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January 22-24



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Wednesday, January 22

SESSION #	SESSION TITLE	SPEAKER(S)	CPD	TRACK
7am – 8am				
101	Moneyball for Business: Strategic Talent Management	Andrew Levison	●	People Analytics
102	Dare to Matter: How HR Professionals Rise to Significance	Pete Smith	●	HR Strategy
7:45am – 8:15am				
Breakfast				
8:30am – 9:30am				
103	Shaping the Future of Work: 21st Century Skills	Lital Marom	●	
10:15am – 11:45am				
114	Flawless Consulting – Part 1	Jeff Evans	●	Business Acumen
10:45am – 11:45am				
104	Driving Engagement and Connections with Your Early Talent through a Universal Student Experience	Brien Convery	●	Talent
105	Cannabis is Legal. How to Safely Manage the Impact of Legalization in Your Workplace	Dan Demers	●	Health & Wellness
106	Accommodation in Today's Workplace	Lindsay Gluck, Krista Siedlak	●	Employment Law & Labour Relations
107	#MeToo...Now What?	Jennifer Heath	●	Employment Law & Labour Relations

Wednesday, January 22

SESSION #	SESSION TITLE	SPEAKER(S)	CPD	TRACK
110	Overdone Strengths: A Window into Blind Spots, Conflict, and Personal Development	Stan Peake		Organizational Effectiveness
111	Practicing Recognition: How to Give Meaningful Recognition to People Every Day	Roy Sanderson	●	Organizational Effectiveness
112	Empowering Women for Innovation and Business Success	Melanie Drouin, Stephanie Dei	●	Talent
113	Future of Safety: Compliance and Beyond	Michelangelo LaSelva	●	Health & Wellness
115	How Technology is Making Our Work Lives Worse	Adam Pressman	●	HR Strategy
109	Separation and Divorce: Yes, These Are Workplace Issues. What HR Needs to Know.	Charlotte Goldfried, Edit Farun, Debbie Shawn	●	Health & Wellness
130	Can I Have a Base Pay with a Side of Pay Equity? Ontario's Pay Equity Act: The Key Ingredient in Your Compensation Review	Jodi MacDonald, Jared Saltz	●	Total Rewards

12pm – 1pm

Lunch

1pm – 2pm

116	How AI Will Keep the "Human" in HR	Terry Hickey	●	HR Technology
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2:30pm – 4pm

127	Uncover Your Authentic Leadership Values – Part 1	Nick Evans	●	Leadership
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3pm – 4pm

120	Psychologically Safe Leadership	Mary Ann Baynton, Dr. Joti Samra	●	Mental Health
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Wednesday, January 22

SESSION #	SESSION TITLE	SPEAKER(S)	CPD	TRACK
117	Towards Creating a Mindful Workplace	Jill Ash, Michael Apollo, Ashu Singh		Health & Wellness
118	It's Not the End, but You Can See it from Here: Post-Investigation Steps and Considerations	Cynthia Ingram, Patrizia Piccolo	●	Health & Wellness
119	Labour Market Impact Assessment: How to Get Them	Ravi Jain	●	Talent
121	Computer Forensic Implications – 5 Sins of Workplace Investigations	Aniko Kiss	●	HR Technology
122	Strategic Planning for HR Professionals: What Do I Need to Know?	Jeffrey O'Leary	●	HR Strategy
123	Empathy – The Super Power Every Business Leader Needs	Joel Peterson		HR Strategy
124	Chronic Mental Stress Claims: Assessing Its Impact on Conducting Workplace Investigations, Privacy, and Choice of Pursuing Legal Remedies	Asha Rampersad	●	Employment Law & Labour Relations
125	Communicating Change When It's Not Really Your Job	Elizabeth Williams	●	Organizational Effectiveness
126	Why a Strong Community Investment Strategy Makes Good Business Sense	Alison Grenier, Elizabeth Dove	●	Organizational Effectiveness
128	The DNA of Great HR Pros: Transforming Yourself and Your Team to World Class	Tim Sackett	●	Leadership
4:15pm – 5:15pm				
129	Best Self: The Freedom When You Know the Difference	Mike Bayer	●	

Sessions Schedule & Details

Please note that this schedule is subject to change;
it will be updated continuously up until the conference



Sunrise Sessions

Wednesday,
January 22

Moneyball for Business: Strategic Talent Management

Session 101

Andrew Levison

7:00AM – 8:00AM

Qualifies for CPD hours

● People Analytics

Sunrise Keynote

The book "Moneyball: The Art of Winning an Unfair Game" examines how the Oakland Athletics used empirical baseball analytics to devise a reliable way to predict potential and assemble a competitive team despite financial constraints. "Moneyball" is a lesson in strategic talent management to which all businesses should pay attention. Data analytics and data science can help you make smarter, faster, more predictive decisions about talent. As the war for talent intensifies, attracting, retaining, and developing talent is more critical than ever. Learn how to avoid costly mistakes in talent management, get a better Return On Development (ROD) and develop a strong and reliable workforce that delivers great products and services for your customers.

Learning Objectives

- Explore a 4-Dimensional model for understanding talent
- Understand what research has taught us about understanding and managing potential
- Learn how to segment your development spend to better serve your employees
- Find out how to engage your employees by more effectively nurturing what they bring to your organization

Dare to Matter: How HR Professionals Rise to Significance

Session 102

Pete Smith

7:00AM – 8:00AM

Qualifies for CPD hours

● HR Strategy

Sunrise Keynote

Today's HR professionals need to be excellent communicators, effective problem solvers, attentive to detail, and possess a high degree of self-confidence, all while balancing the stress of handling situations missing from the employee handbook. The key to an HR professional's success lies in achieving symbiotic balance. In this session, we'll examine the Significance framework, which reveals the six major pillars of significance and how they can be incorporated into our daily lives. This framework challenges traditional thinking of success and happiness and presents an alternative approach that will leave you feeling inspired, engaged, and committed to making a bigger impact.

Learning Objectives

- Recognize how to separate choice from options and fault from responsibility
- Learn to implement a behavioural model that builds trust, impacts hiring, and improves decision-making
- Understand the redeeming and minimizing role of fear in our lives
- Find out how to make a decision that keeps people focused on what matters
- Identify the two qualities that must be present when pursuing something worthwhile



Shaping the Future of Work: 21st Century Skills

Lital Marom

Session 103

8:30AM – 9:30AM

Keynote

Qualifies for CPD hours

The ever-growing gap between the skills people learn and the skills people need is becoming more obvious, as traditional learning falls short of equipping students with the knowledge they need to thrive, according to the World Economic Forum. So, what separates individuals with strong 21st century skills from individuals competing without these skills? How can we thrive in this new world that is unfolding?

