



# HRPA 2018

ANNUAL CONFERENCE & TRADE SHOW

## A NEW BEGINNING: THE INTELLIGENCE REVOLUTION

CONFERENCE PROGRAM

**JAN 31 / FEB 1-2**

[HRPACONFERENCE.CA](http://HRPACONFERENCE.CA)

METRO TORONTO CONVENTION CENTRE SOUTH BUILDING



# Make a commitment to **YOURSELF**



## Introducing the **Plan for Resilience**

• *The Plan for Resilience: A commitment to myself* is a self-guided workbook to help you consider your potential response to a personal and/or work crisis. You'll also identify effective strategies and resources available so you're better equipped during a time of crisis. Unique versions are available for leaders, employees and self-employed individuals.

Created for the *Great-West Life Centre for Mental Health in the Workplace*, the guides will be available for free download from the Centre's website.

For more information, come see us at **booth 804**  
or visit **[WorkplaceStrategiesForMentalHealth.com](http://WorkplaceStrategiesForMentalHealth.com)**.

 **Workplace Strategies  
for Mental Health**  
[www.workplacestrategiesformentalhealth.com](http://www.workplacestrategiesformentalhealth.com)

### **HRPA 2018 Session: Creating a Plan for Resilience**

Speaker: Mary Ann Baynton  
Date: Wednesday, January 31  
Time: 10:00 – 11:00 a.m.

 **Great-West Life  
Centre for  
Mental Health  
in the Workplace**

# ABOUT HRPA

The Human Resources Professionals Association protects the public interest by governing and regulating the professional practice of its more than 24,000 member registrants. In enhancing its status as a regulatory association, HRPA advances the professionalization of HR and acknowledgment of the profession as a key driver of organizational success by:

ensuring competent  
and ethical HR  
practice,

1

creating compelling  
value propositions  
for all in HR to  
become members,

2

providing strong  
and respected  
designations  
based on a globally  
recognized body of  
knowledge, and

3

validating  
that capability  
through rigorous  
examination and  
supervision of  
experience.

4

HRPA connects its members with an unmatched range of HR information resources, events, professional development and networking opportunities and annually hosts Canada's largest HR conference. The Annual Conference & Trade Show is also the second-largest HR conference in the world.

HRPA issues three levels of professional certification: the Certified Human Resources Professional (CHRP), the Certified Human Resources Leader (CHRL) and the Certified Human Resources Executive (CHRE). The CHRP designation is now exclusively available from HRPA. For more information, please visit [www.hrdesignations.ca](http://www.hrdesignations.ca).

To learn more about HRPA and the benefits of membership, please visit [www.hrpa.ca](http://www.hrpa.ca) or call 1-800-387-1311.

## NOTE REGARDING THIS PROGRAM

*Listings are made as a service to our delegates and exhibitors. Although we have made every effort to ensure accuracy, HRPA cannot be held responsible for errors or omissions. This program reflects information as of January 12, 2018 for the PDF and print version. Changes after that date will be reflected on the conference website.*

## PHOTO DISCLAIMER

*As HRPA's flagship event, the Annual Conference & Trade Show hosts a number of media outlets and there will be photographers and videographers on site throughout the event. We are very pleased that so many members and exhibitors participate in our photography and videography. However, if you see we have posted photos of you from the conference and trade show activities in the member-only area of our website and wish to have them removed, please send an email to [info@hrpa.ca](mailto:info@hrpa.ca) to let us know.*



### Conference Address

Metro Toronto Convention  
Centre, South Building,  
222 Bremner Blvd, Toronto,  
ON, M5V 3L9



Human Resources  
Professionals  
Association

### Human Resources Professionals Association (HRPA)

150 Bloor Street West, Suite 200,  
Toronto, ON, M5S 2X9

T: 416-923-2324  
TF: 1-800-387-1311  
F: 416-923-7264



For registration inquiries,  
please contact Conexsys, our  
conference registration company:

T: 1-844-734-4772  
F: 1-800-628-8838 or 905-405-9870  
E: [conferenceregistration@hrpa.ca](mailto:conferenceregistration@hrpa.ca)



# HRPA 2018

**ANNUAL CONFERENCE & TRADE SHOW**  
**JAN 31/FEB 1-2** METRO TORONTO  
CONVENTION CENTRE

## CHAIR'S MESSAGE

It's that time of year again – and I am thrilled to extend a very warm welcome to all of you to our 2018 Annual HRP A Conference and Trade Show!

We are so fortunate you have decided to join us for a conference experience that promises to be a valuable opportunity to help you deepen your own knowledge, expand your network of human resources professionals and support the continued advancement of the success of your organizations.

In a business landscape where change is the only constant, the Human Resources profession continues to advance rapidly as well.

That is why this year, our theme of “The Intelligence Revolution” will be highlighted throughout our conference programming.

As we face continued advancement in automation, artificial intelligence, machine learning and the power and promise of computer technology, it is estimated up to 50 per cent of the jobs we have in today's workplace will be lost to these new technologies. That is a startling statistic, and one we HR professionals need to help organizations prepare for.

At HRP A, we believe the capabilities and competencies required to succeed, for individuals as well as organizations as a whole, will change dramatically – and they're going to change quickly.

The goal of this Annual Conference is to foster much discussion and debate, advance our learning and generate new ideas to help HR professionals, like myself, prepare our workplaces for these transformative changes.

As in past years, you will find exceptional keynote speakers, rich educational sessions, industry-leading vendors, and our signature Wellness Area. You'll also find a common thread in the presentations and displays – preparing for the future, thriving during uncertainty and change, and advancing and evolving the HR profession.

You'll also have the opportunity onsite to acknowledge your colleagues at the Globoforce Gratitude Bar, in support of the Organ Project. Together, we can help end the wait for 4,600 Canadians who are on the list for an organ transplant.

It is our hope these themes resonate with you and that you leave the conference having gained important insights you can put into your practice, and you feel you have invested your time wisely in being a part of this engaging learning environment over the next three days.

On behalf of HRP A, I want to wish you an enriching conference experience, and thank you for making this an outstanding event each and every year.

Kind regards,

Karen Stone, MCE, CHRE,  
Chair of the Board, HRP A



*“As we face continued advancement in automation, artificial intelligence, machine learning and the power and promise of computer technology, it is estimated up to 50 per cent of the jobs we have in today’s workplace will be lost to these new technologies. That is a startling statistic, and one we HR professionals need to help organizations prepare for.”*

— Karen Stone, MCE, CHRE, Chair of the Board, HRPA

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# CONFERENCE FEATURES

## HRPA Central

### Continuing Professional Development (CPD) Clinic

Certified Human Resources Professionals (CHRP), Certified Human Resources Leaders (CHRL) and Certified Human Resources Executives (CHRE) commit to career-long professional development to stay on top of changes and trends in HR profession. Do you have questions about the Continuing Professional Development (CPD) requirement that must be met to maintain your designation? Visit HRPAs CPD Clinic for information and clarification. The clinic is located in the HRPAs Central booth. No appointment is necessary.

### Conference CPD Hours

Attending HRPAs 2018 Annual Conference & Trade Show demonstrates your commitment to continuing education and to keeping pace with a rapidly changing HR landscape. CHRP, CHRL and CHRE conference delegates earn one Continuing Professional Development (CPD) hour per hour of instruction at the conference. In order to qualify, please retain confirmation of your attendance at each session (confirmation may include such items as notes, conference badge or receipt of payment). Attendance at HRPAs Annual Conference should be recorded under Section A3 of the Continuing Professional Development Log.

### HRPA Membership Renewal

Choose Your Own Adventure with our all-new Member Renewal Contest!

This year, our member renewal contest is bigger and better than ever before! In the past, we've sent lots of lucky winners to destinations like New York, Las Vegas and Orlando – but this year, the only limit to where you can go is your imagination.

Renew your membership onsite at the 2018 Annual Conference & Trade Show, and you'll be entered to win a chance to win a \$1,000 travel voucher for any deal offered by [itravel2000.com](http://itravel2000.com). Now, the destinations are limitless – and there are no blackout dates. Travel anywhere, anytime – on us.

## Conference Tips

### Dress for Success

You never know who you may meet at the Annual Conference & Trade Show; delegates are encouraged to wear business casual clothing. Please be sure to bring your business cards!

### Special Accommodations

The Metro Toronto Convention Centre is fully wheelchair accessible. If you need special accommodations, please contact HRPAs at [416-923-2324](tel:416-923-2324) ext. 345 or [1-800-387-1311](tel:1-800-387-1311) ext. [345](#).

### Trade Show Lunch

Please enjoy a Trade Show Lunch which will be served on the Trade Show Floor on Wednesday, January 31st between 12pm and 1pm.

Grab a bite to eat and connect with colleagues, speakers and exhibitors! Remember to bring your ticket to redeem for your lunch.

### Bot Rock Networking Night

Catch up with colleagues over a drink and nibbles, meet some friendly new faces, and get down on the dance floor with your favourite retro tunes for your chance to win amazing prizes in our dance contest!!

### Visit the HRPAs Networking Café

We're excited to welcome our conference attendees and volunteers to join us at our new Networking Café. It's a comfortable, casual and friendly space to enjoy a cup of joe and get to know fellow industry leaders.

**\* BOTH THE NETWORKING PARTY AND CAFÉ ARE BEING HELD AT:**

Delta Toronto Hotel – Soco Ballroom  
75 Lower Simcoe Street, 3rd Floor  
Wednesday, January 31st, 2018  
5:30 pm – 7:30 pm

## Products and Services

### Trade Show

Don't miss HRPAs 2018 Trade Show – Canada's Biggest HR Event! Learn about the latest HR products and services from the industry's top names and brands. Make connections with representatives from Canada's leading HR schools, consultants and HR service providers. Browse more than 200 top vendors – entrance to the Trade Show is free for HRPAs members!

### Visit and experience the Intelligence Revolution in the center of the trade show

Learn about IBM's Watson and AI-powered platforms among all the other great features within the Intelligence Revolution exhibit located beside the HRPAs Booth. See what the future of work holds at the Intelligence Revolution area.

### Book Store

Books authored by keynote and session speakers are available for purchase at the HRPAs bookstore. Get yours early to avoid disappointment – supplies are limited.

Visit: [www.hrpaconference.ca/info/learning-resources/](http://www.hrpaconference.ca/info/learning-resources/) to learn where you can purchase these books online.

## Registration Information

### Registration Hours

Registration is located on level 600 of the Metro Toronto Convention Centre.

Tuesday:	5 PM – 8 PM
Wednesday:	6 AM – 5 PM
Thursday:	6 AM – 5 PM
Friday:	6 AM – 12 noon

Conference Website: [www.hrpaconference.ca](http://www.hrpaconference.ca)

Visit HRPAs 2018 Annual Conference & Trade Show website for fast and easy registration, plus the most complete session information, learning objectives, speaker biographies and exhibitor descriptions. Keep checking back for late-breaking conference information.

## Delegate Information

### Conference Mobile App

Download HRPAs 2018 Annual Conference & Trade Show app for instant mobile access to the conference schedule, session details, speaker bios, sponsors, exhibitors, events and much more. The app is available on iPhone App Store and Google Play

*Please note: in order to access the app, you will need to log in with the email address you used to register for the conference.*

### AC Games Contest

For the second straight year, up the stakes of your conference experience by participating in HRPAs #ACGames contest, sponsored by Jobillico. The contest is organized on a points-based system where attendees will accumulate points throughout the event period. The attendee who receives the highest total points in the game will win our Grand Prize, while the runner-ups will be awarded with donated exhibitor prizes.

The contest ends Friday, February 2nd, 2018 at 9:00AM. Winners will be announced at the Jobillico Booth starting at 11:00AM.



### Professional Development: More than 130 sessions!

From leadership to employee relations, organizational development to performance and rewards, HRPAs 2018 Annual Conference & Trade Show brings together HR subject matter experts from around the world to provide you with the latest human resources trends, insights and thought leadership. Conference streams include:

- HR Metrics, Reporting & Financial Management
- Health, Wellness & Safe Workplace
- Employee Relations
- Labour & Employee Relations
- Leadership
- Learning And Development
- Organizational Effectiveness
- Professional Practice
- Strategy
- Total Rewards
- Workforce Planning & Talent Management

# Corporate Moving at its **Best.**



Award winning **service.**

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- Accountability
- Intense, measurable quality
- Exceptional value



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Call us **800-268-5051**

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# Keynote Speakers

# Keynote Speakers

## Wednesday, January 31, 2018

Hall FG



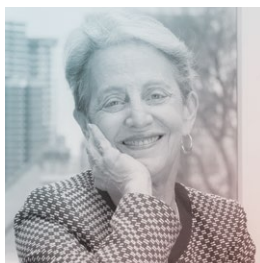
### ADAM GRANT 8:15 AM – 9:30 AM\*

#### Originals: How Non-Conformists Move The World

To survive and thrive, organizations need original thinking. Yet most individuals stay silent instead of voicing their best ideas — and many leaders stifle dissent rather than encouraging it. Drawing on his blockbuster new book “Originals,” Adam Grant explores how we can all get better at recognizing and championing new ideas, how to overcome fear and doubt and how to build cultures that welcome diverse perspectives and honest feedback. Grant’s insights on unleashing originality have been praised by J.J. Abrams, Richard Branson, Malcolm Gladwell, Sheryl Sandberg and Peter Thiel, and this talk brings them to life in ways that are both surprising and entertaining.

\* This session includes Opening Remarks from the Chair.

PRESENTED BY:



### JANICE GROSS STEIN 1:00 PM – 2:00 PM

#### Globalization in Retreat

Globalization has stalled and all the great powers are led by nationalists. Slowing globalization and heightened nationalism are likely to change long-standing patterns of trade and investment in Canada. Add to a volatile international environment the disruptive effects of technology, particularly artificial intelligence. Canadian businesses have an extraordinary opportunity to recruit global talent, but face significant challenges in retaining and developing the talent they recruit.



### DR. BRENÉ BROWN 4:30 PM – 5:30 PM

#### Daring Leadership: The Four Pillars of Courage

Courage is an irreducible element of successful strategy and culture change efforts, and it’s a prerequisite for any meaningful and lasting leadership development approach. Regardless of how an organization measures success, you can’t get there without brave leaders. Across organization type, size, and mission — small entrepreneurial startups, family-owned businesses, or Fortune 100 companies — leaders are asking the same questions: “How do you cultivate braver, more daring leaders, and how do you embed the value of courage in your culture?”

PRESENTED BY:



# Keynote Speakers

## Thursday, February 01, 2018

Hall FG



### BILL TAYLOR 8:15 AM – 9:30 AM

#### Simply Brilliant: How Great Organizations Do Ordinary Things in Extraordinary Ways

In a world being remade before our eyes, leaders who make a difference are the ones who can reimagine what's possible at their organization and in their field, and who can turn bold strategies into relentless execution. Explore how the best leaders exude both originality and utility – provocative thinking that energizes their colleagues, a roll-up-the-sleeves approach to work and culture that shapes how everyone shares ideas and solves problems.



### JESSE HIRSH 12:00 PM – 2:00 PM\*

#### The Future of Authority and the Rise of AI

Who we listen to and trust is changing, while smarter systems are emerging that are ready to make decisions on our behalf. Artificial Intelligence (AI) and machine learning are transforming every sector and industry. In some areas this technology is increasing capacity and capability and in others, automation will lead to dramatic consolidation and disruption, especially surrounding employment. There are significant ethical issues to consider as we embrace these smart systems, especially when algorithms are wrong or exhibit prejudice. Similarly, privacy and security pose unique problems as we place more trust in systems that depend upon massive amounts of data. This presentation will look at the impact of AI, and relatedly Blockchain technology on a range of sectors and industries, particularly HR, and the ongoing role of humans in an era of autonomous and intelligent machines.

\* This session includes lunch.

PRESENTED BY:



### MARGARET TRUDEAU 4:30 PM – 5:30 PM

#### Changing My Mind

Canadians fell in love with Pierre Elliott Trudeau's beautiful bride when he brought her to the world stage as the youngest First Lady in the history of the country. Yet, as time went by, Margaret was unprepared for public life, and plagued by mood swings. After three sons with Pierre, the marriage ended. She then remarried and had two more children. But the tragic loss of her son, Michel, in a skiing accident and the passing of Pierre Trudeau a few years later, were too much to bear, and she became severely ill. Today, Margaret has rebuilt her life once again. Now, she brings her formidable life story to the stage in her quest to help others, sharing her message of resilience with the goal of helping to inspire others and to erase the stigma surrounding mental health issues.

PRESENTED BY:



# Keynote Speakers

## Friday, February 02, 2018

Hall FG



### DR. JOHN IZZO 8:15 AM – 9:30 AM

#### Purpose Revolution — How Leaders Create Engagement in an Age of Social Good

A new and powerful driver of employee engagement, retention and recruiting is emerging across the globe. Over half of global millennials say that having purpose at work matters to them and that they would take a pay cut to work for a company they believe in. But this is not a millennial trend — purpose and social good are becoming key drivers to attracting top talent and customers. Companies who get ahead of the Purpose Revolution will gain significant advantage. Understand the purpose driven employee, discover what they really want, and what top companies are doing to win the talent war in an age of purpose.

PRESENTED BY:

**AIRD BERLIS**



### SETH MATTISON 1:00 PM – 3:10 PM\*

#### The Future of Work Today: Insights from the New World of Work

We are entering the greatest period of business transformation the world has ever known. The rigid models we've come to count upon for centuries are no longer reliable and in many instances, they're irrelevant. The constant state of disruption we are experiencing mandates a bold new approach to leadership. This session is designed to help leaders prepare to navigate a new business landscape where the pace of change is elevating and collaboration is the key ingredient to unleashing the innovation required to compete and win. Supported by cutting edge research and leading case studies, Seth will equip participants today with the resources they'll need to compete and thrive tomorrow.

\* This session includes Closing Remarks from the Chair.



# DRINK IN THE GRATITUDE

Meet Globoforce, pioneers of the WorkHuman™ movement.

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There's a revolution in HR and its motto is two words. **Thank you.**

Our social recognition solution empowers companies to achieve new levels of business success by creating cultures where employees are more connected, inspired, engaged – and recognized by each other for the work they do every day.

We help millions of people around the work feel more appreciated, valued, respected, and human at work.

And thank you feels *really* good. Come see for yourself.

Stop by the Globoforce Gratitude Bar™ and experience the power of social recognition.

Booth #923

Learn more at [globoforce.com](http://globoforce.com)

globoforce<sup>®</sup>  
gratitude<sup>™</sup> bar

# Improve Your Business: Increase Employee Engagement

HappyOrNot® – Improving Experiences for your Employees and Customers

Employees are the foundation of every business, and their levels of satisfaction, motivation, and engagement is the difference between operational success or failure. To ensure your company's success, you must be on the pulse of the workplace atmosphere, every day.

The challenge in understanding the workplace atmosphere is in collecting constant employee feedback in a way that is anonymous, easy, and trustworthy for the employees. HappyOrNot provides the solution to this challenge, and the benefit is response data that is continuous, reliable, and actionable which management can use to make effective changes, quickly.



## Happy workplace, better business

Employee attitudes impact your company's bottom line. Increasing their satisfaction across all operational areas improves engagement and commitment to the company, and has a positive impact on such KPIs as:

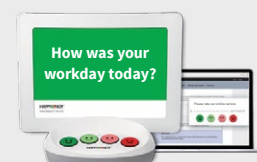
- Increased revenue
- Improved productivity
- Increased motivation
- Reduced employee turnover
- Better employer image for attracting new talent
- More satisfied customers

HappyOrNot helps its clients to develop their employee engagement and productivity through continuous monitoring and reporting on customer and employee satisfaction levels. HappyOrNot's globally recognized 4 Smileys are being used by over 3,000 companies in more than 100 countries, and to date has collected and reported on over half a billion feedbacks.



### How the HappyOrNot service improves Employee Engagement

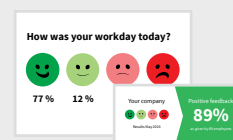
Our service takes the guess work out of determining when and where your workplace satisfaction requires improvement with instant feedback analysis.



Collect feedback,  
on-site and online



Monitor experiences



Improve business,  
engage employees

FIND OUT MORE!  
[www.happy-or-not.com](http://www.happy-or-not.com)



# Sessions Schedule

## Wednesday, January 31, 2018

### 7:00–8:00AM

Work Life Balance: How To Find Your Own Definition Of Perfect	Arisa Cox	718B	Organizational Effectiveness
The Leadership Intelligence Triangle	Dr. David Weiss	701A	Workforce Planning and Talent Management

### 8:15–9:30AM

★ Originals: How Non-Conformists Move the World	Adam Grant	Hall FG	Keynote Speaker
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### 10:00–11:00AM

Influencing Greatness in Workplaces Everywhere	Kevin Ames	714A	Professional Practice
The Shift from Trainer to Performance Consultant and Why It's Necessary	Marie Antaya	706	Learning and Development
Creating Inclusive Workplaces — From the Employer's Perspective	Michael Bach	711	Workforce Planning and Talent Management
Creating a Plan for Resilience	Mary Ann Baynton	803A	Organizational Effectiveness
The Business Case for Pay Equity	Frédéric Blanchette, Wendy Glaser	802A	Human Resources Metrics, Reporting, and Financial
Future of HR: How to Survive and Thrive in the Age of Disruption	Hamoon Ekhtiari	801A	Professional Practice
How to Land Your Next Great Role in HR — Effectively Writing Your Resume, Improving Your Interviewing Skills and Enhancing Your LinkedIn Brand for Early Career HR Professionals	Ranya El-Farnawani, Simon Parkin	709	Workforce Planning and Talent Management
Cyber Intelligence & Social Media Intelligence Gathering	Keith Elliott	703	Organizational Effectiveness
Intrapreneurship: Innovation Driven by a Culture of Learning and Smart Risk-Taking	Mark Gasparotto	707	Organizational Effectiveness
How to Be a Resiliency Ninja	Allison Graham	715B	Professional Practice
The Next Brain Gain: Unpacking the Global Skills Strategy	Evan Green	704	Workforce Planning and Talent Management
How to Understand Data — and Not Be Misled	Allan Hackshaw	713A	Professional Practice
Working from Home: Strategies for Success for Employees & Employers	Heidi Hauver	715A	Organizational Effectiveness
Optimizing Total Rewards	Kathleen Jinkerson	717A	Total Rewards
How to Develop the Average Person into a Great Leader	Vanessa Judelman	714B	Learning and Development



SESSION TITLE	SPEAKER(S)	ROOM #	DOMAIN
Networking Lessons from a Reluctant Networker	Helen Latimer	712	Professional Practice
How HR Can Save or Destroy Agile	Frank Leong	713B	Organizational Effectiveness
Office Ergonomics: To Sit or To Stand at Work?....That is the Question	Rachel Mitchell	802B	Health, Wellness, and Safe Workplace
Candidate Experience in Background Screening	Iain Murray	710	Human Resources Metrics, Reporting, and Financial
Accommodating Employees with Disabilities: New Developments Every HR Professional Needs to Know	Cherie Robertson	716A	Labour and Employee Relations
The Ego-Continuum – “Making Shitty Leaders Less Shitty”	Mark Robinson	716B	Strategy
Canadian Job Market Trends: How to Leverage Labour Market Data to Recruit Top Talent	Saeed Sadooghi	705	Workforce Planning and Talent Management
Navigating the Tough Stuff Part 1 – Social Media Misuse and Off-Duty Misconduct	Laura Williams	717B	Labour and Employee Relations

## 11:00–12:00PM

CPD Bootcamp	Mara Berger, Sacha Williams	703	Professional Practice
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## 1:00–2:00PM

* Globalization in Retreat	Janice Gross Stein	Hall FG	Keynote Speaker
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## 3:00–4:00PM

