It can help to foster a greater calmness and kindness that we can bring into the rest of our workday.

Learning Objectives

- Understand how to create a mindfulness work environment for yourself and employees that reduces stress and anxiety, and increases performance and productivity
- Experience the power of awareness with a taste of mindful meditation to calm your mind, and bring mindfulness into practice
- Discover how to implement mindfulness consistently as a new paradigm in your culture

The Key to Leadership Success: Self-Awareness and Emotional Intelligence

Room 801A | Session 207

Kristen Harcourt

10:30am – 11:30am

Qualifies for CPD hours

● Strategy

Research conducted by Harvard University, the Carnegie Foundation and Stanford Research Center concludes that 85% of job success comes from having well-developed soft and people skills, and only 15% of job success comes from technical skills and knowledge. The best thing leaders can do to improve their effectiveness is become more aware of what motivates them and their decision-making. Learn specific strategies that leaders can implement to improve their emotional intelligence resulting in more effective relationships, deeper empathy, a realistic assessment of strengths and weaknesses, a better idea of what gaps need to be filled and a more engaged workforce.

Learning Objectives

- Discover how low self-awareness and EQ impact culture
- Hear the statistics and case studies on the ROI of self-aware leaders

- Explore tactical ways leaders can develop EQ and self-awareness
- Learn key strategies for HR Pros to get buy-in for behaviour change
- Practice experiential EQ exercises
- Understand how to equip leaders to be better coaches

Better Business Outcomes Through Workforce Security: A Business Case Framework

Room 705 | Session 208

Michelynn Lafleche

10:30am – 11:30am

Qualifies for CPD hours

● Workforce Planning and Talent Management

In the changing labour market, workers are increasingly employed in non-standard jobs and both workers and businesses are feeling the impact. Businesses are now being more intentional about creating workforce security using leading practices that have resulted in lower turnover, a more loyal workforce and improved sales – and it's impacting both their bottom line and the wellbeing of their workforce. Explore a new workforce security business case framework developed by KPMG and United Way that gives employers the tools to assess and adjust their current practices, and improve the wellbeing of their non-standard workforce while bettering their business results.

Learning Objectives

- Discover leading practices in the area of workforce security and learn how these practices can be practical and beneficial for mitigating the negative effects of insecure employment
- Access a guide to using a workforce security maturity model to support organizations in assessing how comprehensive their current practices are in providing security for workers in non-standard roles

Leadership Lessons from the Non-Profit World on Becoming a Great Workplace

Room 706 | Session 209

Allan Seckel, Timothy Tiryaki

10:30am - 11:30am

GPTW

Qualifies for CPD hours

● Strategy

Non-profits are highly purpose and impact driven. What would happen if a non-profit decided to also really focus on investing in their people and culture? Would their HR metrics be as competitive as for-profit institutions? Doctors of BC – a democratic association with 230 employees – has been investing in people and culture at an accelerating rate. This year, the association was recognized as one of Canada's Best Workplaces by Great Place to Work®, the research firm that compiles this annual list for the Globe & Mail. During this session, Timothy Tiryaki from Great Place to Work® and Allan Seckel from Doctors of BC will discuss the People & Culture Initiatives that have established this association as a best-in-class leader.

Learning Objectives

- Explore the importance of focusing on people and culture for non-profits
- Learn the starting point for measuring culture, trust and engagement
- Find out how to gain leadership alignment and support
- Hear best practices for building culture

HR and IT – Partners in Change!

Room 707 | Session 210

Sandra McKenzie,
Susan Chase

10:30am - 11:30am

Qualifies for CPD hours

● Strategy

As internal organizational service providers, HR and IT are both under pressure to do more with less, improve access to data, analytics and information, improve response times and become more efficient – working together, they also have the potential to be organizational change agents. Through supporting technological advancement and people, HR and IT can support process improvement and change. Learn about how IT governance is evolving, and how HR and IT can be strong partners in supporting organizational success.

Learning Objectives

- Recognize the complementary roles that HR and IT can play in supporting the delivery of organizational outcomes
- Understand where IT governance should be, how a strong governance structure can result in project success and the role HR can play in supporting these governance structures
- Learn strategies to help HR and IT work together to identify root causes and support their organizations in problem-solving and managing change

People Analytics at Rogers Communications: New Mindsets, Skillsets and Toolsets for Higher-Value Insight Generation

Room 710 | Session 212

Jodi Martin, Dr. Geoff Ho,
Dr. Ashlyn Patterson

10:30am - 11:30am

Qualifies for CPD hours

● Human Resources, Metrics, Reporting, and Financial Management

Data alone does not make for successful people analytics; other key ingredients are crucial for its success. In this session, we'll demonstrate the importance of shifting organizational mindsets, hiring for and developing the skillsets, and ensuring there are toolsets in place for the successful implementation of

people analytics that deliver valuable insights.

Learning Objectives

- Understand how to shift mindsets away from gut feel and "best practices" towards data and the scientific method to inform people strategy and learn to build skillsets that have the capacity to do this
- Find out how to leverage toolsets and technology to increase capacity for higher-value strategic insight generation

The Bleeding Edge: Blockchain, AI and the Application of Technology

Room 711 | Session 213

Bryan Peña

10:30am - 11:30am

Qualifies for CPD hours

● Workforce Planning and Talent Management

Much has been made of the rise of technology in the modern economy. From driverless cars and chatbots to blockchain and robotics, the sheer number of options that can be brought to bear is staggering. When you also consider how technology is enabling the engagement of hundreds of new forms of talent on a global basis, making sense of it all is almost impossible. Bring your inner geek to this informative session to explore the very latest developments and advancements of rising technologies like AI and blockchain. Learn about the implications and implementations of these powerful tools, and the seemingly endless applications available to the organizations of tomorrow.

Learning Objectives

- Gain an understanding of key technology innovation trends impacting the talent supply chain and find out why their impact is important
- Identify the considerations for leveraging advancing technologies
- Hear about real world examples of new applications

Investigating Organizational Culture from the Outside

Room 713A | Session 215

Tom Reader

10:30am - 11:30am

Qualifies for CPD hours

● Labour and Employee Relations

Traditionally, organizational culture has been studied through the use of employee surveys, which are often distributed and interpreted by HR departments. Yet, psychologists have long-recognized that organizational culture is more than what people 'say,' it is also what they 'do' which is harder to measure. In this session, we'll explore alternative approaches to investigating organizational culture that will improve culture assessments and make the culture of firms more transparent to those outside. We'll also examine the opportunities created by advances in data accessibility and data science and identify the implications for HR professionals.

Learning Objectives

- Gain background knowledge on the field of organizational culture
- Understand the strengths and weaknesses of survey-based measurements to measure organizational culture
- Explore the idea of using unobtrusive measurements to study organizational culture and learn about the types of unobtrusive measurements that can be used
- Recognize the implications for human resource professionals

Dances with Case Law

Room 713B | Session 216

Joyce Thomas

10:30am - 11:30am

Qualifies for CPD hours

● Labour and Employee Relations

Examine Indigenous culture in the workplace from human rights to workplace policy.

Learning Objectives

- Understand where the obligation of equality and inclusiveness arises from
- Learn how to engage your workforce when seeking input from your workforce
- Identify unconscious bias in your workplace
- Find out how to avoid pitfalls: tokenism

Advancing Your HR Career Panel Discussion: Insights from HR Leaders

Room 714A | Session 217

Natasha Toney, Diana Elder, Michael McGuire, Peter Neufeld, Su Diana

10:30am - 11:30am

● Professional Practice

Join a panel of HR leaders from diverse backgrounds as they share their unique career journeys.

Learning Objectives

Gain insight into what it takes to be successful in different career paths within the HR profession.

Marijuana, Alcohol and Other Drugs in the Workplace

Room 602A | Session 218

David Turner

10:30am - 11:30am

Qualifies for CPD hours

● Learning and Development

The legalization of recreational marijuana presents an excellent opportunity for employers to revisit and update their existing approach to issues such as: impairment in the workplace; office functions including off-site events; and the legal use of medical marijuana. Understanding the law as it applies to both recreational and medical marijuana will be important for employers in the coming year. Get an update on the law as it applies to both of these issues as well as a comprehensive analysis of other considerations, such as: the use of prescription medication and related impairment issues; the competing priorities of ensuring a safe workplace and compliance with human rights obligations; and the related issues of addiction, disability management, and accommodation.

Learning Objectives

Employers will learn how the legalization of recreational marijuana impacts:

- Health and safety obligations
- Disability and accommodation requirements
- Drug and alcohol policies
- Performance management in the workplace

Building a Resilient Workplace & Personnel Through Crisis - The SHIFT Approach®

Room 715B | Session 219

John Robertson

10:30am - 11:30am

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

A crisis is never the event, but always the reactions to one. Employers are increasingly responsible for personnel protection and performance impacted by psychological health and safety, but programs provide little change on their own. Learn to utilize principles of resilience through preparation, intervention and recovery to positively address the new norm.

Learning Objectives

- Find out how to identify the 5 factors that 'trip up' the successful management of crisis/change
- Understand how to proactively discuss the 5 factors [SHIFT] for the engaged and healthy workplace
- Define simple formulas to ensure each factor can be accomplished
- Learn to leverage these factors towards the value of resilience through preparation, intervention and recovery of crisis/change
- Identify sources of post crisis/change issues appearing in the workplace [performance, leaves, conflict, etc.]

How Neuroscience Can Help Your Employees Take Responsibility for Their Own Engagement

Room 717A | Session 220

Pam Ross

10:30am - 11:30am

Qualifies for CPD hours

● Organizational Effectiveness

For years, HR has struggled with low levels of employee engagement and has been tasked with engaging employees. In this session, we'll learn how the latest research in neuroscience, mindfulness and happiness can give employees at all levels the tools to engage themselves.

Learning Objectives

- Discover what neuroscience can teach us about improving our experience at work
- Identify simple "hacks" that you can teach employees to enhance their engagement
- Learn to increase employees' personal accountability for their own productivity and happiness at work

You're Only as Great as Your Candidate Experience

Room 717B | Session 221

Aaron Schwartz

10:30am - 11:30am

Qualifies for CPD hours

● Professional Practice

First impressions are two-way streets. We tend to focus most of our recruiting attention on our company's initial assessment of potential candidates, but what about the candidate's first impressions of your company? Through case studies and interactive discussion, we'll explore the candidate experience and how to foster a welcoming community for both current and future employees.

Learning Objectives

- Gain valuable insights from job seeker data to understand what employers are doing well and where there are opportunities to improve
- Learn strategies and techniques to help you maintain a great candidate experience at every stage of the hiring process
- Find out the latest hiring trends that are enabling employers to make connections with candidates and enhance their employer brand

Experience Connection: HR & Marketing Can Rock the Bottom Line

Room 704 | Session 222

Elizabeth Williams

10:30am - 11:30am

Qualifies for CPD hours

● Strategy

In most organizations, HR and marketing teams work in their own little silos. Today's tighter labour force, static employee engagement and declining trust means organizations need to start leveraging the marketing skillset to build strong employer brands and great workplaces that can find and keep great people. Using recent research and case studies, we'll look at how marketing and HR can align to build and measure a world-class employer brand.