Learning Objectives

- Learn about the foundation of the new world of work
- Hear about the critical skills required to succeed in the world of tomorrow
- Get inspired by examples of companies that embrace new learning and development systems

Morning Sessions

Wednesday,
January 22

Flawless Consulting – Part 1

Session 114

Jeff Evans

10:15AM – 11:45AM

Qualifies for CPD hours

Business Acumen

Workshop

Gain powerful partnering and consulting skills that will enable you to listen, communicate and negotiate with others in a way that builds trust and applies your expertise, even when you have no direct control. In this two-part session, we will introduce you to the key elements of the Flawless Consulting Skills model. Using this model, you will

be able to develop skills that increase your ability to have a strong and positive impact on your client's business results and learn how to have a 50/50 relationship with your clients.

Please note: This is a two-part workshop; each workshop is 90 minutes long. Part two will build on the work from part one and attendees are highly encouraged to attend both, but it is NOT mandatory to attend both segments.

Learning Objectives

- Learn to work in a partnership role with others
- Understand the phases of the Flawless Consulting Skills model
- Identify and develop the skills necessary for the process
- Recognize how your expertise can be utilized in complex organizational systems

Driving Engagement and Connections with Your Early Talent through a Universal Student Experience

Session 104

Brien Convery

10:45AM – 11:45AM

Qualifies for CPD hours

● Talent

Engaging and attracting young talent to organizations is becoming increasingly difficult in this ever-changing world of disruption and technology. With plenty of competition and options for young people to pursue the career of their dreams, it's even more challenging to retain young talent. Starting with a listening strategy and focusing in on a student experience strategy that avoids the standard "one size fits all" approach can help you and your team across HR to retain, promote and support your company's growth strategy for the future.

Learning Objectives

- Discover how to create a Universal Student Experience that keeps your students coming back for more seeking opportunities to convert to full-time, long-term employment
- Learn how to pivot from student feedback and address opportunities within your organization
- Understand how to build Knowledge Networks for your employees to drive innovation and impact

Cannabis is Legal. How to Safely Manage the Impact of Legalization in Your Workplace

Session 105

Dan Demers

10:45AM – 11:45AM

Qualifies for CPD hours

● Health & Wellness

Cannabis in the workplace is a rapidly growing and highly contentious issue, especially for employers who operate in safety sensitive environments. The topic of cannabis accessibility and consumption is sensitive, complex, and highly polarized with issues and implications for health and safety. The Canadian Government legalized cannabis for non-medical recreational use in 2018; in this new legal landscape, Canadian workplace safety has to adapt to the age of legal cannabis. Understand the changes, the implications for health and safety, and an "urgent response" solution to the various challenges in safety sensitive industries.

Learning Objectives

- Identify the effects of cannabis and understand the difference between impairment and intoxication
- Understand the most common deficits in safety programs regarding cannabis
- Learn the difference between risk management and impairment management
- Recognize the employers' duty to accommodate and the employees' duty to be fit for work
- Explore both effective and ineffective approaches to employees' consumption of cannabis

Accommodation in Today's Workplace

Session 106

Lindsay Gluck,

Krista Siedlak

10:45AM – 11:45AM

Qualifies for CPD hours

● Employment Law & Labour Relations

Gain an overview of the requirement for accommodation in the workplace with a focus on family status, mental illness and gender identity. Understand updates and changes in the law, and review strategies for proactively addressing the needs of a diverse workforce and best practices to ensure that the employer's duty to accommodate is met.

Learning Objectives

- Learn about the Ontario Human Rights Code and the duty to accommodate
- Understand when accommodation is required and the role and responsibility of each party to facilitate the accommodation
- Review developments in accommodation pertaining to the employee's family status
- Understand best practices and strategies for assisting those with mental health issues
- Discuss best practices and strategies in addressing accommodation on gender identity and gender expression

#MeToo...Now What?

Session 107

Jennifer Heath

10:45AM – 11:45AM

Qualifies for CPD hours

● Employment Law & Labour Relations

During the initial period of aftershocks following #MeToo, employers made changes to workplace policies, practices and investigation protocols to deal with potential harassment and misconduct complaints. While the work of preventing and handling workplace harassment is ongoing, employers must consider the deeper, long-term impacts when a #MeToo complaint is found to be substantiated and becomes public. In particular, how can you address questions from employees when a complainant returns to work? What's the risk of hiring an employee with a reputation for harassment? Can an employer effectively recover after a high-profile #MeToo moment?

Learning Objectives

- Hear recommendations for reintegrating a complainant in the workplace, including recommendations relating to privacy, risk-reduction, and remediation
- Understand considerations for, and risks to new employers when hiring a previously accused (and disciplined) harasser, including use of "morality" clauses and augmented definitions of just cause
- Learn how to manage employee, client and public concerns about historic complaints and ongoing employee safety

Overdone Strengths: A Window into Blind Spots, Conflict, and Personal Development

Session 110

Stan Peake

10:45AM – 11:45AM

● Organizational Effectiveness

In this fast-paced, engaging and informative session, learn how interpersonal conflict can be mitigated in mere moments, all while helping team members round out their skill sets. You will learn how you may unknowingly be contributing to conflict, and when you may be susceptible to conflict due to the actions of others. Best of all, you will learn how to take this impactful lesson back to your teams for immediate implementation.

Learning Objectives

- Learn the stages of conflict theory, including conflict resolution techniques
- Explore overdone strengths: what they are, why we overuse strengths, and what we can do instead
- Discover how strengths we do not value lead us into conflict when others overuse them

Practicing Recognition: How to Give Meaningful Recognition to People Every Day

Session 111

Roy Saunderson

10:45AM – 11:45AM

Qualifies for CPD hours

● Organizational Effectiveness

Having trouble giving meaningful and effective recognition to employees? Are you questioning if the appreciation

you give is engaging your staff? Do you know how to recognize people properly for their positive efforts and contributions? Explore tips and tricks to give recognition the right way. Through research and in-the-field feedback, you'll learn dozens of recognition giving insights and behaviours that really make a difference. Gain valuable and practical lessons for becoming more effective with your praise and expressing appreciation to your peers and staff.