Bring it on! Helping HR Employees Master Change Transitions in Business and in Life	Sandeep Aujla	712	Organizational Effectiveness
Organizational Design for HR Practitioners	Brenda Barker Scott	703	Organizational Effectiveness
How to Build True Enterprise Change Capability: A Practical Guide and Journey to Success	Sean Bartman, Hashmeen Hosein	711	Organizational Effectiveness
Advancing your HR Career: Insights from HR Leaders	Kevin Brooks, Kylie Jimenez, Nicole Lichowit, Natasha Toney	716B	Professional Practice
Pharmacogenetics: What Plan Sponsors Need To Know	Valerie Charlebois	802A	Total Rewards
Know the Essential Duties of Your Jobs — the Why & How	Christine Gabany, Sarah Snable	704	Health, Wellness, and Safe Workplace

SESSION TITLE	SPEAKER(S)	ROOM #	DOMAIN
The Intelligence Revolution — A New Age of Opportunity	Bill Greenhalgh	802B	Strategy
Bad Ideas on How to Terminate	Adrian Ishak	713A	Labour and Employee Relations
Supporting Employee Success When Mental Health is a Factor	Sarah Jenner	803A	Health, Wellness, and Safe Workplace
How Your Emotional Intelligence Will Shape Your Career	Sharon Jones	714B	Learning and Development
Marijuana Legalization: Is Your Workplace Ready?	Lorenzo Lisi	718B	Professional Practice
All Talk, No Action: Making Diversity a Business Priority	Caitlin MacGregor, Stefan Palios	709	Workforce Planning and Talent Management
No Time or Resources: How to Maximize your Employee Benefits Plan	John McLaren	706	Human Resources Metrics, Reporting, and Financial
An Update on Brexit	Dr. Tim Oliver	710	Strategy
Basic Mediation Skills for HR Managers	Donal O'Reardon	717B	Organizational Effectiveness
Traumatic Mental Stress Claims Expected to Rise at WSIB: Practical Prevention Strategies	Asha Rampersad	715A	Professional Practice
Preparing for the Future: The 5 Investments in Talent Acquisition Every Organization Needs to Prepare for 2020!	David Robertson	713B	Workforce Planning and Talent Management
Difficult Conversations — Interrupt Your Instincts	Diane Ross	716A	Organizational Effectiveness
Real Recognition: You'll Know It When You Feel It	Roy Saunderson	707	Organizational Effectiveness
So You Think You Can Listen	Joel Silverstone	705	Learning and Development
The Secret of Highly Engaged Teams: Cultivating Passion, Commitment and Action	Dan Trommater	715B	Organizational Effectiveness
The Future of Work — Top Trends in 2018	Jen Wetherow	801A	Workforce Planning and Talent Management
Getting to the Fundamentals — How to Pay an Employee	Caroline Yang	717A	Total Rewards

### 3:00–4:30PM

Oxygen Poker: Learn What Drives You!	Brady Wilson	714A	Learning and Development
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### 4:30–5:30PM

* Daring Leadership: The Four Pillars of Courage	Dr. Brené Brown	Hall FG	Keynote Speaker
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## SESSION TITLE

## SPEAKER(S)

## ROOM #

## DOMAIN

## Thursday, February 01, 2018

## 7:00–8:00AM

A Fresh New Approach to Productivity	Chris Bailey	718B	Organizational Effectiveness
The Distraction Economy: Risks, Rewards and Remedies	Amber MacArthur	701A	Organizational Effectiveness

## 8:15–9:30AM

* Simply Brilliant: How Great Organizations Do Ordinary Things in Extraordinary Ways	Bill Taylor	Hall FG	Keynote Speaker
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## 10:30–11:30AM

Become a Sought-out Trusted Strategic Advisor	Sandeep Aujla	710	Strategy
Build Bold Bridges: Transform from Traditional Change Management to Agile Change Management and Win Fast!	Sean Bartman, Hashmeen Hosein	707	Organizational Effectiveness
Using Social Recognition to Nurture, Develop and Retain Talent	Dave Bond, Chris French	802B	Workforce Planning and Talent Management
Neurodiversity: You Have No Idea of the Talent You Are Crushing	Cris Brady	716B	Organizational Effectiveness
Developing Psychologically Safe Leaders: Supporting Changed Behaviours in Our People Leaders	Linda Brogden, Elina Fonariv, Sarah Jenner, Christine McGregor	803A	Leadership
Reciprocal Mentorship — Creative Programs and Demographic Perspectives Revisited	Lauren Charbon, Helen Patterson	715B	Workforce Planning and Talent Management
Innovation and Agility Drive Mission Critical Business Value	Nancy Fonseca	703	Organizational Effectiveness
Workplace First Aid Includes Mental Health	Steven D. Gaetz	712	Health, Wellness, and Safe Workplace
Alcohol and Drugs in the Workplace: A Clinical Perspective of the New Guidelines from the Canadian Human Rights Commission	Paul Gardiner	717A	Health, Wellness, and Safe Workplace
A Fresh Look at an Old Thorn: Performance Management	Adele Haar	801A	Organizational Effectiveness
Managing Social Media Disasters	Jennifer Heath	709	Labour and Employee Relations
The Arctic Blonde (Greying) Workforce	Adrian Ishak	715A	Labour and Employee Relations
Indigenizing HR	Gene Jamieson	704	Professional Practice

SESSION TITLE	SPEAKER(S)	ROOM #	DOMAIN
How to Coach a Difficult Person Right Out of Your Office	Vanessa Judelman	714B	Learning and Development
Disciplined Chaos	Shawn Kanungo	716A	Strategy
Canadian Corporate Immigration Issues for HR: Who Knew Canada Could Be So Cold?	Benjamin Kranc	711	Strategy
Engaging the Workforce of the Future: The Emergence of Generation Z	Jim Link	713B	Labour and Employee Relations
N-Quotient: Realizing a Productive Workplace through Lessons from Nature	Allan MacKenzie	705	Health, Wellness, and Safe Workplace
Workplace First Aid Includes Mental Health	Penny Maclean	712	Health, Wellness, and Safe Workplace
The Future of Talent in the Gig Economy: Inside the New Paradigm of Work	Bryan Peña	713A	Workforce Planning and Talent Management
Introducing or Rewriting an Employee Benefits Plan – Steps for Implementation and Lesson Learned	Phyllis Retty	802A	Health, Wellness, and Safe Workplace
Creating a Unique Take on Corporate Social Integration	Manu Varma	706	Strategy
The Engaged Employee Blueprint: How Companies Can Build A Thriving Workplace Culture	Corina Walsh	717B	Organizational Effectiveness
Navigating the Tough Stuff Part 2 — Chronic Attendance Issues and Insubordination	Laura Williams	714A	Labour and Employee Relations

## 11:30–12:30PM

CPD Bootcamp	Mara Berger, Sacha Williams	703	Professional Practice
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## 12:00–2:00PM

* The Future of Authority and the Rise of AI	Jesse Hirsh	Hall FG	Keynote Speaker
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## 3:00–4:00PM

Clearing the Haze: The Impacts of Marijuana in the Workplace	J. Scott Allinson Jay Rosenthal Kim Slade	802A	Professional Practice
Do Employers Have a Legal Duty to Provide a Psychologically Healthy Workplace?	Lauren Bernardi	716A	Health, Wellness, and Safe Workplace
The Evolution of the Canadian Workforce	Virginia Brailey	713B	Strategy
Transforming Performance Management: 2018 Trends	Rob Catalano	801A	Workforce Planning and Talent Management



SESSION TITLE	SPEAKER(S)	ROOM #	DOMAIN
Coaching for Cultural Transformation	Carollyne Conlinn, Silvia Lulka	711	Organizational Effectiveness
Put Your Money Where Their Mouths Are	Dean Fulford	704	Strategy
The Need for Reward Innovation	Jon Ingham	706	Total Rewards
Mental Health in the Return to Work Landscape: Tools to Help You Navigate	Rasul Kassum, Jennifer McGillis	710	Health, Wellness, and Safe Workplace
The Paradigm of Shattering the “Glass Ceiling” No Longer Applies: How to Create Inclusive Strategies Relevant to Today’s Modern Workforce	Amanda Laden	707	Organizational Effectiveness
Avoiding Liability: Discuss How to Protect your Organization from Costly Common Employment-Related Mistakes	Dan McGarry, Stuart Rudner	717B	Labour and Employee Relations
Who Will be Replaced by a Robot? What HR Professionals Need to Know	Michelle Moore	715A	Workforce Planning and Talent Management
Stress Management & Well-Being Through Laughter	Marjorie Moulin	714A	Health, Wellness, and Safe Workplace
A Year in Review: Trump, May, Macron and Merkel	Dr. Tim Oliver	716B	Strategy
Emotional Intelligence and Conflict Management	Donal O'Reardon	701A	Organizational Effectiveness
Speaking with Confidence Even if You Feel Nervous	Diane Ross	715B	Organizational Effectiveness
The Psychologically Safe Leader: A New Assessment Tool to Assess Leader Impact on the Work Environment	Dr. Joti Samra	803A	Strategy
Changing the Conversation on Leadership! What is Leader Character and How Can You Bring It into HR Practices?	Gerard Seijts	713A	Organizational Effectiveness
Resilience: The New Culture Building Block	José Tolovi Neto	712	Organizational Effectiveness
8 Essentials for Creating a Leadership Development Initiative	John Wright	703	Workforce Planning and Talent Management
Building a Talent Driven Company From Ground Zero	Heather Wyllie	709	Strategy
Building a Coaching Culture — Leaders Unite	Jodi Zigelstein-Yip	717A	Learning and Development

### 3:00–4:30PM

Imagination Intelligence: The Final Piece of the Intelligence Puzzle	Julian Chapman	714B	Organizational Effectiveness
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### 4:30–5:30PM

* Changing My Mind	Margaret Trudeau	Hall FG	Keynote Speaker
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## SESSION TITLE

## SPEAKER(S)

## ROOM #

## DOMAIN

## Friday, February 02, 2018

## 7:00–8:00AM

How the Best Airlines in the World Drive Employee and Customer Engagement	Shashank Nigam	718B	Organizational Effectiveness
A Motivated Mind: The Brain Science of Motivation	Dr. Brynn Winegard	701A	Health, Wellness, and Safe Workplace

## 8:15–9:30AM

* Purpose Revolution — How Leaders Create Engagement in an Age of Social Good	Dr. John Izzo	Hall FG	Keynote Speaker
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## 10:00–11:00AM

Youth Inclusive Hiring Practices	Madeleine Barker, Sevaun Palvetzian	802B	Strategy
“Going Gig”: How to Lead and Manage the Contingent Workforce	Julian Chapman	713B	Organizational Effectiveness
Ignite Positivity! Workplace Practices That Transform Culture	Deb Connors	803A	Health, Wellness, and Safe Workplace
Bridging the Gap from Consultant to Executive	Jeff Dawley	711	Strategy
Using the Right Data to Make Better HR Decisions	Dr. Zev Eigen	703	Workforce Planning and Talent Management
Metrics: Measuring HR’s Business Impact	Ben Eubanks	716B	Human Resources Metrics, Reporting, and Financial
Cultural Capital: Measuring and Mobilizing Organizational Culture for Competitive Advantage	Carol Faull	715B	Strategy
The ESA: What You Don’t Know CAN Hurt You	Brian Gottheil	801A	Professional Practice
Building your Army of Allies: The Evolution of Profitable Relationships	Allison Graham	712	Strategy
Great Place to Work FOR ALL: Creating a Consistent Culture of Inclusion	Alison Grenier	704	Organizational Effectiveness
Legislative Changes CDN/US: How To Survive	Jonathan Grode, Esq.	802A	Workforce Planning and Talent Management
CHANGE YOUR BRAIN, Change your Results!	Jill Hewlett	707	Learning and Development
Labour Market Impact Assessment: Will You Be Successful?	Ravi Jain	710	Workforce Planning and Talent Management
Communicating with Influence — What your Audience Needs from You	Gregor Jeffrey	716A	Learning and Development

SESSION TITLE	SPEAKER(S)	ROOM #	DOMAIN
Employer Branding through Social Media Initiatives	Tracey Kalimeris	715A	Workforce Planning and Talent Management
Video Interviewing — How One-Way Video Interviews are the Greatest New Tool in the Talent Acquisition Arsenal	Stephanie Littler	706	Workforce Planning and Talent Management
Mind The Gap: Improving Your Culture With Data	Caitlin MacGregor	705	Organizational Effectiveness
Workforce Strategies in an Uncertain Time	Bryan Peña	717B	Workforce Planning and Talent Management
Hard Fun: LEGO® SERIOUS PLAY® for Team Building & Development	Darcy Roberts	714A	Organizational Effectiveness
Marijuana in the Workplace: Exploring Significant and Emerging Issues	David Turner	713A	Labour and Employee Relations
Managing HR Operations in Dismal Times	Angela Vanikiotis	717A	Professional Practice
World Class Virtual Teamwork	Jane Watson	709	Organizational Effectiveness
Pay for Performance— How to Design and Manage a Short-Term Incentive Plan	Caroline Yang	714B	Total Rewards

## 11:00–12:00AM

CPD Bootcamp	Mara Berger, Sacha Williams	703	Professional Practice
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## 12:00–1:00PM

Creating Inclusive Workplaces — From the Employee's Perspective	Michael Bach	711	Strategy
Your Keys to the C-Suite	Ian Blanchard	704	Professional Practice
Trends Shaping the Global Labour Market: What You Need to Know to Tap into Top Talent	Carmen Bryant	707	Workforce Planning and Talent Management
Fourth to the Fourth Power: Leading the Way to AI + HI = Renaissance	Brian Byrne, Mark Polson	710	Organizational Effectiveness
Talent Communities: Generating More Robust, Engaged and Consistent Candidate Pipelines	Paul Cameron, Maura Dyer, Joe Minaudo, Clint Philp	716B	Workforce Planning and Talent Management
Adopting the National Standard for Psychological Health and Safety in the Workplace: Our Journey	Yvone Defreitas	712	Health, Wellness, and Safe Workplace
Can HR Change the World?	Dr. Paul Fairlie	715B	Organizational Effectiveness

SESSION TITLE	SPEAKER(S)	ROOM #	DOMAIN
The Voice of Business Leader on HR	Dianne Fox Paul Manias Natasha Toney John Yip	714B	Organizational Effectiveness
Advanced People Analytics for Driving Enhanced Business Outcomes	Dr. Ron Grey	717A	Workforce Planning and Talent Management
It's Time We All Work Happy™— The Secrets of the Happiest Companies and Employees.	David King	703	Organizational Effectiveness
Does Your LinkedIn Profile Need a Makeover?	Helen Latimer	714A	Professional Practice
Mind the Gender Behaviour Gap	Dr. Grace Lordan	705	Organizational Effectiveness
Microlearning: Learning Trends to Engage Your Employees	Lisa McFarland	713A	Learning and Development
Mindfulness in the Workplace	Carol Moxam	802A	Organizational Effectiveness
The Resilient Leader — Tap into Your Tenacity & Create Your Legacy	Zaheen Nanji	713B	Learning and Development
Executive Presence	Sarah Neville	709	Leadership
The Annual Merit Increase and Performance Review Process — An Alternative to the 'Same Old, Same Old'	Steven Osiel Natalia Strelbytsky	803A	Organizational Effectiveness
The Cost of Caregiving — Employer/Employee Perspectives Relating to Family Status and Flexibility in the Workplace	Helen Patterson	715A	Health, Wellness, and Safe Workplace
New and Evolving Issues in Workplace Accommodation	Maureen Quinlan	716A	Labour and Employee Relations
Tools to Build a Health and Safety Culture at Your Workplace	Sobi Ragunathan	706	Health, Wellness, and Safe Workplace
Nine Minutes on Monday	James Robbins	701A	Learning and Development
Current & Emerging Payroll Issues	Steven Van Alstine	717B	Human Resources Metrics, Reporting, and Financial

## 1:00–3:10PM

* The Future of Work Today: Insights from the New World of Work	Seth Mattison	Hall FG	Keynote Speaker
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# **Session Details**





**Adam Grant**  
January 31, 2018  
8:15am–9:30am

### Opening Keynote Speaker

PRESENTED BY:



## Originals: How Non-Conformists Move the World

To survive and thrive, organizations need original thinking. Yet most individuals stay silent instead of voicing their best ideas — and many leaders stifle dissent rather than encouraging it. Drawing on his blockbuster new book “Originals,” Adam Grant explores how we can all get better at recognizing and championing new ideas, how to overcome fear and doubt and how to build cultures that welcome diverse perspectives and honest feedback. Grant’s insights on unleashing originality have been praised by J.J. Abrams, Richard Branson, Malcolm Gladwell, Sheryl Sandberg and Peter Thiel, and this talk brings them to life in ways that are both surprising and entertaining.

### Learning Objectives:

- Late entrants typically beat first movers
- Friendly managers end up being the least supportive and devil’s advocates often backfire, but contrarian opinions are useful even when they’re wrong
- The values that help organizations prosper early on are the same ones that thwart their growth later

**Wednesday,  
January 31, 2018**

### Early Morning Sessions


Early Morning  
Sessions  
Sponsored By:



**Personalized  
Prescribing  
Inc.**

## The Leadership Intelligence Triangle

**Dr. David Weiss**  
7am–8am

Workforce Planning and  
Talent Management   
Room 701A

For years, many thought that the boom, bust and echo demographic challenge

would cause a significant gap in the available leaders needed for the future of work. However, this forecast has not come true. Younger workers are taking over the roles of retiring boomers and many are very successful in their new roles. The root cause of the short supply of leaders is not demographics, but the capability of leaders to think and integrate multiple aspects of their intelligence as they confront complex and ambiguous situations. This workshop, based on Dr. David Weiss’ co-authored book “Innovative Intelligence” and his subsequent research and writings, explores the kinds of intelligence leaders need to be successful in the future workplace.


### Learning Objectives:

- Learn about intelligence and the leadership intelligence triangle

- Identify some of the blocks that can limit one’s access to their intelligences
- Find out how to assess and develop talent based upon the leadership intelligence triangle

## Work Life Balance: How To Find Your Own Definition Of Perfect

**Arisa Cox**  
7am–8am

Organizational Effectiveness   
Room 718B

Modern life is a tightrope, and balancing work and life expectations without completely falling off into the alligator pit below is a daily miracle — but it doesn’t have to be! The key is looking at where your ideas of perfection come from and

learning how to transcend them. Instead of being chained to our illusions, we can use strategies to put these flawed definitions on a personal sliding scale. Perfect comes in many forms, and finding the definition that works for you, and you alone, is the key to unlocking your potential to slay the obstacles in your way.

#### Learning Objectives:

- Learn strategies to toss traditional ideas of perfection out the window and create your own
- Find ways to tell the difference between success and failure on your own terms
- Discover tools you can employ to survive modern life—laughter, humility and being inspired by daily victories and the people around you

### Morning Sessions

## Cyber Intelligence & Social Media Intelligence Gathering

Keith Elliott  
10am–11am

*Organizational Effectiveness* ■  
Room 703

Social media platforms like Facebook, Twitter and Instagram represent approximately 1/5 of all Internet traffic and have become a leading source of information in today's cyber world that can be useful for HR professionals. Explore how to utilize various online resources to conduct virtual background searches of potential employees, document cyber harassment, and perform digital surveillance & investigations with respect to workplace injury claims or theft of time.

#### Learning Objectives:

- Establish best practices for accessing, reviewing, and documenting social media and cyber resources for employee screening, cyber harassment or general workplace investigation
- Understand how to access & preserve social media and cyber evidence safely and ethically

- Examine possible uses of Geotagging and Geo mapping for your brand
- Determine how employees are using digital devices in ways that could potentially violate company protocol and compromise productivity, safety and your brand reputation
- Identify online resources, tips and tricks to maximize your online research skills and cut through spam, ads and chatter

## Navigating the Tough Stuff Part 1 – Social Media Misuse and Off-Duty Misconduct

Laura Williams  
10am–11am

*Labour and Employee Relations* ■  
Room 717B

Management often struggles with how to effectively address challenging issues in a unionized workplace. These struggles are sometimes the result of a reluctance to deal with the union when imposing discipline or a lack of understanding of how to exercise the scope of management rights that exist when dealing with workplace conduct that needs course correction. Hear a review of the latest arbitral awards and learn practical strategies to effectively address tough workplace misconduct challenges, including Social Media Misuse and Off-Duty Misconduct.

#### Learning Objectives:

- Explore the latest case law focused on issues that management typically find difficult to navigate
- Learn how to effectively leverage and apply workplace policy and rules implemented with the scope of an employer's management rights
- Identify strategies to properly investigate alleged misconduct and impose discipline while navigating requirements under the collective agreement, e.g. representation rights

## Canadian Job Market Trends: How to Leverage Labour Market Data to Recruit Top Talent

Saeed Sadooghi  
10am–11am

*Workforce Planning and Talent Management* ■  
Room 705

In today's recruitment world, it's more crucial than ever to make data-driven hiring decisions. A deep understanding of local labour market trends can help you evolve and enhance your recruiting strategy. Join Indeed's Recruitment Evangelist, Saeed Sadooghi to explore the latest trends impacting labour markets across Canada. Discover the workforce trends affecting your region and learn to use this data to optimize how you attract talent.

#### Learning Objectives:

- Learn key tactics to effectively attract top tier candidates to your roles
- Hear critical insights from job market data that can be used to achieve your hiring goals
- Identify techniques to understand the mind of the modern candidate to better optimize your recruitment strategy

## The Shift from Trainer to Performance Consultant and Why It's Necessary

Marie Antaya  
10am–11am

*Learning and Development* ■  
Room 706

Often, the traditional trainer role fails to address the true needs of our organizations. Find out how to identify performance requirements within an organization and understand how to link them to the operational goals of an organization. Explore how to work with management in a consultative manner to become a business partner in creating performance and operational change.

Discover your role in ensuring that the design and delivery of training focuses on workplace performance.

#### Understand the role of a performance consultant and learn to:

- Perform a needs analysis to determine performance and organizational goals
- Build training programs that align with an organization's goals
- Identify and offer non-training options that support performance in the workplace

### Intrapreneurship: Innovation Driven by a Culture of Learning and Smart Risk-Taking

Mark Gasparotto  
10am–11am

*Organizational Effectiveness* ■  
Room 707

In a world of constant change and increasing disruption, innovation as an integrated and continuous activity is key to organizational relevance and survival. "Intrapreneurship" brings an entrepreneurial, start-up mindset into an established organization to increase innovation and capitalize on growth opportunities. Like entrepreneurs, intrapreneurs use their relative autonomy and resources to constantly experiment — they innovatively solve specific organizational problems and explore novel possibilities to drive growth. A true intrapreneurial culture — one that supports free-thinking and open communications, emphasizes continuous learning, and embraces smart risk-taking behaviour — also effectively aligns with attracting and retaining talented and motivated employees. Explore a model that supports the culture required to instill and nurture an intrapreneurial spirit in your organization.

#### Learning Objectives:

- Understand why an intrapreneurial spirit is key to innovation
- Establish how to build the foundations of

an organizational culture that empowers intrapreneurs to succeed, thereby propelling organizational growth

- Find out how intrapreneurs best leverage learning and embrace smart risk-taking

### The Next Brain Gain: Unpacking the Global Skills Strategy

Evan Green  
10am–11am

*Workforce Planning and Talent Management* □  
Room 704

The Government of Canada's new Global Skills Strategy came into effect on June 12, 2017 with the aim of helping innovative companies grow by ensuring they have quick and efficient access to the highly skilled talent they need. Gain a comprehensive understanding of the new Global Skills Strategy and the three major changes it presents for employers: short-term work permit exemptions for stays of less than 30 days; a new Global Talent Stream for "in-demand" occupations that will allow expedited processing; and expedited processing for "high-growth" firms.

