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# HR REBOOTED

HRPA  
2021

ANNUAL CONFERENCE  
& TRADE SHOW

JANUARY 26-29

AGENDA & PROGRAMMING

# TUESDAY, JANUARY 26

SESSION NO.	SESSION TITLE	SPEAKER(S)	CPD	TRACK
100	Crisis Ready Business Strategies for the Pandemic and Beyond	Melissa Agnes	●	Learning & Development Organizational Effectiveness
101	Traditional Leadership is Dead: The Essential Role of the Modern Leader	David Sturt	●	Organizational Effectiveness
105	Post COVID-19 Labour Market Impact Assessments: How to Maximize Your Success	Ravi Jain	●	Labour & Employee Relations
104	Making HR Strategically Better, Faster, Easier in a Post COVID-19 World	Harish Chauhan, Eseza Catherine Byakika	●	Workforce Planning Talent Management HR Strategy
103	The Ergonomics of Working Remotely: Lessons Learned from COVID-19	Jennifer McGillis	●	Health & Wellness Safe Workplace
102	Preparation is the Best Medicine: Pandemic Planning and HR Law	Brian Gottheil, Suhaib Ibrahim	●	Workforce Planning Talent Management
106	Mission-Focused Culture of Resilience: Supporting Employees Through Two Recoveries	Maura Alexandru, Pauline James	●	Organizational Effectiveness Strategic & Organizational Leadership
107	Re-wiring for Resilience	Corey Atkinson	●	Learning & Development Organizational Effectiveness
108	The Impact of COVID-19 on Canadian Immigration; Small Tremor or Earthquake?	Evan Green	●	Organizational Effectiveness
109	Virtual Reality: Managing a Remote Workplace	Lauren Bernardi	●	Organizational Effectiveness Workforce Planning Talent Management
110	Navigating the Current Normal: The Mental Health Impact of COVID-19 on the Workplace	Laura Williams	●	Health & Wellness Safe Workplace Labour & Employee Relations Mental Health

# TUESDAY, JANUARY 26

SESSION NO.	SESSION TITLE	SPEAKER(S)	CPD	TRACK
111	Coping with Disruption: Safeguarding Our Mental Health in the Age of COVID-19	David Robinson	●	Workforce Planning Talent Management Health & Wellness Safe Workplace Mental Health
112	Ergonomically Addressing Physical and Psychosocial Challenges Posed By Evolving Technologies & Alternative Working Environments	Rachel Mitchell	●	Health & Wellness Safe Workplace HR Technology
113	Things Went Wrong, Now What? The New Frontier of Damages in Employment Law	Lindsay Gluck, Krista Siedlak	●	Labour & Employee Relations
114	Ding Happens! How HR Professionals Can Improvise, Adapt, and Innovate in an Ever-Changing World	Avish Parashar	●	Workforce Planning Talent Management HR Strategy Professional Practice
115	The Seismic Shift: Looking Back and Thinking Differently in a Post-COVID-19 World	Martin Franchi, Shelly Meadows	●	Learning & Development Organizational Effectiveness Labour & Employee Relations
119	Facilitating Virtual Collaboration - Best Practices and Tools	Moe Poirier	●	Organizational Effectiveness
116	Bridging the Cognitive Demands of Working At Home vs. In-house	Sarah Snable	●	Organizational Effectiveness Workforce Planning Talent Management
120	The Artistry of Change: The Top 3 Habits of Highly Resilient People	Carla Rieger	●	Learning & Development Organizational Effectiveness
117	Teams That Make Magic: Leadership Wizardry to Unleash Creative Potential	Brandon Love	●	HR Strategy
118	COVID-19: The Great Catalyst for Reinventing Work	Pam Ross	●	Organizational Effectiveness Workforce Planning Talent Management

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## CRISIS READY BUSINESS STRATEGIES FOR THE PANDEMIC AND BEYOND

MELISSA  
AGNES

**HR COMPETENCY**

- Qualifies for CPD hours
- Learning & Development
- Organizational Effectiveness

**BOOK TITLE**

*Crisis Ready*

**Session 100**

10:15AM – 11:00AM

Discover a framework to evaluate the potential effects the pandemic will have on your industry, and the best practice approaches for readying your business and your team for a crisis. Armed with the right knowledge, organizations can emerge stronger with more resiliency and brand equity. In this webinar, Melissa Agnes will discuss some of the key aspects of how to approach pandemic crisis management to help attendees ensure they are taking a full 360-degree viewpoint and not overlooking critical aspects.

**LEARNING OBJECTIVES**

- How to strategically anticipate, mitigate, and ready an organization for the different categories of risk on its operations, reputation, and stakeholders.
- Common mistakes and how to avoid them.
- The impact of emotion.
- Strategies to position an organization as a leader that will strengthen trust, credibility, and relationships, and serve the brand post-crisis.

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## MORNING SESSIONS

TUESDAY,  
JANUARY 26

## TRADITIONAL LEADERSHIP IS DEAD: THE ESSENTIAL ROLE OF THE MODERN LEADER

DAVID STURT

**Session 101**

11:05 AM – 11:50 AM

**HR COMPETENCY**

- Qualifies for CPD hours
- Organizational Effectiveness

**BOOK TITLES**

- *Great Work: How to Make a Difference People Love*
- *Appreciate: Celebrating People, Inspiring Greatness*

Traditional leadership is dying. Employees are rejecting old-school leadership practices outright, forcing organizations to rethink and reshape the way leaders lead. In this presentation, attendees will understand the negative effects of traditional leadership on organizational culture, from the employee experience and innovation to burnout and how leadership roles have changed. In today's uncertain business environment, leaders

must adjust their mindset and adapt to new behaviours to bring about more cohesive, collaborative, and productive teams.

**LEARNING OBJECTIVES**

- Learn why traditional ways of leading are being rejected as new generations join the workplace.
- Gain research-backed insights about your role as a leader in coaching, developing, and connecting your people so they thrive in ways that drive personal and organizational success.
- Identify best practices for holding one-to-ones, establishing autonomy, building trust, and facilitating powerful employee experiences that demonstrate appreciation and translate into stronger business results.

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## PREPARATION IS THE BEST MEDICINE: PANDEMIC PLANNING AND HR LAW

BRIAN GOTTHEIL, SUHAIB IBRAHIM

### Session 102

11:05 AM – 11:50 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- Workforce Planning
- Talent Management

COVID-19 changed the world. With public health requirements for physical distancing, an abrupt economic slowdown, and many organizations required to close or severely reduce their operations, the employment landscape has changed immeasurably. Working from home became not the exception but the norm, occupational health and safety took on new and pressing urgency, and businesses explored large-scale layoffs and layoff alternatives en masse, bringing employers into what was and still is uncharted legal territory. But were you and your business prepared? More importantly, can you be better prepared in the future? In this timely and informative session, we will take both an employment law and a human resources perspective to discuss some of the ways your business can prepare for another pandemic or similar event that affects your business and day-to-day operations. From pandemic policies and work-from-home guidelines to enhancing your employment contracts to permit temporary layoffs and other job changes to managing unique occupational health and safety and human rights concerns, two experienced lawyers and HR advisors will provide valuable insights into employer obligations and opportunities surrounding pandemic planning.

#### LEARNING OBJECTIVES

- Identify key legal issues that affect pandemic (and other emergency) preparedness, including constructive dismissal, occupational health and safety, and human rights.
- Identify common legal and HR challenges when employees must work from home or work reduced hours.
- Develop strategies to address the identified issues and challenges.
- Proactively incorporate the strategies into employment contracts and policies.
- Gain other tips and insights to better prepare for the next emergency.

## THE ERGONOMICS OF WORKING REMOTELY: LESSONS LEARNED FROM COVID-19

JENNIFER MCGILLIS

### Session 103

11:05 AM – 11:50 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- Health & Wellness
- Safe Workplace

Working at home was unexpected, and employers were unprepared to address the physical and psychological issues of sending staff to work remotely during the COVID-19 pandemic. Data collected during COVID-19 found more than 74% of employers sent staff home with only a laptop, and nearly all remote workers were working at makeshift locations like kitchen tables, couches, and even their beds. When polled, >65% of employees stated that their home workstation set-up caused them to adopt awkward and unsafe body postures. The lack of equipment and resources made for less than ideal workstations, negatively impacting the productivity, comfort and overall stress of employees.

#### LEARNING OBJECTIVES

- This session will review statistical data, and case studies compiled from over 15 Ontario employers during 2020's quarantine.
- Looking at the employee experience, their struggles and successes, delve into tested best practices for your Remote Work Program which will cover elements such as ergonomic equipment toolkits, training initiatives, office self-assessments and home office purchasing standards.
- This will be a resource packed session with practical and tested solutions to ensure a healthy, mindful, modern "working from home" experience for all remote employees.

## MAKING HR STRATEGICALLY BETTER, FASTER, EASIER IN A POST COVID-19 WORLD

HARISH CHAUHAN, ESEZA  
CATHERINE BYAKIKA

### Session 104

11:05 AM – 11:50 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- Workforce Planning
- Talent Management
- HR Strategy

This session helps attendees with tangible, ready to implement solutions, to help HR leaders better articulate, influence, and deliver the Strategic Value their department contributes to the C-Suite in a post-COVID-19 world. It is not news that HR leaders have often struggled to justify their strategic contributions to the enterprise and the C-Suite. This is truer than ever due to the pressures imposed by COVID-19 and the creation of a remote work revolution. How can they transform from having a primary task-oriented, cost-centre approach to driving value and harnessing the limitless human potential within their department and across the organization? Using a case-based approach, this presentation examines three companies that have leveraged solutions to overcome the six critical themes facing HR leaders globally in a post-COVID world.

#### LEARNING OBJECTIVES

- List the 6 critical themes facing HR leaders in a post COVID-19 world.
- Describe the key elements of HR Readiness for a post COVID-19 world.
- Describe the differentiators of an Agile HR Leader.
- Identify 3 gaps between your current state and desired future state in your HR role – regardless of what your title is (What can you do now to start delivering strategic value – instead of doing tasks?).
- Identify 3 immediate, ready to implement action items to start delivering strategic value as an Agile HR leader.
- Identify 3 immediate, ready to implement action items to start delivering strategic value as part of your HR Department.

## POST COVID-19 LABOUR MARKET IMPACT ASSESSMENTS: HOW TO MAXIMIZE YOUR SUCCESS

RAVI JAIN

### Session 105

11:05 AM – 11:50 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- Labour & Employee Relations

After attending this session, participants will have an understanding of when a Labour Market Impact Assessment is required as well as the basic steps in getting a Labour Market Impact Assessment approved. Pauline James will discuss the impact of COVID-19 on the Canadian rate of unemployment as it relates to the likelihood of an LMIA being approved.

#### LEARNING OBJECTIVES

- Human Resource Professionals will be given the basics of how to apply for and receive an LMIA.
- Human Resource Professionals will gain practical tips with respect to recruiting for LMIA purposes.
- Is there any way to expedite processing of LMIA?
- How to curtail compliance issues.
- Post-COVID-19 practical tips to succeed in an LMIA application.

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## MISSION-FOCUSED CULTURE OF RESILIENCE: SUPPORTING EMPLOYEES THROUGH TWO RECOVERIES

MAURA ALEXANDRU,  
PAULINE JAMES

### Session 106

1:00 PM – 1:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness
- Strategic & Organizational Leadership

Are you concerned about engagement and retention despite your change management efforts? Organizations today need to remain competitive with a culture of innovation, engagement, and resilience. Explore an in-depth case study of one national organization's recovery and reinvestment in mission-focused culture through CCAA proceedings in 2017 and COVID-19 in 2020. Learn from broader research and cases across various industries to apply proven strategies for supporting employees through transitions.

#### LEARNING OBJECTIVES

- Discover a participative, evidence-based, and forward-focused model of mission-focused culture.
- Learn effective methods for enabling your leaders to Own the Message with their teams on organizational expectations and changes.
- Explore common pitfalls and practical approaches for employee communications during times of uncertainty.
- Understand how continuous listening helps your business contain risk, recover, and stay ahead of the competition.
- Develop a resilient framework to continuously learn, grow, and proactively refine people practices.

## RE-WIRING FOR RESILIENCE

COREY ATKINSON

### Session 107

1:00 PM – 1:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Organizational Effectiveness

Resilience is defined as an individual's ability to absorb energy and release that energy as it springs back to its original shape. In today's ever-changing business environment, resiliency is a critical skill for everyone in an organization to master. With constant changes, increasing customer expectations, and new technology tools created every day, organizations must ensure they provide a sustainable framework to support their people in managing change.