Learning Objectives

- Identify techniques for consistently giving recognition the right way to people of every age and stage
- Learn how to overcome the excuse of not having enough time to give people recognition
- Record ideas for integrating recognition into everything you do at work so you can show employees that they and their contributions are valued

Empowering Women for Innovation and Business Success

Session 112

Melanie Drouin,
Stephanie Dei

10:45AM – 11:45AM

Qualifies for CPD hours

● Talent

Including women in the innovation process has tremendous ability to increase retention rates within a firm. In Canada, approximately 56 percent of women leave the ICT industry mid-career. A recent report stated that women in Toronto's tech sector may feel less valued than their male counterparts. A workplace culture built on trust and inclusion that supports and empowers women throughout their various career stages is key to sustained

inclusive innovation in the workplace. By extension, empowering women in the workplace is vital to realizing the full potential impact of innovation on business success. Great Place to Work® conducted a research study in partnership with UN Women which is based on the responses of over 63,000 employees from 300 organizations in Canada. Explore the research and learn the empirical link between empowerment of women and business performance.

Learning Objectives

- Discover the link between women empowerment in the workplace & business performance
- Understand how building trust & inclusivity can decrease turnover
- Learn which researched workplace practices drive inclusive innovation

Future of Safety: Compliance and Beyond

Session 113

Michelangelo LaSelva

10:45AM – 11:45AM

Qualifies for CPD hours

● Health & Wellness

The human resource practitioner is responsible for Health & Safety in the workplace more than ever before. With a constantly evolving Health & Safety landscape in Ontario and a magnitude of resources, information and guidelines available for HR professionals, practitioners often don't know where to start when it comes to building a comprehensive program. This session aims to simplify the foundation of Health & Safety Program, outlines a risk-based approach to accident and injury prevention, and supports the HR professional from development through to continuous advancement of a Health & Safety program.

Learning Objectives

- Learn the current status of your HS Program
- Understand legal compliance with Health & Safety legislation, regulations, guidelines, and best practices
- Find out how to build a comprehensive Health & Safety Program
- Gain clarity on moving your program forward from compliance to excellence
- Examine the Health & Safety Program alignment with the new WSIB rate framework, the Ministry of Labour focus, and the Ontario Prevention System

How Technology is Making Our Work Lives Worse

Session 115

Adam Pressman

10:45AM – 11:45AM

Qualifies for CPD hours

● HR Strategy

AM Breakout Keynote

During the Industrial Revolution, employees were viewed as robotic bits in a machine to be optimized in the workplace. The dawn of the information age afforded us the opportunity to no longer be cogs in the wheel and instead, bring our humanity to the workplace to think critically, creatively, curiously, and compassionately. But a new problem has emerged with the digital revolution – digital addiction – and that addiction has very real costs. In this session, we'll explore the way that technology is influencing our lives, how that influences the kind of work that we do, and the impact it will have to organizations' competitiveness in the long run.

Learning Objectives

- Understand the personal and

professional impact of modern technology

- Learn how HR professionals can prepare their employees and organizations to benefit from technology while reducing its negative impacts

Can I Have a Base Pay with a Side of Pay Equity? Ontario's Pay Equity Act: The Key Ingredient in Your Compensation Review

Session 130

Jodi MacDonald, Jared Saltz

10:45AM – 11:45AM

Qualifies for CPD hours

● Total Rewards

Attend this interactive session to find out why Ontario's Pay Equity Commissioner thinks we're all in this together, get a plain language overview of how to do pay equity for your organization, and bring your toughest pay equity questions for the Pay Equity Office's Review Officers.

Learning Objectives

- Understand the business case for pay equity
- Review the steps of a pay equity analysis
- Learn tips to manage your organization's compliance risks

Separation and Divorce: Yes, These Are Workplace Issues. What HR Needs to Know.

Session 109

Charlotte Goldfried,

Edit Farun,

Debbie Shawn

10:45AM – 11:45AM

Qualifies for CPD hours

● Health & Wellness

In Canada, approximately 140,000 marital and common-law relationships come to an end each year. The impact of these statistics on the workplace is devastating. In this workshop we will examine how separation and divorce affect employees and the organization,

the culture of silence that causes more harm than good, common signs to look out for, and strategies that HR can implement to manage and reduce the negative aspects of separation and divorce in the workplace.

Learning Objectives

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

Afternoon Sessions

Wednesday,
January 22

How AI Will Keep the "Human" in HR

Terry Hickey

Session 116

1:00PM – 2:00PM

Keynote

Qualifies for CPD hours

● HR Technology

Many organizations, people, and jobs will be disrupted by artificial intelligence (AI) and automation within the next 5 years. We are all ill-equipped to start turning such disruption into competitive advantage. HR leaders must begin to embrace AI and automation now. Explore ideas on how HR can adopt AI and automation to improve quality and efficiency of HR processes. Terry will showcase examples of how AI can be leveraged to provide deeper people insights to enable HR leaders to keep the "human" in HR.

Learn how AI will:

- Reduce human bias in recruitment and talent management
- Help develop talent and leadership
- Create new skills & roles with organizations
- Provide HR with data-driven decision-making capabilities to retain and grow talent

Lunch is sponsored by: Workplace Strategies for Mental Health, compliments of Canada Life

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Uncover Your Authentic Leadership Values – Part 1

Session 127

Nick Evans

2:30PM – 4:00PM

Qualifies for CPD hours

● Leadership

Workshop

Our values are fundamentally who we are; they hold the innate pattern of our success and authentic character. There are many tools that enable people to create lists of their values, but this workshop experience differs in that it captures your uniqueness as an individual and enables you to build an understanding of how your values work as a system. In this 90-minute intensive workshop, you will uncover the operating system that functions as the foundation of your authentic leadership and understand your unique approach to building collaboration, resolving conflict and being inspired.

Please note: This is a two-part workshop – each workshop is 90 minutes long. The second workshop session, "Explore Your Authentic Leadership Values – Part 2," takes place on Thurs, Jan 23, 2 – 3:30pm.

You will be asked to sign up for BOTH workshops at registration. Participants will NOT be able to attend Part 2 if they have not attended Part 1.

Participants are required to pre-register and do 30 minutes of pre-work in advance of this session

This program will be facilitated by Nick Evans and a team of his Network Partners to ensure participants receive individual guidance when necessary.