#### Learning Objectives:

- Find out when the Global Skills Strategy short-term work exemption can be used as well as the exemption's pitfalls and complications
- Learn which types of employees will be considered "high-growth" and which types of occupations will be considered "in-demand" for 10-day processing

### Candidate Experience in Background Screening

Iain Murray  
10am–11am

*Human Resources Metrics, Reporting, and Financial* ■■  
Room 710

With fierce competition for talented, qualified candidates these days,

companies are increasingly focusing on getting the candidate experience right from steps A to Z starting with the background screening. Find out why so many companies are prioritizing the candidate experience and explore how the candidate experience intersects with background screening.

#### Learning Objectives:

- Examine why the candidate experience is important
- Understand how to be compliant in the background screening process
- Learn how technology can support the candidate experience

### Creating Inclusive Workplaces — From the Employer's Perspective

Michael Bach  
10am–11am

*Workforce Planning and Talent Management* □  
Room 711

A diverse workforce leads to higher productivity, new ideas and perspectives, and better understanding of clients among many other benefits. But in order to help a diverse workforce thrive, employers need to create an environment where employees feel valued, welcome, included and respected. Hear about best practices from organizations that have created truly inclusive workplaces.

#### Learning Objectives:

- Learn how to address issues in the workplace related to gender transition, LGBT, minorities and religious accommodation.

### Optimizing Total Rewards

Kathleen Jinkerson  
10am–11am

*Total Rewards* ★  
Room 717A

Establishing the right mix of Total Rewards is no easy feat. Learn how to craft a Total Rewards program that can

help attract, retain and engage the right talent at the right cost and expand your insights into how to optimize total rewards practices as we review the findings of The Talent Company's inaugural "Pulse on Total Rewards" study.

#### Learning Objectives:

- Gain a greater understanding of proven and trending total rewards practices
- Get practical guidance for building and managing effective, sustainable Total Rewards programs
- Learn strategies for aligning rewards to your organization's strategy, objectives and culture

## How to Develop the Average Person into a Great Leader

**Vanessa Judelman**  
10am–11am

*Learning and Development*   
Room 714B


In most organizations, people are promoted because they are good at their job. Whether they are software developers, financial analysts or any other "functional" expert, many of these professionals often struggle in their new role as leader and it's probably not their fault — they were likely never taught to lead. Learn about the Mastering Leadership Model — a three-step approach that turns professionals into leaders. It cuts through the complexity of leadership and lays out a plan to develop even the most reluctant leader.

#### Learning Objectives:

- Find out the top three reasons why functional experts struggle to become savvy leaders
- Identify the key leadership skills that every manager needs to learn
- Learn how HR can help managers to develop core leadership skills
- Explore a three-step model to enhance leadership competence and a process to implement leadership

## How HR Can Save or Destroy Agile

**Frank Leong**  
10am–11am

*Organizational Effectiveness*   
Room 713B

The use of Agile and Lean methodologies to change the way we work often starts at the grassroots level within IT departments; now Agile has gone mainstream to become a competitive requirement. And yet, a truly effective and sustainable implementation of Agile at scale remains an elusive goal for most organizations. Why? At its core, Agile is about people and culture, HR's sweet spots — but in their zeal to make rapid change, Agile practitioners often bypass HR. For Agile implementations to be fully effective, HR needs to get in the game. Explore Agile, its implications for HR, and how HR professionals can partner with Agile implementation stakeholders to guide Agile's success.

#### Learning Objectives:

- Find out how Agile will impact HR processes, tools and competencies
- Understand why HR's role is critical to the success of Agile at scale
- Learn how to start partnering with and supporting the adoption of Agile in your organization

## Influencing Greatness in Workplaces Everywhere

**Kevin Ames**  
10am–11am

*Professional Practice*   
Room 714A

Companies and organizations everywhere are focused on one similar goal: becoming successful. However, success is only achieved when great people have the opportunity to create great things. That's why the key to achieving success is understanding how to attract, engage, and retain great people.

#### Learning Objectives:

- Find out why you can't drive engagement, you can only influence it
- Understand leadership's critical role as influencer
- Learn to utilize your most powerful tool — recognition
- Focus on six key elements that are necessary to inspire great people, create great cultures and establish the type of workplace that sets you up for success

## How to Understand Data — and Not Be Misled

**Allan Hackshaw**  
10am–11am

*Professional Practice*   
Room 713A


As organizations increasingly find themselves data-driven and metrics-oriented, human resources professionals are expected to develop insights and advice based on quality data. The volume of data has become overwhelming, but not all data is created equal. HR professionals must now become critical consumers in order to avoid being misled by biased data.

#### Learning Objectives:

- Get a primer on the concept and practice of evidence-based decision making
- Learn about the common problems in interpreting data
- Review key questions that should be asked when interpreting data for decision-making

## Working from Home: Strategies for Success for Employees & Employers

**Heidi Hauver**  
10am–11am

*Organizational Effectiveness*   
Room 715A

Learn tips and tools and discover resources for employees and employers

who wish to explore working from home as an option within their companies.

#### Learning Objectives:

- Know how to set expectations during the interview process and find out how to ensure that an individual will be successful working remotely
- Understand the importance of onboarding, check-ins and performance feedback
- Identify the tools required to work from home for both the employer and the employee
- Learn communication strategies that facilitate transparency and ensure that employees are connected to the organization

### Accommodating Employees with Disabilities: New Developments Every HR Professional Needs to Know

Cherie Robertson  
10am–11am

*Labour and Employee Relations* 🗨️  
Room 716A

Each year, the majority of human rights claims filed with the Human Rights Tribunal of Ontario claim discrimination based on disability. Keeping informed of new developments regarding the duty to accommodate employees with disabilities is critical for professionals seeking to meet their obligations under the Human Rights Code and avoid costly human rights litigation. Examine the Ontario Human Rights Commission's updated policy on ableism and discrimination based on disability, and explore key principles, roles, responsibilities and limitations related to the duty to accommodate disability in the workplace from the latest case law.

#### Learn about:

- Recent developments on how "disability" is defined under the Human Rights Code
- Dealing with requests for accommodation based on disability
- When an employer has a "duty to inquire"

about accommodation needs, even when an employee has not made an accommodation request

- Limits on the duty to accommodate beyond "undue hardship"

### How to Be a Resiliency Ninja

Allison Graham  
10am–11am

*Professional Practice* 🌟  
Room 715B

Stress, obstacles and adversity are facts of life. It's as if we're all playing an invisible game of Whack-A-Mole behind our backs, swatting down one problem just in time for another to erupt. How do you bounce back and succeed no matter what challenges get thrown at you? Based on her latest book, "Married My Mom, Birthed a Dog: How to Be Resilient When Life Sucks," Allison Graham will share her formula for becoming a Resiliency Ninja. Listen, be entertained, and discover how to feel less alone when the proverbial fan is blowing on high.

#### Learning Objectives:

- Learn the formula to becoming a Resiliency Ninja and bounce back through tough times and change
- Discern the difference between stress, obstacles and adversity and have new, easy-to-apply strategies to cope and thrive amidst each

### The Ego-Continuum — "Making Shitty Leaders Less Shitty"

Mark Robinson  
10am–11am

*Strategy* 🏢  
Room 716B

Through his thirty-year leadership journey recognizing the common threads of shitty leadership within himself, Mark explores the shitty leadership global epidemic. Self-discovering these common traits and behaviours will begin to help leaders reshape their leadership brand and can

ultimately change their corporate culture and employee behaviour. Learn how to unbrand misperceptions and unlearn specific behaviours that are common amongst shitty leaders and build a leadership revolution that eradicates these behaviours within your organization.

#### Learning Objectives:

- Learn the two key questions leaders should ask every employee to begin removing shitty leadership perceptions
- Self-recognize and own your personal leadership brand and instantly witness a paradigm shift in your relationships
- Understand the shadows you cast and how they impact your staff and ultimately, your corporate culture
- Learn the importance of making it no longer about you and why this is relevant

### Networking Lessons from a Reluctant Networker

Helen Latimer  
10am–11am

*Professional Practice* 🌟  
Room 712

Struggling with a case of "Yikes! What will I talk about?" whenever you're invited to networking events? Build your confidence and overcome your fear of networking. Like many practical skills, networking is best learned and strengthened by doing. In this interactive workshop, discover the secret sauce for reluctant networkers, explore the power of non-verbal communication, and get helpful tips on building the relationship and making graceful exits from a discussion.

#### Learning Objectives:

- Learn practical tips on managing anxiety that you can immediately put to use at work
- Gain a deeper understanding of active listening as a tool to build relationships
- Hear tips on how to build strong professional relationships, a key leadership skill



## How to Land Your Next Great Role in HR — Effectively Writing Your Resume, Improving Your Interviewing Skills and Enhancing Your LinkedIn Brand for Early Career HR Professionals

Simon Parkin,  
Ranya El-Farnawani  
10am–11am

*Workforce Planning and  
Talent Management*   
Room 709

Now that you're ready to land that HR role you've been dreaming about, you'll want to ensure you are successful in marketing and selling your experience, abilities and value proposition to secure the offer for that role. Gain insights from two leading industry experts on how to enhance and leverage your brand on LinkedIn, write a resume that stands out, and effectively prepare for a job interview.

### Learning Objectives:

- Develop a strong LinkedIn profile and learn how to leverage LinkedIn for networking and job searches
- Get advice on writing an effective resume that gets noticed by recruiters and employers
- Create the right interview mindset and identify what you need to know to be truly interview-ready
- Find out how to respond to behavioural interview questions in order to meet your interviewer's criteria
- Discover what to say in response to difficult and/or inappropriate interview questions and learn how to finish your interview successfully

## Future of HR: How to Survive and Thrive in the Age of Disruption

Hamoon Ekhtiari  
10am–11am

*Professional Practice*   
Room 801A


Grounded in exploration of three fundamental forces defining the future—exponential technology, evolution of humanity, and emerging business philosophy — this session will reimagine HR for the new world. Asking critical questions about traditional approaches to HR transformation' including those leveraged by many organizations today, we will explore a fundamental redesign of HR from the ground up. We'll focus on the integrated team member experience and envision what a redesigned HR means for each HR portfolio from Performance Development to Succession Management to Payroll to Compensation and more.

### Learning Objectives:

- HR practitioners will learn practical tips and action steps on how to start creating the Future of HR in their own organizations.

## The Business Case for Pay Equity

Frédérick Blanchette,  
Wendy Glaser  
10am–11am

*Human Resources Metrics,  
Reporting, and Financial*   
Room 802A

Discover the many organizational benefits of achieving pay equity and the ways in which your pay equity data can contribute to organizational success.

### Learning Objectives:


- Understand how your compensation practices and policies surrounding pay equity create a basis for a formal salary structure
- Learn how the job evaluation process can be a valuable tool that positively impacts

every area of HR, even in small and medium-sized enterprises

- Find out more about how the pay equity process can be a springboard to further compensation analysis, such as external benchmarking

## Office Ergonomics: To Sit or To Stand at Work? ...That is the Question

Rachel Mitchell  
10am–11am

*Health, Wellness, and Safe Workplace*   
Room 802B


Is sitting really the new smoking? Explore the current trends and research related to the health impact of choosing to either sit or stand at work and get the information you need to make educated decisions on how to provide the best working environment for your employees.

### Learning Objectives:

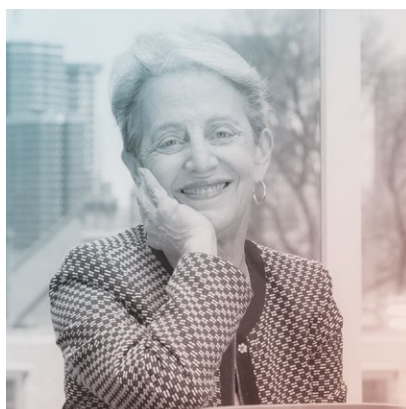
- Get the latest research on the health impacts of choosing to sit or stand at work.
- Understand the benefits and hazards associated with both prolonged standing and sitting and identify the conditions under which a decision should be made to switch from a traditional seated workstation to a sit/stand or standing workstation
- See examples of the range of sit/stand products currently on the market, and understand their benefits and shortfalls
- Learn how to select the best type of workstation for your employees

## Creating a Plan for Resilience

Mary Ann Baynton  
10am–11am

*Organizational Effectiveness*   
Room 803A

Can you prepare for unexpected health or life issues? Definitely! Get a sneak peek at a new resource that can help you and



**Janice Gross Stein**  
January 31, 2018  
1:00pm–2:00pm

**Keynote Speaker**

## Globalization in Retreat

Globalization has stalled and all the great powers are led by nationalists. Slowing globalization and heightened nationalism are likely to change long-standing patterns of trade and investment in Canada. Add to a volatile international environment the disruptive effects of technology, particularly artificial intelligence. Canadian businesses have an extraordinary opportunity to recruit global talent, but face significant challenges in retaining and developing the talent they recruit.

### Learning Objectives:

- Understand changing patterns of global trade and the prospects of a new NAFTA agreement
- Understand the consequences of changes on global trade for investment in Canadian businesses
- Learn about opportunities to recruit global talent to Canada
- Learn about the challenges of retaining and developing the very best talent in Canada as the nature of work changes rapidly

your employees avoid being blindsided by life. Learn how to develop strategies to build a more resilient response to issues and discover approaches to get work done or continue earning income when unexpected situations arise.

### Learning Objectives:

- Identify potential stressors and reactions and learn healthy strategies to mitigate and respond to stressors
- Develop a list of resources that will be useful when you are no longer able to cope effectively
- Explore approaches for work completion and income continuation when you are unable to work

## CPD Bootcamp Sacha Williams, Mara Berger 11am – 12pm

*Professional Practice* ❄️  
*Room 703*

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

### Learning Objectives:

- Clarify what kinds of activities do (and don't) count towards the CPD requirement
- Learn how to complete and submit your CPD log
- Find out the steps you need to take if you are unable to meet your CPD requirement during your CPD cycle

## Afternoon Sessions

### Organizational Design for HR Practitioners

**Brenda Barker Scott**  
3pm–4pm

*Organizational Effectiveness* 🏢  
*Room 703*

Good organization design shapes the right behaviours and facilitates the right connectivity, all in service of enhanced organizational performance. Increasingly, HR practitioners are asked to lead and provide advice on organization design initiatives. This session will provide practical guidance to HR practitioners on the key elements of designing an effective organization.


### Learning Objectives:

- Understand the building blocks of organizational design

- Use the 'good design tests' for a coherent approach to diagnosing design issues and developing design criteria
- Develop design concepts that incorporate the principles of a high-performance culture: open communication, decentralized decision-making, collaborative relationships, and diversity

## Know the Essential Duties of Your Jobs — the Why & How

**Sarah Snable,  
Christine Gabany**  
3pm–4pm

*Health, Wellness, and Safe Workplace*   
Room 704

The Ontario Human Rights Code explains that candidates or employees must be able to “perform the essential duties of the job, with or without reasonable accommodations,” but what does this really mean? At your workplace, what is the process for an accommodation? How are you defining or documenting the essential duties of your jobs? Discover practical, objective and efficient ways that some organizations have used to document essential duties of their jobs to develop and enhance their recruitment, return-to-work, and training initiatives, while also ensuring they were AODA (Accessibility for Ontarians with Disabilities Act) compliant.

### Learning Objectives:

- Understand how “essential duties” are defined
- Know why you need to identify the essential duties of a job and examine the benefits to your organization
- Anticipate the point at which essential duties should be identified and how
- Hear strategies other organizations are using to identify and document essential duties
- Get tips and ideas for applying a similar process yourself

## How Your Emotional Intelligence Will Shape Your Career

**Sharon Jones**  
3pm–4pm

*Learning and Development*   
Room 714B

The right resume, skills and experience are the cost of entry to the workplace, but what determines your level of success is your level of emotional intelligence (EI). According to a recent Forbes article, 90% of top performers in the workplace have high EI and they earn on average \$28,000 more than their low EI counterparts. Explore emotional intelligence: what it looks like, how to better understand our own emotional blueprint, become self-aware, and learn how to manage our emotional selves for better outcomes.

### Learning Objectives:

- Understand what EI is and how important it is to be successful
- Examine what drives your emotions and identify the things that trigger a negative emotional event
- Learn how to cognitively manage yourself to avoid getting railroaded by negative events
- Find out how to demonstrate high EI to improve relationships, resolve conflicts and be the best professional version of yourself

## No Time or Resources: How to Maximize your Employee Benefits Plan

**John McLaren**  
3pm–4pm

*Human Resources Metrics,  
Reporting, and Financial*   
Room 706

Are you the sum and total of your Human Resources Department? Discover how you can achieve operational excellence without additional staff. Join us to discuss the four drivers essential to operating


your benefits plan at full capacity with limited resources: Resource Engagement, Plan Member Independence, Risk Management, and Cost Management.

### Learning Objectives:

- Learn about a framework that will help you ease plan administration, reduce risk, and decrease benefit costs while improving employee engagement.

## Real Recognition: You'll Know It When You Feel It

**Roy Saunderson**  
3pm–4pm

*Organizational Effectiveness*   
Room 707

As Human Resource professionals you are often called upon to improve employee recognition scores on the latest engagement survey. Leaders look to you for the best ways to recognize your employees at little or no cost — but what if you've got recognition all wrong? Discover social science research that will shed new light on employee recognition, explore a new way to define recognition, and learn how to give people the Real Recognition™ they deserve.

### Learning Objectives:

- Learn a new way of defining and understanding employee recognition
- Hear social science and brain study research that validates this new definition of recognition and understand the impact it can have on people and performance
- Practice some essential techniques for giving Real Recognition™ the right way to experience the outcomes you want for your organization

## All Talk, No Action: Making Diversity a Business Priority

Caitlin MacGregor,  
Stefan Palios

3pm–4pm

Workforce Planning and  
Talent Management   
Room 709

Leaders occasionally blame their lack of diversified talent on a lack of available candidates, however, these candidates are out there and it is an organization's responsibility to find them and ensure they are not facing any undue bias. In this session, we'll examine the importance of diversity – both morally and as a driver of business results – and discuss strategies to improve diversity in your organization.


### Strategies we'll discuss in this session:

- Setting metrics to improve diversity, just as you would to improve any other aspect of business
- Using similar approaches to market to candidates that you would use for sales e.g. expanding your organization's current target markets and campaigns to attract diverse candidates
- Thinking beyond “2D diversity”

## An Update on Brexit

Dr. Tim Oliver

3pm–4pm

Strategy   
Room 710

Britain's vote to leave the EU has set a series of political, economic, social and constitutional challenges in motion for both the UK and the remaining EU. Join us to examine how both the UK and EU are dealing with the unprecedented experience, learn what has happened since the UK formally announced that it would leave the EU, look at the opportunities and dangers in the negotiations so far, and hear about what looks likely to happen in 2018


### Learning Objectives:

- Become familiar with the reasons behind Britain's vote to leave the EU and the UK General Election of June 2017
- Understand the different options and possible outcomes for the UK and the EU as they negotiate Brexit
- Appreciate the administrative, legal, economic and political challenges that officials and decision-makers in the UK and EU are now tackling
- Examine the opportunities and dangers of Brexit for the business world and the international community

## How to Build True Enterprise Change Capability: A Practical Guide and Journey to Success

Sean Bartman,  
Hasmeen Hosein

3pm–4pm

Organizational Effectiveness   
Room 711

Traditionally, organizational change management expertise has resided within a single department or function. As key initiatives would arise, change experts would be deployed to manage employee readiness and engagement to support successful project outcomes. Recognizing the value of change management, more progressive organizations develop broader capability through change training to a wider population, but most stop short of taking a strategic approach to establishing change management as a core enterprise capability. In 2010 RBC established Organizational Change Management as a business imperative and a required core capability. The bank embarked on a journey to strengthen its resiliency through a purposeful strategy focused on centralized enablement, decentralized change management delivery, and integration with existing project and work routines. In this session Sean Bartman and Hashmeen Hosein will share their blueprint for RBC's success.


### Learning Objectives:

- Explore practical examples of how to create and sustain change capability across an organization.

## Bring it on! Helping HR Employees Master Change Transitions in Business and in Life

Sandeep Aujla

3pm–4pm

Organizational Effectiveness   
Room 712

Unlike change, which is an external event, a transition is a psychological process that involves human emotions and happens within people's minds. Employees need to master transition management to understand their experiences of change. Discover practical strategies to let go of how things used to be and adapt to the way things will be going forward.

### Learning Objectives:

- Understand the stages of transition through change and learn specific strategies to bridge through the transition stages
- Learn how to build emotional intelligence skills to manage change and contribute to adopting change
- Determine how to assess and build one's personal sources of resilience
- Create an action plan to build resilience to buffer change fatigue and change apathy

## Bad Ideas on How to Terminate

Adrian Ishak

3pm–4pm

Labour and Employee Relations   
Room 713A

Join this session to examine the top 10 things you can do to ensure that you've reduced your business' exposure while terminating an employment relationship.

**Learning Objectives:**

- Understand the most common legal pitfalls involved in employment termination
- Learn how to manage and mitigate risks on termination in order to minimize exposure

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

**David Robertson**  
3pm–4pm

*Workforce Planning and Talent Management*   
Room 713B

Talent Acquisition is becoming more and more complex with a wide variety of technology, solutions, and challenges. Finding candidates with key skill sets has become more difficult with no real relief on the horizon. Talent Acquisition professionals are faced with a shrinking candidate pool, a more complex supplier landscape often featuring VMS, MSP, and new workforce solution tools coming to market at a dizzying pace. In this session, we'll look at the key tools and processes your organization needs to adapt to prepare for the future.

**Learning Objectives:**

- Identify technological best practices, trends and challenges that you and your team will face this year and beyond
- Hear about new and relatively untapped resources to source talent, as well as ideas to improve your processes and maximize your reach
- Explore Talent Analytics: the Reality vs. the Hype
- Deepen your understanding of stakeholder engagement: how to maximize your managers as a key selling point of your brand

## Marijuana Legalization: Is Your Workplace Ready?

**Lorenzo Lisi**  
3pm–4pm

*Professional Practice*   
Room 718B

The legalization of marijuana in Canada is on the horizon. What does this mean for employers across the country? Will accommodating medical marijuana in the workplace become a thing of the past? Could growing concerns for workplace safety make drug testing more commonplace? Although there is a great deal of uncertainty surrounding the evolution of marijuana regulation, considering the workplace implications of legalization will help you prepare for the possible effects.

**Learning Objectives:**

- Understand the importance of adapting drug and alcohol-related policies and communicating changes organization-wide
- Identify what an employer must consider before terminating an employee for a breach of policy
- Establish how employees can monitor/verify impairment—are drug tests reasonable?
- Examine the human rights and employee privacy implications associated with drug testing
- Hear best practices for handling workplace accommodation—could a marijuana addiction constitute a disability and lead to accommodation?

## So You Think You Can Listen

**Joel Silverstone**  
3pm–4pm

*Learning and Development*   
Room 705

Listening is a soft skill that can have a hard impact. We believe we are listening and yet, the conversation seems stuck. An

employee or colleague feeling listened to and understood is pivotal in connecting and moving forward. Leaders and their teams often struggle with this important step to get their audience from 'resistant to willing' and move the conversation forward. In this session, we put listening into practice and hear the call.