In this presentation, Corey Atkinson will take an in-depth, practical look at three elements that build resiliency: our mental contexts, adaptation, and collaboration. Using personal examples of struggle, how he recovered, and group discussion, Corey will lead the audience on a journey to effectively build resilience in ourselves, our teams, and across our organizations. A resilient workforce is more flexible, agile, and consistently performs at its highest level. These qualities allow the entire organization to respond better to change – internally and externally – and use strong relationships and networks to help amplify productivity, responses, and results.

#### LEARNING OBJECTIVES

- Learn the 4 phases of resiliency building personally and professionally.
- Critical skills and knowledge to lead, manage, and perform under pressure.
- Key steps to develop resiliency.
- How to develop skills to build resiliency in others.

## AFTERNOON SESSIONS

TUESDAY,  
JANUARY 26

## THE IMPACT OF COVID-19 ON CANADIAN IMMIGRATION; SMALL TREMOR OR EARTHQUAKE?

EVAN GREEN

### Session 108

1:00 PM – 1:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness

COVID-19 rocked every aspect of our world. Canadian immigration has been knocked off-kilter and is just beginning to function under the new normal. This presentation will address all post COVID-19 changes in immigration that affect HR professionals. If you thought you knew how to get a Canadian work permit - think again.

#### LEARNING OBJECTIVES

- Summary of post-COVID-19 changes to Canadian immigration law;
- Work permits. – to and from the U.S;
- Work permits from all other countries;
- Family of work permit holder;
- Biomedicals;
- What is an “essential” service;
- Impact of the Quarantine Act; and
- Any other changes post-submission/pre-HRPA conference changes. (We believe that there will be many and that they will be significant)

## VIRTUAL REALITY: MANAGING A REMOTE WORKPLACE

LAUREN BERNARDI

### Session 109

1:00 PM – 1:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness
- Workforce Planning
- Talent Management

Being forced to set up a remote workplace amid the COVID-19 pandemic caused many employers and employees to realize that it is possible. From video calls to remote logins to programs like Microsoft Teams, we figured it out quickly. Now that we know we can do it, many organizations will want to continue this trend. It saves office space costs, provides flexibility, eliminates lengthy commutes, and has a positive impact on the environment. But it is not without legal challenges. In this session we will explore those challenges and how to respond.

#### LEARNING OBJECTIVES

- What policies are important in managing a virtual workforce.
- Your obligations around harassment, violence and domestic violence when employees are working from home.
- Health and safety concerns like ergonomic workspaces.
- Confidentiality and privacy issues.
- Managing employees’ hours of work – from too much to too little.

## NAVIGATING THE CURRENT NORMAL: THE MENTAL HEALTH IMPACT OF COVID-19 ON THE WORKPLACE

LAURA WILLIAMS

### Session 110

1:00 PM – 1:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Safe Workplace
- Labour & Employee Relations
- Mental Health

There is a growing awareness that we will experience an “echo pandemic” resulting from the staggering impact that COVID-19 has had on mental health. The collective and individual anxiety from the degree of uncertainty, loss, and fear caused by the pandemic has created significant workplace implications. The radical changes to how work is performed, isolation experienced by some from working remotely, to increasing fears of interacting with coworkers and the public have created significant mental health challenges that organizations will need to address to stabilize and restore productive, functioning operations. HR has to be equipped to have the necessary challenging conversations that have mental health implications and balance these conversations with the legal requirements related to human rights and accommodation in the workplace.

This session will include a dynamic, case study-based discussion between Beverly Beuermann-King and Laura Williams, two leading experts in workplace wellness and HR Law. It will consist of a proven, proprietary methodology to address mental health issues with employees while observing the obligations and legal considerations related to the duty to accommodate.

#### LEARNING OBJECTIVES

- The parameters and implications related to accommodating mental health in the workplace.
- Considerations for addressing fears and anxiety related to return to work in the pandemic context.
- Acclimatizing employees to return to work or adjusting to a “new operating normal”.
- How to create workplace conditions that promote and foster mental hygiene and a wellness culture.

## COPING WITH DISRUPTION: SAFEGUARDING OUR MENTAL HEALTH IN THE AGE OF COVID-19

DAVID ROBINSON

### Session 111

2:00 PM – 2:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Workforce Planning
- Talent Management
- Safe Workplace
- Mental Health

Many of us have been challenged in ways we never thought imaginable, especially when navigating the wide range of feelings and disruptions to our daily lives due to the COVID-19 pandemic. Pervasive uncertainty, coupled with a lack of clarity around the right things to do, have amplified feelings of distress and distrust and triggered in many the need for self-preservation. This instinctive survival mode can short-circuit our capacity for cooperation and erode confidence in our ability to adapt and disrupt our sense of safety and meaning. In this session, we will explore two important questions: Why is this pandemic so hard on so many people? What can we do now to strengthen our collective mental health, and begin to replace fear and dread with a sense of focus and hope?

#### LEARNING OBJECTIVES

- Discuss the wide-ranging impact COVID-19 has had on our mental health and rates of burnout.
- Differentiate burnout from increasingly common mental health concerns like anxiety and depression.
- Identify strategies to avoid a burnout culture while promoting mental health awareness.

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## ERGONOMICALLY ADDRESSING PHYSICAL AND PSYCHOSOCIAL CHALLENGES POSED BY EVOLVING TECHNOLOGIES & ALTERNATIVE WORKING ENVIRONMENTS

RACHEL MITCHELL

### Session 112

2:00 PM – 2:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Health & Wellness
- Safe Workplace
- HR Technology

As our workplaces continue to evolve in the face of changes in technology and work culture, our employees also face new physical, cognitive, and psychosocial challenges. Increasingly, employees are using mobile technology for data input, which introduces both physical and psychosocial risks. Employees work at home, in their vehicles, or at hoteling (non-permanent) workstations. These non-traditional work environments present challenges to employee's physical and mental health. However, the Ministry of Labour still expects that these work environments comply with the CSA Standards for Office Ergonomics. This presentation will outline the challenges being faced by both employees and employers and will present strategies to ensure that work organization and workstation design meet the prescribed Ergonomic Standards and optimize employee health and wellbeing.

Rachel Mitchell will discuss a case study for a home office, a vehicle workstation and a hotelling station. Computer setups for each situation will be evaluated using an ergonomic audit and solutions will be reviewed. Participants will be provided with an "ERGO Vehicle Audit" to evaluate and assess work completed by employees required to work in their vehicles. Participants will also be provided with ERGO posters and informational Toolkit cards to promote proper ergonomics in their office ergonomic programs.

#### LEARNING OBJECTIVES

- Provided with tools (audits and checklists) to evaluate non-traditional working environments.
- Provided with the skills and solutions to determine how to better set up these environments to ensure the physical and mental well being of their staff.

## THINGS WENT WRONG, NOW WHAT? THE NEW FRONTIER OF DAMAGES IN EMPLOYMENT LAW

LINDSAY GLUCK, KRISTA SIEDLAK

### Session 113

2:00 PM – 2:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Labour & Employee Relations

It seems that the cost of employers getting it "wrong" has gotten even higher, with the Courts and Tribunals awarding different heads of damages and higher quantum of damages. The purpose of this session is to review some recent pivotal cases to arm employers on how best to handle situations in the future. As part of this, we will look at when the Courts have awarded punitive damages, whether there is a tort for harassment after all, and when an employee will be awarded damages for intentional infliction of mental suffering.

#### LEARNING OBJECTIVES

- Review recent case law dealing with additional damages beyond wrongful dismissal, including punitive and moral damages, damages for the tort of intentional infliction of mental suffering, the state of the tort of harassment.
- Understand the elements of these damages so that employers can better ensure that they are taking necessary and correct steps.
- Common mistakes and appropriate best practises when dealing with tricky legal situations.

## DING HAPPENS! HOW HR PROFESSIONALS CAN IMPROVISE, ADAPT, AND INNOVATE IN AN EVER-CHANGING WORLD

AVISH PARASHAR

### Session 114

2:00 PM – 2:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Workforce Planning
- Talent Management
- HR Strategy
- Labour & Employee Relations
- Professional Practice

#### BOOK TITLE

*Say "Yes, And!" 2 Little Words That Will Transform Your Career, Organization, and Life!*

Anyone can perform well when everything goes right. The real test of you and your organization is how you react when things go wrong - and they will! These make-or-break moments are the "Dings!" of life. Handle them well, and you come out looking like a rock star. Handle them poorly, and you can end up adding unnecessary stress, difficulty, and complication to your life.

As Human Resources Professionals, you are at the forefront of change. You are the first to hear when things go wrong, the first place people look to fix the problems, and it is your job to prepare and usher in needed changes in your organization. In this interactive and engaging program, you will learn the fundamentals of great improvisation and leave with specific techniques to use those fundamentals to respond to change and increase innovation in your organization and your own life. If things go 100% as planned for you every time, then you can skip this session; otherwise, attend and learn how to improvise, adapt, and innovate in an ever-changing world!

#### LEARNING OBJECTIVES

- How human resources professionals can react quickly and effectively to unexpected events in a way that reduces stress and moves problems quickly to resolutions.
- Techniques HR professionals can use to find opportunities within unexpected setbacks to get ahead, rather than behind, when things go wrong.
- Strategies to be a leader in your organization or industry by shaking things up and questioning assumptions to create your own unexpected events.

## THE SEISMIC SHIFT: LOOKING BACK AND THINKING DIFFERENTLY IN A POST-COVID-19 WORLD

MARTIN FRANCHI, SHELLY MEADOWS

### Session 115

2:00 PM – 2:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Organizational Effectiveness
- Workforce Planning
- Talent Management
- Labour & Employee Relations

For many, particularly for HR professionals, the Covid-19 pandemic was like trying to drink out of a fire hose: virtually impossible, messy, exhausting. While many organizations may have had an emergency response plan, few organizations had pandemic response plans. Many were left scrambling to react to a rapidly changing landscape, with business contraction, mass layoffs, and health and safety concerns for employees and customers amongst the top concerns. Managing in times of uncertainty is a challenge but also an opportunity. In the face of adversity, we saw innovation and out of the box thinking in a rapidly evolving world. What lessons did we learn? In this session, we will look back at the pandemic's rapid progress and share some lessons learned in the process.

#### LEARNING OBJECTIVES

- Explore lessons learned in the rapidly changing workplace during the pandemic.
- Share innovative ideas and experiences over the previous year.
- Celebrate the innovation and resiliency of our organizations.

## BRIDGING THE COGNITIVE DEMANDS OF WORKING AT HOME VS. IN-HOUSE

SARAH SNABLE

### Session 116

3:15 PM – 4:00 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness
- Workforce Planning

Everything changed with COVID-19; staff who had never worked remotely worked full time from home, with partners, kids, and various distractions. Management of these workers may have been different; more flexible, less stringent hourly requirements, varying hours, flexible project deadlines. Now staff are back at the office, and we're faced with managing difficult things; How did working at home change the work we do? Can they continue to work remotely? How frequently? Which staff are struggling with coming back to the office? What organizational plan is in place to reintegrate staff into the workplace? Companies should consider assessing and comparing the cognitive demands pre- and post- working at home to better understand these issues. The information contained in a Cognitive Demands Assessment (CDA) maps out the job requirements and can compare the differences between working at home and in the office. Thorough documentation of these demands can assist with successful job accommodations for workers struggling with reintegration and can provide a road map for success.

#### LEARNING OBJECTIVES

- The valuable information a CDA can capture.
- Map out best practices on how to compare working at home vs. office requirements.
- Explore how to use this information for appropriate and successful accommodations as staff reintegrate to working in-house.

## TEAMS THAT MAKE MAGIC: LEADERSHIP WIZARDRY TO UNLEASH CREATIVE POTENTIAL

BRANDON LOVE

### Session 117

3:15 PM – 4:00 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- HR Strategy

#### BOOK TITLE

*Brainsprouting: How to Become Fearlessly Creative & Have Better Ideas More Often*

No matter how innovative our teams seem to be, we're all leaving creative potential untapped. Even the most productive teams get stuck, fall into ruts, or become distracted from their goals. In this presentation, magician Brandon Love shares the hidden secrets which allow magicians and their teams to achieve the impossible. You'll learn little-known, time-tested strategies to improve team dynamics, boost creativity, and have better ideas more often. This highly-engaging, magic-filled presentation leaves audiences feeling motivated and inspired to take their team to the next level.

#### LEARNING OBJECTIVES

- The role of psychological safety in effective teams and how to immediately create safer team environments.
- The value of curiosity as a leadership tool, and how to model this value for your colleagues.
- How to change your F-Word - from "I'm frustrated" to "I'm FASCINATED" - in order to create more solutions to challenges.
- The dangers of being right, and how doubt and uncertainty can help produce results.
- Strategies to shift your perspective on problems, in order to discover more possibilities.