Learning Objectives

Find out:

- How marketing and HR can help each other to achieve their goals
- How to get alignment between HR, marketing leaders and their teams
- Why employer branding is not fluff
- How to build the business case for an employer branding strategy and key metrics for measuring your employer brand investment
- Best practices for getting started

Humanizing Cultures: The Power of Love and Compassion in the Workplace

Room 802A | Session 223

Lorie Corcuera

10:30am - 11:30am

Qualifies for CPD hours

● Health, Wellness, and Safe Workplace

When Google went on a quest to build the perfect team, they learned that the only key element required is whether a team has the ability to create psychological safety. To create a workplace where people have a voice, listen, share freely without judgment, and feel safe and cared for requires leaders and teams to increase human connection – it demands bringing more love and compassion to the workplace. In this interactive workshop, learn the proven neuroscience of sharing love, compassion and empathy at work and hear case studies highlighting companies like LinkedIn and Zappos who are leading their organizations with compassionate and purpose-driven leadership.

Learning Objectives

- Explore the neuroscience and research surrounding compassion and emotional intelligence
- Determine the level of psychological safety within your organization
- Learn from top global companies who are leading with compassionate and purpose-driven leadership
- Discover simple tools and tips to integrate love and compassion to your people and culture programs

The Power of Networking to Advance Your Career in HR

Room 802B | Session 225

Janice Gaboury

10:30am – 11:30am

● Learning and Development

As HR professionals, you want to advance your career or possibly even make a change in your job, but finding the time required to get promoted, or look for work can be a real challenge, especially when you are working. Hear insight and wisdom to help you get what you need – fulfillment in your HR career while still doing what needs to be done!

Learning Objectives

- Define effective networking and the power it provides when you know how and when to optimize networking situations
- Take inventory of who you know and create a brand that your network understands
- Learn best strategies to plan for the future – one step (or day) at a time

Hacking the Fear of Public Speaking

Room 714B | Session 251

Eduardo Placer

10:30am – 11:30am

● Organizational Effectiveness

Public speaking is necessary for workplace success, and yet too many professionals are held back by fear. In this workshop, international public speaking coach Eduardo Placer will give participants the practical physical and mental hacks needed to present confidently and joyously in front of any audience. Participants will learn how to engage their bodies and voices to turn the fear of public speaking into excitement.

Learning Objectives

- Learn practical physical and mindset hacks to use during your next presentation
- Explore a new framework to empower you in front of your audience
- Gain confidence in front of a crowd

Talent Impact Assessment

Room 715A | Session 211

Dr. Tomeka Hill-Thomas

10:30am – 12:00pm

Super Session

Qualifies for CPD hours

● Learning and Development

In this session, HR professionals will learn how to run a simple, but effective talent assessment with “just the basics.”

Learning Objectives

- Learn more about methodology like controls and sample cohorts
- Identify data blending techniques
- Find out when and how to run the analysis (tools Excel to R)
- Understand visualizations and telling the story with data

Ask an Expert

Room 709 | Session 226

Sarah Jenner, Mary Ann Baynton, Lauren Bernardi, Linda Brogden, David Brown, Steve Horvath, Sari Sairanen, Dr. Joti Samra, Kim Sunderland

10:30am – 12:00pm

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

Ever wish you had a crew of workplace experts on hand who could answer any question about how to make your workplace psychologically healthy and safe? Meet your dream team! In this speed-dating style session, 9 leading workplace experts field your specific questions on everything from assessing an employee's psychological health and resolving conflict between co-workers to creating a workplace peer support program and implementing an effective accommodations plan. Participants will have 9 minutes with each of the following experts: a workplace relationship expert; a CEO; a peer support expert; a workplace mental health expert; a psychologist; a human resources lawyer; a union representative; and a psychological health and safety physician. Join for yourself or with up to 4 colleagues who have similar questions.

Learning Objectives

Get personalized advice on any aspect of creating a psychologically healthy and safe workplace.



Your Ego is Not Your Amigo

Hall F&G | Session 228

Cy Wakeman

1pm - 2pm

Keynote

Qualifies for CPD hours

Grounded in the assumptions that "change is hard" and "engagement drives results," most leadership philosophies have inspired expensive attempts to keep change from being disruptive to employees. But "perfecting the environment" to create employee engagement feeds the ego and generates huge amounts of drama and emotional waste. Ego-driven behaviours are the #1 source of drama in workplaces today, and it's costing organizations billions annually. Understand engagement from an entirely different perspective and explore a radically different approach to leadership.

Learning Objectives

Leaders will:

- Discover strategies for eradicating entitlement with great tools which change the energy of entire group meetings from "Why we can't" to "How we could"
- Develop highly effective mental processes that hold all team members accountable
- Get a list of questions that can be implemented immediately and used for self-reflection and awareness
- Uncover modern approaches to HR engagement and change management strategies

Afternoon Sessions

Spark New Ideas and Fuel Results

Room 717A | Session 246

Marie Antaya

2:30pm - 4pm

Super Session

Organizational Effectiveness

Do you sometimes feel like you're in a rut using the same ideas year after year? Do you know what works well and what doesn't? Do you sometimes find it a challenge to come up with new ideas? In our workplaces, we get into patterns and start making assumptions that can hold us back. We're not trying to look

for the opposite idea, but rather other alternatives. In this interactive workshop, we'll challenge the status quo and help you have different conversations on familiar topics as well as explore various individual and group techniques that will spark new ideas and fuel results.

Learning Objectives

Learn how to:

- Recognize the internal and external factors that limit creative thinking
- Apply various individual and group thinking exercises to generate new ideas
- Evaluate and select the best ideas and solutions
- Develop your own personal creativity

Allyship in Action: Supporting LGBTQ2+ Employees at Work

Room 717B | Session 130

Alison Grenier,
Colin Druhan

3pm - 4pm

GPTW

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

Over half of the LGBTQ2+ population are not fully "out" at work, which means they are checking a big part of their authentic selves at the door. Most organizations want to do the right thing when it comes to supporting LGBTQ2+ employees at work, but they might not fully understand how. Using case studies from Pride at Work Canada's Inclusion Index and GPTW's Trust Index, this session will inspire you to critically examine your own people practices and learn how the most inclusive organizations reach out to LGBTQ2+ communities to ensure equal access to hiring, an environment that is free from discrimination and harassment, and also welcome people of all gender expressions into environments that are truly supportive so that everyone can thrive.

Learning Objectives

Learn about:

- Barriers facing the LGBTQ2+ community when applying for jobs
- Hidden challenges facing the LGBTQ2+ population in the workplace
- Legal and ethical obligations to support LGBTQ2+ people in the workplace

National Pharmacare – Who Speaks for You?

Room 710 | Session 154

Chris Bonnett

3pm - 4pm

Qualifies for CPD hours

● Professional Practice

National pharmacare is under serious consideration again...but so far without employer input. Join this session to explore the pros and cons of a public drug plan on employers and HR responsibilities, including labour relations.

Learning Objectives

- Understand what national pharmacare is or could be, and identify key problems it should solve for employers and workplaces
- Become familiar with the views of other stakeholders that will participate in this national discussion
- Identify the drivers and potential impacts of different drug insurance models, including single payer and social insurance
- Consider whether and how employers can participate in the national discussion
- Prepare for health plans without drug insurance, or consider how employers will afford them without government action on drugs for costly specialty and ultra-expensive rare diseases

Do You Have a Well Defined Talent Philosophy?

Room 704 | Session 214

David Cohen

3pm - 4pm

Qualifies for CPD hours

● Workforce Planning and Talent Management

Does your company have clear Standard Operating Procedures (SOP) for its talent processes? While most companies echo the mantra "our people are our most important asset" and agree that

rigorous policies and procedures enable predictable and fair decision-making, they don't have a clear philosophy of how to manage talent. It's a challenge that leaves employees feeling a lack of trust and fairness and affects their engagement and efforts – the key drivers of a business' productivity and sustainability. Explore the importance of having a talent management philosophy set by the executive team and the impact it has on all aspects of talent management activities from selection to succession planning.

Learning Objectives

- Learn why your executive team needs a to set a succinctly articulated talent philosophy
- Understand the critical elements of a talent management philosophy
- Recognize the impact of having the ethos built by the leadership team and a clear vision for talent
- Review a sample talent management philosophy and its effect on all aspects of the talent process

It's Not You, It's Me – Personal Development Is Leadership Development

Room 705 | Session 230

Pam Ross

3pm - 4pm

Qualifies for CPD hours

● Strategy

Wonder why your management training isn't developing great leaders? It may be because you're focused on teaching leaders to manage others. The best leaders are masters at managing themselves. In this interactive session, we'll discuss why personal development is so important now, as well as explore research into neuroscience and mindfulness and its impact on how we lead. Join us to gain insight into leadership development and learn activities that you can take back to your organization to help leaders at all levels

take ownership of their own potential to become more compassionate, courageous leaders.

Learning Objectives

- Discover simple emotional intelligence and mindfulness practices that can help develop leaders at all levels
- Explore a new method for more effective feedback conversations based on neuroscience research
- Learn why courage and compassion are needed in leaders today more than ever before

"Can We Talk?"

Room 716A | Session 231

Joel Silverstone

3pm - 4pm

Qualifies for CPD hours

● Labour and Employee Relations

"Can we talk?" Yikes! These 3 words can create so much anxiety. How can you lower the temperature of giving feedback? For both parties, emotions may be running strong, egos are involved, and opinions vary. As a leader or colleague, you want to deliver balanced feedback to a team member and create a change in their behaviour. Join this highly interactive session to uncover and practice the 4 steps to build comfort while having a courageous conversation to create change.

Learning Objectives

- Develop the courage to be confident when giving feedback
- Find out how to build your awareness of yourself and the person receiving feedback
- Learn how to focus on the big picture and the emotions that are happening

Top 10 Tips for Communicating Effectively

Room 714B | Session 232

Carole Gentry

3pm - 4pm

Qualifies for CPD hours

● Organizational Effectiveness

Communication is an integral part of our day-to-day lives, but the truth is most of us aren't very good at it. Maybe we're too busy talking to listen. Or too distracted to pay attention. Or too unsure of what to say or do. Whatever the reason, one thing is certain: good communication is as important to your company's success as hiring the right people. Join us for a fun, engaging multimedia presentation that will provide you with 10 common sense tips to sharpen your communication skills so you can be more effective at work with colleagues and clients.

Learning Objectives

Learn the top 10 tips for communicating effectively – from body language to knowing your audience, watching your tone, showing enthusiasm, doing your research and more

Labour Market Impact Assessments: How to Maximize Your Success

Room 711 | Session 234

Ravi Jain

3pm - 4pm

Qualifies for CPD hours

● Workforce Planning and Talent Management

Is there any way to expedite processing of Labour Market Impact Assessment? How can HR curtail compliance issues? In this session, human resource professionals will gain a practical understanding of when a Labour Market Impact Assessment is required as well as the basic steps to getting a Labour Market Impact Assessment approved.

Learning Objectives

- Learn the basics of how to apply for and receive an LMIA
- Discover practical tips with respect to recruiting for LMIA purposes

How to Survive a Pay Equity Audit

Room 712 | Session 235

Frederick Blanchette,
Wendy Glaser

3pm - 4pm

Qualifies for CPD hours

● Human Resources, Metrics, Reporting, and Financial Management

This session will prepare HR and business professionals for a Pay Equity audit. Get detailed information about what to expect and how to plan accordingly from receiving the Pay Equity Commission's initial letter to yearly maintenance.