**Learning Objectives:**

- Develop your awareness to listen for 'clues and cues' and why this matters
- Simple and powerful techniques used by actors to genuinely listen
- How listening can change someone from resistant to willing

## Traumatic Mental Stress Claims Expected to Rise at WSIB: Practical Prevention Strategies

**Asha Rampersad**  
3pm–4pm

*Professional Practice*   
Room 715A

Increasingly, organizations have been faced with skyrocketing costs associated with managing mental stress claims. This trend is expected to continue after three decisions from the WSIAT found that a WSIB policy limiting mental stress entitlements to traumatic mental stress are unconstitutional. These decisions signal that the WSIAT may be opening the door to accepting more claims from employees for chronic mental stress, which could apply to cases of harassment and even excess workloads. All of this means that organizations could face steep increases to their WSIB claim costs.

**In this interactive session, learn the answers to key questions such as:**

- How should employers protect themselves from chronic workplace stress claims?
- Can failure to investigate claims of harassment, discrimination and violence in the workplace expose employers to



increased claims for traumatic mental stress?

- Can the WSIB grant benefits to employees for chronic mental stress for an excessive workload?

## The Secret of Highly Engaged Teams: Cultivating Passion, Commitment and Action

**Dan Trommater**  
3pm–4pm

*Organizational Effectiveness* ■  
Room 715B

An engaged team is arguably one of the most valuable assets your organization can have. True and lasting engagement goes beyond that smile that greets you in the morning. It creates a space for employees to feel connected, committed to and inspired by their work. An engaged and unified team works towards the organization's goals, as opposed to their next paycheck. Dan Trommater approaches teamwork through the eyes of a magician, creating stronger team bonds through the vehicle of world-class magic and humour.

This fun, engaging and thoughtful session explores teamwork from a unique perspective.

### Learn to:

- Shift your attention and attitude from problem to progress
- Build better relationships by learning how to better collaborate with colleagues
- Approach critical problems and challenges from new perspectives
- Recognize and question assumptions about all aspects of your work
- Increase effectiveness by building better relationships

## Difficult Conversations — Interrupt Your Instincts

**Diane Ross**  
3pm–4pm

*Organizational Effectiveness* ■  
Room 716A

Do you agonize over having difficult conversations? When you do end up forced into one of these conversations, do you wonder how it went so wrong as each of you try to prove yourself right unable to hear what the other is saying? We all do. Unfortunately, these experiences convince us that we need to avoid conflict, but when we do, things don't get resolved, feelings are hurt and important conversations don't happen. The secret to successfully dealing with difficult communications is to do the opposite of what your instincts tell you to do! Are you ready to shift your perspective and get the courage you need to face the fire with grace?

### Learning Objectives:

- Uncover the reason your instinctual habits are getting you into trouble
- Learn strategies to interrupt your instincts and make more empowering choices
- Discover how to step into your power and speak up with poise & grace

## Advancing your HR Career: Insights from HR Leaders

**Kevin Brooks, Kylie Jimenez, Nicole Lichowit, Natasha Toney**  
3pm–4pm

*Professional Practice* ❁  
Room 716B

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

### Learning Objectives:

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

## Getting to the Fundamentals — How to Pay an Employee

**Caroline Yang**  
3pm–4pm

*Total Rewards* ★  
Room 717A

As an HR professional, whether you're making job offers and have to negotiate salaries with candidates, managing regular salary reviews and promotions, or addressing inquiries about pay, the starting point to determining pay is job evaluation. There are two main job evaluation approaches, internal equity and market pricing. Large organizations, especially public sector organizations, often use the internal equity approach, while smaller organizations often use market pricing and some organizations may combine both approaches. This session will cover the rationale behind how a particular salary offering is determined and examine the steps of job evaluation and setting up pay ranges at a high level.

### Learn:

- Various internal equity job evaluation methods
- How market pricing is conducted
- How a starting salary is set for a new employee
- How to explain your organization's pay rationale to managers and employees
- How to manage internal equity and market competitiveness on an ongoing basis

## Basic Mediation Skills for HR Managers

**Donal O'Reardon**  
3pm–4pm

*Organizational Effectiveness* ■  
Room 717B

Mediation skills are an invaluable addition to any HR professional's toolbox. In this session, explore everyday skills in mediation for HR professionals.

**Learning Objectives:**

- Gain awareness of the basic skills needed for workplace mediation/conflict resolution and practice these skills within the session
- Identify key areas for professional development and learning in relation to mediation/conflict resolution skills

## Oxygen Poker: Learn What Drives You!



**Brady Wilson**  
3pm–4:30pm

*Learning and Development* ✍️  
Room 714A

There are driving needs that are so vital and urgent, they feel like our need for oxygen. When these needs are met, they generate the kind of energy that produces high performance, innovation and engagement. If these needs go unmet, depletion and interference constrict the part of the brain responsible for focusing attention, regulating emotions, connecting the dots and making smart decisions. Learn about your driving needs and find out how to engage individuals or teams in a manner that will unlock deliberate intention and better business results within your organization.

**Learning Objectives:**

- Understand what the Five Driving Needs' are and the impact they have in the workplace
- Learn to identify a person's most important need and the negative behaviours they exhibit when the need is not met
- Gain insight into how unmet needs show up on the team and how to create an environment that allows for needs to be met skillfully

## The Future of Work — Top Trends in 2018



**Jen Wetherow**  
3pm–4pm

*Workforce Planning and  
Talent Management* ☑️  
Room 801A

This session is the anchor in a five-part series that takes a high-level look at the key ideas currently dominating the strategic reimagining of corporate Canada — agility, resilience and inclusion. Using case studies from the Globe & Mail's list of 100 Best Workplaces [Canada] and Fortune's list of 100 Best Companies [USA], we'll provide an overview of the ways in which these companies are leading the way and why these trends are here to stay.

**Learning Objectives:**

- Explore the big ideas shaping corporate Canada in 2018
- Learn what you can do to create a more agile workplace
- Understand why resiliency is so important and how you can build it
- Move beyond diversity to create a more inclusive and consistent work experience
- Learn how the best workplaces are using analytics to understand and shape the impact these characteristics have on their workplaces culture

## Supporting Employee Success When Mental Health is a Factor



**Sarah Jenner**  
3pm–4pm

*Health, Wellness, and Safe Workplace* ➕  
Room 803A

Do you want a more effective process for dealing with an employee that may be in need of a workplace accommodation — especially when mental health may be a factor? Supporting Employee Success

is a free resource that can be used on its own, or as part of an existing approach, to support an employee's accommodation needs and their success on the job.

**Learn how the Supporting Employee Success process helps you:**

- Assess work-related triggers for emotional or cognitive issues
- Take a thoughtful approach to finding accommodations that best support an employee's success
- Facilitate an employee's well-being while meeting the requirement for a safe and productive workplace

## The Intelligence Revolution — A New Age of Opportunity

**Bill Greenhalgh**  
3pm–4pm

*Strategy* 🏢  
Room 802B

From chatbots that can field customer service inquiries to software that can diagnose and treat cancer, artificial intelligence, machine learning and robotics are increasingly assisting with daily tasks and helping to solve some of the world's most complex problems. Discover the events happening in today's intelligence revolution that will fundamentally transform our lives, jobs and workplaces over the next decade.

**Learning Objectives:**

- Explore the opportunities that emerge as technologies like artificial intelligence, machine learning and robotics advance and become more widely adopted
- Learn the four action steps HR Professionals need to take today to future-proof their world



**Dr. Brené Brown**  
January 31, 2018  
4:30pm–5:30pm

### Keynote Speaker

PRESENTED BY:



## Daring Leadership: The Four Pillars of Courage

Courage is an irreducible element of successful strategy and culture change efforts, and it's a prerequisite for any meaningful and lasting leadership development approach. Regardless of how an organization measures success, you can't get there without brave leaders. Across organization type, size, and mission — small entrepreneurial startups, family-owned businesses, or Fortune 100 companies — leaders are asking the same questions: "How do you cultivate braver, more daring leaders, and how do you embed the value of courage in your culture?"

**Explore how courage is taught, developed, and measured, specifically:**

- The four foundational skill sets of courage — vulnerability, clarity of values, trust, and rising skills
- How we can develop the 26 behaviours that ladder up to each of the four pillars of courage
- The role of courage and discomfort in authentic leadership
- How fear, blame, and scarcity sabotage our work and our relationships
- Actionable strategies for leaning into our discomfort and embracing vulnerability as a source of courageous leadership

## Pharmacogenetics: What Plan Sponsors Need To Know

**Valerie Charlebois**  
3pm–4pm

*Total Rewards* ★  
*Room 802A*

Personalized medicine offers exciting new opportunities for individuals to help manage disease and treatment options. However, the introduction of genetic testing as it relates to employer benefit programs creates a new set of challenges and questions. What are the legal, risk and financial considerations employers should consider? What privacy concerns exist for employees? How has the insurance industry reacted to this developing

field? This session will provide practical, actionable items for HR leaders to review relative to their own programs.

### Learning Objectives:

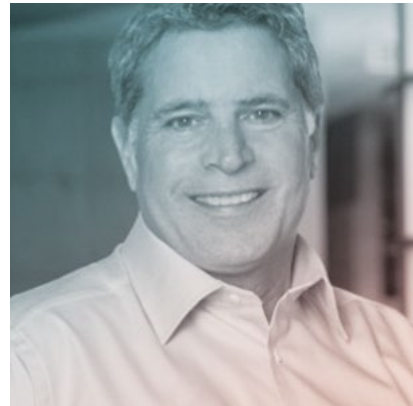
- Explore the kinds of genetic testing available and understand how these tests might impact your employees
- Learn about the consequences of genetic testing and pharmacogenetics for employee benefit programs — how might current drug plan design change?
- Find out how can HR leaders prepare for the impact of pharmacogenetics

## Simply Brilliant: How Great Organizations Do Ordinary Things in Extraordinary Ways

In a world being remade before our eyes, leaders who make a difference are the ones who can reimagine what's possible at their organization and in their field, and who can turn bold strategies into relentless execution. Explore how the best leaders exude both originality and utility — provocative thinking that energizes their colleagues, a roll-up-the-sleeves approach to work and culture that shapes how everyone shares ideas and solves problems.

### Learning Objectives:

- Understand the connection between strategy and culture: Why “who you are” in the marketplace shapes and is shaped by “how you behave” in the workplace
- Find out why the first job of leaders is convincing their colleagues that playing it safe is the riskiest course of all and learn that the most successful companies and cultures are those that best handle setbacks and mistakes
- Explore how, in a world disrupted by technology, change is about recognizing the power of emotion and psychology, in the workplace and among customers



**Bill Taylor**  
February 01, 2018  
8:15am–9:30am

**Keynote Speaker**

**Thursday,  
February 01, 2018**

### Early Morning Sessions

Early Morning  
Sessions  
Sponsored By:



**Personalized  
Prescribing  
Inc.**

### The Distraction Economy: Risks, Rewards and Remedies

**Amber MacArthur**  
7am–8am

*Organizational Effectiveness* ■■  
Room 701A

A decade ago, we saw our first warning that digital technology might rule us, and not the other way around. In 2007, hardcore Blackberry owners experienced “phantom vibrations”— pesky alerts going off in their pockets or purses, even when their devices weren’t nearby. Since then, much has happened. Platform giants like Facebook and Amazon now affect nearly a quarter of the world’s economy. And while digital provides plenty of great opportunities, there are also plenty of dangers, too. The digital economy could also rightfully be called the “distraction” economy: according to a 2016 Microsoft report, our average attention span has dropped from 12 to 8 seconds, and that means lost employee productivity for businesses, relationship issues for families, and physical accidents due to loss of concentration.

### Learning Objectives:

- Hear about today’s distraction risks and rewards that define our new reality and explore the best remedies that can put us back in the driver’s seat with digital tech.

### A Fresh New Approach to Productivity

**Chris Bailey**  
7am–8am

*Organizational Effectiveness* ■■  
Room 718B

Productivity doesn’t have to be boring — and it’s possible to get more done every day without hating the process — it’s all about managing your time, attention and energy. Drawing on a decade’s worth of research and his own experimentation,

Chris Bailey will transform how you think about productivity and share several practical, tactical ways to get more done every day through techniques like Singletasking and the Rule of 3.

#### Learning Objectives:

- Learn to pinpoint the most productive tasks in your day, so you can work smarter, and not just harder
- Find out how to eliminate (and simplify) your distractions and interruptions — the better you focus, the less time you need to spend on work, and the more productive you become
- Identify solid tactics to cultivate your energy levels and discover ways of recharging, particularly when you have limited time

### Morning Sessions

#### Creating a Unique Take on Corporate Social Integration

Manu Varma

10:30am–11:30am

Strategy   
Room 706

Join Traction on Demand to explore how they use their gift of technology through Traction4Good — a community engagement program — to support, inspire and enable their people to encourage businesses to adopt a social strategy that provides opportunities for communities to grow. You'll learn about the pillars behind Traction4Good, including the use of volunteerism, donations and grants to increase employee engagement around inequality, help alleviate poverty, restore a healthy work environment, build stronger communities, and create high quality jobs with dignity and purpose.

#### Learning Objectives:

- Hear about innovative ways to help support and build community
- Learn the steps involved in becoming part of a growing international movement for social responsibility

#### Indigenizing HR Gene Jamieson 10:30am–11:30am

Professional Practice   
Room 704

Reconciliation is a buzzword. The true value of what reconciliation is comes with how we build a world that includes Indigenous people and celebrates Indigenous knowledge. This session will share some Indigenous ways of knowing and how you can incorporate them into your HR practice to create a positive organizational culture for everyone.


#### Learning Objectives:

- Deepen your understanding of reconciliation — what is it and what part do you play?
- Enhance your awareness of Indigenous history & Indigenous ways of knowing
- Explore practical applications of Indigenous ways of knowing in human resources

#### N-Quotient: Realizing a Productive Workplace through Lessons from Nature

Allan MacKenzie

10:30am–11:30am

Health, Wellness, and Safe Workplace   
Room 705

Biophilia, the innate human attraction to nature, is a concept that has been recognized by the scientific communities for its strong, measurable impact on key employee outcomes such as well-being, absenteeism, productivity, and creativity, and how this impact can be translated into bottom line savings. This comprehensive session on “human capital wellness management” explores the relationship between the office, people, and organizational performance, with practical tools and resources for HR professionals to integrate into their own workplaces.

#### Learning Objectives:

- Learn to identify the built environment/ office features impacted by biophilia that enhance health, well-being and productivity
- Develop a working knowledge of existing research into common metrics for measuring health, well-being and productivity in workplaces
- Understand the business case for integrating human health features of natural design strategies
- Access global building rating systems such as the Well Building Standard' which verify and promote better health and wellness outcomes for organizational workforces

#### A Fresh Look at an Old Thorn: Performance Management

Adele Haar

10:30am–11:30am

Organizational Effectiveness   
Room 801A

Gone are the lengthy management training periods dedicated to delivering improved performance. Discover seven components you'll want to include in an overall Performance Management program today. Explore a scalable model used to simplify and focus on daily performance and development conversations.

#### Learning Objectives:

- Understand the benefits of daily conversations
- Learn how to introduce a scalable model that can readily be adapted
- Find out why management commitment is critical for lasting success



## Build Bold Bridges: Transform from Traditional Change Management to Agile Change Management and Win Fast!

Sean Bartman,  
Hashmeen Hosein  
10:30am–11:30am

*Organizational Effectiveness* ■  
Room 707

As technology redefines how we experience and engage the world, there's a new expectation of faster progress, better solutions and tailored interactions. Many organizations are introducing Agile ways of working to reduce complexity, become more nimble, and get to decisions and implementation quicker. Driven in large part by the anticipated magnitude, pace and complexity of change occurring across the global financial services industry, RBC established "Agile Change Management" in 2016 in support of the Bank's wider adoption of Agile and iterative delivery models. In this new world of work, organizations will need to adopt a fast forward' mindset towards the ways change is managed— in this session, RBC will share how their Agile Change Management approach does just that.

### Learning Objectives:

- Explore how an organization can create and sustain a change management ecosystem to improve business agility, become more resilient and able to adapt to market changes.

## Navigating the Tough Stuff Part 2 — Chronic Attendance Issues and Insubordination

Laura Williams  
10:30am–11:30am

*Labour and Employee Relations* ■  
Room 714A

In this sequel session, we'll continue to address key issues that management

often struggles to deal with in a unionized environment –Chronic attendance issues and Insubordination. Join us for a review of the latest arbitral awards and explore practical strategies to deal with these tough workplace misconduct challenges.

### Learning Objectives:

- Find out how to effectively leverage and apply workplace policy and rules implemented with the scope of an employer's management rights
- Identify strategies to properly investigate alleged misconduct and impose discipline while navigating requirements under the collective agreement

## Become a Sought-out Trusted Strategic Advisor

Sandeep Aujla  
10:30am–11:30am

*Strategy* ▲  
Room 710

Business leaders across industries have long expressed a need for HR professionals who can serve as value-add strategic advisors. Although most HR professionals are eager to adopt the strategic advisor role to serve their internal clients, they often experience pushback. Discover how to create buy-in and gain trust from your business leaders through a systematic application of power and influence techniques that will establish you as a sought-out trusted strategic advisor. Learn the skills to be truly heard and have your recommendations valued and applied to advance operational goals and organizational strategy.

### Learning Objectives:

- Understand the six sources of power and diverse influence strategies to establish yourself as a trusted strategic advisor
- Learn a systematic approach to determining the most suitable combination of power and influence appropriate for delivering value to various stakeholders

## Canadian Corporate Immigration Issues for HR: Who Knew Canada Could Be So Cold?

Benjamin Kranc  
10:30am–11:30am

*Strategy* ▲  
Room 711

Canadian immigration law imposes strict thresholds and requirements for bringing and keeping foreign workers in Canada, as well as additional ongoing corporate compliance requirements. Don't let your organization lose out on the talent it needs — learn about Canadian immigration system concerning Work Permits and Corporate Compliance as it relates to the rights and obligations of employers seeking and utilizing foreign workers. Examine the issues in getting and keeping foreign workers in Canada, and discover some 'tricks of the trade.'

### Learning Objectives:

- Get a big picture understanding of the immigration system and hear about the new Electronic Travel Authorization requirements
- Recognize when someone may come to Canada as a 'Business Visitor' without a Work Permit
- Learn about Labour Market Impact Assessment (LMIA) issues, requirements, and strategies
- Identify employer compliance filing requirements and their impact on future considerations
- Explore preventative measures for future Immigration Audits
- Know how to handle a problematic situation upon employee arrival in Canada

## Workplace First Aid Includes Mental Health

Steven D.Gaetz,  
Penny Maclean

10:30am–11:30am

*Health, Wellness, and Safe Workplace*   
Room 712

Do you know what to do in the event of someone in your workplace suffering a mental health crisis? If not, you need to implement a mental first aid program that functions along the lines of traditional first aid programs. Hear about the mental first aid program, the training experience, the results achieved, and watch a mini demonstration. St John Ambulance will also discuss related initiatives such as the Therapy Dog Program and provide the services of Therapy Dog teams to facilitate a “Stress-free zone” activity.


### Learning Objectives:

- Gain greater awareness of the preventative benefits of the Mental Health First Aid program.

## Neurodiversity: You Have No Idea of the Talent You Are Crushing

Cris Brady

10:30am–11:30am

*Organizational Effectiveness*   
Room 716B

Management teams in all organizations need to know how to tap into the huge population of talent that have been labeled with autism, ADD/ADHD or learning disabilities. HR professionals will learn how these learning differences affect everyday practices in learning and work completion. Listen to research about the importance of neurodiverse teams and the many companies who are tapping into this population with great success as this movement progresses.

### Learning Objectives:

- Understand how your company can tap into this huge population of massive talent and create more efficient and

effective work environments for everyone in the process

- Learn about neurodivergent thinkers and how implementing a universal design to your workplace benefits all team members
- Gain knowledge of the incredible talent your current employees possess and how certain hiring practices and employee engagements activities can result in missed opportunities for diverse talent acquisition

## Engaging the Workforce of the Future: The Emergence of Generation Z

Jim Link

10:30am–11:30am

*Labour and Employee Relations*   
Room 713B

The emergence of the next generation of employees, Generation Z, will transform the landscape of tomorrow’s workforce and require changes few companies are prepared to meet. Join Jim Link, Chief Human Resources Officer of Randstad North America, as he identifies global challenges in the attraction, retention, and engagement of employees for the future. Jim will discuss strategies you, your leaders, and your company will need to be ready for tomorrow’s workforce.

### Learning Objectives:

- Understand Generation Z research findings
- Decipher preferences shaping how work will be accomplished by this generation
- Collect ideas needed to attract, retain, and engage Generation Z in the workforce

## Managing Social Media Disasters

Jennifer Heath

10:30am–11:30am

*Labour and Employee Relations*   
Room 709

What’s an HR professional to do when an employee’s bad behaviour crosses the

workplace boundary and goes public — or, worse yet, goes viral? In the social media age, managing employee behaviour goes well beyond the walls of the workplace. Whether it’s unseemly off-duty conduct that goes viral, public disparagement of the employer, or online harassment of other employees, the old adage of “what you do on your own A1:Q171 no longer applies. An employee’s online presence can have a serious impact on the workplace, and employers may need to consider appropriate disciplinary outcomes.

### Learning Objectives:

- Explore a framework for identifying, managing and resolving a workplace crisis tied to social media
- Identify tools for minimizing the negative impact of social media in the workplace
- Review “ripped from the headlines” examples to consider how HR professionals can and should respond

## How to Coach a Difficult Person Right Out of Your Office

Vanessa Judelman

10:30am–11:30am

*Learning and Development*   
Room 714B

As an HR professional, part of your role is to support the people around you. Yet, do you find you are spending way too much time coaching challenging people? Would you like to know how to coach your “time suckers” to resolve their own issues in a quick and effective manner? Learn a collaborative process that you can apply to any coaching conversation that will help you and your clients or colleagues cut through the drama, focus on the key issues, and develop a practical action plan.

### Learning Objectives:

- Understand HR’s role in the coaching conversation
- Find out how to lead a positive discussion that minimizes drama or complaining

- Explore a step-by-step process to help other people to solve their own issues
- Learn how to use brainstorming in the coaching conversation and how to conclude a coaching conversation with a practical action plan

## The Arctic Blonde [Greying] Workforce

Adrian Ishak

10:30am–11:30am

*Labour and Employee Relations*   
Room 715A

Join this session to explore the challenges and opportunities presented by older workers.

### Learning Objectives:

- Examine the current demographic trends and the reasons why you want to retain and motivate older workers
- Learn the more common legal risks associated with older workers, particularly as they relate to declining performance, performance management, and discrimination

## Reciprocal Mentorship – Creative Programs and Demographic Perspectives Revisited

Helen Patterson,  
Lauren Charbon

10:30am–11:30am

*Workforce Planning and Talent Management*   
Room 715B

Discover a new way of thinking about sharing and learning using a mentorship program where each participant is both a mentor and a mentee. Presented with perspectives from a Baby Boomer and Millennial, this session explores how to create a unique and effective reciprocal mentorship program.

### Learning Objectives:

- Find out how to design a reciprocal and diverse mentorship program

- Examine unique perspectives from two demographic points of view
- Learn how to measure the success of a reciprocal mentorship program

## Disciplined Chaos

Shawn Kanungo

10:30am–11:30am

*Strategy*   
Room 716A

For centuries now, we have designed our organizations to be operationally excellent. Today, the game has changed — digital is disrupting every industry. Rather than worrying about efficiency and effectiveness, we need to start focusing on evolution. How might we reimagine our fundamental approach to work, marketing and innovation? The answer begins with adopting a culture that promotes disciplined chaos. Through human-centered design, experimentation, competition and failure, we can start to build the blueprint for disciplined chaos.