## COVID-19: THE GREAT CATALYST FOR REINVENTING WORK

PAM ROSS

### Session 118

2:00 PM – 2:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness
- Workforce Planning
- Talent Management

For years, we have been speaking about the VUCA (Volatile, Uncertain, Complex and Ambiguous) world we live and work in and the need for organizations to reinvent how we manage work. Enter the Coronavirus of 2019-20, and suddenly, leaders were forced to manage remote work, implement technology for communication, and connect in new ways. In this session, we look at the lessons we can learn and how to reinvent work in a sustainable, effective manner.

#### LEARNING OBJECTIVES

- Key components of a high performing workforce in a VUCA world.
- How to build trust and human connection when working remotely.
- Lessons learned from rapid change during the Coronavirus crisis.
- Habits we want to keep after the crisis is over.

## FACILITATING VIRTUAL COLLABORATION - BEST PRACTICES AND TOOLS

MOE POIRIER

### Session 119

3:15 PM – 4:00 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness

#### BOOK TITLE

*What's Your Facilitation Style?*

Building effective virtual teams. Leading effective virtual meetings, workshops, and even town halls. What are the secrets to increasing engagement and fostering virtual collaboration? A Founding Partner with Shift Facilitation, Moe Poirier has been working with clients large and small to grow their virtual talent development capabilities for over twenty years. You can expect him to share practical tips, tools, and resources being applied by his clients, including Scotiabank, Farm Credit Canada, and PC Financial & Telecom Services.

#### LEARNING OBJECTIVES

- Discover the essential ingredients that enable skilled facilitators to engage audiences and animate experiences in a virtual meeting room.
- Explore tools, apps, and design principles necessary for virtual leaders and teams to collaborate more effectively.

## THE ARTISTRY OF CHANGE: THE TOP 3 HABITS OF HIGHLY RESILIENT PEOPLE

CARLA RIEGER

### Session 117

3:15 PM – 4:00 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Organizational Effectiveness

#### BOOK TITLE

*MindStory Inner Coach*

Many people these days get reactive and complaint-oriented in the face of unexpected changes. After 11 years of research, we have identified the top three habits of mind you can cultivate in people to keep them solutions-oriented, centred and valuable to the team. We call these people "Artists of Change". The skills of an Artist of Change don't need to be learned. They are innate skills that you need to remember to access. They require little or no time or money, and simply train your brain to stay in a high-performance state, no matter what.

#### LEARNING OBJECTIVES

- Think more resourcefully when faced with seemingly impossible tasks.
- Help others move from a reactive to a solutions-oriented response when change hits.
- Create a culture of innovation in which empowerment and engagement are the norm.



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## COMEDY FROM YOUR COUCH: IMPROV SHOW

HOSTED BY

SECOND CITY WORKS

### Session CC

4:30 PM – 5:30 PM

Through the distance, it becomes even more important to come together and connect. Join this improv show from the comfort of your couch and share a laugh with fellow HR professionals. Direct the skits with your chat suggestions, or take the opportunity to be centre stage with some of Second City's leading comedians. Get your snacks ready, invite the family and enjoy a good night in!

If you want to make a better  
connection with your people,  
**connect the dots.**

Two leaders in workforce management and HR  
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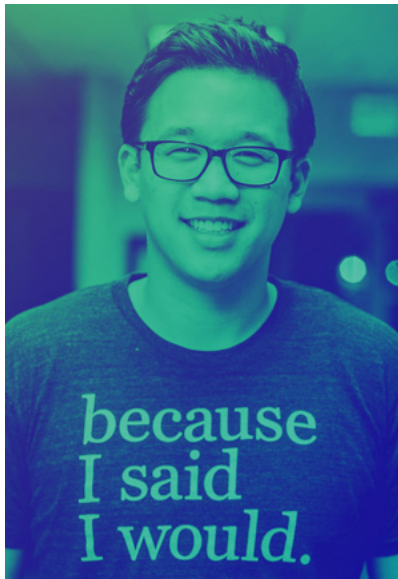
Our purpose is people

## WEDNESDAY, JANUARY 27

SESSION NO.	SESSION TITLE	SPEAKER(S)	CPD	TRACK
200	Because I said I would: Promises in a Changing World	Alex Sheen		Learning & Development
201	Overcoming Unconscious Bias to Improve Representation	Letecia Rose	●	Learning & Development Workforce Planning Talent Management
202	Inclusivity with an Indigenous HR Lens	Lisa Isaac	●	Learning & Development Labour & Employee Relations
203	Are You Speaking the Right Language; Multicultural Considerations with Communications, Training & Engagement	Eldeen Pozniak	●	Organizational Effectiveness Workforce Planning
204	Keeping it Real: Building a Culture of Trust	Dr. Jill Birch	●	Business Acumen
205	The Workplace Business Case for Gender Equality	Chantal Fraser	●	Employment Law & Labour Relations
207	Conducting Trauma Informed Investigation Interviews	Lauren Bernardi, Alison Renton	●	Health & Wellness Mental Health Employment Law & Labour Relations
210	Digital Excellence Series - Precision Recruiting: From Digital Footprint to the Right Fit	Matt Richardson	●	HR Technology Employment Law & Labour Relations
209	Mobbing: How Groups Bully and How to Prevent It	Natasha Savoline	●	Workforce Planning Talent Management Health & Wellness Mental Health
208	Inclusive Assessment: Tools and Strategies to Build a Diverse Workforce	Beth Clarke, Sean Hinton	●	Workforce Planning Talent Management HR Technology
206	Desuckify Work - How to Ensure our Workplaces are Awesome for Everyone	Terry Gillis	●	Workforce Planning Talent Management
211	So You're Going to Mediation?	Stuart Rudner	●	Employment Law & Labour Relations

## WEDNESDAY, JANUARY 27

SESSION NO.	SESSION TITLE	SPEAKER(S)	CPD	TRACK
212	Is Your Bias Getting In The Way? Recognizing Our Roadblocks, Faulty Assumptions, and Communication Bias That Lead to Lower Productivity and Drama	Beverly Beuermann-King	●	HR Strategy Mental Health
213	So You Think HR Owns Employee Engagement? Think Again	Jill Christensen	●	Organizational Effectiveness Workforce Planning Talent Management
214	So There Has Been a Harassment Complaint... Now What?	Sherri Rossi	●	Labour & Employee Relations
215	Promoting Allyship in the Workplace	Dr. Hadiya Roderique	●	Learning & Development Organizational Effectiveness
217	Standing Up, Not Standing By: Implementing a Successful Bystander Anti-Harassment Program	Brian Gottheil	●	Learning & Development Organizational Effectiveness
220	Managers are Tools	Rob Catalano	●	Organizational Effectiveness
219	Leading the Pack – How a Culture of Learning Puts You Ahead	Stephanie Angelo	●	Learning & Development Organizational Effectiveness
218	Inspiring and acquiring the NextGen of Talent: A Guide to Campus Recruitment	Jean-Pierre Fernandes, Maurice Fernandes	●	Talent Management HR Strategy
216	Step 1: Harassment Complaint Received; Step 2: Panic?! Workplace Harassment Investigations 101	Martin Franchi, Shelly Meadows	●	Learning & Development Organizational Effectiveness Professional Practice Employment Law & Labour Relations
221	HR Rebooted: Diversity, Equity, and Inclusion Panel	Tracy Moore, Karen Fleshman, Karlyn Percil, Lily Zheng	●	Learning & Development Organizational Effectiveness Safe Workplace HR Strategy



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## BECAUSE I SAID I WOULD: PROMISES IN A CHANGING WORLD

### ALEX SHEEN

#### Session 200

10:15AM – 11:00AM

#### HR COMPETENCY

● Learning & Development

#### BOOK TITLE

*because I said I would.*

Five-time TEDxTALK speaker, Alex Sheen, shares his perspective on what individual responsibility means during challenging times. COVID-19 and anti-racism are two very different but critical issues that we are all facing. As the Founder of Because I Said I Would and one of the world's foremost experts on accountability, Alex will share an inspirational message in this session paired with practical habits and perspectives that help leaders keep promises in this critical moment.

#### LEARNING OBJECTIVES

- Discover new habits & tactics that make promises easier to keep (e.g. tips for time management, communication, etc.).
- Learn the stages in the Life of a Promise: how promises are made, kept and broken.
- Hear inspirational stories that can help you build a culture of accountability.

## MORNING SESSIONS

WEDNESDAY,  
JANUARY 27

## OVERCOMING UNCONSCIOUS BIAS TO IMPROVE REPRESENTATION

### LETECIA ROSE

#### Session 201

11:00 AM – 11:45 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Workforce Planning
- Talent Management

As organizations are making commitments to change the feel and face of their workforce, their efforts are falling short of reaching their desired diversity goals. Unconscious biases and inequitable recruitment processes are often to blame. As a result, candidates from traditionally underrepresented groups are not being engaged in the hiring process. This session will examine how to overcome hiring bias and share strategies to prioritize meaningful representation and create inclusive spaces.

#### LEARNING OBJECTIVES

- Understand the impacts of unconscious bias in the workplace;
- Gain tools to address hiring bias in the recruitment and hiring process; and
- Possess strategies to better attract and promote diverse talent.

## INCLUSIVITY WITH AN INDIGENOUS HR LENS

LISA ISAAC

### Session 202

11:00 AM – 11:45 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Labour & Employee Relations

An experiential look at diversity and inclusion from the perspective of an Indigenous HR professional.

#### LEARNING OBJECTIVES

- Gain an overview of the value of diversity and inclusion in organizations today from the perspective of an Indigenous HR professional;
- Learn about 3 differences that are often perceived as assets for Indigenous organizations more so than non-Indigenous organizations; and
- Develop a new way to think strategically about inclusivity for their own organization.

## ARE YOU SPEAKING THE RIGHT LANGUAGE: MULTICULTURAL CONSIDERATIONS WITH COMMUNICATIONS, TRAINING & ENGAGEMENT

ELDEEN POZNIAK

### Session 203

11:00 AM – 11:45 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness
- Workforce Planning
- Talent Management

As we become an increasingly global community, it is essential to look at how we plan and develop our communications and training with considerations for multicultural influence. Having cultural intelligence is critical to the success of leadership, our programs and initiatives.

#### LEARNING OBJECTIVES

- Define and understand Cultural intelligence.
- Demonstrate the Application of 5 culture scales to be considered when working with and communicating with multicultural groups (Equality / Hierarchy; Direct / Indirect: Individual / Group: Task / Relationship; Risk / Caution).

## KEEPING IT REAL: BUILDING A CULTURE OF TRUST

JILL BIRCH

### Session 204

11:00 AM – 11:45 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- Business Acumen

The adage culture eats strategy for breakfast has morphed: culture now devours everything in its path. The best people, most bullet-proof plans, and finely engineered processes have all fallen prey to its silent power. How you embrace the responsibility of nurturing culture is one of the most important legacies of your leadership. From navigating moral mazes to making sound ethical decisions, your words and deeds are the promises of cultural cause-equity. And forget about clichés of authenticity like “walking the talk” or “having an open door”; these will not endear others to your cause. Today’s emerging leaders need to experience a changed culture and see themselves directly contributing to it. They want to be exemplars of higher purpose leadership.

This session will explore five emancipators’ frameworks to help you earn, empower, and engender a culture of trust. You’ll be supported to leap onto five steppingstones that prepare you to lead a healthier culture. Beginning with a deep dive into “authentic” behaviour, leaders will more fully appreciate how to foster cultural intelligence by enabling collective and connective intelligence. Appreciating context then fuels the boundless empathy and tireless activism that are touchstones of a progressive association culture. As you skip across the steppingstone process, you’ll identify possibility spaces that call for your unique cultural coaching. As a higher purpose leader, you’ll embrace the potential of trust-as-process, enhancing cultural confidence to grow your worth as an inclusive, future-facing organization.

#### LEARNING OBJECTIVES

- Learn how to harness the words and deeds that foster a culture of cause-equity.
- Explore a framework of 5 emancipators to help you earn, empower and engender a culture of trust.
- Identify the stepping stones that will open up new ways to create collective and connective intelligence.

## THE WORKPLACE BUSINESS CASE FOR GENDER EQUALITY

CHANTAL FRASER

### Session 205

11:00 AM – 11:45 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- Employment Law & Labour Relations

Gender equality is not only a fundamental human right, but its achievement has enormous socio-economic ramifications. Empowering people from under-represented genders fuels economies, spurring productivity and growth. The United Nations Entity for Gender Equality and the Empowerment of Women (UN Women) and the United Nations Global Compact (UNGC) worked together to develop the Women’s Empowerment Principles (WEPs), which provide guidance for empowering women in the workplace, marketplace & community. These principles may be used for all genders that are under-represented in the workplace. This session includes real-life examples of businesses and organizations empowering women and other under-represented genders – to illustrate how your workplace can take practical actions based on the seven Women’s Empowerment Principles. How does this apply to building a business case? This session outlines the business case for gender equality in your organization.