Learning Objectives

You'll learn:

- What happens when you receive a monitoring letter from the Pay Equity Commission, including: what documentation you will be asked to provide; how to communicate effectively with a review officer; which departments will have to get involved; and how long the process will take
- The 5 stages of Pay Equity compliance and what specific information will be reviewed
- How to organize Pay Equity data so that the monitoring process is headache-free
- The types of questions that will be asked and how to field those questions
- How to gather, organize and maintain your Pay Equity data for future audits
- The types of tools that are useful in maintaining Pay Equity going forward

The Voice of Business Leader on HR - A Panel Discussion

Room 713A | Session 236

Natasha Toney, Jeff Dawley, Jeremy Ragsdale, Victor Tsui
3pm - 4pm

Qualifies for CPD hours

Professional Practice

HR professionals continue to evolve and refine their practice in order to provide value-added support and advice to business leaders. This session will provide an opportunity for HR professionals to hear directly from a panel of business leaders on their expectations of HR.

Learning Objectives

Gain insights from a group of business leaders on what matters to them in terms of HR support

Employee Benefits - How to Prepare for Your Renewals

Room 713B | Session 237

Curtis McCone
3pm - 4pm

Qualifies for CPD hours

Total Rewards

Find out what you need to know to prepare for your group benefits renewal. In this session, we'll explore industry trends, strategic planning, and how to maintain a competitive, sustainable and profitable program.

Learning Objectives

- Get an overview of current industry trends, what's new, and forecasted future trends
- Learn about the increase in mental health drugs and claims and how this can affect your renewal

- Hear best practices for reviewing and renewing your group benefits plan
- Discover tools to help you maintain a competitive, cost-effective program that is valued by employees as part of their total compensation package

Managing Social Media Disasters

Room 714A | Session 238

Jennifer Heath
3pm - 4pm

Qualifies for CPD hours

Labour and Employee Relations

In the age of social media, an employee's misconduct can hurt an employer's brand and reputation in the blink of an eye. Even if that misconduct is off-duty, an employer may have the right to discipline an employee for conduct that impairs the employee's ability to work or to represent the employer. In this session, we'll explore real case studies recognizing what the employer did right and wrong to address the misconduct allegations as well as discuss a proactive, step-by-step plan for handling misconduct along with preventative practices and policies.

Learning Objectives

- Identify "culpable" misconduct by employees
- Understand proper investigation techniques
- Learn to create a personalized plan to handle the investigation, the workplace, the PR fallout and the discipline
- Hear lessons from the Facebook data breach scandal and other privacy breach disasters
- Find out how to recognize red flags and enact policies and practices in the workplace to prevent disasters

Laughter and Chocolate: Endorphin Golden Gate

Room 603 | Session 239

Linda Leclerc
3pm - 4pm

Health, Wellness, and Safe Workplace

What do chocolate and laughter have in common? They both trigger the secretion of endorphins in the body. Join us for a voluptuous mindfulness experience as we laugh to release tensions from our body, we stretch and breathe to feel energized, relaxed and healthy, and we taste high quality chocolate... Hello endorphins!

Learning Objectives

- Learn stress management exercises: breathing, stretching and laughing for healthy habits at work
- Explore being present
- Exercise your laughter muscles to relax, feel better, work more productively and be a better team player

Living Leadership: How to Create a Culture Where Everyone Acts Like a Leader...Regardless of Their Title or Role

Room 602A | Session 240

Vanessa Judelman
3pm - 4pm

Qualifies for CPD hours

Organizational Effectiveness

People's intentions are in the right place most of the time; they do their best to be good corporate citizens. However, lack of self-awareness can cause problems or limit a person's success. Sometimes people are not as resourceful as they need to be; other times they just don't know what it means to be results-driven. What would it be

like if every person in your organization was self-aware and demonstrated leadership in all they do? Learn how to develop a leadership mindset at all levels in your organization.

Learning Objectives

- Learn a three-step plan to teach all your employees to step up and demonstrate leadership and initiative
- Examine how a strength based culture builds authenticity and develops a confident, engaged employee base
- Understand what it takes for people to be responsible and accountable to others

The EQ Leader in the Fourth Industrial Revolution

Room 802B | Session 241

Jamelle Lindo

3pm - 4pm

Qualifies for CPD hours

● Learning and Development

Powered by machine learning, networked communications, digital systems and large-scale data analysis, the Fourth Industrial Revolution – Industry 4.0 – will indicate a momentous shift in the way we work. Discover how emotionally intelligent leaders will be in high-demand with the onset of the Fourth Industrial Revolution.

Learning Objectives

- Understand Industry 4.0 and emotional intelligence (EQ)
- Recognize why emotional intelligence is critical in leadership
- Learn why EQ is a necessity for leaders in Industry 4.0

Leadership in the Times of #MeToo – A Values Proposition

Room 715A | Session 242

Leanne Nicolle

3pm - 4pm

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

The seemingly endless stories in the news on sexual misconduct have forced companies and individuals to take a hard look at their own values and culture. The imbalance of power has shifted, but is your company ready for the changes ahead? Like 94% of CEOs in corporate Canada today, you may not think that harassment is an issue in your organization, however, as Leanne will share, it broke down one of Canada's public trusts, the Canadian Olympic Committee. Join us as Leanne Nicolle, former Executive Director of the Canadian Olympic Foundation, shares strategies on how to protect your organization's value system, empower a harassment free culture, and address modern concerns around culturally sensitive topics.

Learning Objectives

Find out how to:

- Leverage a strong value system within your organization to ensure employee trust and engagement
- Empower a harassment free culture
- Create openness around respectful human interaction
- Communicate around culturally sensitive topics such as sexual misconduct

Empathy, Vulnerability and Gratitude – Soft Skills That Lead to Big Results

Room 716B | Session 243

Dan Trommater

3pm - 4pm

Qualifies for CPD hours

● Organizational Effectiveness

Learn to tap into other's needs through empathy, harness the power of vulnerability, and improve your wellbeing through a gratitude practice. In this interactive workshop, positive psychology practitioner and well-being expert Dan Trommater will share experiences and techniques that rewired his brain and improved his life – then he'll teach you how you can do the same for yourself and your teams. Explore practical tools and techniques that you can apply immediately to shift your thinking for the better.

Learning Objectives

Discover how to use empathy, vulnerability, and gratitude in the workplace and beyond to:

- Suspend judgment and see things from other's points of view
- Increase listening skills
- Transform vulnerability from weakness to strength
- Develop a daily gratitude practice

Growth Through Acquisition: How You Can Standardize Your Health and Safety Program

Room 802A | Session 244

Rhonda Rigney

3pm - 4pm

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

Find out how to implement a health and safety management system for newly acquired businesses. In this session, we'll share an overview of acquisitions and how they impact your health and safety management systems.

Learning Objectives

- Understand the basics of the Occupational Health and Safety Act (including construction and industrial regulations)
- Identify posting requirements (workplace and job sites)
- Review the Joint Health and Safety Committee or Health and Safety representative
- Determine mandatory H&S training (e.g. WHMIS, AODA, Occupational Health and Safety awareness, Workplace Violence and Harassment)

TLC = RC Recipe® – Wellness that is Baked In, Not Bolted On, Means Progress

Room 706 | Session 245

John Robertson

3pm - 4pm

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

Discover the recipe for a resilient approach through crisis/change in life and its practical application.

Learning Objectives

- Recognize how to clarify sources of some trust issues

- Understand the neuroscience formula of Trust [Transparency- Relationship- Understanding-Shared Success, Truth Telling] rooted in actions
- Learn about Conversational Intelligence®: using principles of neuroscience to understand peoples' reactions, communicate, and understand conclusions based on perceptions
- Find out how to ensure consistent messaging delivered through crisis/change
- Explore a values-based approach to leadership for resilience & success through crisis/change
- Identify practices to move from resistance to cooperation and prime for trust
- Understand the 3 levels of conversation that result in listening to connect or just hearing

Addressing Sexual Harassment with Institutional Courage

Room 601B | Session 247

Jennifer Freyd

3pm - 4pm

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

In this session, Professor Jennifer Freyd will present her concept betrayal trauma theory and share over two decades of research revealing the toxic nature of betrayal as well as related research on betrayal blindness and institutional betrayal surrounding how organizations handle sexual harassment. Find out how individuals and institutions can respond well to disclosures of betrayal and learn concrete steps to address sexual harassment and promote institutional courage.

Learning Objectives

- Define institutional betrayal & institutional courage
- Identify harm that institutional betrayal can cause to victims and survivors of interpersonal violence and abuse

- Gain awareness of helpful versus harmful responses to disclosures of sexual harassment
- Identify policies and practices that inhibit institutional betrayal and promote institutional courage

Squirrel – The New Norm

Room 605 | Session 248

Sharon Campbell Rayment

3pm - 4pm

● Health, Wellness and Safe Workplace

Now, more than ever, we are experiencing more distractions, disruptions and feeling overwhelmed. Leaders and their teams are stressed out, lacking balance in their work and home life, and aren't reaching their goals and potential. Sharon knows firsthand the cost of this speed of life; her busy life abruptly changed when she acquired a traumatic brain injury. In this session, Sharon shares the NeuroMindSHIFT™ Process. This effective, reliable, repeatable process uses a number of tools and techniques to increase the mind's capacity to deal with life's ongoing distractions so leaders can quickly regain inner strength, mental resilience, and enhanced performance.

Learning Objectives

- Boost your mind's ability to regain focus quickly when disrupted
- Get unstuck from the common mind traps that lock you into distractions
- Strengthen your mind's resilience using effective tools and techniques to shift to positive action
- Create daily habits to enhance the mind's ability to make better decisions and solve problems more effectively

Freedom and Flexibility: How to Manage the Rise of the Remote Worker

Room 715B | Session 249

Lorie Corcuera

3pm - 4pm

Qualifies for CPD hours

● Organizational Effectiveness

There's no question that the speed and evolution of technology has provoked our need for freedom and flexibility. According to a recent Randstad survey, only 56 per cent of Canadians are happy with their current work schedules, ranking Canada 10th of 25 countries polled, behind countries like the United States, India and France. Almost two-thirds of Canadians would also prefer telecommuting at least part of the time. As the desire for a more flexible work schedule and working from home continues to rise, companies are expected to accommodate these requests more than ever.

Learning Objectives

- Define the modern remote worker
- Explore the unique impact of having remote workers on your team
- Clearly understand what motivates the remote worker
- Hear about global companies who are creating inclusive workplaces to accommodate remote workers
- Learn how to keep the remote worker engaged

Applying Lean Thinking to HR Delivery

Room 709 | Session 250

Mark Cryer

3pm - 4pm

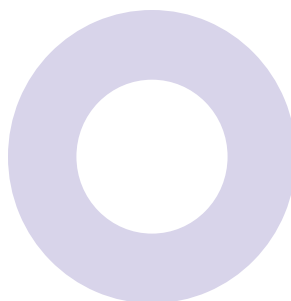
Qualifies for CPD hours

● Organizational Effectiveness

For many years, manufacturing organizations have used the term 'lean thinking' – a business methodology that aims to create more value with fewer wasted resources. Increasingly, organizations are applying lean thinking to improve the efficiency and effectiveness of HR functions. Learn about the practices of lean thinking and find out how they can benefit HR delivery.

Learning Objectives

- Expand your knowledge of how lean thinking enables leaders to empower the teams they serve to constantly improve
- Explore resources to further your knowledge of lean thinking
- Learn how lean thinking is being applied to HR processes within Capital One



Separation and Divorce are Workplace Issues: Helping Organizations Reduce the Costs of Separation and Divorce in the Workplace

Room 703 | Session 204

Charlotte Goldfried,
Debbie Shawn, Edit Farun

3pm - 4pm

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

In Canada, approximately 140,000 marital and common-law relationships come to an end each year. The impact of these statistics on the workplace is devastating. In this workshop we will examine how separation and divorce affect employees and the organization, the culture of silence that causes more harm than good, common signs to look out for, and strategies that HR can implement to manage and reduce the negative aspects of separation and divorce in the workplace.