### Learning Objectives:

- Learn why taking a human-centered approach helps build culture, but also de-risks projects by saving time and money
- Explore how companies like Apple, Tesla, Amazon and Google have embraced the power of competition and experimentation and learn from Shawn's experience on the battleground of building culture with clients and internally
- Obtain methods and tools for transforming your organization's culture

## The Future of Talent in the Gig Economy: Inside the New Paradigm of Work

Bryan Peña

10:30am–11:30am

*Workforce Planning and Talent Management*   
Room 713A

In an age of accelerated change, sourcing talent has become increasingly complex, exciting and innovative. What will it take

to manage contingent labour well into the 21st century and where is the future of talent headed? With a spotlight on the rise of the global gig economy, Bryan Peña defines what we really mean by “gig” work and explores the complexities and developments underscoring and disrupting the future of talent as he shares from Staffing Industry Analysts' leading research.


### Learning Objectives:

- Find out what the talent landscape looks like in the gig economy — from the human cloud and online staffing to advanced mobility and technologies
- Learn how innovation is affecting the talent supply chain and driving solutions
- Identify issues — from total talent management to the current regulatory climate — that companies should have on their radar to stay competitive in the new paradigm of work

## Alcohol and Drugs in the Workplace: A Clinical Perspective of the New Guidelines from the Canadian Human Rights Commission

Paul Gardiner

10:30am–11:30am

*Health, Wellness, and Safe Workplace*   
Room 717A

In 2017, the Canadian Human Rights Commission introduced new guidelines in their document “Impaired at Work: A Guide to Accommodating Substance Dependence” which replaced their 2009 policy document offering similar guidance. Join Registered Psychotherapist Paul Gardiner for a guided tour through the new document which offers practical information for HR professionals who are concerned about an employee's potential substance use, and hear real-life examples based on the speaker's decade of experience in addiction treatment and organizational wellness.

**Learning Objectives:**

- Get an overview of addiction and substance use disorders and a clinical perspective of the CHRC guidelines
- Understand how to accommodate an employee with a substance use disorder
- Identify symptoms and signs in those that may be struggling
- Learn to initiate a productive conversation
- Explore the potential implications of marijuana legalization

## **The Engaged Employee Blueprint: How Companies Can Build A Thriving Workplace Culture**

**Corina Walsh**

**10:30am–11:30am**

*Organizational Effectiveness* ■■

**Room 717B**

Despite extensive research and measurement over the past decade, little progress has been made on employee engagement levels. In this session, Corina Walsh will share the stories and strategies she has curated from companies that are known for their outstanding workplace culture and levels of engagement such as Roma Moulding, 360insights, and AbbyShot Clothing. Join us to discuss some of the common pitfalls that companies fall into in their effort to create a “fun” place to work for their employees and learn about a 6-step framework that all companies can implement to improve employee engagement.

**Learning Objectives:**

- Explore the impact of employee [dis]engagement on culture, employee performance, innovation, and profitability
- Discover the key drivers of employee engagement and the 6 areas that all companies must focus on if they want to keep employees engaged
- Understand how culture can be used as a competitive advantage for any company

## **Innovation and Agility Drive Mission Critical Business Value**

**Nancy Fonseca**

**10:30am–11:30am**

*Organizational Effectiveness* ■■

**Room 703**

This session, the second in a five-part series, takes a deep dive into the concept of organizational agility — a key trend for 2018. The Information Age is over and the Creative Era has begun. We live in an age where consumers have the power to compare products and services instantly. In a world where instant gratification is expected, agility is one of the most valuable (and underestimated) attributes a company can leverage. How can you ensure your employees and company remain innovative and agile?

**Learning Objectives:**

- Explore how high-trust workplaces foster agility and innovation
- Learn how to drive innovation and agility
- Understand how HR becomes mission critical to drive your competitive advantage

## **Developing Psychologically Safe Leaders: Supporting Changed Behaviours in Our People Leaders**

**Sarah Jenner, Linda Brogden, Christine McGregor, Elina Fonariv**

**10:30am–11:30am**

*Leadership* ■■■

**Room 803A**

Managers are now expected to provide a psychologically healthy and safe working environment for all employees — but how do accomplish this without the right skills or training? Explore strategies to



help your managers learn a new way of managing. Join Sarah Jenner as she shares a case study examining how managers and leaders learned to develop an approach and skill set for resolving workplace issues in a psychologically safe way.

**Learning Objectives:**

- Discover how to motivate managers to change behaviours using an approach that aligns with their personal management style
- Understand how to identify specific and measurable changes aimed at improving effectiveness
- Learn tactics for measuring and monitoring the impact of change

## **Using Social Recognition to Nurture, Develop and Retain Talent**

**Chris French,**

**Dave Bond**

**10:30am–11:30am**

*Workforce Planning and*

*Talent Management* ■■

**Room 802B**

Minto is an award-winning real estate development company that creates healthy communities for people to live, work and play. With a focus on providing outstanding service, Minto quickly grew its presence into multiple geographies and expanded its portfolio of services. As a fast-growing company, Minto is committed to building a modern, performance focused culture that epitomizes a great place to work. To accomplish these goals, Minto recognizes its employees' contributions and celebrates employees who consistently demonstrate company values and go above and beyond. Join Chris and Dave as they discuss how Minto uses social recognition to exemplify company values, raise morale and energize their workforce to drive business results. They'll also share best practices for using social recognition to nurture, develop and retain talent.

**Learning Objectives:**

- Discover tips for creating a culture of excellence
- Explore how values-based recognition can increase retention
- Learn how to use social recognition data to improve performance

## Introducing or Rewriting an Employee Benefits Plan – Steps for Implementation and Lesson Learned

Phyllis Retty

10:30am–11:30am

Health, Wellness, and Safe Workplace +  
Room 802A

Learn the critical steps to plan and implement a successful benefit program update or a complete rewrite. Tapping into her experience in needs assessment, plan

design, budget management and provider negotiations, Phyllis Retty will explore how you ensure your benefits program is adding value to your employees and your organization.

### This session will address questions such as:

- How do you determine what's important to your employees?
- How do you keep the changes cost effective?
- What are the key steps in plan implementation and employee communication?

## CPD Bootcamp

Sacha Williams,  
Mara Berger

11:30am–12:30pm

Professional Practice ❁  
Room 703

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

**Learning Objectives:**

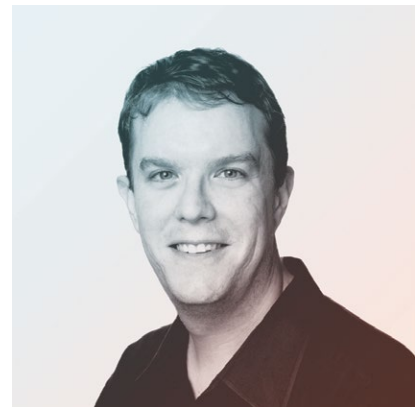
- Clarify what kinds of activities do (and don't) count towards the CPD requirement
- Learn how to complete and submit your CPD log
- Find out the steps you need to take if you are unable to meet your CPD requirement during your CPD cycle

## The Future of Authority and the Rise of AI

Who we listen to and trust is changing, while smarter systems are emerging that are ready to make decisions on our behalf. Artificial Intelligence (AI) and machine learning are transforming every sector and industry. In some areas this technology is increasing capacity and capability and in others, automation will lead to dramatic consolidation and disruption, especially surrounding employment. There are significant ethical issues to consider as we embrace these smart systems, especially when algorithms are wrong or exhibit prejudice. Similarly, privacy and security pose unique problems as we place more trust in systems that depend upon massive amounts of data. This presentation will look at the impact of AI, and relatedly Blockchain technology on a range of sectors and industries, particularly HR, and the ongoing role of humans in an era of autonomous and intelligent machines.

**Learning Objectives:**

- Discover what individuals and organizations will require to not only survive this turbulent era, but more importantly, to live long and prosper.



Jesse Hirsh

February 01, 2018

12:00pm–2:00pm

Keynote Speaker

PRESENTED BY:





## Afternoon Sessions

### 8 Essentials for Creating a Leadership Development Initiative

John Wright  
3pm–4pm

*Workforce Planning and  
Talent Management* 🗺  
Room 703

Leadership is often described by its attributes and qualities, as it is truly difficult to formulate a statement that accurately describes it. However, leadership is crucial to define before beginning to plan and design a leadership development initiative. In this session, John Wright reveals his provocative definition of leadership, discusses the challenges of designing a leadership development initiative and outlines considerations in the design and planning process to solidify its success.

#### Learning Objectives:

- Eagle's Flight defines leadership as "optimizing the performance of the organization and the people who deliver that performance." Learn about the eight essentials to creating a leadership development initiative that fully supports this definition: 1) Provide Top Down Leadership; 2) Build an Integrated Web; 3) Model, Coach, Require; 4) Measure Progress; 5) Address Natural Decay; 6) Establish Content Priorities; 7) Align HR Practices; and 8) Identify Pitfalls.

### Put Your Money Where Their Mouths Are

Dean Fulford  
3pm–4pm

*Strategy* 🏢  
Room 704

To combat the talent shortage, HR Leaders are looking to develop new programs to support their organization's brand, as well as attract talented people and retain great employees. In order

to fuel investment decisions with data, forward-thinking organizations are exploring an employee value proposition [EVP]. An EVP helps attract and retain talented employees and provides focus on where your investments will pay off. In this example-rich session, learn how you can systematically define an EVP.

#### Learning Objectives:

- Learn what an EVP is and how this awareness can impact attractiveness and retention with your organization
- Find out how to design an EVP process that will focus investment in attraction and retention: engage leadership, identify hypotheses to test, collect and analyze data, and validate hypotheses
- Understand how to develop EVP outcomes to focus your talent management strategy
- Identify the key implementation considerations for success
- Explore how to translate this knowledge to build an Employer Brand

### The Need for Reward Innovation

Jon Ingham  
3pm–4pm

*Total Rewards* ★  
Room 706

Over the last decade, HR has undergone a radical transformation. Much of what we do in recruitment and learning has little similarity to the way these functions used to be performed. Even performance management is finally being re-engineered with reviews and ratings substantially updated or abolished. But what about reward? Although there is talk about 'the new pay,' currently, there is not that much difference between the new and the old. However, there is more that can be done. Review the opportunities to renew reward within a transformed approach to HR and in order to deliver cost savings and improved results in our businesses.

#### Learning Objectives:

- Understand why current approaches to reward tend not to work so well
- Explore new opportunities for innovating reward
- Learn how to identify the reward innovations which would make sense within your company

### The Paradigm of Shattering the "Glass Ceiling" No Longer Applies: How to Create Inclusive Strategies Relevant to Today's Modern Workforce

Amanda Laden  
3pm–4pm

*Organizational Effectiveness* 🏢  
Room 707

In 2016, only 24 out of the Fortune 500 CEO positions were held by women; yet it has been proven that organizations do better financially when women are fully utilized, and have representation at all levels of leadership. The large drivers behind this trend are companies' failure to keep up with the pace of change, and top executives' failure to encourage women to remain engaged in the workforce. What can women in the workplace do to remain engaged and climb the proverbial ladder at the same pace as men? And what can leaders do to encourage this?

#### Learning Objectives:

- Learn what a shift in perspective and policy to ensure parity between the sexes could mean for your organization
- Discover how changing the dialogue about the "glass ceiling" could lead to behavioural changes and increased profitability
- Explore how changing the way you invest in your female population could improve your recruitment and retention

## Building a Talent Driven Company From Ground Zero

Heather Wyllie

3pm–4pm

Strategy   
Room 709

In under two years with Nando's Canada, Heather Wyllie, has led the growth of the central team and is continuously working with senior leadership to map out the long-term strategic growth plans which will be essential to the company's goal to double in size. When we start with the end in mind and work backwards, we can prioritize and sequence critical components in a phased approach that makes sense for our business needs. Learn how Wyllie built talent from the ground up for Nando's Canada and how the company has launched a talent strategy along with supporting tools for more than 1000 employees in over 45 locations.

### Learning Objectives:


- Learn how to build a talent plan that starts with the end in mind
- Identify what tools, processes, systems, and procedures are required to support a talent strategy
- Understand how to execute strategy using a disciplined and deliberate approach to enable the culture of development

## Mental Health in the Return to Work Landscape: Tools to Help You Navigate

Jennifer McGillis,

Rasul Kassum

3pm–4pm

Health, Wellness, and Safe Workplace   
Room 710

In the Canadian workplace, mental health illnesses represent nearly 30% of all disability claims, as well as approximately \$6 billion in lost productivity costs from absenteeism and presenteeism. With greater mental health awareness and

changes in mental health legislation, the frequency of return to work (RTW) cases that are associated with cognitive limitations is increasing. How we properly address these issues is paramount to achieving successful RTW for our employees. How can employers be better prepared to handle claims associated with mental health? Hear about the proactive process the City of Mississauga took in completing Cognitive Demands Assessments (CDAs) for a widespread number of jobs across all departments in their organization and discover the ways the City is using the completed CDAs in their RTW process and beyond.


### Learning Objectives:

- Understand what a Cognitive Demands Assessment (CDA) is
- Learn how a CDA is objectively conducted
- Examine the benefits to your organization of completing CDAs

## A Year in Review: Trump, May, Macron and Merkel

Dr. Tim Oliver

3pm–4pm

Strategy   
Room 716B

Take a look back at several developments that have shaped the politics of the USA and Europe: the first year in office for Donald Trump; the beginning of the Brexit negotiations by the re-elected Theresa May; the election of Emmanuel Macron; and the German elections which will see Angela Merkel attempt a record fourth term as Chancellor. In this session, we'll explore what these four individuals have sought to achieve and whether or not they have been — or are likely to be — successful.

### Learning Objectives:

- Gain familiarity with some of the key political developments in the USA, UK, France and Germany
- Learn to use the structure-agency approach to understand what restraints


and freedoms these countries face in attempting to deliver change

- Examine what developments in each of these four countries mean for Canada, the transatlantic community and the wider international arena

## Changing the Conversation on Leadership! What is Leader Character and How Can You Bring It into HR Practices?

Gerard Seijts

3pm–4pm

Organizational Effectiveness   
Room 713A

Good leadership is a function of competencies, character, and the commitment to doing the hard work of leadership. Character has traditionally received the least attention of these three pillars even though it has long been known to be a foundational element of leadership effectiveness. When we think about famous leaders, it's impossible to ignore their character — yet character is seldom used in recruiting, selecting, promoting, or developing leaders, and that oversight has an impact on organizational leadership. Join Professor Gerard Seijts to learn about the practical implications of his research program on leader character and his work with leaders from the public, private and not-for-profit sectors.

### Learning Objectives:

- Understand the 3 pillars of successful leadership and why character matters to individual and organizational success
- Examine character dimensions and how they are presented through everyday behaviours
- Explore how to bring leader character into HR practices within organizations

## The Evolution of the Canadian Workforce

Virginia Brailey

3pm–4pm

Strategy   
Room 713B

What changes will truly shape the next generation of the workforce? In 2016, ADP Research Institute launched its landmark global research study, “The Evolution of Work,” identifying nineteen key trends impacting global workforces. The findings indicate a greater desire for freedom, knowledge, stability, self-management and meaning among the future of tomorrow’s industry – trends that today’s Canadian leadership need to quickly embrace to attract and retain the talent that will drive their organization’s success moving forward. This session will mark the first time the study’s findings have been presented in Canada — get a sneak peek at new insights that could shape your approach to people management in 2018 and beyond.


### Learning Objectives:

- Learn how organizations are providing opportunities for their employees to better their own development alongside organizational success as well as expand their personal network and capabilities while accomplishing their daily work, and aligning their personal skills with a growing need for a sense of purpose.

## Stress Management & Well-Being Through Laughter

Marjorie Moulin

3pm–4pm

Health, Wellness, and Safe Workplace   
Room 714A

Stress is the leading cause of most illnesses, including many mental health issues — and let’s not forget the effect stress has on the people around us. Improving our ability to deal with stress through laughter has tremendous value

in the workplace: happy employees are 31% more productive, 37% better in sales, 3 times more creative and 10 times more engaged. Explore the latest scientific findings illustrating why laughter is a uniquely efficient tool to deal effectively with stress and promote mental wellness, well-being and happiness in any work environment.


### Learning Objectives:

- Discover how laughter contributes to better stress management and creates a positive social script for any organization
- Understand why happiness is truly an inside job and how laughter is an important component of the top 5 keys to well-being
- Explore how laughter helps improve teams’ levels of mental wellness, well-being, happiness, engagement, productivity, optimism and resiliency
- Learn why people who laugh together work better together

## Emotional Intelligence and Conflict Management

Donal O’Reardon

3pm–4pm

Organizational Effectiveness   
Room 701A

Learn how to link Emotional Intelligence skills, insights and practices to enhanced conflict management practices in the workplace.

### Learning Objectives:

- Gain a better understanding of your own blind spots and triggers
- Explore how to best combine Emotional Intelligence skills with enhanced conflict management practices in your professional role
- Learn to identify alternative conflict management approaches

## Who Will be Replaced by a Robot? What HR Professionals Need to Know

Michelle Moore

3pm–4pm

Workforce Planning and Talent Management   
Room 715A

As the barriers between man and machine continue to dissolve, the way work gets done will change dramatically. In order to support organizations as they explore the opportunity of Artificial intelligence (AI), HR people need to understand how to leverage technology to replace or complement the human workforce in order to improve productivity and business results, and manage the impact of change associated with these emerging technologies.


### Learning Objectives:

- Examine the technology trends impacting the nature of work and jobs
- Discover three ways technology can be used to increase individual and organizational effectiveness
- Identify which jobs are the best candidates for technology outsourcing or enhancement

## Speaking with Confidence Even if You Feel Nervous

Diane Ross

3pm–4pm

Organizational Effectiveness   
Room 715B

Preparing for a presentation or a difficult conversation is one thing, but actually delivering that message in a way that gets the results you want is a whole other beast! This essential training delivers practical tools and tricks (some are even fun) to step up and speak up with poise and power even when you are feeling your nerves get the better of you.


**Discover:**

- How to cure jitters forever so you can speak up with confidence
- The body language mistakes you're making and how they're tanking your talks — plus the secrets to getting what you want without saying a word
- Your tone-perfecting toolkit — eliminate meekness, aggression, and other subtle conversation-killers from your voice
- How to set the stage — learn a few key language blunders that undermine your power and credibility so you can set yourself up for success

## Do Employers Have a Legal Duty to Provide a Psychologically Healthy Workplace?

Lauren Bernardi

3pm–4pm

*Health, Wellness, and Safe Workplace*   
Room 716A

There are a lot of laws governing the employment relationship from health and safety to employment standards to human rights. Are they all heading in the same direction? Is there a legal duty to create a psychologically safe workplace? Examine where the law is heading — find out what your duties are now and what they are becoming.

**Learning Objectives:**

- Explore the interplay between employment, human rights and labour laws, and workplace mental health
- Find out if there is an implied term in employment agreements for psychological protection
- Learn whether employers have a duty to prevent psychological harm under occupational health and safety laws
- Identify whether the existence of the voluntary National Standard For Psychological Health and Safety in the Workplace creates a default standard by which the courts will measure employers

## Transforming Performance Management: 2018 Trends

Rob Catalano

3pm–4pm

*Workforce Planning and Talent Management*   
Room 801A

Over the last few years, several major international companies have abolished the traditional and formal system of annual performance reviews in favour of continuous real-time feedback and ongoing performance development. Since then, many questions have been raised about the practicality of the new performance management model and how to go about implementing it. Join a prominent HR and technology thought leader to discuss the future of performance management.

**Learning Objectives:**

- Understand the importance of this shift in performance management and how it can positively impact employee engagement and productivity
- Find out how to overcome the challenges of transforming performance management
- Learn about transforming compensation structures without relying on traditional numerical evaluation systems
- Explore the role of informal check-in conversations in driving a high-performance culture

## Building a Coaching Culture — Leaders Unite

Jodi Zigelstein-Yip

3pm–4pm

*Learning and Development*   
Room 717A

Leaders are taking on more and being told they need to build high-performance teams, drive for significant results and step up to become more of a strategist than a doer. But leaders are often left without the proper framing, tools and experience to coach their teams to

success. Creating a coaching culture allows leaders to organically develop talent, build engaged and high performing teams, ultimately allowing them to step out of the weeds and lead effectively. Learn how to build a coaching culture by uniting leaders for a common goal — themselves.

**Learning Objectives:**

- Define a coaching culture and its alignment to an organization's strategic priorities
- Determine the factors that inhibit a leader's ability to coach effectively
- Examine four key elements to effectively get your leaders out of the weeds, elevating their own work and developing talent
- Use a simple eight-step methodology to gain momentum and adoption of a coaching culture

## Avoiding Liability: Discuss How to Protect your Organization from Costly Common Employment-Related Mistakes

Stuart Rudner,

Dan McGarry

3pm–4pm

*Labour and Employee Relations*   
Room 717B

Most Human Resources professionals do not have a law degree, but they are increasingly called upon to deal with issues relating to employment standards, occupational health & safety, contracts, human rights, and more. The risks are growing as courts and tribunals are awarding larger awards — learn how to avoid extremely common mistakes to dramatically reduce your risk. Join this interactive session to address issues with both a practicing employment lawyer and an experienced senior HR professional. Drawing on real-life examples, best practices and case law, Stuart Rudner and Dan McGarry will

address your employment law concerns and provide answers on how to mitigate your employer's risk, develop legally enforceable policies and maintain compliance with employment legislation.

#### Learning Objectives:

- Learn about common mistakes and best practices in areas including: Termination, Accommodation, Employment Contracts, Human Rights, and Privacy.

## Imagination Intelligence: The Final Piece of the Intelligence Puzzle



Julian Chapman  
3pm–4:30pm

Organizational Effectiveness ■■  
Room 714B

Learn how to spark your imagination to help you navigate your ever-changing world. Our success depends on finding, growing and harnessing bright ideas, yet the tool to do so – imagination – is seen as remote. Imagination is not just for ideation – it's directly connected to effective goal setting, risk assessment and leading change. Discover how the wonder and intuition of imagination has equal footing with IQ (Intelligence Quotient) and EQ (Emotional Quotient). When we open up to imagination and wonder, sublime envisioning breaks through, and by directing and engineering our thinking with unusual mental approaches, we can learn how to reach exceptional ideas on demand.

#### Learning Objectives:

- Learn how to spark your imagination by tapping into imagery, your memory and your environment
- Discover a model of the mind that unites EQ, IQ and Imagination
- Find out how HR can help their clients apply imagination to their most wicked challenges

## Resilience: The New Culture Building Block

José Tolovi Neto  
3pm–4pm

Organizational Effectiveness ■■  
Room 712

This session, the third in a five-part series, takes a deep dive into the concept of organizational resilience – a key trend for 2018. In a world where constant change is the new normal, resilience is the new skill. With decades of experience studying thousands of organizations all over the world, GPTW has identified key organizational traits that predict a company's ability to successfully navigate these times of volatility, uncertainty, complexity and ambiguity (VUCA).

#### Learning Objectives:

- Discover how high-trust relationships at work foster resilience
- Identify practical steps to deal with work pressures
- Understand how workplace resilience can drive business performance
- Explore business case example to see what the best workplaces are doing to cultivate organizational resilience

## Clearing the Haze: The Impacts of Marijuana in the Workplace

J. Scott Allinson,  
Jay Rosenthal,  
Kim Slade  
3pm–4pm

Professional Practice ❁❁  
Room 802A

In June of 2017, HRP A conducted a comprehensive member survey to gauge how employers were dealing with medicinal cannabis use in their workplace. The resulting "Clearing the Haze: The Impacts of Marijuana in the Workplace" white paper helped employers and the

government understand the challenges ahead.

The paper explored four key areas:

1. Safety in the workplace
2. Employers' duty to accommodate
3. Drug plans and
4. Drug testing. Now, as 2018 starts, HRP A has conducted an update to the original "Clearing the Haze" research.