#### LEARNING OBJECTIVES

- Learn how leaders can “Walk the Talk” with the Leadership Promotes Gender Equality Principle.
- Learn how Flexible Work Arrangements help increase Equal Opportunity, Inclusion and Non-discrimination.
- Learn how organizations should consider gender in relation to Health, Safety and Freedom from Violence.
- Learn how stereotypes can negatively impact people from under-represented genders access to Education and Training
- Learn how your organization can be more inclusive beyond HR policies through Enterprise Development, Supply Chain and Marketing Practices.
- Learn how organizations create opportunities for people from under-represented genders’ empowerment through Community Leadership and Engagement.
- What gets measured gets done – learn the importance of Transparency, Measuring and Reporting.

## DESUCKIFY WORK - HOW TO ENSURE OUR WORKPLACES ARE AWESOME FOR EVERYONE

TERRY GILLIS

### Session 206

1:00 PM – 1:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Workforce Planning
- Talent Management

There are three components to a healthy and vibrant workplace: 1) engaged employees, 2) great leaders, and 3) the right culture. Too often, one or two of these gets missed. I think these three pieces are like the legs on a stool - if one is out of line, the stool is wobbly - so too is your workforce. In Desuckify Work, the focus is on challenging the standard ways of doing things with new insights. For example: Why embrace pay scales over value delivered? Why are we still using the 1900s Scientific Management Principles in our organizations? (can anyone say Performance Evaluations?). The research on engagement shows we are not doing a great job with our workforces, and we need to change. It is time to desuckify work!

#### LEARNING OBJECTIVES

- Present a new approach to HR management.
- Learn the interplay between engagement, leadership and culture.
- Highlighting the need for great leadership across all functional areas of the organization.
- Embracing assessment as a key metric to help build effective cultures.
- To challenge the status quo of how we approach HR.

## CONDUCTING TRAUMA INFORMED INVESTIGATION INTERVIEWS

LAUREN BERNARDI,  
ALISON RENTON

### Session 207

1:00 PM – 1:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Mental Health
- Employment Law & Labour Relations

Effective investigators recognize the signs of trauma and understand how it affects complainants, respondents, and witnesses. Trauma, including violence and harassment, impacts memory, perception, and the ability to recount specific details. Without a proper understanding of the impact of trauma and how to interview those who have experienced it, you may cause further harm to the parties or reach the wrong conclusion.

#### LEARNING OBJECTIVES

- About trauma and the impact on memory and perception.
- Appropriate interviewing techniques.
- What questions to ask and how to ask them.
- How to assess credibility through a trauma-informed lens.

## AFTERNOON SESSIONS

WEDNESDAY,  
JANUARY 27

## INCLUSIVE ASSESSMENT: TOOLS AND STRATEGIES TO BUILD A DIVERSE WORKFORCE

BETH CLARKE, SEAN HINTON

### Session 208

1:00 PM – 1:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Workforce Planning
- Talent Management
- HR Technology

This session brings together Beth S. Clarke, Director of Strategic Partnerships with WES, Canada's leading provider of credential evaluations for skilled immigrants, and Sean Hinton, Founder, and CEO of SkyHive Technologies, a leader in bringing work, innovation, and enterprise development to the digital world. Sean and Beth will lead a conversation on assessing and hiring highly skilled immigrants in the new economy. One in which employers are rebounding from the devastating effects of a global pandemic, facing long-term critical talent shortages, and adapting to the changing nature of work due to automation.

Employers need an entirely new tool kit to evaluate competencies and hire the talent they need to succeed. Demands of automation and increased online business processes are changing the essential nature of skills employers need to hire. Before COVID-19, many studies predicted that in the coming decade, automation would affect up to half of all Canadian jobs, necessitating, as one such study notes, a "significant overhaul of the skills required" in the labour market and a deeper understanding of how to assess and measure these skills (RBC, 2018). Canadian businesses continue to face the threat of an ageing workforce and a shortage of skilled labour. Employers and economists are reporting skills gaps that threaten national economic growth and competitiveness. In late 2018, the Business Development Bank of Canada (BDC) reported that almost 39 percent of small and medium-sized businesses faced worker shortages that would likely persist for at least a decade. In early 2020, virtually all the growth in Canada's labour force was coming from immigration, resulting in Canada increasing its immigration targets, forecasting more than 1 million immigrants over the next three years. Yet WES's 2019 research report on employment outcomes reveals that less than 40 percent of skilled immigrants work in jobs commensurate with their skills and experience. For the most part, employers lack the means to holistically identify and evaluate worker competencies needed to meet the demands of a globalized and rapidly transforming economy. Academic credentials are an essential component, but employers need to go further to recognize the full range of an applicant's professional competencies, particularly as workplaces are shaped and reshaped by new technologies.

#### LEARNING OBJECTIVES

- The results of an innovative project to demonstrate how AI can be used to understand, acquire and develop human capital.
- What usable tools are available now to help employers assess the competencies of their workforce support, rapid workforce reskilling efforts and identify candidates with the right skills needed for success.
- How the contributions of skilled immigrants can help respond to employers' needs for highly skilled workers.

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## MOBBING: HOW GROUPS BULLY AND HOW TO PREVENT IT

NATASHA SAVOLINE

### Session 209

1:00 PM – 1:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Workforce Planning
- Talent Management
- Safe Workplace
- Mental Health

Group bullying – or mobbing – in the workplace is on the rise. Mobbing is a campaign of harassment by a group to force the target out of the workplace using various tactics. Mobbing takes a significant toll on the psychological well-being of targets and a staggering toll on the workplace itself, becoming a toxic force in the organization that is often difficult to identify and eliminate. This interactive and informative session provides an understanding of mobbing and its impact and provides participants with the tools and know-how to conquer it.

#### LEARNING OBJECTIVES

- Achieve an understanding of mobbing and its common tactics.
- Learn about who are the most likely targets and perpetrators.
- Discuss the impact of mobbing on employees and organizations.
- Attain awareness of the roles and responsibilities of employees and leaders in countering mobbing.
- Gain practical strategies on how to combat mobbing in the workplace.
- Acquire best practices for policies and processes to address mobbing.

## DIGITAL EXCELLENCE SERIES – PRECISION RECRUITING: FROM DIGITAL FOOTPRINT TO THE RIGHT FIT

MATT RICHARDSON

### Session 210

1:00 PM – 1:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- HR Technology
- Employment Law & Labour Relations

As HR Professionals, you owe it to yourself to make good hiring decisions. Traditionally the recruitment process is labour intensive, costly, and may lead to regrettable hiring decisions. Save time and money by adopting a modern proactive approach by reverse-engineering the networking game! Candidates have long used networking to discover job opportunities. As the employer, you have a candidate profile but no name? As employers, it is time to empower yourself by learning to reverse engineer online networking platforms. Discover 21st-century recruiting techniques to find candidates that have the personal characteristics you're seeking.

#### LEARNING OBJECTIVES

- Create Search Criteria To Find Your Ideal Candidate.
- Social Media and Internet Search Tools and Techniques.
- Reverse Engineering The Networking Game.
- Assessing Your Findings.
- Make Evidence Based Hiring Decisions.
- Strategic Preparation For Interviews (based on findings).
- Tools and Resources.

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## SO YOU'RE GOING TO MEDIATION?

STUART RUDNER

### Session 211

2:00 PM – 2:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Employment Law & Labour Relations

Very few claims get to a trial or hearing: most settle, and many wind up at mediation. Unfortunately, many parties and their lawyers go through the motions and miss the opportunity to put their best case forward.

#### LEARNING OBJECTIVES

- How to successfully prepare and participate in mediation in order to achieve the best results.

## IS YOUR BIAS GETTING IN THE WAY? RECOGNIZING OUR ROADBLOCKS, FAULTY ASSUMPTIONS, AND COMMUNICATION BIAS THAT LEAD TO LOWER PRODUCTIVITY AND DRAMA

BEVERLY BEUERMANN-KING

### Session 212

2:00 PM – 2:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- HR Strategy
- Mental Health

#### BOOK TITLE

*Stress Out! 52 Weeks To Letting More Life In*

We live in an information-driven society where communication and interpersonal skills determine our ability to be successful and resilient. These interpersonal skills take a conscious effort and practice to improve. We all have people on our team who push our emotional buttons. They drain our energy, take us off track, and impact other areas of our life. Effective interpersonal communication skills can create a sense of stability and predictability. Still, a lack of appropriate and tailored interpersonal communication skills is counterproductive to efficiency by increasing stress and tension. The key to building our resiliency and maintaining a high performing team is to find effective ways to work together by creating positive, successful relationships.

Join Beverly in this session as she reveals the four principles to working through these barriers and biases. You'll leave being able to detect and shift your interpersonal skills, end the frustration, act rather than react, and increase your effectiveness as an HR Leader.

#### LEARNING OBJECTIVES

- Recognize common communication bias and barriers – yours and theirs.
- Analyze what strategies will move them forward through these barriers.
- Recognize the emotions that are associated with change that can impact communication.
- Utilize positive phrasing and avoid hot buttons.

## SO, YOU THINK HR OWNS EMPLOYEE ENGAGEMENT? THINK AGAIN

JILL CHRISTENSEN

### Session 213

2:00 PM – 2:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness
- Workforce Planning
- Talent Management

#### BOOK TITLE

*If Not You, Who? Cracking the Code of Employee Disengagement*

Jill's outlook on employee engagement is radically different. Although HR 'owns' culture change in 95% of organizations, they are set-up to fail because they don't own the people who have the most significant impact on engagement – the CEO and managers. The solution? Throw out traditional approaches, and replace them with a new and innovative approach. Author of the best-selling book, *If Not You, Who? Cracking the Code of Employee Disengagement*, Jill has uncovered a proven strategy to turn disengaged workers into a unified high-performing team, resulting in increased revenue, customer satisfaction, productivity, and retention. As an HR professional, you have a choice: be a tactical implementor or a trusted partner who earns a seat at the table by presenting solutions that boost the bottom-line. This session equips you with that solution.

#### LEARNING OBJECTIVES

- A new perspective on employee disengagement and the No. 1 reason employees don't engage.
- Insights into why traditional approaches to employee engagement don't work.
- Tactics to engage senior leaders and managers in employee engagement.
- A proven four-step strategy they can apply immediately to re-engage employees.
- Clarity on next steps and inspiration to achieve their goals.

## SO THERE HAS BEEN A HARASSMENT COMPLAINT... NOW WHAT?

SHERRI ROSSI

### Session 214

2:00 PM – 2:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Labour & Employee Relations

Before the Days of the #MeToo movement and Bill 132, the area of harassment was just as illegal but had many blurred lines. With the push for people to come forward and talk about their experiences came a demand for swifter action to be taken by all employers.

#### LEARNING OBJECTIVES

- What if the claimant tells me they don't want any action taken but just want me to know?
- What if we are not sure if we need to take action?
- As an employee who witnessed harassment, what do I do?
- What type of policies do I need to have in place at my organization regarding Harassment and Violence in the workplace?
- Who should complete an investigation? How do we make this decision?
- How do we conduct an investigation?
- How do we ensure our employees know what to do if they experience or witness harassment?
- Now that the investigation is complete, how do we repair the culture that was damaged?

## PROMOTING ALLYSHIP IN THE WORKPLACE

DR. HADIYA RODERIQUE

### Session 215

2:00 PM – 2:45 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Organizational Effectiveness

Highlighting the emotional tax borne by those who are different, Dr. Hadiya Roderique provides strategies for organizations and their leaders to become allies to those who face challenges in the workplace.

#### LEARNING OBJECTIVES

- To understand how the pipeline narrows and the impact of certain groups of talent not being recognized.
- To learn more about the barriers facing underrepresented groups in the workplace.
- To focus on process change for large scale shifts.
- To understand the emotional and personal impact of bias.
- To learn how we can all be better allies to each other.
- To confront some of the barriers to true allyship.

## STEP 1: HARASSMENT COMPLAINT RECEIVED; STEP 2: PANIC?! WORKPLACE HARASSMENT INVESTIGATIONS 101

MARTIN FRANCHI,  
SHELLY MEADOWS

### Session 216

3:10 PM – 3:55 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Organizational Effectiveness
- Professional Practice
- Employment Law & Labour Relations

Good news/bad news, you've received a workplace harassment complaint. Is there good news? Yes! It's affirmation your policies and processes are working, and you can view this as an opportunity to learn and support your workers. But now what? There is no need to panic. Navigating workplace harassment is a challenge many organizations face, and reporting of workplace sexual harassment has increased due to the #MeToo movement (which is also good!). Who should investigate? Are there defined steps that should be followed? Do I have requirements regarding communication and documentation? Regardless of the path chosen (i.e. an internal or external investigator), having a consistent and well-documented system in place is essential. This session will highlight the requirements and provide an overview of a process methodology for completing a workplace harassment investigation.