Learning Objectives

- Uncover your unique values operating system which is the foundation of your authentic leadership
- Understand your unique approach to building collaboration, resolving conflict and being inspired

Psychologically Safe Leadership

Session 120

Mary Ann Baynton,

Dr. Joti Samra,

3:00PM – 4:00PM

Qualifies for CPD hours

● Mental Health

Do your leaders cause or reduce stress in the workplace? As per the National Standard, psychological health and safety is embedded in how working conditions and management practices affect employees, but it's unreasonable to expect leaders to be mental health experts. It's only what's within the control, responsibility or influence of leaders that is the subject of psychologically safe leadership. At this session, you'll get practical strategies that are immediately useful and relevant.

Learning Objectives

- Learn useful strategies to practise psychologically safe leadership in your workplace

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Towards Creating a Mindful Workplace

Session 117

Jill Ash,

Michael Apollo,

Ashu Singh

3:00PM – 4:00PM

● Health & Wellness

Explore a leading global financial institution's strategic, multi-pronged approach to embedding mindfulness in a large organization and find out how they demonstrated the measurable impact of mindfulness training along multiple dimensions and with diverse groups like call centre workers and senior executives. Discover how the bank achieved mindfulness as a shared practice by engaging and developing internal champions, continually seeking opportunities to integrate mindfulness training and supports into all parts of the bank, tailoring training and supports to each setting and group, and rigorously assessing and measuring outcomes.

Learning Objectives

- Learn to develop mindfulness as a shared practice across an organization, permeating processes and culture so the organization can become more responsive to clients, more resilient to change, and better able to support the wellbeing and performance of its people

It's Not the End, But You Can See it from Here: Post-Investigation Steps and Considerations

Session 118

Cynthia Ingram,

Patrizia Piccolo

3:00PM – 4:00PM

Qualifies for CPD hours

● Health & Wellness

Some of the most important work often starts in the workplace once a workplace investigation is complete. Not only does the investigation provide the employer with the opportunity to reinforce and promote compliance with their practice and procedures, but it may reveal other issues that should be addressed in order to truly bring the matter to a close. Explore the issues that employers must consider and address to restore and improve the workplace for all employees when the investigation ends.

Learning Objectives

- Learn which post-investigation steps the employer is obligated to take
- Hear best practices for dealing with the practical and potential outcomes of the investigation when the complainant and/or accused stay or leave in the workplace
- Understand how to address the investigation's impact on workplace relationships
- Explore guidelines and strategies to address issues surrounding corporate culture, brand, workplace training, and policies revealed by the complaint and investigation

Labour Market Impact Assessment: How to Get Them

Session 119

Ravi Jain

3:00PM – 4:00PM

Qualifies for CPD hours

● Talent

Discover when a Labour Market Impact Assessment is required as well as the basic steps in getting a Labour Market Impact Assessment approved.

Learning Objectives

- Learn the basics of how to apply for and receive an LMIA
- Gain practical tips with respect to recruiting for LMIA purposes
- Identify whether it's possible to expedite processing of an LMIA
- Understand how to curtail compliance issues
- Find out how to transition temporary foreign workers to permanent residence smoothly

Computer Forensic Implications – 5 Sins of Workplace Investigations

Session 121

Aniko Kiss

3:00PM – 4:00PM

Qualifies for CPD hours

● HR Technology

Have you been asked to carry out a high-risk termination? Do you know what to do and what not to do when you suspect a departing employee is taking intellectual property with them? Electronic evidence – emails, USB file-transfers, and cloud storage – often forms the most important and useful evidence available in investigating these

situations. In this session, we'll examine the five things companies can and should do to preserve this evidence and protect their interests.

Learning Objectives

- Learn how to conduct a workplace investigation and execute a high-risk termination as it relates to digital media
- Find out how to handle digital evidence to ensure that it stands up in court should the case go to litigation
- Understand how to protect valuable information
- Know how to determine where and how much information is available in digital form

Strategic Planning for HR Professionals: What Do I Need to Know?

Session 122

Jeffrey O'Leary

3:00PM – 4:00PM

Qualifies for CPD hours

● HR Strategy

Have you ever sat through a meeting where the mission or vision statement is discussed? Strategic planning can be intimidating and hard to apply across the organization. This session is designed to show HR professionals how strategic planning applies to their functional department, how it can be implemented across the team, and their role in the process.

Learning Objectives

- Examine how an organization performs strategic formulation, implementation and control
- Review the processes associated with developing HR and organization strategic direction; vision, mission, values and strategic goals
- Identify key HR strategies and how

they link to the overall strategic planning process

- Examine how to assess external trends and related implications to strategic planning and HR
- Learn how to track, implement and control strategic performance using the human resource scorecard
- Assess the specific implications strategic planning has on HR including culture

Empathy – The Super Power Every Business Leader Needs

Session 123

Joel Peterson

3:00PM – 4:00PM

● HR Strategy

Empathy is the ability to view something from a perspective other than your own. It is a vastly underrated superpower masquerading as a mild-mannered soft skill. From seasoned leader to expectant intern and every professional in between, the time has come to exercise the power of empathy in the workplace. It's a business imperative with wide-reaching impact on everything from customer happiness and employee engagement to the company bottom line.

Learning Objectives

- Learn to identify the various types of empathy including cognitive empathy, affective empathy, and somatic empathy and how they can be used in the workplace to support business results
- Understand how to develop a plan for incorporating key components of empathy into your HR/business strategy
- Access takeaway tools you can use to develop both personally and as HR leaders and partners to the business

Chronic Mental Stress Claims: Assessing Its Impact on Conducting Workplace Investigations, Privacy, and Choice of Pursuing Legal Remedies

Session 124

Asha Rampersad

3:00PM – 4:00PM

Qualifies for CPD hours

● Employment Law & Labour Relations

With the passage of the CMS policy, employees will be entitled to chronic mental stress benefits if they can demonstrate that they were subjected to workplace harassment that significantly caused them to suffer from a mental disability arising from the harassment. As a result of these changes, any workplace investigation an employer conducts either internally or with an external investigator will be subjected to increased scrutiny by the WSIB and investigation reports may be required in order to assess the steps the employer has taken to deal with workplace stressors, including harassment. Join us to discuss the CMS policy and what it means for employers with respect to workers' compensation implications and obligations.