#### Learning Objectives:

- This panel will explore the updated research as well as discuss how workplaces are gearing up for the legalization of cannabis in mid-2018.

## The Psychologically Safe Leader: A New Assessment Tool to Assess Leader Impact on the Work Environment



Dr. Joti Samra  
3pm–4pm

Strategy ■  
Room 803A

A psychologically healthy and safe (PH&S) workplace is one that promotes the psychological well-being of employees and prevents harm to their mental health in negligent, reckless, or intentional ways. Leadership skills are key to determining the PH&S of a workplace. In this session, Dr. Joti Samra will share the results of her research on the development of a new assessment tool that aids workplace leaders in evaluating their ability to foster PH&S in their organization.

#### Learning Objectives:

- Understand both the humanitarian and business case for helping workplace leaders to focus on PH&S
- Learn how workplace leaders can measure their impact on the PH&S of their organization and integrate their findings into plans for organizational development
- Find out the Key PH&S domains in which workplace leaders should hone their skills



## Coaching for Cultural Transformation

Carollyne Conlinn, Silvia Lulka  
3pm–4pm

Organizational Effectiveness ■■  
Room 711

Learn about the 10 key success factors involved in establishing, developing and sustaining a Coaching Culture. Using case studies from Rogers Communications and JOEY Restaurants, Carollyne and Silvia will discuss proven business strategies, coaching integration, and the impact of a successful Coaching Culture on customers, employees and financials.

### Find out how to:

- Best approach building a coaching culture in your organization

- Assess the degree to which your organization is ready for a coaching initiative
- Integrate coaching into operations, link business strategies with coaching methodologies and improve productive performance in all directions within a company
- Build a community of practice and strengthen employee engagement
- Sustain a coaching culture and business results for 5 years



**Margaret Trudeau**  
February 01, 2018  
4:30pm–5:30pm

**Keynote Speaker**

PRESENTED BY:



## Changing My Mind

Canadians fell in love with Pierre Elliott Trudeau's beautiful bride when he brought her to the world stage as the youngest First Lady in the history of the country. Yet, as time went by, Margaret was unprepared for public life, and plagued by mood swings. After three sons with Pierre, the marriage ended. She then remarried and had two more children. But the tragic loss of her son, Michel, in a skiing accident and the passing of Pierre Trudeau a few years later, were too much to bear, and she became severely ill. Today, Margaret has rebuilt her life once again. Now, she brings her formidable life story to the stage in her quest to help others, sharing her message of resilience with the goal of helping to inspire others and to erase the stigma surrounding mental health issues.

### Learning Objectives:

- Get inspired by this powerful story about resilience and understand the importance of breaking down the stigma that surrounds mental health issues.



**Dr. John Izzo**  
February 02, 2018  
8:15am–9:30am

**Keynote Speaker**

PRESENTED BY:

AIRD BERLIS

## Purpose Revolution — How Leaders Create Engagement in an Age of Social Good

A new and powerful driver of employee engagement, retention and recruiting is emerging across the globe. Over half of global millennials say that having purpose at work matters to them and that they would take a pay cut to work for a company they believe in. But this is not a millennial trend — purpose and social good are becoming key drivers to attracting top talent and customers. Companies who get ahead of the Purpose Revolution will gain significant advantage. Understand the purpose driven employee, discover what they really want, and what top companies are doing to win the talent war in an age of purpose.

### Learning Objectives:

- Learn about changing employee and customer expectations and how they define purpose
- Discover what leaders and companies can do to activate purpose both at the cultural and team level
- Find out the six keys to a purpose focused culture
- Understand the connection between customer and employee purpose and how to integrate them

**Friday,  
February 02, 2018**

### Early Morning Sessions

Early Morning  
Sessions  
Sponsored By:



**Personalized  
Prescribing  
Inc.**

### A Motivated Mind: The Brain Science of Motivation

**Dr. Brynn Winegard**  
7am–8am

*Health, Wellness, and Safe Workplace* +  
Room 701A

Vocational scholars outline the importance of moving from a 'surviving mindset' to a 'thriving mindset' for

maximum happiness, satisfaction, productivity, and resilience in our careers. But how do we motivate ourselves when we feel low, overwhelmed, underappreciated, exhausted, or we have run out of willpower and stamina? What do we do when 'Just Do It' doesn't work anymore? In this talk, Dr. Winegard dispels some myths and outlines what the brain really needs to operate and perform maximally. Explore some practical, easy ways to naturally increase dopamine production in the neural areas in charge of making sure your 'go-getter' brain overcomes your 'slacker' brain to achieve your professional goals and high-performance intentions.

### Learning Objectives:

- Be better equipped to overcome the lows and increase your energy and motivation
- Understand how the brain really works in

motivation and performance

- Gain proven brain-based practical tools that you can immediately implement to help with motivation, productivity, and performance

### How the Best Airlines in the World Drive Employee and Customer Engagement

**Shashank Nigam**  
7am–8am

*Organizational Effectiveness* ■  
Room 718B

Airlines are some of the most complex organizations in the world with some of the largest customer-facing workforces. How do the best airline brands keep employees engaged so that they deliver a great experience to customers? Uncover

the Golden Rule at Southwest, learn why Finnair flight attendants dress in kimonos and dance on Bollywood beats, and hear about how the Singapore Girl stays motivated as Shashank Nigam shares best practices from his new book, "SOAR."

#### Learning Objectives:

- Find out why engaging staff is important and how engaged staff leads to more business for airlines
- Discover three things you can do tomorrow to drive engagement with your staff

### Morning Sessions

#### Pay for Performance— How to Design and Manage a Short-Term Incentive Plan

Caroline Yang  
10am–11am

Total Rewards ★  
Room 714B

In today's rapidly changing business environment where customers are demanding better products and services at lower prices, many organizations are exploring the use of pay for performance to drive desired employee behaviours for better business results. Explore the fundamentals of designing a short-term incentive plan and examine examples from different industries to see how performance measures support overall business strategy.

#### Learning Objectives:

- Learn where to start when designing a short-term incentive plan
- Understand how to identify the desired behaviours that the incentive plan will drive
- Find out how to align company and individual performance with incentive
- Identify the appropriate incentive target for different levels of employees in various jobs
- How to manage the program after implementation

#### Mind The Gap: Improving Your Culture With Data

Caitlin MacGregor  
10am–11am

Organizational Effectiveness ■  
Room 705

Organizations often undertake culture initiatives without a true understanding of what culture really is, where they want their culture to go, and how they're going to get there. As a result, they frequently take measures that are largely "fluff" based and fail to address root culture issues. Discover a proven approach to improving culture that involves collecting data from a culture's members and identifying the "gap analysis" between the current and ideal culture.

#### Learning Objectives:

- Explore what culture really is and how it affects workers
- Find out how NOT to address culture initiatives
- Learn to properly measure culture with new advancements in people analytics
- Examine how to identify gaps and create targeted change management plans that can be tracked to measure success

#### Video Interviewing — How One-Way Video Interviews are the Greatest New Tool in the Talent Acquisition Arsenal

Stephanie Littler  
10am–11am

Workforce Planning and Talent Management □  
Room 706

Learn how one-way video interviews decrease the time-to-hire, keep candidates engaged in the hiring process, and improve employer branding. Explore various situations in which one-way video interviews can be utilized, find out how to implement video interviews in companies of all sizes, understand the candidate experience, and hear about how organizations benefit.

#### Employers will learn:

- How to implement video interviewing into their hiring process and create employer branding videos in very little time with no financial investment
- How to create interview questions that work well in one-way video interviews and evaluate candidates utilizing one-way video
- Privacy considerations surrounding video interviewing

#### Communicating with Influence — What your Audience Needs from You

Gregor Jeffrey  
10am–11am

Learning and Development ✎  
Room 716A

In his quest to find the secret to effective communications, Gregor Jeffrey analyzed hundreds of talks and presentations featuring the world's most engaging communicators. He had a revelation — everything we've been taught about business communication is wrong. After years of research, he discovered that the key to communicating successfully is found in science. Drawing on proven neuroscience, Gregor will share a simple way to deliver the right information at the right moment to engage your audience when you speak in meetings, conference calls and presentations — and how to implement it immediately to achieve results.

#### Learning Objectives:

- Learn how we process information in completely different ways
- Understand how our neurological preferences drive communication behaviour
- Identify specific tools to recognize and overcome your communication bias

## World Class Virtual Teamwork

Jane Watson  
10am–11am

*Organizational Effectiveness* ■  
Room 709

Actionable.co has grown to more than 40 people in 11 time zones in a 100% virtual, distributed work environment. Learn how Actionable.co's proven practices can be applied in your own organization, whether you have a fully, partly, or occasionally virtual/remote workforce.

### Learning Objectives:

- Understand the trends leading to increases in virtual teams and organizations
- Identify the unique challenges of working in a virtual team and understand how to address them at every stage of the employee life cycle from recruitment and onboarding to performance management and terminations

## Labour Market Impact Assessment: Will You Be Successful?

Ravi Jain  
10am–11am

*Workforce Planning and Talent Management* ☑  
Room 710

Is there any way to expedite processing of Labour Market Impact Assessment [LMIA]? What's the best way to curtail compliance issues? Find out when an LMIA is required as well as the basic steps to getting an LMIA approved in this session for HR professionals.

### Learning Objectives:

- Understand the basics of how to apply for and receive an LMIA
- Gain practical tips on recruiting for LMIA purposes
- Learn how to transition temporary foreign workers to transition to permanent residence smoothly

## Bridging the Gap from Consultant to Executive

Jeff Dawley  
10am–11am

*Strategy* ▲  
Room 711

HR professionals often ask: "How can HR best support our internal clients?" The question creates a distorted perception that HR plays a role as a consultant rather than being part of the business itself. Senior level HR professionals should instead ask: "How can I, and the resources I manage, grow and improve the business?" As companies face an increasingly competitive environment, optimizing HR's performance is not a luxury; it's a necessity for survival. HR professionals are uniquely positioned to create strategic plans that deliver top tier performance from their workforce, but they are often excluded from the executive decision-making process. Learn how HR professionals can effectively shift their role from consultant to executive.

### Learning Objectives:

- Find out how the rest of the business views HR professionals and what HR professionals can do to become a voice of influence within their company.

## Metrics: Measuring HR's Business Impact

Ben Eubanks  
10am–11am

*Human Resources Metrics, Reporting, and Financial* ▲  
Room 716B

"If it can't be measured, don't do it." This quote from a conversation with a CEO of a global enterprise has a powerful ring to it — but do we really have the ability to measure everything that we do in the business? This session is designed to help HR leaders understand how to create a measurement mindset that looks first to data to help solve organizational problems. Explore examples of balanced scorecards and unique metrics created

to align with business objectives, as well as case studies of metrics in action. Find out how to develop an evidence-based approach to solving business problems.

### Learning Objectives:

- Learn how to create a balanced scorecard that's unique to your organization
- Understand how to use ROI as a measurement tool for validating decisions
- Discover how to apply an evidence-based approach to HR, leveraging data to support opinions and decisions

## Marijuana in the Workplace: Exploring Significant and Emerging Issues

David Turner  
10am–11am

*Labour and Employee Relations* ☑  
Room 713A

Employee possession and use of marijuana, both recreational and medicinal, is a growing source of concern for employers. With plans to legalize recreational marijuana underway, and evolving privacy and human rights case law touching on a wide variety of contentious issues relating to marijuana in the workplace, this primer will help HR professionals prepare for the impact that developments in this area of law may have on their organizations.

### Learning Objectives:

- Review recent human rights and occupational health and safety considerations surrounding medical marijuana
- Understand the potential impact on the workplace of the impending legalization of recreational marijuana
- Explore recent jurisprudence on a variety of current, hot topics including: workplace drug testing, the permissibility of employee disclosure requirements relating to drug use or addiction-related disabilities, and insurance coverage requirements for medical marijuana
- Learn practical workplace strategies

to address common and anticipated challenges regarding the potential impact of medical and recreational marijuana on the workplace

## **“Going Gig”: How to Lead and Manage the Contingent Workforce**

**Julian Chapman**  
10am–11am

*Organizational Effectiveness* ■  
**Room 713B**

The contingent workforce — which includes a blend of contracted, part-time, semi-retired, and team-based workers that may or may not be remote — is the fastest growing segment of employees. Gone are the one-size-fits-all models; keeping these workers engaged requires a new way of thinking about leadership and management. Now, managers must lean into defining, assigning, and monitoring the work for each team member, and add coordination to coaching. Join Julian Chapman, as he shares a framework for this new approach to managing. Find out what HR professionals need to know about helping your organization lead and manage the impending contingent workforce in the gig economy.

### **Learning Objectives:**

- Learn how to effectively lead and manage contingent workers just as well as your full-time employees
- Understand the challenges and opportunities involved in leading and managing contingent workers
- Explore the role HR has in organizational management and leadership

## **Hard Fun: LEGO® SERIOUS PLAY® for Team Building & Development**

**Darcy Roberts**  
10am–11am

*Organizational Effectiveness* ■  
**Room 714A**

Our hands connect to 70-80% of our brain cells. When our hands are used in learning, a complicated process takes place that generates a powerful emotional charge — we’re able to express insights and ideas in greater detail, and they’re more easily understood and remembered. In this hands-on session, participants will explore a LEGO® SERIOUS PLAY® approach — a facilitated meeting where participants build models, share knowledge, and address a series of questions designed to create deeper and more meaningful communication, to understand themselves and each other better. Learn to think through your fingers and unleash your creative thinking. LEGO will be provided for each participant.

### **Learning Objectives:**

- Explore a different and creative approach to increasing your team’s cohesiveness
- Discover the potential outcomes of meetings when everyone in the room contributes — introverts and extraverts alike

## **Building your Army of Allies: The Evolution of Profitable Relationships**

**Allison Graham**  
10am–11am

*Strategy* ▲  
**Room 712**

Skyrocket your sales, influence and career by understanding the evolution of profitable relationships. Discover how to open doors to prime prospects and industry influencers in an ever-changing, high-paced marketplace full of distractions. Explore how relationships evolve and find out the most important information you need to know to create relationship momentum, inspire loyal clients, and increase referrals.

### **Learning Objectives:**

- Understand how professional relationships evolve
- Determine where to invest your time to achieve the best ROI from your connections

- Learn why some relationships just click and explore how to make that natural connection with more people

## **The ESA: What You Don’t Know CAN Hurt You**

**Brian Gottheil**  
10am–11am

*Professional Practice* ❁  
**Room 801A**

How much do you know about the Employment Standards Act (ESA)? The ESA is a challenging maze of rules and regulations, and there are plans to further revise it. Understand and avoid the most common ESA misconceptions, and gain some fine pointers on how to meet your organization’s needs while complying with the law.

### **Learning Objectives:**

- Understand and apply key provisions of the ESA
- Avoid common ESA misconceptions around issues, such as overtime, hours of work, pay for travel time and the leave provisions
- Learn about proposed changes to the ESA

## **Cultural Capital: Measuring and Mobilizing Organizational Culture for Competitive Advantage**

**Carol Faull**  
10am–11am

*Strategy* ▲  
**Room 715B**

Facing increasingly complex challenges, CEOs are recognizing the need to align and leverage their organizations’ culture to achieve their strategic objectives and gain competitive advantage. Aiming to unleash the potential that exists within their organization’s culture, the CEO’s expectations of HR are shifting — rather than functioning as a partner, HR becomes a leader of the business. How can HR lead the creation of agile, adaptable and accountable cultures that



deliver internal and external value for their organizations?

#### Learning Objectives:

- Gain insight into how powerful metrics can make the intangible link between culture and performance more tangible
- Get a roadmap and toolkit to identify and quantify the cultural forces that can either empower leaders and organizations or work against them
- Learn why values-driven organizations are the most successful on the planet
- Understand the value of measuring the cost of entropy — the energy consumed in unproductive work

### CHANGE YOUR BRAIN, Change your Results!

Jill Hewlett  
10am–11am

*Learning and Development*   
Room 707

Change is the only thing constant in life and daily life stressors won't vanish anytime soon. How can a person cope, let alone thrive? Outsmart daily life and workplace challenges by creating your Fit Brain! Super powers — you have them, and now it's time to activate them. Strategically adapt to learn more easily and become more agile and resilient using Brain Fitness knowledge and techniques that are based on the latest neuroscience concepts and discoveries.


#### Learning Objectives:

- Learn practical neuroscience and how it can support us in managing change more effectively
- Find out how to tap into your “Internal Change Mastery System” to be more resilient and evolve authentically and powerfully
- Explore simple, quick and effective tools and strategies to overcome procrastination and stress
- Fine tune your leadership skills, boost

your confidence and put yourself ‘in the zone’ of optimal performance

### Employer Branding through Social Media Initiatives

Tracey Kalimeris  
10am–11am

*Workforce Planning and  
Talent Management*   
Room 715A

Job candidates now have the power of a social world on their side. With the ability to research a company, its culture, and its reputation before they initiate contact, candidates are becoming more selective about which organizations they are willing to work for. Explore how Fairmont Hotels & Resorts leveraged social media storytelling to redefine recruitment as marketing.

#### Learning Objectives:

- Understand the importance of partnering with Marketing
- Identify the social media platforms that yield the best return on investment for your company
- Learn to develop strategies and design stories that work effectively on various social media platforms

### Managing HR Operations in Dismal Times

Angela Vanikiotis  
10am–11am

*Professional Practice*   
Room 717A

Hear the inspiring story of how a tireless manager leads a dedicated team of professionals to help one of Canada's greatest institutions rise from the effects of public scrutiny and step up to live the dream of our Constitutional Fathers of Confederation — HR plays no small role in supporting the cause. Learn about what it takes to succeed when everything seems like it is crumbling to pieces around you.

#### Learning Objectives:

- Gain insight into how success can be earned gradually throughout a vortex of change, sensitivities, and public scrutiny
- Recognize what matters most when the going gets tough and discover how to rise to the occasion
- Learn the fundamental requirements for excellence in managing HR operations in a parliamentary institution

### Workforce Strategies in an Uncertain Time

Bryan Peña  
10am–11am

*Workforce Planning and  
Talent Management*   
Room 717B

As the global economy becomes more uncertain, the need for flexible workforce solutions becomes more important to many organizations. At the same time, the imperfect information about our uncertain future creates a climate of tremendous risk — the solution you choose can lead to career-ending events or to opportunities in disguise. Can you tell the difference? How do you spot the opportunities for success while protecting yourself and your company?

#### Learning Objectives:

- Explore five unique strategies that can make taking your contingent workforce program to the next level an easier proposition, regardless of what the future holds.

## Great Place to Work FOR ALL: Creating a Consistent Culture of Inclusion

Alison Grenier  
10am–11am

Organizational Effectiveness ■  
Room 704

This session, the fourth in a five-part series, takes a deep dive into the concept of organizational inclusion — a key trend for 2018. More and more organizations realize that high-trust workplaces — where every employee's potential is realized — are good for business and good for society. The idea is a kind of radical inclusivity, where daily, human interactions at work recognize, welcome and expect great things from every employee, regardless of who you are, what you believe in, where you come, from or what job you do. Organizations are therefore better able to cultivate the human potential of all their people and outperform their competitors.

### Learning Objectives:

- Learn to create an environment where all employees can reach their potential and understand how to translate this into business advantages, including much higher revenue growth
- Take small steps in your own organization to create a culture of inclusion

## Legislative Changes CDN/US: How To Survive

Jonathan Grode, Esq.  
10am–11am

Workforce Planning and Talent Management □  
Room 802A

The 2016 presidential election victory of Donald Trump and his tumultuous first year has sent shockwaves through the immigrant community in the U.S., corporate America, and has also



impacted Canadian businesses — his legislative changes have changed the U.S. landscape. In this discussion, we'll explore the executive actions and policies implemented in Trump's first year of office and how they have affected HR departments in the U.S. and Canada.

### Learning Objectives:

- Discuss legislative changes and how HR Professionals can find solutions to Trump roadblocks
- Find out how proposed changes to the free trade agreement can affect the movement of employees across the border
- Learn about the impact of changing the H1-B-Specialty Occupation Visa and L-1 Intracompany Transferee Visa programs
- Examine the fines for violations established by memoranda and regulations and how this can affect your organization
- Discover how Canada stands to benefit from Trumpian Immigration policies

## Youth Inclusive Hiring Practices

Sevaun Palvetzian  
Madeleine Barker  
10am–11am

Strategy ▲  
Room 802B

The HRP and CivicAction have partnered on a project called Escalator: Jobs for Youth Facing Barriers to address the systemic barriers which prevent young people from being successfully recruited, hired, and retained in meaningful career opportunities. The goal is to work hand-in-hand with employers to identify and remove unintentional barriers to employment which exist in current HR policies.

### Learning Objectives:

- Hear key insights and findings from a case study partner RBC, that examines the challenges and successes of hiring opportunity youth

- Get a sneak peek at CivicAction's employer toolkit and self-assessment tool which provides HR practitioners resources and actionable recommendations to adopt youth inclusive hiring practices

## Ignite Positivity! Workplace Practices That Transform Culture

Deb Connors  
10am–11am

Health, Wellness, and Safe Workplace +  
Room 803A



For many, work is about surviving instead of thriving, but it doesn't have to be that way. Does your culture support people to be creative, productive, psychologically safe, and contribute all that they have to offer? Learn to apply some daily practices to build this type of positive culture and explore key insights from some of the world's top organizational health experts.

### Learning Objectives:

- Discover the impact that positive and resilient teams have on organizations
- Learn how to inspire psychological safety at work
- Experience practices that can shift your positivity and resilience as a leader

## Using the Right Data to Make Better HR Decisions

Dr. Zev Eigen  
10 am – 11 am,

Workforce Planning and Talent Management □  
Room 703

Learn what data science is and how it may be optimally applied in your organization. Walk through several examples of ways you can use readily available solutions provided by two vendors to improve hiring, reduce the gender pay gap, improve collaboration and performance management, reduce

gender and racial bias and improve inclusion as part of diversity and inclusion initiatives. Get practical advice on how to implement the best HR Tech available.

#### Learning Objectives:

- Understand what “data science” is and how it’s optimally deployed in organizations today
- Identify newest current trends in HR Tech
- Explore how to use machine learning to improve your hiring and identification of “passive candidates”
- Find out how to use readily available low cost technology to harness the power of “relational data” — measuring how people connect with each other to get work done in your organization

### CPD Bootcamp

**Sacha Williams,  
Mara Berger**  
11am – 12pm

*Professional Practice* 🌟  
**Room 703**

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

#### Learning Objectives:

- Clarify what kinds of activities do (and don’t) count towards the CPD requirement
- Learn how to complete and submit your CPD log
- Find out the steps you need to take if you are unable to meet your CPD requirement during your CPD cycle

## Afternoon Sessions

### It’s Time We All Work Happy™— The Secrets of the Happiest Companies and Employees

**David King**  
12pm–1pm

*Organizational Effectiveness* ■  
**Room 703**

Happy employees are better employees — but many workers say they’re not happy. In fact, one-third of employees admit they are thinking about leaving their jobs in the next six months. Robert Half surveyed more than 12,000 workers in North America about their jobs and what they love the most. The research helps connect the dots between the happiness and health of employees and how their well-being can benefit an organization’s bottom line. Hear the highlights of the survey findings and discover strategies to help companies cultivate a happier workplace to attract and retain personnel.

#### Learning Objectives:

- Learn why happiness at work is serious business
- Identify specific steps employers can take to increase employee satisfaction
- Explore the basic workplace happiness fundamentals
- Find out why great work perks and benefits cannot replace dull work or a terrible corporate culture

### Your Keys to the C-Suite

**Ian Blanchard**  
12pm–1pm

*Professional Practice* 🌟  
**Room 704**

HR professionals in organizations across the world have been shut out of the CEO’s office. Many HR directors suggest that they do not want to be CEO — but is this lack of desire born from the frustration

that most organizations don’t give serious consideration to HR directors as CEOs? Before HR directors are given access to the CEO’s office, they must first become equal partners in the C-suite and invited to take part in making key business decisions instead of just implementing them. How can we enable HR to be called into the discussion alongside the CFO and COO?