#### LEARNING OBJECTIVES

- Challenge yourself to see harassment complaints as a positive.
- Develop an understanding of workplace investigation requirements.
- Explore an example of an investigation process methodology.

## STANDING UP, NOT STANDING BY: IMPLEMENTING A SUCCESSFUL BYSTANDER ANTI-HARASSMENT PROGRAM

BRIAN GOTTHEIL

### Session 217

3:10 PM – 3:55 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Organizational Effectiveness

Traditional respect training isn't working. Despite widespread anti-harassment training, workplace harassment continues to be a significant issue in Canadian workplaces. However, one emerging, research-supported strategy has the potential to transform workplaces: bystander intervention. Bystander intervention starts from the premise that everyone has a role to play in reducing harassment. Employees are educated not from the perspective of being considered potential perpetrators (as in traditional training), but rather as allies and advocates for a respectful, inclusive workplace. Effective training is essential, but a successful bystander intervention also requires a strong roll-out strategy, follow-up assessments and feedback. This interactive and informative session, led by Brian Gottheil, a well-respected workplace harassment investigator and trainer, will give you the tools to implement a successful, research-informed, and potentially transformative bystander anti-harassment strategy.

#### LEARNING OBJECTIVES

- Understand the bystander intervention approach and key principles emerging from bystander research.
- Learn and practice implementing effective learning activities to use in bystander intervention training.
- Develop roll-out, feedback and assessment strategies for bystander intervention programs.

## INSPIRING AND ACQUIRING THE NEXTGEN OF TALENT: A GUIDE TO CAMPUS RECRUITMENT

JEAN-PIERRE FERNANDES,  
MAURICE FERNANDES,  
MARK WHITTEN

### Session 218

3:10 PM – 3:55 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Talent Management
- HR Strategy

With an increasing shortage of talent and a generation of new professionals approaching the workforce with different values, skills, and expectations, businesses need to stay attuned to upcoming generations' needs and adapt their talent acquisition strategies accordingly. HR professionals need to rethink their campus engagement strategy, leverage relationships with university career centres to create productive connections with professionals in training, and establish their organizations as employers of choice.

#### LEARNING OBJECTIVES

- Effective relationship-building strategies for higher ROI on campus.
- Understand how to build intelligence on needs of future talent to help inform talent management and acquisition strategies and the evolution of workplace culture.
- Innovative student engagement activities that contribute the employer brand loyalty and the training and development of talent pipeline.

## LEADING THE PACK — HOW A CULTURE OF LEARNING PUTS YOU AHEAD

STEPHANIE ANGELO

### Session 219

3:10 PM – 3:55 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Organizational Effectiveness

To stay ahead of the competition, companies need to innovate. Organizations content to stand still eventually become stagnant and lose market-share. You need to be skilled and informed to adapt to ever-changing environments. You need motivation and inspiration to break through to the next level. You need a compass, a guidebook, and directions.

Attendees will learn what a Culture of Learning is, why it's critical to your organization, and the seven ingredients needed to create and sustain it. A strong Culture of Learning equals reduced absenteeism, higher productivity, loyal and engaged employees. Your takeaway is higher performing employees, higher-performing teams, and higher-performing organizations.

#### LEARNING OBJECTIVES

- Attendees will understand the definition and purpose of a Culture of Learning.
- Attendees will learn to Develop Pre and Post program measurements.
- Attendees will understand the 7 ingredients necessary for its success.
- Attendees will recognize how the organization reaps the benefits.

## MANAGERS ARE TOOLS

ROB CATALANO

### Session 220

3:10 PM – 3:55 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness

Your managers are your secret weapon! Learn how to leverage them to effectively drive employee engagement and performance.

#### LEARNING OBJECTIVES

- Research to confirm how managers have a large impact on employee engagement and why focusing on them is important.
- Key strategies on how to approach your leadership development initiatives.
- Three things to STOP doing to your managers and leaders.
- Key examples of companies that are doing it right.



## HR REBOOTED: DIVERSITY, EQUITY, AND INCLUSION PANEL

### MODERATOR

TRACY MOORE

### SPEAKERS

KAREN FLESHMAN (Esq. she/her/hers),  
KARLYN PERCIL, LILY ZHENG

### Session 219

4:00 PM – 5:00 PM

### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Organizational Effectiveness
- Safe Workplace
- HR Strategy

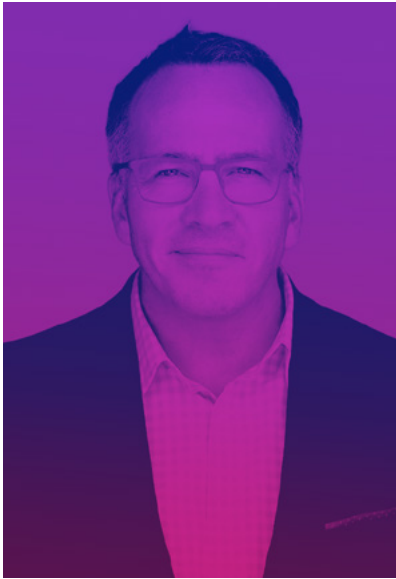
The purpose of the panel discussion is to unpack the challenges and evaluate diverse perspectives and navigate the ambiguity and complexity that comes with multiple perspectives. HR professionals should leave with a greater understanding of the vital work that needs to be spearheaded to ensure workplaces are equitable for all.

### LEARNING OBJECTIVES

- Demonstrate professionalism by working inclusively and co-creating an environment where each perspective is considered for the purpose of making progress toward common goals.
- Reassess one's own personal perspective when appropriate, a process that frequently requires courage and/or humility.
- Recognize and critically reflect upon one's own cultural biases.
- Listen and withhold judgement about the new or unfamiliar.

# THURSDAY, JANUARY 28

SESSION NO.	SESSION TITLE	SPEAKER(S)	CPD	TRACK
300	C2C Leadership: From Chaos to Composure	Ron Tite	●	Organizational Effectiveness Talent Management
302	Evidence Based Decision Making in Human Resource: A Transformation to Predictive Analytics	Jeffrey O'Leary	●	Organizational Effectiveness HR Metrics/Analytics
303	Harness the Power and Magic of Change	Gregg Brown		Learning & Development
304	The Digital Age and Investigations	Lindsay Gluck, Krista Siedlak	●	HR Technology
305	Shifting Values: The New-Found Legitimacy of the Gig Workforce	Craig Brown	●	Organizational Effectiveness
301	Building Balanced Teams	Rita Alma, Yoko Cooper	●	Organizational Effectiveness Talent Management
310	Digital Excellence Series - Social Media and Online Investigations 101	Matt Richardson	●	Labour & Employee Relations
309	Making M&As Manageable for HR Professionals	Jennifer Heath	●	Organizational Effectiveness Workforce Planning Talent Management
308	A Modern Framework for Culture Design	David Sturt	●	Labour & Employee Relations Total Rewards
307	Filling the Leadership Pipeline from Within: How to Transform Your Technical Experts into People Leaders	Corina Walsh	●	Organizational Effectiveness HR Strategy
306	Addressing Performance Issues	Corinne Muccilli	●	Organizational Effectiveness Employment Law & Labour Relations
311	Winning Against All Odds	Michael "Pinball" Clemons	●	Learning & Development



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## C2C LEADERSHIP: FROM CHAOS TO COMPOSURE

RON TITE

**Session 300**

10:15AM – 11:30AM

**HR COMPETENCY**

- Qualifies for CPD hours
- Organizational Effectiveness
- Talent Management

**BOOK TITLE**

*Think. Do. Say.: How to seize attention and build trust in a busy, busy world*

Typically, we use the word “chaos” to describe business environments in a slightly hyperbolic way. But when the world’s economy shuts down, “chaos” is as appropriate as it gets. Reacting to and surviving chaos takes one type of leader, but successfully emerging from it requires an entirely different kind of leadership — one that leads with purpose to reflect and recalibrate for the opportunities ahead. This virtual presentation will help senior leaders adjust their leadership style for the even more challenging times that will follow “these challenging times”.

**LEARNING OBJECTIVES**

- The biggest leadership challenge during the pandemic. Spoiler Alert: we’re not all in this together.
- Preparing to exit from the corner with great momentum.
- Successfully transitioning from a state of chaos to a state of composure.
- Ensuring that the composure doesn’t lead to complacency.
- Success is bound by purpose, defined by actions, adopted by communication.
- Revisiting personal and organizational purpose to reflect the new dynamic.
- Exploring the Stakeholder Economy.
- Defining The Purpose Gap and The Integrity Gap.
- Illustrating the Purpose Pivot.
- Learning to embrace limitations.
- Disrupting legacy process and procedure for the new reality.
- Solving emerging problems.
- Building consensus and support.
- Promoting a new version of authenticity in yourself and your teams.
- Dealing with internal hecklers.

**MORNING  
SESSION**

THURSDAY,  
JANUARY 28

## BUILDING BALANCED TEAMS

RITA ALMA,  
YOKO COOPER

### Session 301

12:30 PM – 1:15 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness
- Talent Management

In this session Yoko Cooper Human Resources Business Partner, Invest Ottawa and Rita Alma, Diversity, Inclusion and Belonging Strategist of Invest Ottawa will share their organization's journey to build more "Balanced Teams".

#### LEARNING OBJECTIVES

- In 2019, team members at Invest Ottawa created Balanced Teams to support diversity, inclusion and belongingness at an organizational level. Since then we have enhanced our Talent Management practices, organized five discovery sessions with key community partners, where we learned about five of Canada's equity-seeking groups. Aligned with the launch of the discovery series in 2020 we launched employee resource groups (ERGs) to support employees and clients representing the following communities: 2SLGBTQ+, Indigenous Communities, Persons with disabilities, Racialized People and Women.
- We want to pay it forward and share our lived experiences on how we enhanced our Talent Management strategies, launched Balanced Teams, the Discovery Series and the Diversity Circles. We will share our Victories, Insights and Puzzles (VIPs) to encourage and support your organization, no matter how large or small, on how your organization can work towards building more balanced teams.

## EVIDENCE BASED DECISION MAKING IN HUMAN RESOURCE: A TRANSFORMATION TO PREDICTIVE ANALYTICS

JEFFREY O'LEARY

### Session 302

12:30 PM – 1:15 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness
- HR Metrics/Analytics

The goal of this session is to introduce to the concept of predictive analytics within the HR function and emphasize the importance of leveraging data when making most business decisions. Jeffrey O'Leary will provide a framework that demonstrates how to move an organization from basic data gather to knowledge creator.

#### LEARNING OBJECTIVES

- To understand what data is and its characteristics.
- To recognize the role of HR analytics within an organization.
- To learn how to move from basic reporting to advanced predictive analytics.
- To formalize an approach for implementation that helps overcome key challenges and ensures success.

## AFTERNOON SESSIONS

THURSDAY,  
JANUARY 28

## HARNESS THE POWER AND MAGIC OF CHANGE

GREGG BROWN

### Session 303

12:30 PM – 1:15 PM

#### HR COMPETENCY

- Learning & Development
- HR Strategy

#### BOOK TITLE

*Change Ready Leadership*

What are the secrets of people who can create positive change in the world – even in challenging circumstances? From CEOs and HR professionals to prisoners, nuns, entrepreneurs, and everything in between – we can apply the lessons learned from their inspiring stories to our everyday lives and create positive change. The secret? They choose to leave behind ‘rah-rah’ platitudes that keep us stuck, and choose to move forward with the skills to build the resilience they have acquired through the years. Gregg will share knowledge and insights – that are not only funny but will leave you inspired to open your heart and mind to change. When we are called upon to expand the vision of who we are and what our teams and organizations can do, we can harness the incredible power and magic of change to make it happen.

#### LEARNING OBJECTIVES

- You and your team will be able to not only handle the vast amounts of change but shift to the new vision that is being asked of them.
- Strategies for transformation, change and growth are shared to tackle the changes that are coming down the pipe that they can immediately use.
- You and your team will break out of status quo change management thinking and discover people-centric approaches that actually work.

## THE DIGITAL AGE AND INVESTIGATIONS

LINDSAY GLUCK,  
KRISTA SIEDLAK

### Session 304

12:30 PM – 1:15 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- HR Technology

In the wake of a global pandemic, digital investigations have become a new reality. This session will review the best practices and important considerations for conducting workplace investigations in a digital age. With an increasing number of workplace complaints dealing with alleged conduct over various types of digital and social media sources, whether they be email, instant messaging or video conferencing, we will also look at how digital evidence has come into play in workplace investigations.

#### LEARNING OBJECTIVES

- Understand the best practices and key objectives for conducting workplace investigations.
- Discuss strategies and pitfalls and arising from remote investigations.
- Review different types of evidence and address important considerations for dealing with evidence gathered from digital and social media sources.
- Discuss important considerations relating to the preservation of evidence.