Learning Objectives

- Distinguish the difference between chronic mental stress and traumatic mental stress
- Get useful tips for employer investigations
- Understand employer reporting obligations to the WSIB
- Review recent case law signaling it will be difficult for workers to receive entitlement for CMS benefits

Communicating Change When It's Not Really Your Job

Session 125

Elizabeth Williams

3:00PM – 4:00PM

Qualifies for CPD hours

● Organizational Effectiveness

From mergers to downsizing to digital transformations, 80% of change initiatives fail to deliver the benefits they promised. While there are many reasons for organizational change to fail, poor communication is often the culprit, and HR practitioners sometimes find themselves on the hook to communicate with employees and other stakeholders. This high-energy, interactive session uses real-life examples and simple exercises to introduce a change communication planning approach that can help you get alignment throughout the organization and set up your change communication for measurable success.

Learning Objectives

- Understand change communication best practices
- Learn to identify and prioritize stakeholders
- Create compelling messages that get people on side
- Hear tips for identifying and dealing with impending train wrecks
- Find out how to maximize and measure change communication effectiveness

Why a Strong Community Investment Strategy Makes Good Business Sense

Session 126

Alison Grenier,
Elizabeth Dove

3:00PM – 4:00PM

Qualifies for CPD hours

Organizational Effectiveness

GPTW

Community Investment has become increasingly important to Canadian businesses focused on building their internal and external brand with all stakeholders. But aside from the significant and measurable impact community investment has on recipient charities, business leaders agree that there are other benefits to engaging their talent and other key stakeholders in their communities. Using insights from Great Place to Work and the Best Workplaces for Giving Back, this session will uncover the connection between a strong Community Investment strategy and hard business metrics such as innovation and revenue growth.

Learning Objectives

- Learn how a strong Community Investment strategy can empower innovation and revenue growth in organizations

The DNA of Great HR Pros: Transforming Yourself and Your Team to World Class

Session 128

Tim Sackett

3:00PM – 4:00PM

Qualifies for CPD hours

Leadership

PM Breakout Keynote

Every single one of us wants to be the best HR leader we can be – a few of us will reach greatness! From SMB to Enterprise, great HR leaders share common DNA traits, and in this session, you'll learn what those DNA components are, as well as how you can increase these traits within yourself and within your team. This session will challenge you to think and act differently as an HR leader – not only will it help your personal development, but it will also change the way you select every HR hire the rest of your career.

Learning Objectives

- Learn what world-class HR leaders do differently than everyone else
- Discover an approach to delivering higher level HR results for your organization
- Develop a developmental approach to building and selecting a great HR team



Best Self: The Freedom When You Know the Difference

Mike Bayer

Session 129
4:15PM – 5:15PM


Keynote

Qualifies for CPD hours

Are you truly who you want to be? What can you change, today? Coach Mike has seen the amazing ways in which lives can improve with honesty and clarity. At any stage of life, each person has the power to grow and become the best versions of themselves personally and professionally. Hear Mike's journey to finding his best self and gain insights from his impactful work that can be applied to your day-to-day role. Whether you are entry level or in the C-suite, you'll gain the tools to overcome any roadblock.

Learning Objectives

- Understand the parts inside of you that keep you from living your best self
- Learn how to own and empower your best self at any age or career stage, as well as help others grow and embrace their best selves
- Discover how your best self vs. your anti-self can work through a task to handle a difficult workplace situation
- Provide HR with data-driven decision-making capabilities to retain and grow talent



Does your
organization foster
psychologically
safe leadership?

**Many of us don't even know what that means
or how to become such a leader. We can help.**

- Our assessment and relevant resources are free to everyone.
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**Workplace Strategies
for Mental Health**

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Thursday, January 23

SESSION #	SESSION TITLE	SPEAKER(S)	CPD	TRACK
7:15am – 8:15am				
201	WTF? 7 Cultural Changes	Chris Dyer	●	Leadership
202	The Meta-Skilled Organization: Building the Capacity to Evolve	Dane Jensen	●	Learning & Development
8:00am – 8:30am				
Breakfast				
8:30am – 9:30am				
203	Beating Your Bias	Yassmin Abdel-Magied	●	
10:00am – 11:30am				
213	Flawless Consulting – Part 2	Jeff Evans	●	HR Strategy
10:30am – 11:30am				
204	Coaching as a Key Leadership Strategy	Kim Ades	●	Learning & Development
205	How Modernizing the Global Payments System will Disrupt the Future of HR	John Cowan	●	HR Technology
206	The “Wins” of Change: Law and Strategy in Changing Workplaces	Brian Gottheil, Ruben Goulart	●	Employment Law & Labour Relations
207	Can I Bring My Hamster to Work? What You Need to Know About Service Animals and Emotional Support Animals in the Workplace	Zaheer Lakhani, Melissa Mustafa	●	Employment Law & Labour Relations

Thursday, January 23

SESSION #	SESSION TITLE	SPEAKER(S)	CPD	TRACK
208	An Aging Workforce and the Risks and Solutions to Be Aware Of	Michael Macoun	●	Total Rewards
210	Managing Conflict in Your Organization	Shannon Moldaver	●	Employment Law & Labour Relations
211	Using AI to Optimize Selection and Development Practices	Anica Zarac, Felix Roberge	●	Talent
212	Building a Globally Great Workplace – The CISCO Experience in Canada	Nancy Fonseca, Rola Dagher, Nicki Sabapathy	●	Organizational Effectiveness
214	Workforce of the Future	Adam Pressman	●	HR Strategy
215	Building a Culture of Engagement	Dave Meslin	●	Organizational Effectiveness
209	Ask the Expert	Dr. Joti Samra, Dr. David Brown, Sarah Jenner, Lauren Bernardi, Sari Sairanen, Mary Ann Baynton	●	HR Strategy

11:45am – 12:45pm

Lunch

12:45pm – 1:45pm

Thursday, January 23

SESSION #	SESSION TITLE	SPEAKER(S)	CPD	TRACK
216	What's Ahead for the Canadian and Global Economies	Todd Hirsch	●	

2:00pm – 3:30pm

227	Explore Your Authentic Leadership Values – Part 2	Nick Evans	●	Leadership
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2:30pm – 3:30pm