#### Learning Objectives:

- Identify the doors that HR Directors must go through to gain equal access as well as the keys to those doors
- Understand the key knowledge, skills and attitudes essential to equal access

### Mind the Gender Behaviour Gap

**Dr. Grace Lordan**  
12pm–1pm

*Organizational Effectiveness* ■  
**Room 705**

As the billions of dollars spent annually by firms on diversity initiatives strongly suggests, achieving gender diversity within organizations has been a top priority for both business and HR leaders. However, many of the interventions adopted by organizations have been ineffective and we have stalled in achieving true diversity. Using behavioural psychology insights, we’ll explore the main differences between the average male and female in the modern workplace as well as look at alternative, cost-effective interventions for gender diversity.


#### Learning Objectives:

- Understand key insights from behavioural sciences on the differences between men and women in the modern workplace
- Learn why adopting ‘male’ behaviours in the workplace will not change employment outcomes for women
- Explore alternative ideas and approaches for effectively tackling unconscious gender bias within firms

## Tools to Build a Health and Safety Culture at Your Workplace

Sobi Ragunathan

12pm–1pm

Health, Wellness, and Safe Workplace   
Room 706

Nobody should go to work thinking they might not return to their loved ones — and that makes the need to help employees reduce workplace accidents and incidents critical. As employers, it is our duty to make sure that we have everything in place so that our staff can go home in one piece. Leveraging technological advancements, we can mitigate employee risks with ease and consistency.

### Learning Objectives:

- Learn how to put a system in place to mitigate health and safety risks for your employees
- Explore tools to build a health and safety culture at your workplace

## Trends Shaping the Global Labour Market: What You Need to Know to Tap into Top Talent

Carmen Bryant

12pm–1pm

Workforce Planning and Talent Management   
Room 707

Do you know how to take advantage of the latest global labour market trends to enhance your recruitment strategy? Join us for a data-based exploration of global labour market trends. Gain unique insight into the minds of the most talented job seekers and equip yourself with new tips and tricks for leveraging data to attract innovative minds worldwide.

### Learning Objectives:

- Explore what your organization can do today to stay ahead of the ever-changing global labour market

- Learn strategies for differentiating your organization to stand out to job seekers around the world
- Understand the latest global labour data and how to use these findings to propel your hiring forward

## Executive Presence

Sarah Neville

12pm–1pm

Leadership   
Room 709

Ever wonder why some leaders seem to exude confidence as soon as they walk into the room? An inspiring leader is authentic, comfortable in their skin, and able to speak with clarity, conviction and assurance — this is leadership presence. Subtler than mere charisma, presence is the embodiment of poise and gravitas. We know it when we see it, but the quality can feel elusive. The great news is that it's an attribute that can be developed and honed. In this session we'll learn how non-verbal communication — voice and body language — combined with listening and empathy, allow HR leaders to connect authentically with others to both influence and inspire.


### Learning Objectives:

- Understand the power of presence to build or repair trust
- Gain greater expressiveness through voice, body language and clear messages
- Build relationships through curiosity, empathy and listening

## Fourth to the Fourth Power: Leading the Way to AI + HI = Renaissance

Brian Byrne, Mark Polson

12pm–1pm

Organizational Effectiveness   
Room 710

The future is coming into focus...how will the nature of work change? Who are the Steve Jobs and Nicolai Tesla of the future

and how do we nurture this talent now? In this session, we'll provide a framework for thinking about where we are now and what is coming along the dimensions of leadership and human engagement, the new renaissance of a liberated creative class, and empowering superstar talent. We'll also examine the business case for using design thinking to shape what comes next.

### Learning Objectives:

- Understand how the FOURTH TO THE FOURTH framework can help create a roadmap to prepare for the dramatic change coming to the economy and workplace in 2020+
- Learn to apply the methodology of design thinking to take control of your future and design an initial FOURTH TO THE FOURTH career roadmap
- Identify the mindset blockers and enablers to make the shift to the future successful

## Creating Inclusive Workplaces — From the Employee's Perspective

Michael Bach

12pm–1pm

Strategy   
Room 711

In this session, Michael Bach, founder and CEO of the Canadian Centre for Diversity and Inclusion, shares best practices in creating inclusive workplaces that are free of prejudice and discrimination.

### Learning Objectives:

- Learn how to address issues in the workplace related to gender transition, minorities, religious accommodation, and LGBT.

## Adopting the National Standard for Psychological Health and Safety in the Workplace: Our Journey

Yvone Defreitas

12pm–1pm

Health, Wellness, and Safe Workplace +  
Room 712

The Canadian Centre for Occupational Health and Safety (CCOHS) strives to create a culture of caring by fostering a healthy workplace environment. In this session, we'll review the steps, resources, and cultural changes required to make the shift to a mentally healthy workplace. Learn about CCOHS' involvement in a national case study on mental health in the workplace and find out how to adopt the National Standard on Psychological Health and Safety in the Workplace. Discover how using health and safety management processes can help organizations prioritize and measure their healthy workplace successes and challenges.

### Learning Objectives:

- Understand the 13 Psychosocial Factors identified in the National Standard and how they could apply to your workplace
- Identify the models and processes from health and safety management practices that support healthy workplaces
- Learn to leverage mentally-healthy workplace resources to help your organization ensure it protects people from psychosocial hazards

## Microlearning: Learning Trends to Engage Your Employees

Lisa McFarland

12pm–1pm

Learning and Development ✍️  
Room 713A

Microlearning is a way of teaching and delivering content to learners in small,

very specific chunks — the learner is in control of what and when they learn. By 2025, the Millennial generation is projected to grow to 10 million in Canada and with the average Millennial having only an 8.25 second attention span, creating engaging learning content to move your business forward will be key.

### Learning Objectives:

- Find out about cognitive load: what is it and how do you avoid it?
- Learn to provide the right balance of practical 'Need to know' content and theoretical 'Nice to know' content
- Explore strategies to engage the shortened attention span

## The Resilient Leader — Tap into Your Tenacity & Create Your Legacy

Zaheen Nanji

12pm–1pm

Learning and Development ✍️  
Room 713B

Today's leaders are faced with intense workplace challenges — constant change, cutbacks and interpersonal issues are just a few of the problems that can make the job seem overwhelming. No wonder so many professionals experience stress, worry and anxiety on a daily basis. But with the right skill set, a successful leader is able to deal with an ongoing succession of crises, conflicts and setbacks. This highly interactive session addresses the key issues that every leader — seasoned or new — should know about.

### Learning Objectives:

- Learn to foster a sense of community and engagement in the workplace using the principles of LIMP™ (Listen; Intent; Match and Mirror; Pace and Perspective)
- Find out how to use a formula called PRO (Plan Ahead; Reframe; Obstacle Mastery) to develop flexibility and adaptability to stay in control

- Understand how to adopt a victor mindset and let go of the victim mindset by asking 4 critical questions

## Does Your LinkedIn Profile Need a Makeover?

Helen Latimer

12pm–1pm

Professional Practice ⚙️  
Room 714A

Are you handing out grubby, out-of-date business cards to potential clients? Likely not — that would be unprofessional. Yet many of us let our LinkedIn profiles get dusty and outdated which reflects badly on you, your department and your organization. With over 12 million LinkedIn members in Canada, what message are we sending about our business acumen when our profiles aren't current and polished? Join Helen as she shares her best LinkedIn tips to help you create a profile that you can be proud of.

### Learning Objectives:

- Find out why it's so important for HR professionals to understand how to harness the power of LinkedIn to promote their personal brand and their organization's brand
- Learn how to create a LinkedIn profile that showcases your skills and talents
- Understand how to connect with finesse and polish to demonstrate your professionalism

## The Voice of Business Leader on HR

Dianne Fox, Paul Manias,  
Natasha Toney, John Yip

12pm–1pm

Organizational Effectiveness 🏢  
Room 714B

HR professionals continue to evolve and refine their practice in order to provide value added support and advice to business leaders. This session will provide



an opportunity for HR professionals to hear directly from a panel of business leaders on their expectations of HR.

#### Learning Objectives:

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

## The Cost of Caregiving — Employer/Employee Perspectives Relating to Family Status and Flexibility in the Workplace

Helen Patterson

12pm–1pm

*Health, Wellness, and Safe Workplace* +  
Room 715A

The family unit in Canada has transformed significantly since the Charter of Rights and Freedoms was enacted in 1982. From the traditional definition of family, where a male breadwinner worked and a female stayed home to care for children, to today when same-sex couples can now legally marry — the scope of family relationships and caregiving needs is evolving. In this session exploring ‘the new world of work era,’ we’ll discuss the evolution of family status issues, caregiving, and the need to focus on flexibility in today’s workplace.

#### Learning Objectives:

- Discover creative and progressive programs for caregivers in the workplace
- Find out the latest on Family Status Accommodation
- Learn about work life strategies for caregivers
- Examine the future of work, which focuses on creating flexible workplaces that include caregivers

## Can HR Change the World?

Dr. Paul Fairlie  
12pm–1pm

*Organizational Effectiveness* ■  
Room 715B

HR continues to juggle the needs of employees, employers, and customers. Now, there’s an emerging, integrative and science-based approach to talent management that addresses the needs of all stakeholders. Research points to a handful of fundamental psychological needs. When these are met by employees through their work, resources are unlocked, positive feedback loops happen, and positive results spill outside of the organization as families become engaged and employees want to give back to communities. This approach to human motivation has sizeable impacts on organizational performance, yet it is underused in organizations. Hear examples of HR leaders that are championing this approach and changing the world

#### Learning Objectives:

- Learn about the fundamental needs
- Explore a new science-based approach to talent management that addresses all stakeholders’ needs
- Discover 10 things HR can do to transform employees, customers, families, and communities

## Talent Communities: Generating More Robust, Engaged and Consistent Candidate Pipelines

Joe Minaudo, Maura Dyer, Clint Philp, Paul Cameron  
12pm–1pm

*Workforce Planning and Talent Management* ■  
Room 716B

Many of North America’s largest organizations have been building Talent Communities to help stay ahead of the

competition for talent. Learn what Talent Communities are and how they relate to the average talent acquisition function. Discover how Talent Communities can help address your organization’s most complex talent acquisition challenges.

#### Learning Objectives:

- Find out how Talent Communities help to build a more consistent, quality, and engaged funnel of candidates
- Learn how Talent Communities help to reduce stress and frustration with your recruiters and support your talent acquisition function in staying ahead of the curve
- Explore the steps involved in building your own Talent Community

## New and Evolving Issues in Workplace Accommodation

Maureen Quinlan  
12pm–1pm

*Labour and Employee Relations* ■  
Room 716A

Workplace accommodation is one of the most challenging issues facing both employers and service providers. Legal developments emerging from human rights tribunals, arbitration boards and courts across Canada have imposed additional challenges, expanded obligations, and the need to think “outside the box” as employers and service providers alike are faced with new and increasingly complex requests for accommodation. Join us for a primer on the new and evolving issues related to workplace accommodation.

#### Learning Objectives:


- Gain an enhanced understanding of the law of accommodation related to mental health
- Review the medical documentation required as part of the accommodation process
- Examine best practices regarding the collection and review of medical documentation

- Understand how to deal with circumstances of perceived disability
- Get an outline of the procedural and substantive steps in the accommodation process

## Current & Emerging Payroll Issues

Steven Van Alstine

12pm–1pm

*Human Resources Metrics, Reporting, and Financial*   
Room 717B

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

### Learning Objectives:

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

## Nine Minutes on Monday

James Robbins

12pm–1pm

*Learning and Development*   
Room 701A

Managers around the world are feeling the pressure of having too many plates to spin. Nine Minutes on Monday is an easy-to-follow framework guaranteed to increase engagement and motivation among your staff — thousands of managers are seeing the results of using this simple blueprint. By following the Nine Minutes on Monday process, you will see an increase in employee engagement, a greater loyalty in your staff, and higher morale among your team. Get ready for an inspirational, funny, and highly

practical session to help you transform your leadership.

### Participants will learn:

- A simple framework to keep leadership priorities in front of you
- The nine employee needs which lead to higher employee engagement and productivity
- Three simple questions to help create more purposeful workplaces
- The three essential ingredients employees need to make their jobs more motivational
- How to increase an employee's sense of autonomy at work

## Advanced People Analytics for Driving Enhanced Business Outcomes

Dr. Ron Grey

12pm–1pm

*Workforce Planning and Talent Management*   
Room 717A

Can you statistically predict what's most important to your business success? Astute business leaders are doing just that. By combining big data and advanced people analytics, leaders are getting the powerful insights they need for improving talent management and culture change to gain competitive advantage. Hear compelling case studies about how advanced analytics are being used to link organizational assessment data with key performance indicators (KPIs) to drive business results. This session, the fifth in a five-part series, takes a deep dive into the concept of organizational advanced analytics.

### Learning Objectives:

- Understand the basics of advanced people analytics techniques
- Identify the key drivers of critical business outcomes in diverse industries

- Create an advanced analytics blueprint for focusing, prescribing and inspiring performance driven change

## Mindfulness in the Workplace

Carol Moxam

12pm–1pm

*Organizational Effectiveness*   
Room 802A

There is a shift happening in the workplace lately. More and more employees want to feel a sense of purpose in what they do, and a real connection to the organization's mission — and they're often discontented remaining at an organization lacking these meaningful components of their work. Technological distractions and dissatisfaction at work are leading to alarming levels of employee disengagement. Mindfulness involves paying purposeful attention to our experience, particularly to attitudes like openness and curiosity. People-centered organizations are solving these issues by putting people first. Find out how to develop the mindfulness practice in your organization to increase employee happiness and awareness for a healthier and better performing workplace.

### Learning Objectives:

- Understand mindfulness as a multi-level concept establishing leaders in your workplace for greater productivity
- Discover how forward-thinking organizations are retaining employees by helping them to feel more purposeful and engaged
- Learn how creating a people-centred organization is producing bottom-line results



## The Annual Merit Increase and Performance Review Process — An Alternative to the ‘Same Old, Same Old’

Steven Osiel,  
Natalia Strelbytsky  
12pm–1pm

Organizational Effectiveness ■  
Room 803A

HR professionals, managers and employees have known for years that the annual merit increase and personal performance review is less than ideal, yet we stick to it year after year. In this session, we will explore why the system is flawed and present a holistic alternative approach through case studies. Learn how personal contribution trumps personal performance and how pay and bonus expectations can be managed

while creating a stronger sense of organizational well-being.

### Learning Objectives:

- Gain an understanding of the issues surrounding the current annual merit increase process
- Discover an alternative solution to the annual merit increase and performance management process



Seth Mattison  
February 02, 2018  
1:00pm–3:10pm

Closing Keynote Speaker

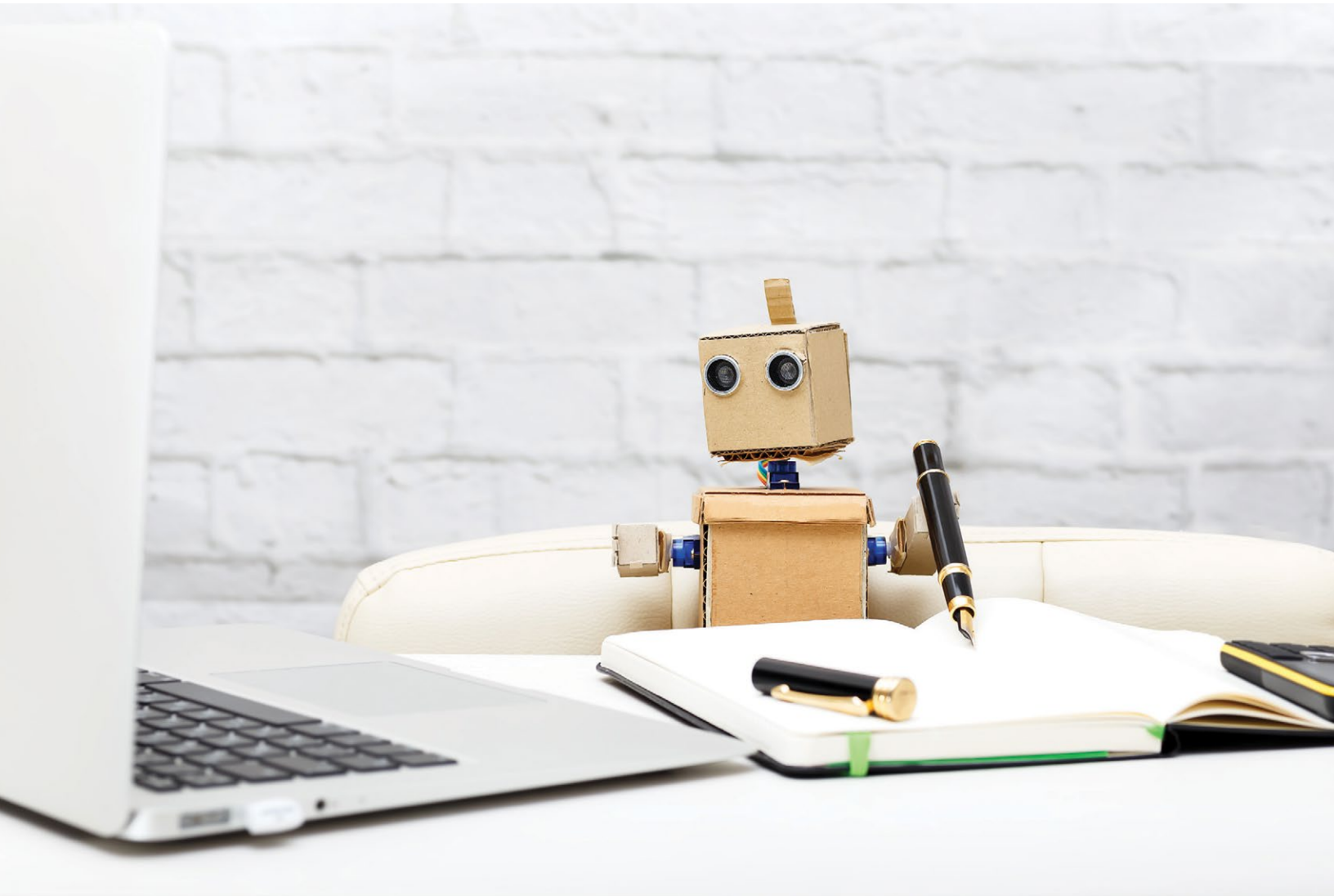
## The Future of Work Today: Insights from the New World of Work

A new and powerful driver of employee engagement, retention and recruiting is emerging across the globe. Over half of global millennials say that having purpose at work matters to them and that they would take a pay cut to work for a company they believe in. But this is not a millennial trend — purpose and social good are becoming key drivers to attracting top talent and customers. Companies who get ahead of the Purpose Revolution will gain significant advantage. Understand the purpose driven employee, discover what they really want, and what top companies are doing to win the talent war in an age of purpose.

### Learning Objectives:

- Gain a unique perspective on the macro drivers of change and a deep understanding of how employees' attitudes and behaviours are evolving
- Explore a new framework to clearly understand the trends that will impact the business landscape over the coming decade

# Prepare for the Workplace of the Future



Our workplace law experts provide legal advice you can count on when everything else is changing.

Visit us at booth 833

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Aird & Berlis LLP | Lawyers

**Lorenzo Lisi**  
Practice Group Leader  
Workplace Law  
[llisi@airdberlis.com](mailto:llisi@airdberlis.com) | 416.865.7722



# Tradeshow Details



# TRADE SHOW EXHIBITORS

The latest resources, top vendors and most forward-thinking contacts in the industry.

The 2018 Trade Show features over 200 of the very best vendors in the HR industry. Connect with leading resources, services and technologies – and remember, entry to the Trade Show is free for members!

HRPA would like to extend our sincerest thanks to our dedicated and top-notch exhibitors. Together, we've made this event the premier HR Trade Show in Canada!

## Trade Show Hours:

Wednesday, January 31, 2018\* 9:00 am – 4:30 pm

Thursday, February 01, 2018\* 9:00 am – 4:30 pm

Friday, February 02, 2018\* 9:00 am – 12:00 pm

BOOTH #	COMPANY NAME
427	4imprint
1016	4S Consulting Services
350	ACCES Employment
505	Accessibility Directorate of Ontario
904	Achievers
132	ACUSOUL
626	ADP
113	Aga Khan Foundation Canada
605	Agilec
833	Aird & Berlis LLP
645	Algonquin College
1004	Allstate Insurance Company of Canada
318	American Express Global Business Travel
518	Apex Occupational Health Solutions Inc
212	Armstrong Moving & Storage
600	Art of Food Catering & Event Creation
604	ASL Consulting
126	Athabasca University
805	Atlas Canada
433	BAASS Business Solutions
534	BambooHR
338	Bayshore Healthcare
639	bbq gourmet food company
441	Benchmark Benefit Solutions Inc.
1007	Beneplan
751	Best Doctors Canada Insurance Services Inc.
115	Best Doctors, Inc.
334	BestLifeRewarded Innovations
850	BizLife Solutions
613	BizXcel Inc.
336	Bloomex
535	Blue J Legal
1011	Bowling Green State University
313	Brick Labs Inc.
838	Britton Management Profiles Inc.