## SHIFTING VALUES: THE NEW-FOUND LEGITIMACY OF THE GIG WORKFORCE

CRAIG BROWN

### Session 305

12:30 PM – 1:15 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness

A fun, entertaining and fast-paced presentation with a look at the history of the gig economy and its maturity, through to post Covid-19 where transferrable skills, portability of talent and project-based opportunities means the gig economy is no longer the exception but the rule. This will be supplemented with survey results from our 700,000 candidate and client community database and the trends being seen by our 200+ team.

The presentation will look at the flexible, temporary and freelance economy, the technology advances and businesses that have made the sale of services easier, global and instantaneous. It will also investigate how the pandemic forced everyone to work virtually and how this has changed the way companies and talent think about the delivery of Work. No longer a means to bolster one's income or feed a creative side hustle, the legitimacy of the gig economy has gone mainstream. We are seeing both companies and candidates reap the benefits of portable assignments and transferrable skills.

#### LEARNING OBJECTIVES

- A better understanding of what the gig economy is.
- Why it flourished.
- How the economic conditions of Covid-19 during 2020 have shifted values, clarified needs vs. wants and created a perfect storm to legitimize the gig economy.
- How candidates and employers can benefit from the new economy.

## ADDRESSING PERFORMANCE ISSUES

CORINNE MUCCILLI

### Session 306

1:25 PM – 2:10 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness
- Employment Law & Labour Relations

The session will be about identifying and addressing performance issues with employees. It will review the common law requirements for addressing performance issues, identify statutory obligations and the interplay with common law obligations. There will be a review of other factors that may be driving the performance issue (health, addiction) and resources available to the employer and employee. There will be a discussion of how to broach the subject with the employee. The session will also examine PIPs (performance improvement plans): what elements can or should be included? What is the appropriate length of time for a PIP? How should progress be tracked? How do you deal with the results of the PIP?

#### LEARNING OBJECTIVES

- Recognizing the importance of setting expectations early in the employment relationship and regularly revisiting expectations.
- Assistance in how to, and recognizing the importance of, identifying performance issues early.
- Recognizing when a performance issue is the result of an underlying and less obvious issue.
- Determining how to support an employee to resolve the performance issue.
- Ensuring review and documentation to support actions taken as a result of a PIP.

## FILLING THE LEADERSHIP PIPELINE FROM WITHIN: HOW TO TRANSFORM YOUR TECHNICAL EXPERTS INTO PEOPLE LEADERS

CORINA WALSH

### Session 307

1:25 PM – 2:10 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness
- HR Strategy

#### BOOK TITLE

*The Engaged Employee Blueprint - Build a Workplace Culture Where Employees Thrive*

In knowledge-based industries, technical experts often stand out and find themselves promoted to team leader due to their depth of knowledge and skills in their field. For many years, leadership experts and consultants have warned that you will lose a good employee and gain a bad manager if you promote a strong technical employee to a leadership role. On highly technical teams, however, not promoting from within is not realistic. Instead, companies need a clear path for transforming their technical talent into engaging people managers.

Leadership and engagement expert Corina Walsh will present a leadership case study written for Genoa Design International to help Human Resource leaders understand what is required to transform technical experts into emerging leaders. The case study describes a technical manager's journey and how he successfully transitioned from a technical expert through various stages of leadership. Corina will also share how his employer supported him to overcome the challenges he faced at each stage of leadership and, as a result, developed a clear talent management and development path for future leaders in their company.

#### LEARNING OBJECTIVES

- The key leadership development areas required to transform technical experts to engaging people managers;
- What to look for in technical experts when filling the leadership pipeline;
- What is required from senior leaders to support the transformation from technical expert to emerging leader.

## A MODERN FRAMEWORK FOR CULTURE DESIGN

DAVID STURT

### Session 308

1:25 PM – 2:10 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Labour & Employee Relations
- Total Rewards

#### BOOK TITLE

- *Great Work: How to Make a Difference People Love*
- *Appreciate: Celebrating People, Inspiring Greatness*

When it comes to the workplace, culture, employee recognition, and the overall employee experience are top priorities for HR leaders. Are your culture-building efforts focused on the right things? Are they creating an employee experience people love? Do they attract and retain the right people and inspire them to do great work? This presentation reveals the latest research that shows how the right culture-building initiatives help employees thrive. Your leaders learn how to address the challenges of an ever-changing market, becoming empowered in ways that inspire employees to do their best work and connect to your purpose, achievement, and one another.

#### LEARNING OBJECTIVES

- Learn the six essential aspects of workplace culture that are most important to an employee's decision to join, engage with, and stay at your organization.
- Identify specific practices and hear how successful organizations build engaging, productive cultures.
- Bring authentic employee experiences to life with recognition.

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## MAKING M&As MANAGEABLE FOR HR PROFESSIONALS

JENNIFER HEATH

### Session 309

1:25 PM – 2:10 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Organizational Effectiveness
- Workforce Planning
- Talent Management

The most significant value in a merger or acquisition is tied to a company's assets, share value, and product potential. Or so many assume. Often, businesses fail to recognize the value associated with the \*people\* behind those assets, shares, and products. There are risks and rewards linked to the employment aspect of an M&A transaction. Without a proper approach to HR and the workforce, there can be high costs to the seller or unexpected liabilities for the buyer. HR professionals are responsible for managing (and identifying) the critical employment issues in a commercial transaction. This session aims to provide a playbook to manage HR risk in those transactions and minimize the common assumptions and mistakes that can arise during the process.

#### LEARNING OBJECTIVES

- Identifying the key documents and details required for a smooth M&A process.
- How to review the APA/SPA for key HR obligations.
- Raising concerns about gaps to the executive team and external advisors.
- Managing the employment offer/termination process in a transaction.
- Anticipating the needs of the workforce throughout the process.
- Avoiding costly employment-related pitfalls in M&As.

## DIGITAL EXCELLENCE SERIES – SOCIAL MEDIA AND ONLINE INVESTIGATIONS IOI

MATT RICHARDSON

### Session 310

1:25 PM – 2:10 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Labour & Employee Relations

As HR professionals, you have the opportunity to avoid hiring an applicant that could compromise your organization's brand, leak sensitive information, speak unfavourably online, create a toxic work culture, or even put employees at personal risk of violence. A professional social media and web background investigation could be the difference between a successful and a regrettable hiring decision.

#### LEARNING OBJECTIVES

- Creating The Investigative Framework and Strategy;
- Advanced Social Media Search;
- Google "Voodoo" and Search Operators;
- Protecting Your "Brand";
- Key Sources of Information; and
- Tools and Resources.



## WINNING AGAINST ALL ODDS

MICHAEL "PINBALL" CLEMONS

### Session 311

2:15 PM – 3:00 PM

#### HR COMPETENCY

- Learning & Development

Renowned as one of pro football's most electrifying players, Toronto Argonauts running back Michael "Pinball" Clemons is the CFL's all-time, all-purpose yardage leader. However, it is his exceptional character, in addition to his outstanding athletic ability, which has made him the remarkable fan favourite he is throughout Canada.

Michael's tireless community involvement and participation in countless charitable causes exemplify the qualities he possesses, which are so rarely found in today's professional athletes. His presentations are at once captivating and empowering, and clearly demonstrate the capabilities of teamwork.

At only 5 feet 6 inches and 170 pounds, he also inspires his audiences by illustrating what is possible and what it means to beat the odds. Pinball communicates his heartfelt stories with a passionate spirit and his patented, contagious smile. Organizations respond to his presentations with rave reviews and overwhelming enthusiasm.

## FRIDAY, JANUARY 29

SESSION NO.	SESSION TITLE	SPEAKER(S)	CPD	TRACK
400	Mental Health: Open Forum Q & A: Sustainable Management of Addiction and Mental Health in the Workplace	Darrin Taylor	●	Health & Wellness Safe Workplace
402	Executive Thinking - Influence Outcomes by Understanding the Business	Shari Angle, Michele Bush	●	Organizational Effectiveness HR Strategy Professional Practice
405	Talent Agility – The Burning Imperative Today: A New Era in the Talent Experience	Anne Fulton, Liane Taylor		Learning & Development Organizational Effectiveness Talent Management
404	Avoid Headaches Related to an Acquisition by Doing Your Homework	Bonni Titgemeyer	●	HR Strategy HR Metrics/Analytics
403	Alexa is Stealing Your Job	Rhonda Scharf	●	HR Technology Professional Practice
401	Why Mindfulness should be a part of Wellness Programs	Monica Gibbs	●	Health & Wellness Safe Workplace Mental Health
406	HR's Role in Financial Governance	Jeffrey O'Leary	●	HR Metrics/Analytics Financial Management
407	Google Maps for Your Career: AI-powered Upskilling, Reskilling, & Outskilling	Hamoon Ekhitari	●	Learning & Development HR Technology
408	Talent Acquisition and Total Compensation: A Match Made in Heaven	Steven Osiel	●	Total Rewards
409	Mental Health, Leadership, And Managing Through Times of Crisis	Beverly Beuermann-King	●	Learning & Development Health & Wellness Mental Health
410	Evolving Total Rewards	Kathleen Jinkerson	●	Total Rewards

# FRIDAY, JANUARY 29

SESSION NO.	SESSION TITLE	SPEAKER(S)	CPD	TRACK
411	MASTERCLASS A: L.E.A.P. To Equity	Karlyn Percil	●	Learning & Development Safe Workplace
412	MASTERCLASS B: Neurodiversity: Harnessing the Gifts of All Human Potential	Dr. Amanda Matejcek	●	Health & Wellness Mental Health
413	MASTERCLASS C: Leading with Emotional Intelligence In Times of Uncertainty	Jamelle Lindo	●	Learning & Development Health & Wellness Mental Health
414	MASTERCLASS D: Supporting Our Front Line Workers in a Time of Crisis	Dr. Suzanne Filion	●	Learning & Development Health & Wellness Mental Health
415	Disruption is Opportunity	Shawn Kanungo	●	HR Strategy Business Acumen
416	MASTERCLASS E: Bridging the Gap between Technology and Culture	Melanie Drouin	●	Workforce Planning HR Strategy HR Technology

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## MORNING SESSIONS

FRIDAY,  
JANUARY 29

### MENTAL HEALTH: OPEN FORUM Q & A: SUSTAINABLE MANAGEMENT OF ADDICTION AND MENTAL HEALTH IN THE WORKPLACE

DARRIN TAYLOR

#### Session 400

9:55 AM – 10:40 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- Health & Wellness
- Safe Workplace

There is a common misconception that addiction and mental health disorders are easy to spot in the workplace. In reality, such obvious cases are a rarity. We also know that there is a strong correlation between employer support and mental health, and in cases where employers are supportive, recovery rates can rise to 75-80%. Successful employers are those who are proactive in promoting their employees' wellbeing. This includes comprehensive policy development, referral to high-quality treatment, and thoughtful return-to-work planning. An experienced clinician, interventionist, and recovery advocate, Darrin Taylor has a passion for helping those in need, and a trained eye for identifying the key issues a company faces in implementing and executing workplace policies for managing addiction and mental health. His insights are invaluable to any organization that places importance on employee wellbeing.

#### LEARNING OBJECTIVES

- Common challenges in policy development, from detection and disclosure to treatment to return-to-work.
- Connection between mental health and substance use.
- Creating a supportive culture for addressing addiction and mental health in the workplace.

### WHY MINDFULNESS SHOULD BE A PART OF WELLNESS PROGRAMS

MONICA GIBBS

#### Session 401

10:45 AM – 11:00 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- Safe Workplace
- Mental Health

This session will address how employee well-being effects engagement and performance in the workplace. Employee absences caused by mental health concerns are estimated to cost the Canadian economy \$15 billion a year. Studies have shown that organizations that offer mindfulness reduce turnover, sick leave, and improve productivity, representing a savings of \$3,000 per employee per year and contributing to a mentally healthy workplace. Join this session to learn how the benefits of mindfulness can support employee wellness and mental health.

#### LEARNING OBJECTIVES

- This session will address how employee well-being effects engagement and performance in the workplace.

## EXECUTIVE THINKING – INFLUENCE OUTCOMES BY UNDERSTANDING THE BUSINESS

SHARI ANGLE, MICHELE BUSH

### Session 402

10:45 AM – 11:30 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- Strategic & Organizational Leadership
- Professional Practice

It's essential for HR to influence the decisions that affect any company's most important asset – their people. To be an integral part of that decision-making process, HR must demonstrate executive thinking. Understanding how the business functions, seeing things from the leadership team's perspective, and anticipating their needs, are critical to HR being a sought-after expert. Drawing on our extensive experience as HR leaders, we know what's required to become a trusted advisor to the executive team. Recognize and quantify how decisions affect productivity, profit, and employer brand, speak the business's language and establish credibility by guiding leaders How To vs. telling them Why Not. Regardless of your position within the HR department, you can implement key learnings from this session immediately. Join us for practical solutions and tools to help you get inside the leaders' minds and hearts and enhance your executive thinking mindset.