225	Transition to Retirement	Sarah Jenner, Mary Ann Baynton	●	HR Strategy
217	Creating Virtual Workshops that Create Performance Change	Marie Antaya	●	Learning & Development
218	Myths and Misconceptions About Sexual Harassment	Lauren Bernardi	●	Employment Law & Labour Relations
219	Canada/US Border: How to Make it Work for Your Business	Evan Green, Tim Golden	●	HR Strategy
220	Thriving in Disruptive Times with Leadership Resilience	Deborah Jann		Organizational Effectiveness
221	Authentic Total Rewards	Kathleen Jinkerson	●	Total Rewards
222	Discrimination or No Discrimination?	Jordan Lester	●	Employment Law & Labour Relations
223	Complex Return to Work Cases: Accommodating Cognitive and Physical Impairments	Rachel Mitchell	●	Health & Wellness
224	Working with Purpose – Power Up Emotions at Work	Javier Santos	●	Organizational Effectiveness

SESSION #	SESSION TITLE	SPEAKER(S)	CPD	TRACK
226	Trust as the Foundation for Mentally Healthy Workplaces	Jose Tolovi Neto	●	<i>Mental Health</i>
228	Innovative Instructional Design Techniques That Engage Gen Z	Susan Armstrong, Giselle Kovary	●	<i>Learning & Development</i>

3:45pm – 4:45pm

229	Why Is It So Easy for Incompetent Men to Become Leaders?	Dr. Tomas Chamorro- Premuzic	●	
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Sunrise Sessions

Thursday,
January 23

WTF? 7 Cultural Changes

Session 201

Chris Dyer

7:15AM – 8:15AM

Qualifies for CPD hours

Leadership

Sunrise Keynote

Are you stuck figuring out where to

focus (WTF) to improve engagement and performance? Uncover seven key ingredients that have the power to transform any culture, kick-starting productivity, performance, and profits.

Learning Objectives

- Assess your effectiveness with all seven pillars of workplace culture and learn where you stand

The Meta-Skilled Organization: Building the Capacity to Evolve

Session 202

Dane Jensen

7:15AM – 8:15AM

Qualifies for CPD hours

Learning & Development

Sunrise Keynote

Skills allow us to execute; meta-skills like empathy, resilience, creativity, and self-awareness allow us to evolve.

As organizations and industries face increasingly rapid change and disruption in which job descriptions are fluid and agility is essential, meta-skills are fast becoming the currency of talent. Packed with ideas on both how to foster the development of meta-skills for yourself, and how to build meta-skilled organizations as stewards of talent, this session lays out a framework for six key meta-skills that allow individuals and organizations to see clearly, move quickly, and stay the course.

Learning Objectives

- Examine the different roles that skills and meta-skills play in fostering talent agility
- Find out how six core meta-skills combine to foster personal evolution: empathy, self-awareness, flexibility, creativity, learning capacity and resilience
- Learn how to build these meta-skills for yourself, and create cultures that support the development of meta-skills in others



Beating Your Bias

Yassmin
Abdel-Magied

Session 203

8:30AM – 9:30AM

Keynote

Qualifies for CPD hours

What assumptions do you have when you see a woman wearing a headscarf? Well, think again. In this funny, honest, and empathetic talk, Yassmin Abdel-Magied challenges us to look beyond our initial perceptions and to open doors to new ways of supporting others. Yassmin will explore the concepts of unconscious bias and structural marginalization within societies and workplaces. In a lighthearted but incisive manner, she will illustrate how discrimination operates, what ways it ostracizes members of the group and what we as individuals and organizations can do about it.

Learning Objectives

- Learn about the unconscious biases that we all have
- Hear how our biases can be challenged as we learn new information
- Understand more about how societal biases can discriminate against an individual and the impact to HR

Morning Sessions

Thursday,
January 23

Flawless Consulting – Part 2

Session 213

Jeff Evans

10:00AM – 11:30AM

Qualifies for CPD hours

HR Strategy

Workshop

Gain powerful partnering and consulting skills that will enable you to listen, communicate and negotiate with others in a way that builds trust and applies your expertise, even when you have no direct control. In this two-part session, we will introduce you to the key elements of the Flawless Consulting Skills model. Using this model, you will be able to develop skills that increase your ability to have a strong and positive impact on your client's business results and learn how to have a 50/50 relationship with your clients.

Please note: This is a two-part workshop; each workshop is 90 minutes long. Part two will build on the work from part one and attendees are highly encouraged to attend both, but it is NOT mandatory to attend both segments.

Learning Objectives

- Learn to work in a partnership role with others

- Understand the phases of the Flawless Consulting Skills model
- Identify and develop the skills necessary for the process
- Recognize how your expertise can be utilized in complex organizational systems

Coaching as a Key Leadership Strategy

Session 204

Kim Ades

10:30AM – 11:30AM

Qualifies for CPD hours

Learning & Development

Equip yourself with the core coaching skills, perspectives and behaviours necessary to leverage the most important asset inside any organization – the people. This highly interactive, skills-based, experiential workshop will be beneficial for leaders who want to hone their coaching skills in order to powerfully influence the members of their own team and for mentors who want to learn how to provide valuable guidance to their mentees.

Learning Objectives

- Become crystal clear about your role and responsibilities as a leader
- Learn a practical and poignant step-by-step coaching strategy to implement with your team
- Discover new leadership perspectives and how to adopt them into your environment to drive significant change

How Modernizing the Global Payments System will Disrupt the Future of HR

Session 205

John Cowan

10:30AM – 11:30AM

Qualifies for CPD hours

HR Technology

Enhanced, cloud-based payroll technologies coupled with the rise in RegTech have the potential to significantly increase an HR and payroll department's ability to maintain compliance while reducing payroll errors. But just as regulations are changing at "light speed," technology is too. One disruption HR and payroll professionals expect stems from the shift toward faster payments and the Gig economy. Payroll is one of the few areas of corporate payments in which businesses are eager to implement faster payment capabilities, especially in the on-demand economy. Explore how faster paycheques can mean stronger worker loyalty in the on-demand economy, but may also be a trend that could add to executives' compliance burdens.

Learning Objectives

- Understand the factors involved in reducing the time of processing payments for employees that can jeopardize retention and employee engagement efforts and cause long-term exposure to risk
- Recognize the industrial, regional and cultural nuances that can come along with payroll

The "Wins" of Change: Law and Strategy in Changing Workplaces

Session 206

Brian Gottheil,
Ruben Goulart
10:30AM – 11:30AM

Qualifies for CPD hours

● Employment Law & Labour Relations

When your organization has made the difficult decision to restructure, there are more than just personnel and finances to manage, there are legal risks, too. Addressing them is more about strategy than about the law itself. How do you avoid constructive dismissal when job changes are necessary? Should you contract out or in? Are there special considerations for large-scale terminations? This engaging session blends law and strategy to help you turn the challenge of change into legal "wins."