Learning Objectives

- Review statistics for marital and common law separation and divorce
- Understand how this life event impacts individuals' mental and physical health
- Identify how individuals experiencing separation and/or divorce perform in the workplace
- Learn how separation and divorce affect the workplace
- Hear suggestions on how HR can support employees experiencing this life event, while reducing the negative impact on the organization



The Necessary Evolution of Diversity & Inclusion: The Three "Rs" Critical to Building a Truly Inclusive Workplace

Hall F&G | Session 227

Steve Pemberton

4:30pm - 5:30pm

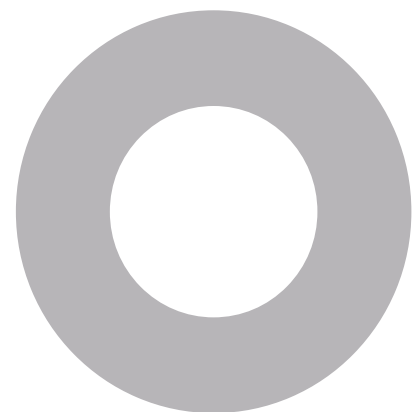
Keynote

Qualifies for CPD hours

Diversity and inclusion are top of mind for every forward-thinking organization. Yet, despite their best efforts, organizations continue to struggle to build truly inclusive workplaces. An inclusive workplace is best defined as a workplace where all employees – regardless of race, gender, ethnicity, political leaning, religion or sexual orientation – feel a strong sense of belonging and are comfortable being who they are. Steve Pemberton shares his personal journey and draws upon his career and life experiences to highlight what it means to be different and how it feels to not belong – and most importantly, what to do about it. He'll illuminate the significance of the three "Rs" that are critical to building an inclusive workplace infused with humanity and positivity.

Learning Objectives

- How Recognition impacts the overall employee experience and fulfills a basic human need to be appreciated
- How Relationships and social connections at work unite employees and tie them together as a community for a shared purpose and vision
- Why Respect for all in the workplace unleashes greater humanity and helps celebrate differences"



Friday, February 1

| SESSION | TITLE | SPEAKER(S) | ROOM | CPD | DOMAIN |
|--------------------------|--|--------------------------------|----------------|-----|---|
| 7:00am — 8:00am | | | | | |
| 301 | Unstoppable Tracy Schmitt: Crush Your Leadership Roadblocks | Tracy Schmitt | 718A | | <i>Learning and Development</i> |
| 302 | What HR Strategy Can Learn from Marketing | Dr. David Weiss | 701A | | <i>Strategy</i> |
| 8:15am — 8:30am | | | | | |
| | Breakfast | | Hall F&G Foyer | | |
| 8:30am — 9:30am | | | | | |
| 303 | What Global QE from Tokyo to Toronto Means for You, Me, and Emerging Markets | David McWilliams | Hall F&G | | <i>Keynote</i> |
| 10:00am — 11:00am | | | | | |
| 124 | Troublesome Terminations: Ending the Employment Relationship in Difficult Circumstances | Ryan Campbell | 714A | • | <i>Professional Practice</i> |
| 305 | Digital Video AI in the Interview Process — Transforming Talent Insights and Competency-based Hiring | Catharine Fennell | 704 | • | <i>Strategy</i> |
| 307 | How to Modernize L&D for the Millennial Mindset | Carol Leaman, José Tolovi Neto | 716A | • | <i>Learning and Development</i> |
| 308 | The New Reality: Immigration and Doing Business in the United States | Jonathan Grode, Esq. | 707 | • | <i>Workforce Planning and Talent Management</i> |
| 309 | Why Emotional Intelligence isn't Enough: Developing Social Intelligence in a Social World | Diane Brochu King | 716B | • | <i>Health, Wellness and Safe Workplace</i> |
| 310 | 5 Ways You Can Boost Company Sales | Deb Calvert | 710 | • | <i>Personal Leadership</i> |
| 311 | Bodies Don't Lie... Body Language and the Significance of Colour in Wardrobe | Kerry Heaps | 711 | | <i>Learning and Development</i> |
| 312 | Keep Calm and Call Your Business Partner: A Presentation and Panel Discussion on the Future of the HRBP Role | Julian Chapman | 714B | • | <i>Organizational Effectiveness</i> |
| 313 | H Not R: Communicate Like They're Humans — Not Resources | Chris Lee | 713A | • | <i>Total Rewards</i> |

Friday, February 1

| SESSION | TITLE | SPEAKER(S) | ROOM | CPD | DOMAIN |
|---------|---|-------------------------------|------|-----|--|
| 314 | 5 Ways to Use Mindfulness to Combat Stress In the Workplace | Gary LeBlanc | 713B | | <i>Health, Wellness and Safe Workplace</i> |
| 315 | Influence Greatness: 6 Key Elements to a Highly Effective Organizational Culture | Jeff Birk | 718A | • | <i>Organizational Effectiveness</i> |
| 316 | Shifting Your Circadian Rhythm for Shift Workers | Jessica Palmer | 712 | • | <i>Health, Wellness and Safe Workplace</i> |
| 318 | Enter the Champion — A Guide to Onboarding Senior Leaders | Dessalen Wood | 715B | • | <i>Organizational Effectiveness</i> |
| 321 | The “New”/Old ESA Under Bill 47 | Jennifer Heath | 717A | • | <i>Labour and Employee Relations</i> |
| 322 | Professional Business Email Etiquette and Multigenerational Communication | Bruce Mayhew | 717B | • | <i>Organizational Effectiveness</i> |
| 323 | The Evolution of Employee Voice — 2019 Trends | Rob Catalano | 703 | • | <i>Workforce Planning and Talent Management</i> |
| 324 | Does Your Retirement Plan Measure Up? A New Approach to Attracting Talent, Reducing Stress, and Improving the Bottom Line | Derek Dobson | 802A | • | <i>Workforce Planning and Talent Management</i> |
| 326 | Artificial Intelligence and the Future of Human Resource Management | Patrick Egbunonu | 709 | • | <i>Strategy</i> |
| 358 | Bad Boss or Bully? How to Know the Difference and What to Do About It | Krista Siedlak, Lindsay Gluck | 801A | • | <i>Professional Practice</i> |
| 319 | How to Grow Human Capital Using Financial Intelligence | Jeffrey O’Leary | 706 | • | <i>Human Resources, Metrics, Reporting, and Financial Management</i> |
| 317 | Deciding What to Change: Key Insights from Behavioural Science | Dr. Umar Taj | 715A | • | <i>Professional Practice</i> |
| 320 | 4 Day Weekend: Designing our Work Schedule Around Our Needs | William Gregory Ciupka | 802B | • | <i>Organizational Effectiveness</i> |

11:00am —12:00pm

| | | | | | |
|-----|------------|-----------------------------|-----|--|------------------------------|
| 354 | CPD Clinic | Sacha Williams, Mara Berger | 604 | | <i>Professional Practice</i> |
|-----|------------|-----------------------------|-----|--|------------------------------|

11:30am —1:00pm

| | | | | | |
|-----|--------------------------|---|------|---|------------------------------|
| 349 | #MeToo: A Year in Review | Nicole Nussbaum, Leanne Nicolle, Elizabeth Renzetti, Christine Thomlinson | 718A | • | <i>Professional Practice</i> |
|-----|--------------------------|---|------|---|------------------------------|

Friday, February 1

| SESSION | TITLE | SPEAKER(S) | ROOM | CPD | DOMAIN |
|-------------------------|---|---|------|-----|--|
| 351 | Ask an Expert | Sarah Jenner, Mary Ann Baynton, Lauren Bernardi, Linda Brogden, David Brown, Steve Horvath, Sari Sairanen, Dr. Joti Samra, Kim Sunderland | 709 | • | Health, Wellness and Safe Workplace |
| 12:00pm — 1:00pm | | | | | |
| 325 | Agile Project Management for eLearning Development | Christopher Dsouza | 605 | | Learning and Development |
| 330 | Practical Strategies for Managing Chronic and Traumatic Stress Claims in the Workplace | Alexandra Stinson | 706 | • | Health, Wellness and Safe Workplace |
| 306 | Leading Integrity | Dr. Umar Taj | 715A | | Strategy |
| 327 | Pro Tip: How to Give Career Advice (from a Career Development Professional) | Barbara Wilson | 703 | | Professional Practice |
| 328 | #AfterMeToo: What Does this Mean for Your Company? | Lindsay Gluck, Krista Siedlak | 801A | • | Professional Practice |
| 329 | Is Non-Disclosure a Non-Starter? The Appropriateness and Enforceability of NDAs in the Workplace | Jennifer Heath, Howard Winkler | 705 | • | Labour and Employee Relations |
| 331 | Fired Up & Focused: Navigating Change and Creating a Culture that is Fired Up and Focused on Delivering Exceptional Results | Bill Hogg | 701A | • | Strategy |
| 332 | Coaching: An Indigenous Lens | Gene Jamieson | 713B | • | Learning and Development |
| 334 | Innovation In Total Rewards | Kathleen Jinkerson | 711 | • | Total Rewards |
| 335 | How to Leverage Data in an Increasingly Competitive Talent Landscape | Chris Brown | 712 | • | Workforce Planning and Talent Management |
| 336 | Getting it Together: Integrating Best Policy and Practices for Cancer and Chronic Disease in the Workplace | Chris Bonnett, Allan Smofsky | 713A | • | Health, Wellness and Safe Workplace |
| 337 | Remember: Bots Can't Tell Stories | Tim Griffiths | 704 | • | Professional Practice |
| 338 | The Heart of the Matter: Conducting a Successful Investigation Interview | Lauren Bernardi | 714A | • | Labour and Employee Relations |
| 339 | Anonymized Recruiting: Unconscious Bias | Charles Tardif | 714B | • | Workforce Planning and Talent Management |
| 340 | Your Best Ten Minutes a Day | Frank Newman | 715B | • | Organizational Effectiveness |

Friday, February 1

| SESSION | TITLE | SPEAKER(S) | ROOM | CPD | DOMAIN |
|---------|---|------------------------------|------|-----|---|
| 341 | Budgeting 101: The Myths, Realities & How to Cross the Finish Line Together | Jeffrey O'Leary | 802B | • | <i>Organizational Effectiveness</i> |
| 342 | Difficult Conversations | Rhonda Scharf | 716B | • | <i>Learning and Development</i> |
| 343 | The Art of Intentional Optimism | Kathy McLaughlin | 717A | | <i>Strategy</i> |
| 344 | Legal Update on Chronic Mental Stress Claims Under WSIB | Asha Rampersad | 717B | • | <i>Labour and Employee Relations</i> |
| 345 | Failure is an Option: Creating Space in Our Work Lives to Take Risks | Jodi Zigelstein-Yip | 707 | • | <i>Organizational Effectiveness</i> |
| 346 | Dynamic Leadership: Leading the Way in a VUCA World | Julian Chapman | 802A | • | <i>Workforce Planning and Talent Management</i> |
| 347 | The Human in HR Analytics | Dr. Pylin Chuapetcharasopon | 716A | • | <i>Professional Practice</i> |
| 348 | Brand New You: Developing Your Personal Brand as an HR Professional | Ranya El-Farnawani | 603 | | <i>Professional Practice</i> |
| 353 | Carving Recognition Budget Out of the Total Rewards Pie for Higher ROI | Rob Schmitter, Rahim Bhayani | 710 | • | <i>Total Rewards</i> |

1:10pm — 2:00pm

| | |
|-------|----------|
| Lunch | Hall F&G |
|-------|----------|

2:10pm — 3:10pm

| | | | | | |
|-----|----------------------|-------------|----------|---|----------------|
| 350 | Good is the New Cool | Afdhel Aziz | Hall F&G | • | <i>Keynote</i> |
|-----|----------------------|-------------|----------|---|----------------|

Early Morning Sessions



Sponsor for Friday's
Early-Bird Sessions

Unstoppable Tracy Schmitt: Crush Your Leadership Roadblocks

Room 718A | Session 301

Tracy Schmitt
7am - 8am

Early Bird

Learning and Development

Crack the "Limitless Secret" and "Unstoppable You" with insights to overcome barriers, uncertainty and fear and become the super hero you and your teams always knew they could be.