#### LEARNING OBJECTIVES

- Identify the key components of executive thinking to solidify your position as an executive advisor;
- Learn the right questions to ask to establish trust and encourage transparency;
- Discover HR's role in anticipating the people effects and hidden costs of business decisions;
- Understand how to enhance your message with relevant data and analytics; and
- Explore ways to influence the future of the business through valued HR strategies.

## ALEXA IS STEALING YOUR JOB

RHONDA SCHARF

### Session 403

10:45 AM – 11:30 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- HR Technology
- Professional Practice

Artificial Intelligence is the buzzword of the year, and it will impact every sector in some way or another. Find out how AI is going to affect the world of Human Resources. Find out what is needed to stay relevant.

Fear is the beacon with AI, and without an understanding of the benefits of AI, HR and members will put their heads in the sand and hope AI will go away. It won't. Rhonda Scharf wants everyone to jump on the bandwagon and get ahead of the curve. Be the Netflix of Human Resources (and not the Blockbuster). It isn't enough to be adaptable; you need to forecast your future. Find out what is required to ensure that Alexa does NOT steal your job!

#### LEARNING OBJECTIVES

- How the Future of Work will change (and what you need to do to change with it);
- The Future of Human Resources; and
- Three Tips to Remain Relevant.

## AVOID HEADACHES RELATED TO AN ACQUISITION BY DOING YOUR HOMEWORK

BONNI TITGEMEYER

### Session 404

10:45 AM – 11:30 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- HR Strategy
- HR Metrics/Analytics
- Financial Management

Discover important tips and watch-outs associated with acquisitions

#### LEARNING OBJECTIVES

- Learn the different types of “deals” and how they are structured.
- Learn what to focus on in any assessment of the current state of the business.
- Identify key elements of the due diligence process.
- Learn how to quickly assess the HR structure in the business being purchased.
- Learn how to calculate the cost of converting the workforce.

## TALENT AGILITY — THE BURNING IMPERATIVE TODAY: A NEW ERA IN THE TALENT EXPERIENCE

ANNE FULTON, LIANE TAYLOR

### Session 405

10:45 AM – 11:30 AM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Organizational Effectiveness
- Talent Management

We have a new talent economy that requires us to rethink our employee and talent experience. We need a culture of transparency and fairness to ensure the future skills and workforce talent that the 2020 world demands. Anne Fulton will share the top six megatrends that are driving this change. Learn how a democratized talent experience can be delivered to drive talent agility during these unprecedented times.

Anne is a leading talent futurist working in some of the worlds’ leading organizations and brands like eBay, Aon, Indeed, Walmart and many more who are innovating the employee career experience. She will share some stories from these organizations during the product experience tour. We know that organizations have to respond fast to a rapidly changing world, and redeployment, furloughs, and an agile workforce have never been more critical. Anne will deliver insights into what a new-era “best in class” talent experience looks like today from FUEL 50’s research paper, which Anne will be share after the session.

#### LEARNING OBJECTIVES

- Discussion on the top 6 mega trends that are driving this change.
- Learn how a democratized talent experience can be delivered to drive talent agility in these unprecedented times.
- Case studies from the worlds’ leading organizations and brands like eBay, Aon, Indeed, Walmart and many more who are innovating on the employee career experience.
- Review insights into what a new-era “best in class” talent experience looks like today.

## HR'S ROLE IN FINANCIAL GOVERNANCE

JEFFREY O'LEARY

### Session 406

12:30 PM – 1:15 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- HR Metrics/Analytics
- Financial Management

This session aims to explain some key concepts of Corporate/Financial Governance and how HR can contribute to building a strong financial culture within an organization.

#### LEARNING OBJECTIVES

- To understand the key financial risks present in an organization and how they must be managed.
- To recognize the impact of technology and the digital economy on financial risk.
- To understand how HR can successfully minimize financial risk within the department and across the business.
- To appreciate the importance of financial risk when recruiting, training and developing employees.

## CONFRONTING THE TABOO TOPIC OF LAYOFFS — WHY AI-POWERED OUTSKILLING IS THE FUTURE

HAMOON EKHTIARI

### Session 407

12:30 PM – 1:15 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- HR Technology

Using the power of AI to drive upskilling, reskilling, and outskilling across an organization.

#### LEARNING OBJECTIVES

- Discover how a data set of over 300M talent profiles and 1 billion job postings has been used to help workers through internal and external career transitions.
- Learn leading practices in skilling initiatives and the differences between upskilling, reskilling, and outskilling.
- Explore intelligence on your own company as well as the labour market to help you drive your design decisions.

## AFTERNOON SESSIONS

FRIDAY,  
JANUARY 29

## TALENT ACQUISITION AND TOTAL COMPENSATION: A MATCH MADE IN HEAVEN

STEVEN OSIEL

### Session 408

12:30 PM – 1:15 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Total Rewards

Large U.S. tech companies are moving into the GTA neighbourhood, and local companies need to be prepared for the extra competition and those big name brands' allure. With (pre-Covid19) unemployment already low and more jobs than qualified people to fill available vacancies, an organization's best foot forward is needed - from the selection process up to, and including, the offer letter. That's where a robust, consistent and attractive Total Compensation strategy is critical to pique the interest of the right candidates. We know it's not just about the money. We know it's about transparency, equity, consistent processes, career opportunities, performance-risk-reward proposition, your work culture and health and welfare programs and, equally important, your external reputation. But let's be real, it's also about the money and being competitive in a tight labour market. Your offer needs to be attractive, harmonious with your culture and brand and clearly communicated at all stages of the recruitment process.

This session will outline total compensation strategies and solutions focused on addressing talent acquisition challenges. Presented through the lens of a Total Compensation expert and a CHRO of a fast-growing Canadian tech company, together, we will bring best-in-class recommendations, external benchmarking and applicable reality checks.

#### LEARNING OBJECTIVES

- Applying total compensation principles to the recruitment process.
- Understanding recruitment benchmarking (vs on-going benchmarking).
- Putting your best offer/package together to attract the best candidates.
- Hear real-world examples from a growing tech company CHRO.
- How to shape your company's external/online reputation.

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## MENTAL HEALTH, LEADERSHIP, AND MANAGING THROUGH TIMES OF CRISIS

BEVERLY  
BEUERMANN-KING

### Session 409

12:30 PM – 1:15 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Mental Health

The COVID-19 pandemic sent many teams and businesses for a loop. Your employees experienced a higher degree of uncertainty, worry, and stress about their job, their health, the future, and the safety of their loved ones. As leaders, we need to look for creative ways to do business and protect our employees' physical and psychological health during this crisis. Success hinges on your team's ability to adapt, recover, and remain energized.

Join Beverly in this session as we reveal the seven key steps to effectively responding to your team's heightened anxiety during a crisis, such as COVID-19. You'll leave understanding your team's needs, strengths, and rhythms, and be able to work with them rather than against them, to build their resiliency, no matter the stressful uncertainty they face again in the future.

#### LEARNING OBJECTIVES

- Learn how to effectively respond to your team's heightened anxiety during a crisis, such as COVID-19.
- Recognize the early warning signs that stress is building up so that you can manage it before it impacts your business.
- Create a psychologically healthy and safe workplace that will increase engagement and productivity, even during a crisis.

## EVOLVING TOTAL REWARDS

KATHLEEN JINKERSON

### Session 410

12:30 PM – 1:15 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Total Rewards

Do your total rewards programs help you find, keep, engage and reward the talent your company needs to meet its objectives? In this interactive session, we will examine trends in executive and broad-based compensation. We will also discuss how to leverage incentives, benefits and recognition programs to drive your talent and business agendas. Designed for a broad audience, we will draw on research, case studies and direct experience to evaluate:

- Why total rewards are evolving.
- Common and uncommon compensation challenges.
- Proven and trending practices that elevate total rewards.

#### LEARNING OBJECTIVES

- Get practical guidance for building and managing effective, sustainable total rewards programs.
- Understand trending practices within total rewards.
- Learn effective communication strategies and practices that maximize the impact of your total rewards offering.

## MASTERCLASS A: L.E.A.P TO EQUITY

KARLYN PERCIL

### Session 411

1:25 PM – 2:40 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Safe Workplace

L.E.A.P is a framework and concept designed and created by Karlyn Percil to eradicate anti-Black racism and unconscious racial bias from the systems and culture within organizations to create racial equity and true belonging for all. This presentation will help white and non-Black leaders better understand the impact of racism, anti-Black racism, and white s.p.f (superiority, privilege and fragility) on Black individuals' lives inside and outside the workplace.

#### LEARNING OBJECTIVES

- Increase racial equity, belonging and engagement of all employees, while creating a culture of inclusion and equity.
- Begin the conversation on the allyship of racial equity, understand and dismantle white s.p.f, plus identify the organizational systems, policies, procedure, and individual behaviour getting in the way of racial equity
- Help unpack, understand and begin the journey on anti-Black racism and how performative allyship is contributing towards a culture of anti-Black racism.

## MASTERCLASS B: NEURODIVERSITY: HARNESSING THE GIFTS OF ALL HUMAN POTENTIAL

DR. AMANDA MATEJICEK

### Session 412

1:25 PM – 2:40 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Mental Health

Our world is calling for new perspectives and approaches to create a more sustainable and humane world. Future innovation requires tapping into all humans' potential, particularly people of different neurotypes, those whose brains inherently think and interpret the world differently. We need to learn to harness and enhance the innate gifts of people with autism spectrum disorder and Asperger's, dyslexia, dyspraxia, ADD/ADHD, Tourette syndrome, or social processing disorder, to name a few.

Together we will explore how neurodiversity requires us to rethink HR practices, the work environment, culture and job design, and our notion of leadership, and how organizations can benefit from learning to leverage the gifts associated with various neurotypes.

#### LEARNING OBJECTIVES

- Understand of the gifts that come with divergent neurotypes as well as the accommodations to consider to enable their success.
- Explore practical measures your organization can take to accommodate neurodivergent employees, ultimately helping your employees be more successful at work.
- Challenge your thinking of Leadership and how we can create systems to be more inclusive to various forms of leadership.

## MASTERCLASS C: LEADING WITH EMOTIONAL INTELLIGENCE IN TIMES OF UNCERTAINTY

JAMELLE LINDO

### Session 413

1:25 PM – 2:40 PM

#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Mental Health

As leaders and professionals, we have suddenly found ourselves in the middle of an unprecedented pandemic. It is a challenging and emotional time for all of us, yet we must continue to meet the needs of our businesses, our employees and our clients as best we can. Now more than ever, leaders must tap into the power of emotional intelligence and resilience to successfully guide themselves and others through this time of uncertainty.

#### LEARNING OBJECTIVES

- Define emotional intelligence and describe its relationship to uncertainty.
- Describe the connection between emotional intelligence and effective leadership.
- Apply 2-3 strategies for enhancing emotional intelligence, theirs and others'.

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## MASTERCLASS D: SUPPORTING OUR FRONT LINE WORKERS IN A TIME OF CRISIS

DR. SUZANNE FILLION

### Session 414

1:25 PM – 2:40 PM

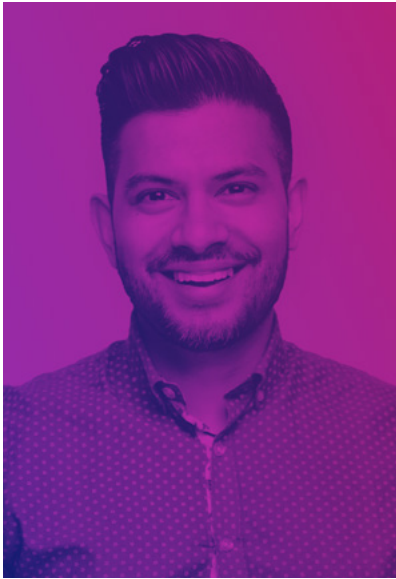
#### HR COMPETENCY

- Qualifies for CPD hours
- Learning & Development
- Mental Health

These are challenging times for everyone. The COVID-19 pandemic has been causing unprecedented disruption to working life and is triggering feelings of uncertainty, stress, and anxiety in many of our front line workers and managers. Also, many are affected by the tragic events related to racism and inequality. This workshop will help explore several aspects of what is making these times incredibly stressful and strategies that can help HR professionals manage stress effectively within their organization and reduce the negative impact on health and well-being due to this challenging time.

#### LEARNING OBJECTIVES

- Participants will better understand key factors affecting mental health and well-being today.
- Participants will be able to implement simple and effective strategies to reduce anxiety and increase resiliency within their organization during this challenging time.
- Participants will obtain key elements to successfully implement an innovative stress management program during a crisis situation.