Learning Objectives

- Recognize and identify legal issues that arise during organizational change and restructuring
- Develop concrete strategies to address common issues
- Learn about constructive dismissal: how it's defined, how to manage risk, and employment lawyers' winning strategies

Can I Bring My Hamster to Work? What You Need to Know About Service Animals and Emotional Support Animals in the Workplace

Session 207

Zaheer Lakhani,
Melissa Mustafa
10:30AM – 11:30AM

Qualifies for CPD hours

● Employment Law & Labour Relations

Do you understand an employer's obligations in assessing whether an employee can bring a support animal to work? In this session, we'll examine how to accommodate requests without infringing on another employee's rights. Hear practical strategies for balancing accommodation needs while avoiding employee discrimination claims, and get valuable takeaways for updating your workplace policies.

Learning Objectives

- Understand legislation related to service animals, including Ontario's Human Rights Code (the "Code"), and the Accessibility for Ontarians with Disabilities Act (the "AODA")
- Learn the definition of a Service Animal and Emotional Support Animal
- Review jurisprudence regarding Service Animals and Emotional Support Animals in Ontario
- Determine when and if an employer must accommodate employees using service animals/emotional support animals

An Aging Workforce and the Risks and Solutions to Be Aware Of

Session 208

Michael Macoun
10:30AM – 11:30AM

Qualifies for CPD hours

● Total Rewards

Organizations in Canada continue to face the implications of an aging workforce and an impending group of retirees. What will happen to your benefits plan costs? Is there a shift in morale when an employee wants to retire but doesn't have enough retirement savings to do so? With escalating costs and changing priorities, maintaining and implementing retiree benefits has become significantly more difficult and less common. How do you prevent future issues of an aging workforce and set your employees up for success as they continue towards their retirement dreams?

Learning Objectives

- In this session, we will help employers understand what solutions are available for aging employees and how they can help these employees in a cost-effective way

Managing Conflict in Your Organization

Session 210

Shannon Moldaver
10:30AM – 11:30AM

Qualifies for CPD hours

● Employment Law & Labour Relations

In this interactive workshop designed for HR professionals, we will explore concepts of conflict and dispute. Discover the importance of communication and managing expectations, and learn the art of

providing useful feedback. Deepen your understanding of how best to help employees who will inevitably face some form of conflict in the workplace during their careers and learn to manage conflict in your own life, both professionally and personally.

Learning Objectives

- Enrich your understanding of conflict management and trust building strategies
- Identify important concepts such as positions vs. interests, narratives and reframing
- Learn to effectively manage thoughts, feelings and communication styles to better serve employees and enhance health, wellness, and productivity
- Discover how neuroscience comes into play in negotiation, conflict, and communication

Using AI to Optimize Selection and Development Practices

Session 211

Anica Zarac,
Felix Roberge

10:30AM – 11:30AM

Qualifies for CPD hours

Talent

Discover how your organization can realistically and successfully use Artificial intelligence technology to not only improve HR practices, but also to redefine itself in a time when agility and innovation are critical. Learn how your organization can use AI to replicate the judgment of industrial/organizational psychology experts to aid in the recruitment, onboarding and development of individuals. In this session, we'll share an overview of the methodology involved, identify what the cumulated data demonstrates,

and examine best practices that can be transferable from organization to organization.

Learning Objectives

- Explore how AI is revolutionizing recruitment, onboarding and development
- Uncover key learnings and best practices acquired from a leading group of academics and experts in the field (MILA)
- Learn how to continuously gather new data to maximize benefits
- Understand the people-related challenges surrounding a shift to AI shift and recognize how to respond effectively

Building a Globally Great Workplace – The CISCO Experience in Canada

Session 212

Nancy Fonseca,
Rola Dagher,
Nicki Sabapathy

10:30AM – 11:30AM

Qualifies for CPD hours

Organizational Effectiveness

GPTW

Employees around the world all want the same thing in a workplace: Trust. But there are regional differences in what makes a workplace great. Learn about these key variations—and their bottom-line business implications—in our 2019 World's Best Workplaces Webinar. Discover how a sense of community is vital in Canada and the United States, psychological safety is key in Latin America, fairness is at the forefront in Europe and sustainability in work and life is central in Asia. Besides these insights from GPTW's survey of 3.4 million

employees across 90 countries, you will hear lessons from the #1 World's Best Workplace. Rola Dagher, President CISCO Canada will share practical tips for building a globally great, high-performance culture in Canada.

Learning Objectives

- Understand what employees value in a great workplace among regions around the world and the bottom-line business implications of these key regional variations

Workforce of the Future

Session 214

Adam Pressman

10:30AM – 11:30AM

Qualifies for CPD hours

HR Strategy

AM Breakout Keynote

Join Adam Pressman as he showcases some of the research and work that his organization Mercer has conducted with their sister company, Oliver Wyman, to help companies adapt their workforce to take advantage of new technologies and business models. Explore findings from the Mercer Global Workforce trends – an annual study with over 7,000 business executives, HR leaders, and employees from around the world – to determine the latest workforce trends and how they may impact the practice of HR.

Learn about:

- Aligning work to future value: unlocking growth in the new world of work by redesigning jobs and moving people to where future value will be created
- Building Brand Resonance: listening carefully and learning from data to create a brand proposition that attracts the talent you want
- Curating the work experience:

making work simple, intuitive, and digitally enabled to help your people grow and thrive

- Inspiring a growth mindset by redesigning structures, workflows, and talent strategies around your people

Building a Culture of Engagement

Session 215

Dave Meslin

10:30AM – 11:30AM

Qualifies for CPD hours

● Organizational Effectiveness

AM Breakout Keynote

Apathy is all around us. Most people have become disengaged not only from politics, but also from our schools, workplaces and associations or organizations. Increasingly, those in leadership positions are asking themselves "How do we boost public participation?" "How do we engage our students?" and "How can we inspire our membership to get involved?" We all have something to contribute and the strongest cities, schools and associations are the ones that have learned how to tap into the collective creativity, passion and knowledge of their constituents. Learn to recognize apathy as a web of barriers that reinforce disengagement – and that we can work together to dismantle the obstacles.