Learning Objectives

- Find out how to turn "No" into accepted counter-offers
- Discover how to exceed uncertainties with deep capable belief and embrace possibilities when you don't know how
- Learn how to earn independence by sorting out the right lifelines
- Understand that what you focus on grows

What HR Strategy Can Learn from Marketing

Room 701A | Session 302

Dr. David Weiss
7am - 8am

Early Bird

Strategy

The Human Resources profession has undergone significant transformation in the last decade delivering increasingly greater value to organizations. What's the next stage for HR strategy to create even greater value? Using a design thinking approach, HR can delve into the knowledge gained through Marketing and hear the voice of the external customer to determine what to focus on. Explore the ways HR can leverage the knowledge and practices of Marketing to elevate HR strategy to the next level of value creation.

Learning Objectives

- Find out why Marketing practices are an area ripe for HR exploration
- Discover what HR strategy can learn from Marketing to create greater value in areas such as recruitment, engagement, and employee communications
- Identify what Marketing can teach HR about how to demonstrate a return on investment in human capital





What Global QE from Tokyo to Toronto Means for You, Me, and Emerging Markets

Hall F&G | Session 303

David McWilliams

8:30am – 9:30am

Keynote

Liu He, China's top economic policy maker, discussed the geopolitics of Global Quantitative Easing (QE) in 2012: "With the growth of globalization and the Internet, an interdependent triangle has formed in the world economy, where emerging markets (EM) act as global manufacturing centres, resource-rich countries supply raw materials and energy, and the developed world drives EM countries' capacity utilization through debt-financed spending. Despite its variable forms, the gap between over-capacity and inadequate demand remains the central problem."

Learning Objectives

What does all this mean? In easy to understand terms, David McWilliams will explain how QE:

- Acts as a liquidity provider for EM
- Drives assets in our world – so the Toronto property market is totally correlated to the QE cycle
- Drives inflation down not up
- Is coming to an end and has profoundly changed the global economy
- Won't happen again if there is another crash...



Morning Sessions

Troublesome Terminations: Ending the Employment Relationship in Difficult Circumstances

Room 714A | Session 124

Ryan Campbell

10am – 11am

Qualifies for CPD hours

Professional Practice

Not all terminations are as straightforward as calculating the employee's reasonable notice period. Sometimes, there are other factors present that increase the risks to an employer who is terminating the employment relationship. Those risks may include allegations of discrimination, reprisal and/or bad faith to name a few. Using recent decisions

from Canadian courts and a human rights tribunal, we'll explore specific risks that may arise when terminating an employment relationship and discuss how those risks can be mitigated or avoided.

Learning Objectives

- Identify circumstances that may lead to elevated risks for the employer upon termination
- Distinguish between lawful and unlawful terminations
- Discuss best practices for communicating the termination decision and the factors leading up to it
- Understand how to defend against allegations of discrimination, reprisal, bad faith, etc.
- Review recent case law examples

Digital Video AI in the Interview Process – Transforming Talent Insights and Competency-based Hiring

Room 704 | Session 305

Catharine Fennell
10am – 11am

Qualifies for CPD hours

● Strategy

Digital technologies are impacting all aspects of the HR function improving the way we identify, map, select and develop talent. A significantly impacted aspect is talent acquisition, screening and assessment; digital video applications, assessments and interviews are dramatically improving the recruiters' ability to collaborate on decision-making and standardize the interview process. With the emergence of AI, recruiters now have access to even more data to support competency and fit-based hiring. Find out how companies are using a range of video interview types from the application stage to the pre-hire and post-hire workflow.

Learning Objectives

- See the latest in digital AI talent decision-making technology and how companies are using it
- Examine the business case behind the adoption of digital interviewing (AI) technology for recruiting and assessment
- Discover how digital interviewing is reducing bias, standardizing the interview, and contributing to collaborative and transparent talent decision-making
- Learn how digital interviewing improves overall fit and hiring practices

How to Modernize L&D for the Millennial Mindset

Room 716A | Session 307

Carol Leaman,
José Tolovi Neto
10am – 11am

GPTW

Qualifies for CPD hours

● Learning and Development

As the first generation in history to be raised on digital platforms, millennials have revolutionized how employees will be educated in the workplace. With more social networks and digital platforms becoming available, incoming millennial workers are increasingly conditioned to get news and information online. This impacts how they expect L&D to be delivered in their jobs. Explore how learning platforms and strategies have become more digital, and the steps organizations can take to make their L&D more modern, digital and adaptive to the way millennials have been conditioned to absorb information.

Learning Objectives

- Understand the progression of how millennials have been brought up on digital platforms
- Learn how millennials have fueled the rise of the digital marketplace and digital L&D
- Understand the digital solutions that currently exist in digital L&D and what is coming next – how can organizations adapt to it?
- Find out how to deliver digital L&D in a way that maximizes the possibility of consumption and retention

The New Reality: Immigration and Doing Business in the United States

Room 707 | Session 308

Jonathan Grode, Esq.
10am – 11am

Qualifies for CPD hours

● Workforce Planning and Talent Management

The Trump presidency has continued to send shockwaves through the immigrant community in the U.S. and has had an impact on how Canadians do business in the U.S. In this session, we will explore the executive actions and policies implemented so far and discuss their impact on HR departments in Canada.

Learning Objectives

- Explore Trump's policy details and their impact on obtaining visas in the U.S.
- Learn about the H1-B-Specialty Occupation Visa and L-1 Intracompany Transferee Visa and the impact of changing the visa programs
- Examine proposed changes to NAFTA and how they will affect the movement of employees across the border
- Find out how Canada stands to benefit from Trumpian Immigration policies

Why Emotional Intelligence isn't Enough: Developing Social Intelligence in a Social World

Room 716B | Session 309

Diane Brochu King

10am – 11am

Qualifies for CPD hours

● Health, Wellness and Safe Workplace

We live in a social world. Understanding ourselves is only a small part of achieving success. People who truly understand others and know how to adapt to connect with others find themselves less stressed, less frustrated and experience healthier relationships.

Learning Objectives

- Using Carl Jung's personality dimensions of introversion/extroversion and thinking/feeling, identify what's important to each of the four main personality preferences (ET, EF, IF and IT)
- Explore what causes stress to each personality type, why it makes a difference, who "the difficult people" are and how to adapt in order to connect
- Learn why the Golden Rule is only half right and find out the Secret Rule that makes life easier, less stressful, and more positive

5 Ways You Can Boost Company Sales

Room 710 | Session 310

Deb Calvert

10am – 11am

Qualifies for CPD hours

● Personal Leadership

New research reveals how sales organizations need to shift in strategic planning for increasing sales. HR is perfectly poised to take the driver's seat – to bring in new research, sales competencies, and practices that will significantly boost company sales. The research provides a behavioural

blueprint for sellers that leads to more meetings, faster closed sales, and improved customer loyalty. Discover exactly what the most successful sellers do in order to make extraordinary sales and learn five ways you can start to impact sales in your company today.

Learning Objectives

You'll learn:

- The surprising new competencies to consider in recruiting and selecting sales talent
- How to bolster employee engagement in the sales division
- Talent development strategies that replace the old-school sales training that doesn't really work
- Performance management strategies that yield a lot more productivity than activity standards and sales goals
- How teaching sellers to stop selling & start leading boosts sales and improves internal team effectiveness

Bodies Don't Lie... Body Language and the Significance of Colour in Wardrobe

Room 711 | Session 311

Kerry Heaps

10am – 11am

● Learning and Development

How can you tell when someone is lying? What's in a handshake? How can you spot the difference between interest and anxiety? About 90% of the messages we express are through non-verbal communication. Understanding these telling visual cues helps HR professionals gain valuable insight into everyone from colleagues to candidates in the workplace. Join this session to learn body language basics and the psychology of colour.

Learning Objectives

- Learn how to read and interpret movements
- Explore the differences between positive and negative evaluation

- Find out how to leave a positive impression
- Identify the significance of colour in wardrobe

Keep Calm and Call Your Business Partner: A Presentation and Panel Discussion on the Future of the HRBP Role

Room 714B | Session 312

Julian Chapman

10am – 11am

Qualifies for CPD hours

● Organizational Effectiveness

It's time for David Ulrich's 20-year old Human Resources Business Partner (HRBP) model to evolve. While the concept of the strategic partner is still robust, the world of the BP is changing faster than ever. What is state-of-the-art in business partnering, and how should the role develop in our volatile, uncertain, complex and ambiguous new world? Join a panel of senior HR executives and HRBP team leaders as they explore a flexible HRBP framework and discuss how we can set up the role for success now and in the near future.

Learning Objectives

- Learn about the current and near-future state of the HRBP model
- Explore a dynamic framework for the HRBP of today and tomorrow
- Understand how the VUCA world, including the rise of AI, is impacting the BP role
- Learn how HRBPs are building credibility and confidence with their partners in the line

H Not R: Communicate Like They're Humans – Not Resources

Room 713A | Session 313

Chris Lee

10am – 11am

Qualifies for CPD hours

Total Rewards

Your benefit plan and wellness program are only worth as much as your employees understand and appreciate them. The higher the perceived value of your benefit plan, the more significant it is as a component of your total rewards offering. Effective communications on wellness and well-being helps to contribute to a healthier workforce: the better your organization is at communicating and promoting the benefits of fitness, healthy eating, and stress management, the better your odds of helping employees prevent illness and the high costs associated with illness. There's no perfect measure for ROI when it comes to communications, but taking the time to inform and educate your employees is invaluable and will help your organization build a happy, healthy and productive work environment.

Learning Objectives

- Understand how good communications can reduce your benefit plan costs and help contribute to a healthy workplace
- Learn how to build your communications game plan to ensure you're communicating effectively with your employees

5 Ways to Use Mindfulness to Combat Stress In the Workplace

Room 713B | Session 314

Gary LeBlanc

10am – 11am

Health, Wellness and Safe Workplace

No longer a fringe topic, mindfulness has become the gateway for companies to help employees manage their stress. Yet, mindfulness is not just about stress management; it can be a tool that teaches people how to relax, calm down when frustrated, and control their reactions to situations in the workplace. The challenge is in the delivery. How can companies connect with employees with divergent motivations? Discover several tactics that your organization can employ to better deliver the message of being mindful.