## DISRUPTION IS OPPORTUNITY

### SHAWN KANUNGO

#### Session 415

2:45PM – 3:30PM

#### HR COMPETENCY

- Qualifies for CPD hours
- HR Strategy
- Business Acumen

Today, we are undergoing a paradigm shift. The world has not only become more dynamic and intertwined but unpredictable. We are now looking for organizations to be fearless in a changing world.

Shawn Kanungo provides a bold, unique, and contrarian view of the near future. He outlines some of the disruptive trends impacting every industry and then explores how organizations can become more adaptable, experimental, and collaborative.

Weaving together storytelling, humour, inspiration, and actionable takeaways, audiences will walk away with a roadmap on how organizations can create a brighter future together.

#### LEARNING OBJECTIVES

- Dive deeper into the societal, economic, and technological trends shaping the future of organizations.
- Explore how the leading companies are becoming more nimble, flexible, and adaptable.
- Showcase how organizations can develop their own “Innovation Capital”. And, how they can experiment with new technologies, business models, and new customer experiences.

## MASTERCLASS E: BRIDGING THE GAP BETWEEN TECHNOLOGY AND CULTURE

### MELANIE DROUIN

#### Session 416

1:25 PM – 2:10 PM

#### HR COMPETENCY

- Workforce Planning
- HR Strategy
- HR Technology

At Great Place to Work, we've been focused on measuring organizational trust for over 30 years and we know that while there's no one right way to create and maintain a great workplace culture there are some consistent threads that tie together the world's Best Workplaces. GPTW's approach focuses on the characteristics of high trust cultures and key internal relationships that underlie and drive employee engagement which, in turn,

impacts business outcomes. During this session, we will take a high-level look at some of the challenges that currently dominate strategic business & workforce discussions in Canada and how the Insights garnered by the Great Place To Work Institute can help us as we work through the impacts of new technologies and remote work on our people management practices. In this interactive presentation, we are going to focus on 3 key outcomes of trust in the workplace – agility, resilience & inclusion – to discuss best practices that can help us better navigate our new reality.

#### LEARNING OBJECTIVES

- Understand how Trust impacts Agility, Resilience & Inclusion.
- Explore the above through the lens of increased use of technology in general, and the dramatic shift to working remotely brought on by the pandemic in particular.
- Learn which leadership behaviours support Building and Maintaining Trust to better navigate our new reality.

## STUDENT SUCCESS FORUM

### MORNING SESSIONS

WEDNESDAY,  
JANUARY 27

### BURN YOUR RESUME AND DIG INTO YOUR STORIES

KERRI TWIGG

Session SSFA1

11:00 AM – 11:45 AM

#### HR COMPETENCY

- Learning & Development

#### BOOK TITLE

*The Career Stories Method*

Your resume is not going to possess the energy it needs to land you ideal work if you're sharing what you've always shared. This workshop will show you how to use stories and mindfulness to help you write an amazing resume, plus is a joy to create. Bring a pen (and index cards if you have them) and let's get you looking amazing on paper.

### U.G.L.Y. IS STILL BEAUTIFUL

KELLY FALARDEAU

Session SSFB1

11:00 AM – 11:45 AM

#### HR COMPETENCY

- Learning & Development

#### BOOK TITLE

- *Still Beautiful*
- *No Risk No Rewards*
- *Self-Esteem Doesn't Come in a Bottle*

Getting burnt as a 2-yr-old to most of her body, Kelly knows firsthand how devastating it can be when people are so quick to judge someone without even knowing them. She has been shunned and lost job opportunities because people couldn't look past her scars. Instead of judging her for her abilities, they shunned her for her looks. Kelly rose above the odds and decided to use her scars to become an international TEDx speaker, 5x best-selling author with a documentary about her life story called 'Still Beautiful' which has inspired almost 10 million people. And now she coaches people to becoming best-selling authors. In this presentation you will be inspired to look past the scars and see the inner beauty of everyone you meet.

#### LEARNING OBJECTIVES

- Not to judge the person by their physical looks.
- U.G.L.Y. is an acronym to empower people to love themselves and who they are.
- How to stop judging yourself and others by what you see in the mirror.

### THE UNWRITTEN RULES OF EMPLOYEE COMMUNICATION: HOW TO DECODE WHAT YOUR MANAGER IS SAYING

JANET HUEGLIN  
HARTWICK

Session SSFC1

11:00 AM – 11:45 AM

#### HR COMPETENCY

- Learning & Development
- HR Strategy

Do you find it difficult to be a team player and say what's really on your mind? Are you reluctant to ask for a face-to-face meeting instead of sending an email? Do you have something to tell your manager but you're not sure of the right way to say it? If so, this session is for you.

Let's examine how to successfully navigate a workplace conversation. Discover why the human brain craves the connection an email or text just can't give. Get inside the mind of your manager and get easy, practical tips to communicate effectively with leaders of all generations.

#### LEARNING OBJECTIVES

- Debunk old-fashioned "professional" communication tips that obstruct empathy.
- Discover the value of speaking to each person's "mental gatekeeper".
- Decode what an employer is really asking you.
- Know your personal value proposition.
- Learn the 3 things awesome employees ask in every conversation.
- Receive pre-written key messages to navigate a variety of challenging conversations.

## ARE YOU LINKEDIN? BRAND YOURSELF AND NETWORK FOR EMPLOYMENT OPPORTUNITIES

LESLIE HUGHES

### Session SSFA2

1:00 PM – 1:45 PM

#### HR COMPETENCY

- Learning & Development

#### BOOK TITLE

*CREATE. CONNECT. CONVERT.*

The founder of Amazon, Jeff Bezos, is famously credited with saying: “Your personal brand is what people say about you when you leave the room.”

Approximately 97% of recruiters will use LinkedIn during the hiring process. What does your first impression say about you?

Join Leslie Hughes from PUNCH!media as she provides you with tips and tricks to get your profile to 100% completion and share insights about how to reach out to recruiters and hiring managers.

#### LEARNING OBJECTIVES

- Why LinkedIn is so important for job prospecting.
- The key areas you need to focus on to optimize your profile.
- How to use the proper etiquette to make the right kinds of connections.
- Your next steps to uplevel your career.

## USING HIP HOP TO BUILD MENTAL HEALTH INTO HR

MICHAEL PROSSERMAN

### Session SSFB2

1:00 PM – 1:45 PM

#### HR COMPETENCY

- Learning & Development
- Health & Wellness
- Mental Health

#### BOOK TITLE

*Building Unity: Leading a Non-Profit from Spark to Succession*

Supporting employee mental health is a critical factor in increasing retention, impact and profit. It is also the right thing to do. Mental illness costs employers \$50 billion each year in Canada. This presentation shares tons of cheap, easy and free strategies for employers to make mental health in the workplace approachable, practical and participatory. Learn how Michael and his team implemented innovative practices on a minimal budget to build a strong and caring culture empowering employees to take care of their mental health. This talk is jam packed with real examples on how to build strong culture while supporting mental health at work, beyond policy and beyond just spending money.

#### LEARNING OBJECTIVES

- Learn to implement mental health policy that is affordable and realistic for companies.
- Understand the landscape of mental health in the workplace and why it is vital (cost, value, examples).
- Gain insight into the upside of implementing strong mental health supports at work with creative examples.

## AFTERNOON SESSIONS

WEDNESDAY,  
JANUARY 27

## NEXT GENERATION LEADERS: HOW TO SUCCESSFULLY BLEND THE 5-GENERATION WORKFORCE

SCOTT LESNICK

### Session SSFC2

1:00 PM – 1:45 PM

#### HR COMPETENCY

- Learning & Development
- Workforce Planning
- HR Strategy

#### BOOK TITLE

- *Kidjacked - A Father's Story*
- *Lifejacked: Life Lessons on Leadership*

Around the globe and in Canada, today's employees can have up to five different generations working side by side. Successfully blending the five generations in today's workplace can be a tall order and productivity can decrease if you don't understand the unique characteristics and talents each person/generation brings. It begins with open and vibrant dialogue and inclusion of all generations as we navigate our new normal.

This virtual interactive presentation covers strategic methods of improving entry-level employee morale, improving operational efficiency, increasing employee retention and improving employee productivity: how to find it, how to harness it and how to keep it.

The goal is to connect with different generations, grow communications and maintain focus on a positive workplace culture.

Millennials and Gen. Z – you get a special and positive nod in this fun, informative, interactive and fast-paced presentation. Join the discussion and you'll see why you've earned it.

#### LEARNING OBJECTIVES

- Discover the virtual workplace needs, wants and aspirations of each generation.
- Identify the 7 most powerful actions (compiled from my 5-year study) we can take to successfully integrate generations in the workplace.
- Increase overall workplace communication, productivity and satisfaction.
- Improve employee/management engagement of each generation and great conversations.

## FROM ANXIETY TO CONFIDENCE: HOW TO ROCK YOUR NEXT JOB INTERVIEW

ANA LOKOTKOVA

### Session SSFA3

2:00 PM – 2:45 PM

#### HR COMPETENCY

- Learning & Development

So often we show up to virtual or in-person interviews, unaware of what our words and body say about us. It's the element of uncertainty that stresses us out the most.

What if you felt confident any time you had to talk about yourself in front of a prospective employer? What if you knew exactly how to be your own best salesperson and win the hiring team over?

This session will spill the secrets of how to present your authentic self with natural ease, talk about what makes you unique, and never have to fear a job interview again!

#### LEARNING OBJECTIVES

- Interview prep done right - discover a proven action plan that gets you maximum results out of the time you have.
- Unleash your natural charisma and boost confidence with body language tricks.
- Master key principles of salary negotiations.
- Learn to rock the most challenging interview questions and tell compelling stories.

## **"I DON'T SEE COLOUR" AND OTHER LIES WE TELL OURSELVES ABOUT UNCONSCIOUS BIAS OF ALL KINDS**

MISHA MUNIM, ASHA RAMPERSAD

### **Session SSFB3**

2:00 PM – 2:45 PM

#### **HR COMPETENCY**

- Learning & Development
- Organizational Effectiveness
- Safe Workplace

This engaging session illustrates how we all make unconscious judgements about people including about their gender, race and culture. Through a variety of interactive examples, we will identify patterns in how we evaluate others and understand how unconscious bias affects decision-making in recruitment, people development and leadership. We will also identify how unconscious bias leads to discrimination, and how to prevent it.

#### **LEARNING OBJECTIVES**

- Learn what neuroscience tells us about unconscious bias.
- Discover the meaning of "culture" and how we all view the world through our own "cultural lenses".
- Learn how unconscious bias can influence workplace behaviour and lead to discrimination.
- Understand how unconscious bias affects decision-making in recruitment, people development, performance management and leadership.
- Review ways to speak up when we see others exhibiting bias in the workplace.
- Discuss practical ways to challenge our own bias, change habitual thinking and build inclusive teams.
- Review and formulate viable solutions for realistic dilemmas that may challenge our thinking at work.

## **COMMUNICATING WITH CONFIDENCE, CLARITY AND PERSUASION**

SHERRY BARRON

### **Session SSFC3**

2:00 PM – 2:45 PM

#### **HR COMPETENCY**

- Learning & Development

Communication is challenging in the best of times. Controlling our emotions, choosing the right words, regulating our verbal and non-verbal cues while trying to figure out if the other person understands us – is enough to make us frustrated and feel unheard.

That is why we created this session. To shorten the amount of time it takes to get your point across, increase your confidence in your ability to be clear, concise, persuade and influence those around you. Build stronger relationships through dialogue and understanding to take the stress out of difficult conversations.

As social beings we spend a lot of time and effort communicating with those around us. You will explore the different Styles of Communication, Effective Listening Skills, Questioning Techniques and so much more.

#### **LEARNING OBJECTIVES**

- Understand your natural communication style.
- Express your ideas assertively, confidently, and precisely.
- How to respond to aggressive people and get them on your side.
- Understand the non-verbal cues while communicating with others.
- Prepare for and have difficult conversations without stress.
- Manage your emotions and those around you.
- Understand what causes misunderstandings and how to minimize them.
- Say NO decisively and politely.
- How to gain commitment without using power, position, or status.
- The must do steps to create instant rapport and gain commitment.
- Critique and change behaviour while staying friends and or colleagues.
- Disagree with the other person in such a way that helps them understand your meaning and not take it personally.

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Canadian Hospice Palliative Care Association	3	312
Career Joy   Work. Made Better.	2	212
Centre de Services de Paie CGI Inc. (NETHRIS)	2	217
Crawford & Company	1	109
Crestcom	3	314
Daxtra	2	202 + KC*
DeGroote School of Business, McMaster University	1	102
Desjardins	3	VIP Lounge
Dialogue	3	307
DLGL/XEMIS Technologies Corporation	2	205
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Prolink	2	209
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\*KC = Knowledge Corner

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