BOOTH #	COMPANY NAME
640	Canadian Executive Search Group Inc.
738	Canadian Hearing Society
714	Canadian LabourWatch Association
1041	Canadiana Flowers
527	CareerBuilder
835	CareerJoy
405	CAREpath
341	CBDC Restigouche
650	CCOHS
121	Celemi
839	Ceridian
1038	Cineplex
612	Cira Health Solutions
950	CivicAction
320	Closing the Gap Healthcare
944	CoachingOurselves Inc.
827	Coinsquare Wealth
332	Commissionaires Ottawa
344	Complex Injury Rehab Inc.
1006	Cornerstone OnDemand
228	Coyote Promotions
539	CPA Canada
644	Creapub Design Recognition
508	CSI International
504	David Aplin Group
512	Desjardins Payroll & HR Solutions
813	Diamond Recognition
712	DLGL
132	Doterra
538	DT Floral and Decor
638	D-TECK & Hogan
218	Duff & Phelps Canada
241	Dynacare
552	Eclectic Communications
426	Ego-Continuum Consulting Limited

BOOTH #	COMPANY NAME
309	Employment and Social Development Canada
220	ENCON Group Inc.
408	Equifax
507	Equinox Virtual Clinic Corp
551	ERGO Inc.
509	Ergotron Inc
550	Evoking Transformation
239	Evolve Assessments and Diagnostics
939	Extend Communications Inc
235	Financial Consumer Agency of Canada
407	Fitterfirst
1015	FLOW Coaching Institute
923	Globoforce Gratitude Bar
438	Glow in the Cloud
732	Gowan Consulting
1017	Great Place to Work Institute
804	Great-West Life
1033	GreeneStone Clinic Muskoka
328	Groupecho Canada Inc.
752	Guusto
744	GWN Dragon Boat
533	Habitude
917	HappyOrNot
1050	HASCO Health & Safety Canada
404	Health Canada- Environmental Health Programs
651	Health Vantis Inc
827	HiredHippo
215	HireRight
1023	Homewood Health
945	HRPA Edge
721	HRPA Central
1027	HRWize
305	Human Synergistics Canada
312	Humber College
634	Humi HR

BOOTH #	COMPANY NAME
315	ICO Technologies
952	Improve Financial Wellness
840	InComm Canada
832	Indeed
237	Industrial Relations Programs, Queen's University
450	Innersee Initiatives Inc.
500	InStage
132	Institute of Traditional Medicine
821	Intelligence Revolution
119	International Foundation of Employee Benefit Plans
707	Intranet DASHBOARD
1042	iPEC Coaching
619	Jobillico
708	JOBS.CA
329	Jobvite
914	JungoHR
827	Knockri
1051	Lancaster House Publishing
432	Lawrie Insurance Group Inc.
627	League
229	Learnography
413	Lee Hecht Harrison Knightsbridge
339	LEVEL 12
545	LifeSpeak Inc.
544	Local Employment Planning Councils of Ontario
116	LocalWork.ca
851	Lori Dalton - Agency for Speakers and Coaches
127	Mars Drinks
1012	McKinley Solutions
938	McLuhan & Davies Communications, Inc.
1031	McMaster University
932	Medavie Blue Cross
233	Mental Health Commission of Canada
935	MentorCity

BOOTH #	COMPANY NAME
333	Mister Safety Shoes Inc
550	Monica Gibbs Wellness
120	Monster Canada
521	Morel Group
705	NetHire
635	Nethris
934	Northeastern University Toronto
808	O.C. Tanner Canada
713	Occupational Safety Group Inc
132	Office-Massage
1008	OMNI SAFETY SOLUTIONS
614	Ontario Human Rights Commission
1043	OptiTest Ontario Inc
912	Oracle RMS
1030	Organizational Solutions Inc.
351	Paddle HR
750	Passages Relocation Service
1032	Pay Equity Commission, Ministry of Labour
940	Payroll Solutions International Inc.
435	PayScale, Inc
915	Penmore Benefits Inc.
1034	People Corporation
307	Personalized Prescribing Inc.
252	Picky Diet Wellness
415	Pivotal HR Solutions
943	Plum
421	Predictive Success Corporation
845	Prevue HR
913	PROergonomics
227	Prolang
1044	PROLINK - Canada's Insurance Connection
1013	Psychometrics Canada
632	Public Services Health & Safety Association
1000	Purdy's Chocolatier
114	Queen's University Industrial Relations Centre (IRC)

BOOTH #	COMPANY NAME
451	Rapid Interactive Disability Management
327	REED RESEARCH INVESTIGATIONS
609	Reizt Inc
226	Rembrandt Awards
444	RiseSmart
526	Robert Half Canada
933	Rotman School of Management
908	Royal Roads University
734	Ryerson University
739	Sage People
1014	SAP SuccessFactors
1047	Schulich Executive Education Centre (SEEC)
1035	Score Promotions
607	Self Management Group
541	Service Canada
213	Sheridan College
345	Shoppers Drug Mart
245	Sit Kicker
251	Smart Self Solutions Inc.
745	Softworks Ltd
633	Solertia Consulting Group
907	St. John Ambulance
615	Sterling Talent Solutions
744	Stitt Feld Handy Group
151	Surgically Clean Air
513	Synerion North America Inc.
214	T.E. Wealth
1009	Talent Pool Builder ATS
519	TalentEgg
931	TD Insurance Meloche Monnex
340	Teal and Co Inc.
406	TeksMed Services Inc.
905	Terryberry
352	The Benefits Alliance Group
706	The Canadian Payroll Association

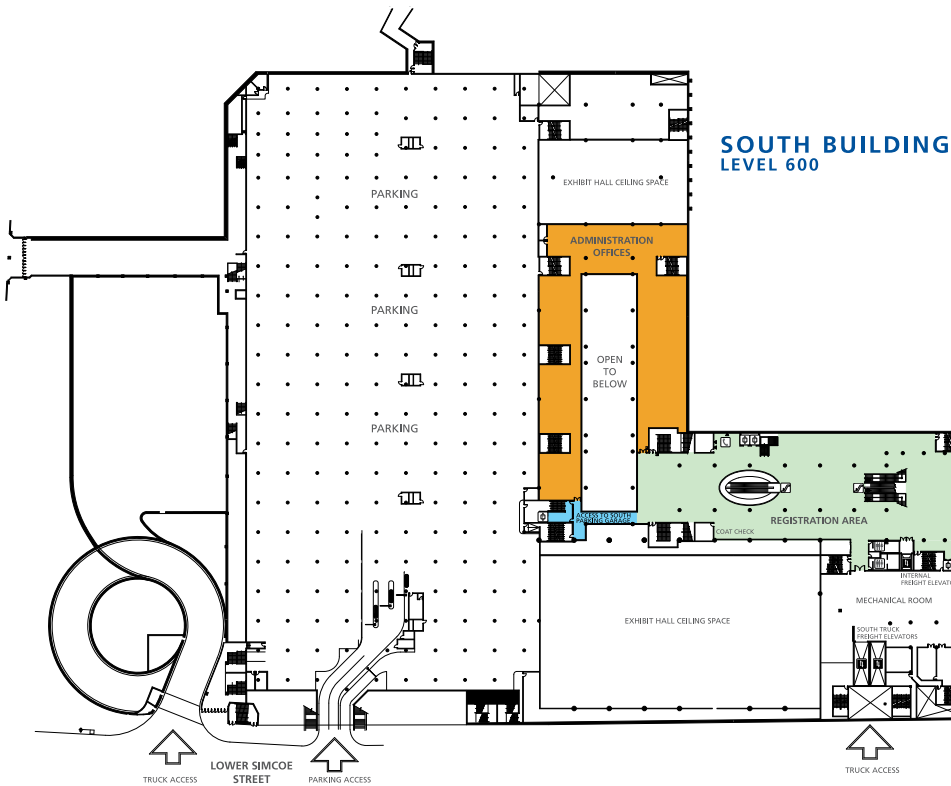
BOOTH #	COMPANY NAME
951	The House Of Purpose
132	The Joy Clinic
921	the organ project
515	The Personal Insurance Company
440	The Resume Hut
128	TOASTMASTERS INTERNATIONAL
132	Toronto Sound Therapy
439	TPS Promotions & Incentives
319	TRITON
1045	turalt - the technology of empathy
726	Ultimate Software
506	University of Guelph - Co-operative Education & Career Services
419	University of Toronto Scarborough Arts and Science Co-op
606	University of Waterloo, Co-operative Education & Career Action
1049	University of Windsor, Co-operative Education & Workplace Partnerships
445	UPnGO
812	Venngo Inc.
434	VenterView
709	viGlobal Inc (viDesktop Inc.)
844	V-Tac Payroll Management (VPM)
733	Ward Technology
219	Weber-Stephen Canada
414	Wet 'N' Wild Toronto
412	Williams Recognition Ltd
326	Wise Riddell Financial Group
1022	Workable Cookie Lab
129	Workday
1029	Workplace Medical Corp.
704	Workplace Safety & Prevention Services
532	WorkTango
618	Xref
132	Your Power Yoga

# TRADE SHOW EXHIBITORS

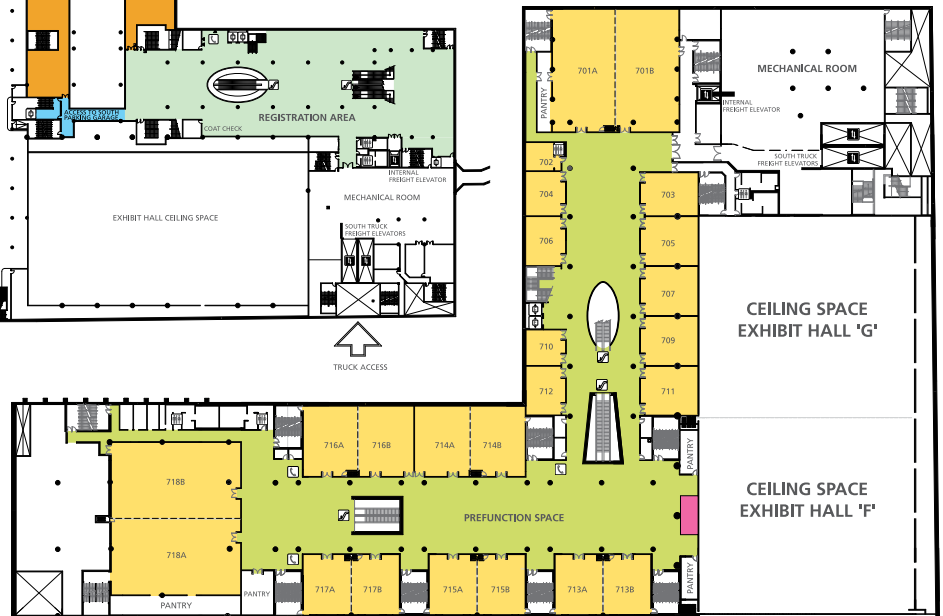
January 31st, 2018 - February 2nd, 2018 / MTCC-South Building-Hall E



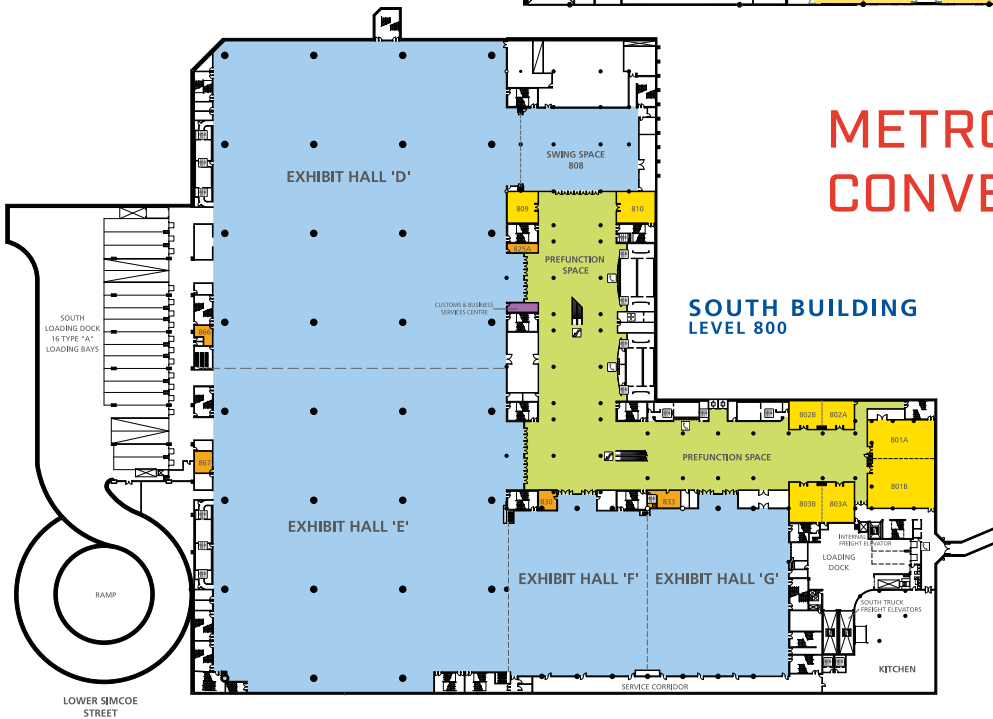




**SOUTH BUILDING  
LEVEL 700**



# METRO TORONTO CONVENTION CENTRE



## #ACGAMES 2018

Win an Apple iPhone 7 or dozens of other amazing prizes in the HRP A #ACGames!

Now in its second year, the Annual HRP A #ACGames mobile app contest for attendees takes place at the 2018 Annual Conference on January 31st to February 2nd.

Based on a points-based system, attendees score points for contacting exhibitors on site and participating in activities like scavenger hunts and tasks throughout the 3-day conference. The attendee who receives the highest total points in the game will win our Grand Prize, an Apple iPhone 7, and the runner-ups will win prizes donated by our participating exhibitors.

Contest ends on Friday, February 2nd, 2018 at 9:00AM and winners will be announced at the Jobillico Booth at 11:00AM.

Ready to play?

Here's how to get in the game:

- You must be registered as a full conference attendee\* at the 2018 HRP A Annual Conference and Trade Show to participate
  - Download the HRP A AC2018 Mobile App
  - Check out the #ACGames section of your app for the list of participating exhibitors and scavenger hunt clues
  - Collect exhibitor codes from participating exhibitors on the trade show floor
- \* Exhibitors, volunteers, speakers, HRP A staff and board members are excluded from participating.

The 2018 #ACGames is sponsored by Jobillico. For more information, visit: [hrpaconference.ca/acgames](http://hrpaconference.ca/acgames)



Check out the prizes you can win from our participating #ACGames Exhibitors!

SPONSOR	PRIZE
HRPA	Apple iPhone X
4imprint	4imprint Relaxation Kit – value \$162.00  Includes: Terry Velour Hooded Robe, Zen Electronic Diffuser, & Zen Essential Oil – Lavender
Agilec	Apple Watch Series 1
Allstate	Emergency Roadside Car Kit (\$80.00 value)
AMEX	\$200 American Express gift card
Bloomex	\$100 Bloomex Gift Certificate
Britton Managment Profiles Inc.	\$100 Mastercard Gift Card
The Benefits Alliance Group	1 of 3 \$100 Oliver & Bonacini Gift Cards
Canadiana Flowers	Bouquet of flowers
Carepath	\$100 Keg Gift Certificate
Cineplex	Two tickets to Leadercast 2018 (\$198 value)
The Canadian Payroll Association	\$250 Visa Gift Card
CSI STARS	Executive Backpack (padded laptop and tablet compartment featuring on-the-spot personalization with winner's initials and Canadian flag, plus Initials Journal)
Duff & Phelps	Amazon Echo
Evoking Transformation	5 Workplace Wellness consultations from <a href="http://www.monicagibbs.com">www.monicagibbs.com</a>
Guusto	\$100 Guusto Gift Card valid at 10,000+ locations (includes Tim Hortons, Amazon, The Keg, Hudson's Bay, Way Spa, Cineplex, more)

SPONSOR	PRIZE
Hired Hippo	\$299 The Empathy Toy Facilitator's Kit by 21Toys
Inner See	Wellness Package including Essential Oil Diffuser, Essential Oils, Hand Cream, Bath Salts
HR Wize	\$100 Keg Gift Certificate
Nethire	Google Home Mini
Northeastern University	Men's and Women's Northeastern University jacket (\$115 CDN)
OC Tanner	Michael Kors Bracelet
Occupational Safety Group (OSG)	Apple TV
Oracle RMS	\$100 Shell Gas Gift Card
Organizational Solutions Inc.	Sephora Gift Card
PROergonomics	Evoluent Full Featured Compact Keyboard
Reizt	Fire HD 8 Tablet, 8" HD Display, 16 GB, Black
Self Management Group	\$100 Visa Gift Card
Stitt Feld Handy Group	Online Difficult Conversations Course (\$100 value)
Talent Pool Builder	Google Home Mini
TD Insurance	\$100 Visa Gift card
The House of Purpose	\$100 iTunes Gift card
University of Windsor	\$100 Amazon.ca gift certificate
viGlobal	\$200 AmEx Gift Card



# How can **you** save a life?

Saving lives isn't just for doctors and nurses – it's something we can all play a part in. And your part can start right here, right now.

There are currently 4,500 Canadians waiting for a life-saving organ transplant - and they need your help. Desperately.

Join The Organ Project and help save a life, or more accurately eight (8) lives, by helping us encourage Canadians to register as organ donors.

## Did you know?

- \* A Canadian dies every 33 hours waiting for a transplant
- \* Organ failure is a growing problem that can affect anyone, at any time
- \* Canadians are 5 times more likely to need an organ transplant than they are to be an organ donor

## Here's how you can help.

### \* **As an individual:**

- Register as an organ donor. Visit [www.theorganproject.net](http://www.theorganproject.net) to register in your province.
- Help raise awareness about the shortage of registered organ donors and The Organ Project.

### \* **As an employer:**

- Challenge your employees and your competitors to see who can register the most donors in a month.
- Create an employment policy that facilitates living donation. If one of your employees has the chance to save a life – give them the time and support they need!

**Small actions – immeasurable impacts.  
Start saving lives today.**

**[www.theorganproject.net](http://www.theorganproject.net)**

Reach out to [Catherine@theorganproject.net](mailto:Catherine@theorganproject.net) for more information or for help on getting started.

the  
organ  
project

# GREEN INITIATIVES

## The future is green — and so is HRP.

HRPA's 2018 Annual Conference & Trade Show is integral to our organization's drive for sustainability, and every year we strive to produce a zero-waste event.

### Sourcing sustainable suppliers

Whenever possible, HRP works with suppliers and vendors who are committed to sustainability and environmental responsibility. Beyond competitive pricing, service and quality, we look for partners who think as sustainably as we do when it comes to providing their products and services.

Among other things, this means using FSC-approved paper stock and vegetable-based inks for print jobs, as well as being conscious of the impact each of our decisions has on our environment. The conference program in your hands, for instance, is printed using an FSC-certified printer and FSC-certified paper.

### We're all in this together

HRPA's sustainability vision is to ready HR professionals to lead environmental change in the workplace by leveraging HRP's reach, thought leadership and best practices.

***Together we can build a brighter, greener tomorrow.***



In partnership with Metro Toronto Convention Centre





HRPA would like to extend warm thanks to our dedicated programs committee who are responsible for our outstanding slate of accomplished speakers.

## 2018 ANNUAL CONFERENCE PROGRAMS COMMITTEE

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*Assistant Vice President,  
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## THANK YOU TO OUR VOLUNTEERS!

The Annual Conference & Trade Show would not be possible without the invaluable help and support of our many volunteers. It takes more than 250 volunteers from all across our chapters to create a successful event each year. Our volunteer members assist with the sessions, register delegates and speakers, help with media relations, staff the trade show and act as HRPAs ambassadors to the thousands of delegates, guests, speakers and exhibitors who attend.

*To all our volunteers, thank you so much for your hard work, professionalism and dedication.*

## WIRE UP. CHILL OUT. GROOVE ON.

Join us at the

# BOT ROCK NETWORKING PARTY

**Delta Toronto Hotel – Soco Ballroom**  
**75 Lower Simcoe Street, 3rd Floor**  
**Wednesday, January 31st, 2018**  
**5:30 pm – 7:30 pm**

Decor  
Courtesy  
of:



### WIN BLING.

Join us 2,000 light years from home to have a bite, raise a glass and party with your fellow friendly HRPAs as we boogie with robots and spin your favourite blasts from the past. Rock your best outfit from the 60s, 80s, or 2000s and bust out your best robot moves in our dance-off to win one of these two fantastic prizes!

Prizes courtesy of:  **DIAMOND**  
RECOGNITION

- **14k White gold men's Diamond and Black Onyx Ring** [Value \$2800]
- **14k Yellow gold ladies Diamond necklace set with Genuine Diamonds** [Value \$4800]

## VISIT THE HRPAs NETWORKING CAFÉ

### We are excited to announce HRPAs first ever Networking Café.

As an HRPAs conference attendee and/or volunteer, we want you to be one of the first to experience our new HRPAs Networking Café and share your feedback.

The HRPAs Networking Café is a new and innovative way to connect with other industry leaders from the HRPAs Conference to build your professional network, expand on HR topics and learning, and share your insights. Connect by having a casual coffee chat in person, or meeting up online!



# SPONSORS

HRPA wishes to recognize and thank our 2018 conference sponsors for their generous support.



Aird Berlis

Friday Morning Keynote Speaker



Atlas Canada

Wednesday Opening Keynote Session



Diamond Recognition

Registration Prize



DT Floral & Decor Inc.

Networking Event



Globoforce

Globoforce Gratitude Bar



Great-West Life

Wednesday Afternoon and Thursday Afternoon Keynote Speakers



Happy or Not

Session Evaluations



Indeed

Social Media Lounge



Jobillico  
MobileApp and #ACGAMES



JungoHR  
Thursday Lunch Keynote Speaker



Medavie Blue Cross  
Host Hotel Room Keys



O.C. Tanner  
Attendee Bags



Personalized Prescribing Inc.  
Early Morning Sessions



TD Insurance Meloche Monnex  
Lanyards, Charging Lounge



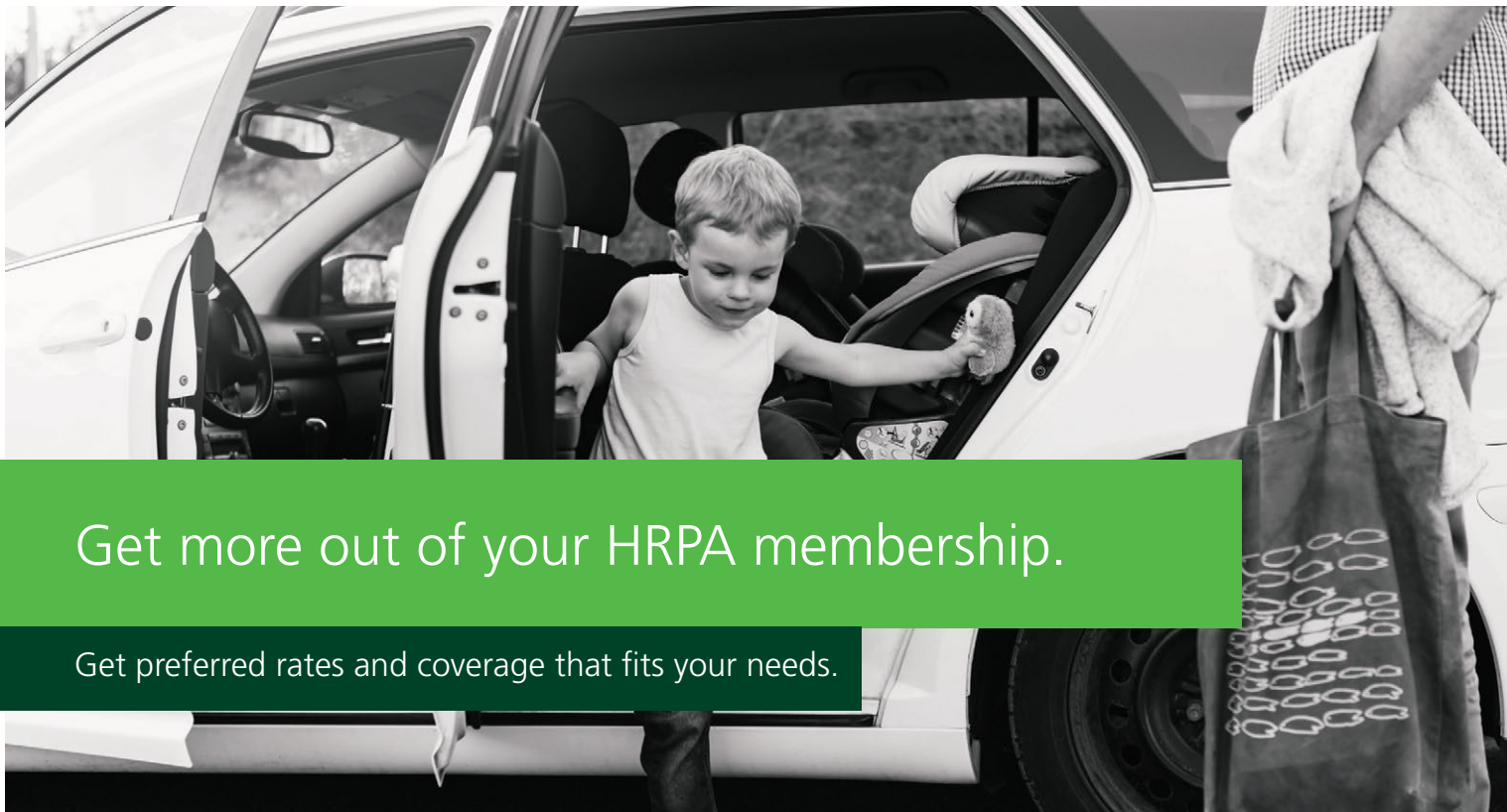
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