Learning Objectives

- Further your understanding of mindfulness from a practical and tactical perspective
- Learn how to coach employees to incorporate mindfulness in their workflow
- Understand the architecture for creating a culture of openness and 'acceptedness' and how to leverage it to connect employees
- Access mindfulness tools that employees can use at their own pace in their own space
- Feel inspired and better equipped to start the mindfulness conversation with leaders at your organization

Influence Greatness: 6 Key Elements to a Highly Effective Organizational Culture

Room 718A | Session 315

Jeff Birk

10am – 11am

Qualifies for CPD hours

Organizational Effectiveness

Take an unforgettable look at six key elements that unlock the secrets to developing great people, teams, and cultures. Leaders will learn the importance of being an influencer and discover how six key elements called 'Talent Magnets' applied effectively can create highly successful cultures. Then,

with a keen understanding of three essential ways to convey appreciation, leaders will be empowered to incorporate best practices that inspire employees to engage. And when people engage, companies grow.

Learning Objectives

- Examine the actual definition of employee engagement and how to achieve it
- Identify the six key influencers of great cultures
- Understand the importance of great leadership
- Learn the three naturally occurring opportunities to convey appreciation

Shifting Your Circadian Rhythm for Shift Workers

Room 712 | Session 316

Jessica Palmer

10am – 11am

Qualifies for CPD hours

Health, Wellness and Safe Workplace

This session brings the research and science of sleep psychology to the real world of shift work. HR Professionals will learn how to improve shift employee health, safety and productivity by using practical tools, tips and tactics to prevent shift work sleep disorder.

Learning Objectives

- Learn the importance of circadian alignment, the dangers of circadian misalignment and what it means to shift your circadian rhythm for shift work
- Explore how employers can help their shift work staff to support them in their circadian alignment through scheduling shifts, ideal shift duration, napping rooms and adjustment days

Enter the Champion – A Guide to Onboarding Senior Leaders

Room 715B | Session 318

Dessalen Wood

10am – 11am

Qualifies for CPD hours

● Organizational Effectiveness

Many organizations are undergoing massive disruptive changes to their business models and bringing in new senior leadership to create organizational change. A hiring committee usually conducts the candidate search and the group that has to put their ideas into action isn't included in the process. In many cases, these teams and peers had a longstanding relationship with their leader's predecessor whom they knew and trusted. The new incoming leader has to decide: Do I steamroll in the ideas the executives hired me for? Or do I gain the buy-in and support of my team first?

Learning Objectives

- Learn how to coach new senior leaders on how to effectively build trust quickly
- Find out how to eliminate the drama and loss of productivity that often accompanies new leadership assignments
- Explore how to design an onboarding program that takes advantage of an intact work team's skills and allows new leaders to hit the ground running

The "New"/Old ESA Under Bill 47

Room 717A | Session 321

Jennifer Heath

10am – 11am

Qualifies for CPD hours

● Labour and Employee Relations

With the passage of Bill 47, Making Ontario Open for Business Act, 2018, many of the workplace changes ushered in by Bill 148 have been undone or cancelled. This presentation will address how employers can best update their policies, procedures and practices accordingly. Some employers may assume they can simply return to the pre-Bill 148 landscape. However, while much of that legislation has been rolled back, this presentation will make clear that employers must exercise caution before reversing or reducing employee entitlements granted following Bill 148.

Learning Objectives

- Identify how noteworthy provisions under the Employment Standards Act, 2000 operated under Bill 148
- Understand how Bill 47 has repealed or modified these provisions, and what the impact of these changes will be
- Hear practical recommendations for implementing workplace changes following Bill 47, particularly if you made workplace policy changes in advance
- Learn the "dos and don'ts" of modifying employee entitlements to correspond with current legislation

Professional Business Email Etiquette and Multigenerational Communication

Room 717B | Session 322

Bruce Mayhew

10am – 11am

Qualifies for CPD hours

● Organizational Effectiveness

Today's workforce includes four generations, expanding cultural backgrounds and more ways to communicate than ever. What role does technology like email, instant messaging (IM/Text), and other forms of communication play in today's business environment? How are different generations influencing business communication – and where might everyone need to adapt? What place does email have in effective business communication and, when we do use it, how do we ensure we get our point written and understood quickly and easily? Discover practical techniques to enhance your professional email writing skills and reduce the amount of time you spend writing email.

Learning Objectives

- Learn when to use email, when not to use it, and why
- Find out how to bottom-line the important issues and make your email quick to write, as well as easy to read and understand
- Understand how to use a professional tone and avoid being mistaken as aggressive

The Evolution of Employee Voice – 2019 Trends

Room 703 | Session 323

Rob Catalano

10am – 11am

Qualifies for CPD hours

● Workforce Planning and Talent Management

The workforce is becoming more modern in all areas, and employee voice is a crucial area deserving of both ingenuity and attention. In order to maintain a workforce environment where employees can be engaged and perform successfully, a new approach to hearing and acting on the voice of employees is being adopted by innovative organizations.

Learning Objectives

In this session, you will learn:

- Why focusing on a better employee voice strategy is important
- The evolution of employee voice, and why certain methods are outdated and no longer adequate on their own
- Proven effective methods and practical solutions to supporting an inspirational future for employee voice
- Examples of companies that are doing employee voice effectively

Does Your Retirement Plan Measure Up? A New Approach to Attracting Talent, Reducing Stress, and Improving the Bottom Line

Room 802A | Session 324

Derek Dobson

10am – 11am

Qualifies for CPD hours

● Workforce Planning and Talent Management

47% of Canadians worry about running out of money in retirement and 51% of Canadians report that retirement-planning stress has a medium to high impact on their work according to a

Canadian Public Pension Leadership Council (CPPLC) survey. Unsurprisingly, Canadians of all ages and income levels overwhelmingly report that they want, and will pay for, the security and peace of mind that pensions bring. Despite the demand, pensions can be a source of conflict between CHROs and CFOs. In this session, we'll discuss how HR professionals can leverage pension research to attract talent and reduce employee stress. We'll also explore a new pension design that meets CHRO and CFO needs while addressing broader demographic changes.

Learning Objectives

You will learn:

- What the CPPLC study teaches us about Canadians' retirement desires and stresses
- How new pension solutions are more affordable and have better outcomes for employees and employers
- How pensions are adapting to meet the needs of the changing workplace

Artificial Intelligence and the Future of Human Resource Management

Room 709 | Session 326

Patrick Egbunonu

10am – 11am

Qualifies for CPD hours

● Strategy

Find out how Artificial Intelligence applications will influence the future of human resource management and the HR profession as a whole.

Learning Objectives

Learn how to:

- Explain what Artificial Intelligence is all about and its applications in our world
- Identify different applications of Artificial Intelligence in the HR profession
- Use a generic AI framework to assess the readiness of your organization for a world dominated by Artificial Intelligence applications

Bad Boss or Bully? How to Know the Difference and What to Do About It

Room 801A | Session 358

Krista Siedlak, Lindsay Gluck

10am – 11am

Qualifies for CPD hours

● Professional Practice

Get a practical overview of workplace harassment and an update on developments in workplace law pertaining to bullying and harassment by supervisors and managers. In this session, we'll explore when conduct by a manager or supervisor may be crossing a line from the proper exercise of authority in the reasonable provision of advice, assignment of work, performance evaluation, discipline and supervision, to conduct that goes beyond the scope of reasonableness to become bullying or harassment. Learn the employer's legal requirements after receipt of a workplace bullying or harassment complaint by an employee, as well as best practices for conducting workplace investigations.

Learning Objectives

- Understand the developments in workplace law pertaining to bullying and harassment by a supervisor/manager
- Differentiate between the proper exercise of managerial authority and bullying and/or harassment
- Understand the employer's legal requirements after receipt of a workplace bullying and/or harassment complaint by an employee
- Examine best practices for workplace investigations

How to Grow Human Capital Using Financial Intelligence

Room 706 | Session 319

Jeffrey O'Leary

10am - 11am

Qualifies for CPD hours

Human Resources, Metrics, Reporting, and Financial Management

Financial management and its ability to articulate the value of HR is of significant concern to those in HR who are dealing with the constant pressure to eliminate positions, discretionary spend and overall employee support. This session is designed to show HR professionals how senior management views financial success and how HR can leverage these metrics to demonstrate their increased value in the organization. Learn how to tell a "financial story" to senior management and articulate the need to have human capital grow top line and bottom line results.

Learning Objectives

- Identify the key financial statements that are impacted by the HR department and the key performance indicators used to assess a company's financial health
- Understand how to cascade company scorecards to the HR department to drive company performance
- Learn what financial knowledge is required to create a business case for a human capital project and what a finance partner is looking for as part of support and performance management

Deciding What to Change: Key Insights from Behavioural Science

Room 715A | Session 317

Dr. Umar Taj

10am - 11am

Qualifies for CPD hours

Professional Practice

We spend an awful lot of time discussing how to implement and manage change. However, not enough time is spent on how to decide what change to bring. This workshop will explore the key biases that exist in the decision-making process of change management followed by debiasing techniques rooted in behavioural science.

Learning Objectives

- Gain insights to help you better understand the science of how humans make judgments and decisions especially in the context of strategic decision-making around change management
- Improve your ability to design debiasing strategies in your organization's decision-making processes

4 Day Weekend: Designing our Work Schedule Around Our Needs

Room 802B | Session 320

William Gregory Ciupka

10am - 11am

Organizational Effectiveness

It turns out we do not design our work schedule around us. During the agrarian period, work was designed around the four seasons, fair enough. During the industrial age and to present day, our work life is often focused around 9-5 and seldom to maximize personal success and enjoyment. It is time to put ourselves first by designing the work schedule around the way we deserve to live. Join this session to explore opportunities to redesign the work schedule and consider

the dramatic impact of such a change from the perspective of the individual, the organization and society generally.

Learning Objectives

Join this session to explore opportunities to redesign the work schedule and consider the dramatic impact of such a change from the perspective of the individual, the organization and society generally.

- Gain insight into the possibilities provided by tailoring your work week
- Learn the impact on internal and external relationships with this change
- Explore alternative transitional approaches in your workplace

CPD Clinic

Room 604 | Session 354

Sacha Williams, Mara Berger

11am - 12pm

Professional Practice

Do you have questions about maintaining your CHRP, CHRL or CHRE designation through Continuing Professional Development (CPD)? Join our comprehensive CPD informational session followed by a Q&A – come prepared with any questions you may have and leave as a CPD expert!

Learning Objectives

- Learn about the five categories and the various development activities that qualify for CPD
- Learn how to assess if an activity qualifies for CPD
- Learn how to record & appropriately calculate CPD hours and complete & submit your CPD log
- Find out the steps to take if you are unable to meet your CPD requirement during your CPD cycle

#MeToo: A Year in Review

Room 718A | Session 349

Nicole Nussbaum, Leanne Nicolle, Elizabeth Renzetti, Christine Thomlinson

11:30am - 1:00pm

Qualifies for CPD hours

Professional Practice

If the #MeToo movement opened our collective eyes to the reality of sexual harassment in Canadian workplaces, what can we say that we have actually learned? The Globe & Mail's Elizabeth Renzetti hosts panelists Leanne Nicolle, formerly of the Canadian Olympic Foundation, Christine Thomlinson, co-founder of Rubin Thomlinson LLP, and Nicole Nussbaum, a lawyer who focuses on policy issues relating to gender identity and gender-expression. In this engaging discussion, we will hear from thought leaders on the state of gender in the workplace and how #MeToo has changed the Canadian work landscape.

Learning Objectives

- Review the progress we have made in tackling harassment and discrimination in the workplace post-#MeToo
- Hear insight into the damaging effects that these problems can have on employees and the business
- Talk about the barriers that still exist to creating truly inclusive workplaces
- Consider meaningful ways in which employers can tackle these issues and work towards creating and maintaining more diverse workplaces

Ask an Expert

Room 709 | Session 351

Sarah Jenner, Mary Ann Baynton, Lauren Bernardi, Linda Brogden, David Brown, Steve Horvath, Sari Sairanen, Dr. Joti Samra, Kim Sunderland

11:30am - 1:00pm

Qualifies for CPD hours

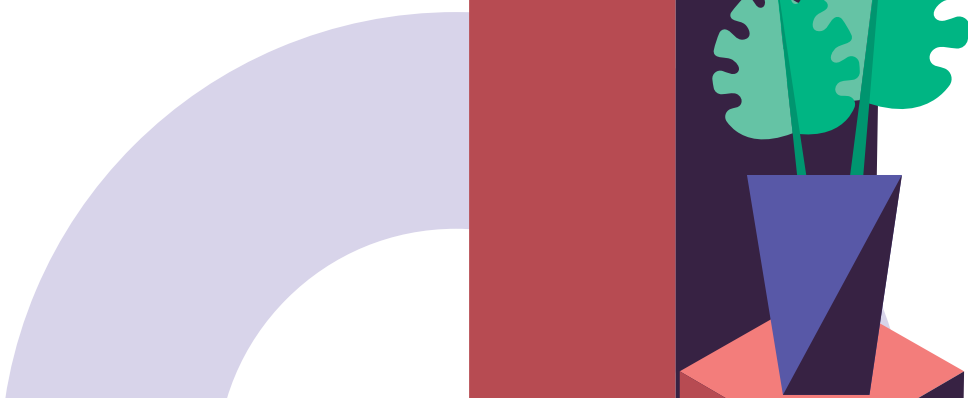
Health, Wellness and Safe Workplace

Ever wish you had a crew of workplace experts on hand who could answer any question about how to make your workplace psychologically healthy and safe? Meet your dream team! In this speed-dating style session, 9 leading workplace experts field your specific questions on everything from assessing an employee's psychological health and resolving conflict between co-workers to creating a workplace peer support program and implementing an effective accommodations plan. Participants will have 9 minutes with each of the following experts: a workplace relationship expert; a CEO; a peer support expert; a workplace mental health expert; a psychologist; a human resources lawyer; a union representative; and a psychological health and safety physician. Join for yourself or with up to 4 colleagues who have similar questions.

Learning Objectives

- Get personalized advice on any aspect of creating a psychologically healthy and safe workplace.

Afternoon Sessions



Agile Project Management for eLearning Development

Room 605 | Session 325

Christopher Dsouza
12pm - 1pm

Qualifies for CPD hours

Learning and Development

In the field of instructional design, Agile strategies have been credited for helping instructional designers to more rapidly create and implement efficient eLearning solutions of higher quality.

Learning Objectives

In this session, you will learn how to:

- Apply Agile practices to eLearning projects
- Build more learner-centered experiences
- Involve stakeholders throughout every major step in the instructional design processes
- Increase the flexibility of the designs to deliver learning at the moment when learners need it
- Improve quality through iteration and making incremental advancements

Practical Strategies for Managing Chronic and Traumatic Stress Claims in the Workplace

Room 706 | Session 330

Alexandra Stinson
12pm - 1pm

Qualifies for CPD hours

Health, Wellness and Safe Workplace

2018 brought about a more inclusive compensable claim strategy from WSIB that now entitles all workers, not just First Responders, to benefits for traumatic or chronic mental stress arising from the worker's employment. This dramatic shift from physical limitations to mental health capacity has been challenging for many

organizations that are lost on how to manage mental health claims. Explore strategies, tools and processes you can use to ensure that chronic and traumatic stress claims can be addressed effectively and efficiently in your current Early and Safe Return to Work program.

Learning Objectives

- Understand Bill 127 and its effect on the workplace
- Learn how organizations are comprehensively addressing mental health claims
- Audit your existing RTW program for how it addresses mental health claims
- Understand what tools are available to help manage mental health claims and learn to implement these tools into your organization's existing RTW program

Leading Integrity

Room 715A | Session 306

Dr. Umar Taj
12pm - 1pm

Qualifies for CPD hours

Strategy

How do successful leaders create open, high-integrity cultures? What can business, government, regulators and the media do to support high-integrity organizations? Based on empirical research from many high-profile scandals involving everything from corruption to harassment, this session will explore key lessons and challenges in leading high-integrity organization as well as the potential implications to HR professionals.

Learning Objectives

- Learn how leaders can guard against the corrosion of integrity while mitigating risks to their organization
- Understand the various challenges involved in leading high-integrity organizations
- Identify the key lessons from leaders surrounding what does and doesn't work
- Explore practical implications for businesses, government, and regulators

Pro Tip: How to Give Career Advice (from a Career Development Professional)

Room 703 | Session 327

Barbara Wilson
12pm - 1pm

Professional Practice

Career development, and being a career coach, is a profession unto itself. But as HR professionals, employees and people managers often look to you as the career advice expert on how to get ahead in the organization –and it's a role you're asked to perform in addition to your already full workload. In this session, you will learn how to step up your advice game and give people some simple strategies to effectively self-manage their careers.

Learning Objectives

- Explore what the modern career looks like today and what it may look like in the future
- Learn how to ask great questions to help someone self-discover what they need to do
- Identify some do's and don'ts of providing career advice

#AfterMeToo: What Does this Mean for Your Company?

Room 801A | Session 328

Lindsay Gluck, Krista Siedlak
12pm - 1pm

Qualifies for CPD hours

Professional Practice

When the New York Times published an article detailing serious sexual harassment allegations against Hollywood producer Harry Weinstein in October 2017, it sparked the social media #MeToo movement illustrating the widespread prevalence of sexual assault and harassment, especially in the workplace. Now, on the other side of "MeToo," employers need to take a critical look at what this means for

their organization. Learn what sexual harassment means, how it can be embedded in your workplace, what affirmative steps you can take to change your workplace culture, and what to do when an employee comes forward with concerns.

Learning Objectives

- Understand the legal definition of sexual harassment as well as the spectrum of behaviour it involves
- Learn the distinction between “consent” and “unwelcome” behaviour
- Gain insight into the unique issues surrounding sexual harassment workplace investigations
- Understand the impact on the individual, the team, the working environment
- Identify practical tools to repair a workplace or evoke a culture shift

Is Non-Disclosure a Non-Starter? The Appropriateness and Enforceability of NDAs in the Workplace

Room 705 | Session 329

Jennifer Heath,
Howard Winkler
12pm - 1pm

Qualifies for CPD hours

● Labour and Employee Relations

In the post-Harvey Weinstein era, many have wondered whether a non-disclosure agreement (NDA) is worth the paper it's written on. For employers, NDAs are critical to ensure protection of trade secrets, reassure clients, protect company and employee reputations and resolve workplace complaints. What can an employer do to ensure the NDAs they use are appropriate and enforceable? In this session, we will discuss the purpose and value of NDAs, but also when it's not appropriate to use and not use them. We will also explore what to do in the event of a breach of an NDA, and who and what should be

covered by an NDA.

Learning Objectives

- Learn the purpose of NDAs and identify when they're typically used
- Find out when your existing NDAs are enforceable
- Understand when an NDA is not appropriate or worthwhile

Fired Up & Focused: Navigating Change and Creating a Culture that is Fired Up and Focused on Delivering Exceptional Results

Room 701A | Session 331

Bill Hogg
12pm - 1pm

Qualifies for CPD hours

● Strategy

People inherently resist change – it's hard, messy and painful. Yet without change, organizations lose their relevance and cease to thrive and grow. It is inevitably much easier to maintain status quo rather than stick with the tough decisions needed to stimulate and sustain the change necessary to achieve next level performance. This resistance results in frustration, declining engagement and reduced performance. Find out what it takes to make sustainable change happen – learn strategies to inspire and engage your teams to create change, achieve their greatest potential, and accelerate continuous improvement.

Learning Objectives

- Understand the impact of connecting people with a shared vision
- Learn about the 3P Change Equation covering proven principles and real-life lessons
- Discover how clarity and transparency are used to create buy-in and engagement
- Explore how leaders embrace and lead change by using the 'No Excuse' mindset to build accountability into their organizational DNA

Coaching: An Indigenous Lens

Room 713B | Session 332

Gene Jamieson
12pm - 1pm

Qualifies for CPD hours

● Learning and Development

The very essence of coaching principles stem from Indigenous principles – the ideas that all people have gifts to harness, we are complete and whole, and the answers you seek are within you are all Indigenous principles. This session will explore a holistic lens of coaching through Indigenous philosophy.

Learning Objectives

- Understand Indigenous principles relevant to coaching
- Gain knowledge of the physical, mental, emotional, and spiritual selves and their impact on one another
- Learn practical tools to use in your holistic coaching practice

Innovation In Total Rewards

Room 711 | Session 334

Kathleen Jinkerson
12pm - 1pm

Qualifies for CPD hours

● Total Rewards

Today's HR professional faces numerous business challenges that need new solutions. Within an environment of rapid change, we're asked to design solutions that drive talent and business results, implement total rewards strategies that deliver greater value cost effectively, and create competitive advantages. Join moderator Kathleen Jinkerson and a panel of three total rewards leaders discussing: why innovation in total rewards is necessary; how to foster new ideas, programs and practices; and how to successfully implement new total rewards strategies. This session is appropriate for HR professionals who want to

lead or support the development and implementation of total rewards strategies and practices with greater impact.

Learning Objectives

- Get advice for solving business problems and making better decisions through creative thinking
- Learn how to gain buy-in for innovative solutions and strategies
- Discover tools for translating new models, methods and services into practical roadmaps
- Access practical tips for grafting trending and leading practices into your organization's unique culture, processes and goals

How to Leverage Data in an Increasingly Competitive Talent Landscape

Room 712 | Session 335

Chris Brown

12pm - 1pm

Qualifies for CPD hours

Workforce Planning and Talent Management

Recent technological advancement has had a drastic impact on the recruiting industry. At LinkedIn, we believe the next wave of recruiting lies in talent intelligence: pairing insights with a recruiter's instincts to help provide an edge at every step of the recruiting process. The vast majority of candidates are online today self-educating about companies and opportunities. Recruiters have the opportunity to harness data about who's already considered working for their company, who's passionate about their industry and who might work well with their teams to hire talent more strategically. Leveraging rich data may mean the difference between finding an applicant that is simply a good fit, or someone who has the power to change the trajectory of a company.

Learning Objectives

- Discover the trends LinkedIn is seeing in the talent landscape and learn why they matter to recruiters
- Understand how to leverage data to gain an advantage in the recruiting world
- Find out how to optimize the recruiting process

Getting it Together: Integrating Best Policy and Practices for Cancer and Chronic Disease in the Workplace

Room 713A | Session 336

Chris Bonnett, Allan Smofsky

12pm - 1pm

Qualifies for CPD hours

Health, Wellness and Safe Workplace

Cancer is now a chronic disease with more than 810,000 survivors in Canada. Why should this matter to employers? Because 43% of all cancer diagnoses and 70% of breast cancer diagnoses occur in working-age Canadians. A new report, "Improving Cancer Management in the Workplace" is a guide for HR professionals to better manage cancer and overall health. Join this session to learn a business case for cancer, examine the research, and get an overview of the key recommended practices from the report as well as their practical application in Canadian workplaces.

Learning Objectives

- Learn to develop and implement a comprehensive workplace strategy addressing the full continuum of cancer
- Identify specific HR policies and processes that you can adopt or modify to better support employees with cancer
- Understand the value of health and disability benefits as a means of improving health
- Recognize the impact of cancer on employees as caregivers, and how they can be better supported

Remember: Bots Can't Tell Stories

Room 704 | Session 337

Tim Griffiths

12pm - 1pm

Qualifies for CPD hours

Professional Practice

Life lessons can't be coded and bots can't tell stories so why, with storytelling at the foundation of the recruitment process for both recruiters and candidates, are we so worried about "when the bots will take over"? During this interactive session, we will tackle a rising concern over the loss of human skills in the human resources profession, and uncover the point at which human experience must be applied to tech smarts to maintain control of the recruitment process. We might use technology to speed up the dating process, but we need to be human to win love. We have learnt this lesson before.

Learning Objectives

- Appreciate the speed and insight technology can offer while understanding its limits
- Recognize the point at which being human is key to recruitment success
- Identify the technology that allows you to find the balance between art and science

The Heart of the Matter: Conducting a Successful Investigation Interview

Room 714A | Session 338

Lauren Bernardi

12pm - 1pm

Qualifies for CPD hours

Labour and Employee Relations

Conducting an effective investigation interview is the single most important component of a thorough harassment investigation. Properly conducted, interviews also ensure that you provide

the parties with a fair process, enabling you to get to the heart of the matter so that you can make informed and accurate findings.

Learning Objectives

Find out how to conduct successful investigation interviews by:

- Learning how to prepare the right questions for the interview
- Choosing the right interviewing style
- Handling challenges, including difficult interviewees
- Taking written statements and corollary notes
- Properly documenting the interview

Anonymized Recruiting: Unconscious Bias

Room 714B | Session 339

Charles Tardif

12pm - 1pm

Qualifies for CPD hours

Workforce Planning and Talent Management

Join this session to hear about highlights and lessons learned from the Anonymized Recruitment Pilot Project in the Federal Public Service.

Learning Objectives

- Explore an overview of the Anonymized Recruitment Project undertaken by the Government of Canada
- Gain an understanding of the steps followed to remove unconscious bias towards Employment Equity groups
- Find out about lessons learned and forward-thinking approaches to continue to remove unconscious bias in the Federal Public Service

Your Best Ten Minutes a Day

Room 715B | Session 340

Frank Newman

12pm - 1pm

Qualifies for CPD hours

Organizational Effectiveness

Managers struggle to find time for the important things in business – like leading their teams. If you only had 10 minutes a day to change your staff from indifferent to committed, how would you spend your time? This session offers practical tools for managers and leaders to leverage performance and increase satisfaction among their teams.

Learning Objectives

- Understand the power of engagement
- Explore the impact of leaders - why people leave organizations
- Discover the only three things that managers need to do each day
- Identify the 5 C's of Creative leadership - Connect, Clarify, Coach, Courage, and Compassion
- Learn practical questions that you can address daily to increase performance and create a winning environment

Budgeting 101: The Myths, Realities & How to Cross the Finish Line Together

Room 802B | Session 341

Jeffrey O'Leary

12pm - 1pm

Qualifies for CPD hours

Organizational Effectiveness

The word "budget" tends to send shivers down most finance professionals' spines. Just the idea of a "Budget Calendar" along with surprise meetings, aggressive timelines and constant negotiation can make those in the business seek the guidance of an HR professional for wisdom and support. This session will show HR professionals the ins and outs of financial budgeting with a specific focus on their role within the process.

Learning Objectives

- Explore the typical financial budgeting process, outcomes and goals for management
- Learn how to prepare a budget (including an HR budget) and how to monitor performance
- Identify common problems when implementing a budget and how to get out of them
- Understand how to compare actual results to a budget, how to monitor budget progress, and when to adjust
- Find out how to manage risk through sensitivity analysis

Difficult Conversations

Room 716B | Session 342

Rhonda Scharf

12pm - 1pm

Qualifies for CPD hours

Learning and Development

Having difficult conversations isn't fun for anyone. No one looks forward to telling someone they don't smell nice, saying no to a client, or having to tell an employee they need to find another job. It makes us feel anxious and uncomfortable, yet our roles demand that we know how, and are willing to have those difficult conversations. Learn how to be effective and build trust and respect without damaging relationships along the way. In this session, you'll be given an easy, fun framework to keep you on the right track with conversations that start with "We Need to Talk."

Learning Objectives

- Learn 5 strategies for improving communication so you can create the relationship that allows for difficult conversations
- Find out how to defuse people who are angry, upset or just plain rude and how to calm tense situations

The Art of Intentional Optimism

Room 717A | Session 343

Kathy McLaughlin

12pm - 1pm

● Strategy

Based on her personal story of survival against the odds, Kathy brings humour and strategy to the difficult topics of illness and adversity. Hear the lessons she learned while enduring two cancer diagnoses, a long battle with liver disease, two liver transplants, and a year of clinical depression – all while excelling at an executive career and raising a family. Discover practical tools and exercises to build your optimism muscle and replenish your resilience reservoir to live a truly inspired life.

Learning Objectives

- Learn practical tools and techniques to build the optimism muscle, banish mental saboteurs, and influence others to support you in your journey
- Explore daily practices backed by the advanced science of happiness from experts at Harvard, Wharton and Stanford that are proven to bring long-term, full spectrum benefits to health, happiness and success
- Practise an interactive exercise that delivers a takeaway set of principles

Legal Update on Chronic Mental Stress Claims Under WSIB

Room 717B | Session 344

Asha Rampersad

12pm - 1pm

Qualifies for CPD hours

● Labour and Employee Relations

As of January 1st, 2018, employees with work-related chronic or traumatic mental stress may be eligible for benefits from the WSIB under its new chronic mental stress (CMS) policy. This expanded entitlement for mental stress under

the Workplace Safety and Insurance Act means all employers, specifically those with stressful workplaces, will need to take additional steps to reduce workplace stress – including harassment, bullying and workload issues – and minimize the existence of substantial workplace stressors in order to limit costly, complicated stress-related lost time claims.

Learning Objectives

- Explore how the WSIB has been interpreting and applying the new provisions under the CMS policy
- Find out whether a failure to investigate claims of harassment, discrimination and violence in the workplace exposes employers to increased claims for chronic mental stress
- Learn how to develop criteria for an acceptable CMS investigation process to prevent WSIB claims
- Examine what preventative measures you can take to prevent chronic mental stress in the workplace

Failure is an Option: Creating Space in Our Work Lives to Take Risks

Room 707 | Session 345

Jodi Zigelstein-Yip

12pm - 1pm

Qualifies for CPD hours

● Organizational Effectiveness

Many leaders are quick to punish and slow to forgive employees when things don't go as planned. Organizations are now starting to recognize that they need to promote innovation and smart decision-making to engage employees and transform their workplaces. To achieve this, we need to open our minds to the idea of creating space in our daily work lives to take risks and allow others the same opportunity. This hands-on session will focus on the practical ways that organizations, leaders and employees can begin creating a risk tolerant, innovative and dynamic

workplace where failure is an option.

Learning Objectives

- Understand the benefits of creating a risk-encouraging work environment
- Determine the key elements and behaviours that need to be present to introduce this change in your organization
- Identify strategies and practical ideas to introduce failure as an option into your organization at all levels
- Define how to measure success and celebrate the learning that transpires

Dynamic Leadership: Leading the Way in a VUCA World

Room 802A | Session 346

Julian Chapman

12pm - 1pm

Qualifies for CPD hours

● Workforce Planning and Talent Management

We are living our lives and leading our people in a whirlwind of change. To cope, many well-worn models, leadership included, need dramatic reimagining. How should we lead in our volatile, uncertain, complex and ambiguous new world? To begin, we must distinguish between the cognitive science of managing and the affective art of leading. The new dynamic leadership is based on what will be the superpower of the VUCA world: bringing your whole human self to leadership through conviction, empathy and vision. Explore Dynamic Leadership and access practical reference material you can immediately employ.

Learning Objectives

- Learn why our VUCA world demands a new type of leadership
- Explore the three aspects of dynamic leadership: Authentic, Servant, Transformational
- Learn how the skill of management and the intentionality of change impacts the art of leadership

- Understand how diversity and inclusion is an integral part of the new leadership
- Learn how HR can introduce and implement the new dynamic leadership

The Human in HR Analytics

Room 716A | Session 347

Dr. Pylin
Chuapetcharasopon
12pm - 1pm

Qualifies for CPD hours

Professional Practice

We sometimes forget that there are actual human beings behind HR Analytics. What people-related skills do the analysts need? What people-related challenges do they have to overcome? What biases can creep into HR Analytics? Join this session to explore the human side of HR Analytics.

Learning Objectives

- Learn how people-related skills can enhance the HR Analytics role
- Understand the people-related challenges surrounding data

Brand New You: Developing Your Personal Brand as an HR Professional

Room 603 | Session 348

Ranya El-Farnawani
12pm - 1pm

Professional Practice

Find out what makes you unique and how you can stand out from the crowd, whether that be at your workplace, in the job market, or online. In this highly interactive session, we will explore the fundamentals of determining your personal brand and how others experience your brand so that you can unlock the most compelling version of you.

Learning Objectives

- Learn the fundamentals of defining your personal brand
- Understand how your brand is experienced by others
- Gain insights into what makes you most compelling to others
- Identify opportunities to enhance your personal brand

Carving Recognition Budget Out of the Total Rewards Pie for Higher ROI

Room 710 | Session 353

Rob Schmitter,
Rahim Bhayani
12pm - 1pm

Qualifies for CPD hours

Total Rewards

Forward-thinking organizations are re-architecting Total Rewards. The practice of awarding an annual bonus or base salary increase is no longer enough to keep employees inspired and engaged throughout the year. Organizations that truly want to develop a high-performance culture need to develop a deeper, long-term emotional connection with their talent. As a new paradigm of "networks of employees" collaborating across business units emerges, people managers alone should not be responsible for determining annual bonuses. In this session, we'll explore creating a high-performance culture by implementing "low bureaucracy" peer-to-peer recognition programs, as well as slicing up the Total Rewards pie to help attract, engage, and retain employees at the right cost to maximize the ROI from each reward.

Learning Objectives

- Identify the new best practices in Total Rewards
- Understand the impact of crowd-sourced pay and crowdsourced feedback
- Find out how OMERS is using Globoforce's recognition platform as a strategic tool to reinforce the OMERS culture and values



Good is the New Cool

Hall F&G | Session 350

Afdhel Aziz

2:10pm - 3:10pm

Keynote

Qualifies for CPD hours

In this motivational talk, Afdhel shows us how businesses can be a force for good by balancing profit with the needs of their consumers and communities. He shares his insights from researching purpose-driven brands like Warby Parker, Adidas, The Honest Company and Zappos who are revolutionizing business by 'doing well by doing good.' Thought-provoking principles from his book "Good is the New Cool" like 'Think Citizens Not Consumers' and 'Don't Advertise, Solve Problems' will help businesses future-proof for the Millennial and Gen-Z generations of conscious consumers – and also attract the best employee talent who are drawn to organizations where they can do meaningful work.

Learning Objectives

- Explore the new role of HR as liberators of human potential – the bridge between a company's overarching purpose and helping people find their own
- Discover why purpose is a competitive edge that can help businesses future-proof themselves to retain the best talent
- Find out how giving employees meaningful work helps make companies more productive