Learning Objectives

- Learn how to engage members, beyond the "usual suspects"
- Find out how to design engagement opportunities that are inclusive and inviting
- Avoid the most common pitfalls that discourage participation

Ask the Expert

Session 209

Dr. Joti Samra,
Dr. David Brown,
Sarah Jenner,
Lauren Bernardi,
Sari Sairanen,
Mary Ann Baynton

10:30AM – 11:30AM

Qualifies for CPD hours

● HR Strategy

Do you ever wish you had a lawyer, workplace mental health expert, doctor, psychologist or union rep on speed dial to answer your HR questions? Well, we can't do that, but at this session, you will have access to all of these professionals for an hour. Whether you have a specific question or you are interested in what your colleagues have to ask, this is sure to be a lively and practical session.

Learning Objectives

- Get practical HR-related advice from a lawyer, workplace mental health expert, doctor, psychologist, and union representative

Sponsored by:





What's Ahead for the Canadian and Global Economies

Todd Hirsch

Session 216
12:45PM – 1:45PM

Keynote

Qualifies for CPD hours

How is the nature of employment changing, and what are the implications for workers and employers? This presentation will review projections for the next two years in the Canadian and global economies, and explain the key drivers to watch as developments unfold.

Learning Objectives

- Enhanced understanding of the most important forces shaping the outlook and HR environment for firms in Canada.

Afternoon Sessions

Thursday,
January 23

Explore Your Authentic Leadership Values – Part 2

Session 227

Nick Evans
2:00PM – 3:30PM

Qualifies for CPD hours

Leadership

Workshop

In this follow-up workshop, you will learn to apply your authentic leadership values that you uncovered in Part 1 to situations at work, in teams, and in life. By exploring your authentic leadership values, you will better understand how you best collaborate, and how you break through when you are in conflict or stuck. It will support you in crystallizing your authentic leadership choices so you can consciously create more of the experiences, relationships and success that you desire.

Please note: This session is part two of a two-part workshop. The first workshop session, "Uncover Your Authentic Leadership Values – Part 1," takes place on Wed, Jan 22, 2:30 – 4pm.

You will be asked to sign up for BOTH workshops at registration. Participants will NOT be able to attend Part 2 if they have not attended Part 1.

Learning Objectives

- Explore how you can more consciously express your leadership values to create the experiences and relationships that you desire in daily work and life

Transition to Retirement

Session 225

Sarah Jenner,
Mary Ann Baynton
2:30PM – 3:30PM

Qualifies for CPD hours

HR Strategy

Whether you are personally thinking about retirement or you support employees as they transition out of the workplace, this session will provide you with free, practical resources. This session is not about financial planning. We'll offer resources to help your organization retain the intellectual capital that would otherwise be going

out the door, and help employees proactively plan for a healthy and sustainable retirement.

Learning Objectives

- Find out how your organization can retain the intellectual capital that would otherwise be going out the door
- Understand how to proactively plan for a healthy and sustainable retirement

Sponsored by:



Creating Virtual Workshops that Create Performance Change

Session 217

Marie Antaya

2:30PM – 3:30PM

Qualifies for CPD hours

● Learning & Development

Do participants in your workplace log on to webinars and immediately start multitasking knowing that they are in for an hour-long one-sided presentation? Does a session like that really change what employees do in the workplace? Are you ready for something different? Learn how to create synchronous online training sessions designed to help your employees learn about a new skill and help you learn how to transfer it to the workplace.

Learning Objectives

- Understand how to create synchronous online training that focuses on performance change

- Find out how to apply key techniques to highly interactive face-to-face course content into an online format
- Explore the business and course level decision-making required to create learning-focused online courses

Myths and Misconceptions About Sexual Harassment

Session 218

Lauren Bernardi

2:30PM – 3:30PM

Qualifies for CPD hours

● Employment Law & Labour Relations

Sexual harassment is frequently misunderstood: victims may not act in ways we expect, memory may be impaired and credibility may be challenging to assess. In addition, some men are avoiding working in close proximity to women out of a misplaced fear of false complaints.

This session debunks the myths about sexual harassment and will enable you to effectively investigate sexual harassment complaints.

Learning Objectives

- Understand the psychology of sexual harassment and consent
- Dispel stereotypes about how victims act and respond to sexual harassment
- Recognize how trauma impacts memory and credibility
- Learn how to detect false claims
- Find out how to conduct trauma-informed interviews

Canada/US Border: How to Make it Work for Your Business

Session 219

Evan Green,

Tim Golden

2:30PM – 3:30PM

Qualifies for CPD hours

● HR Strategy

Good fences may make good neighbours, but from an immigration point of view, the Canada/U.S. border can be a source of headaches for global mobility practitioners on both sides of the border. This workshop will address the uniqueness of the Canada/U.S. border and provide practical solutions to common cross-border issues.

Learning Objectives

- Learn about the changes that have occurred with the implementation of USMCA
- Understand how to identify when an individual is travelling to Canada/U.S. on business
- Establish the questions to ask to determine what type of work permit/visa is required
- Find out how to manage a great employee who has a criminal or medical inadmissibility issue
- Recognize how US immigration handles cannabis use

Thriving in Disruptive Times with Leadership Resilience

Session 220

Deborah Jann

2:30PM – 3:30PM

● Organizational Effectiveness

Research has shown that high levels of resilience can deliver valuable work-related outcomes for individuals, helping people recover faster from difficulties, reduce stress, improve job performance, develop positive attitudes, and sustain higher levels of wellbeing and fulfillment at work. Leaders must learn skills to be able to thrive in a VUCA (volatile, uncertain, complex, ambiguous) world and support their teams in being resilient. Explore a model of resilience that helps leaders to recover from setbacks and rebound to higher levels of success. Access practical tools to coach and support your teams in strengthening resilience and learn how to enhance your personal resilience and strengthen your adaptability to drive better business results.

Learning Objectives

- Understand the benefits of increased resilience for individuals, teams and organizations
- Examine a model of resilience to help you recover and rebound
- Discover tips and techniques to improve your resilience, 'muscle' in eight targeted areas
- Find out how to enhance your resilience to be able to lead in a VUCA world

Authentic Total Rewards

Session 221

Kathleen Jinkerson

2:30PM – 3:30PM

Qualifies for CPD hours

● Total Rewards

Crafting a total rewards program that is authentic to your organization is no easy feat. In this interactive session, we will take a look into modern and relevant perspectives on total rewards and share critical tips for grafting proven, trending and leading practices to your organization's unique culture, processes and goals. This session is ideal for any HR professional who would like to lead or support the development and implementation of total rewards strategies and practices with greater impact.

Learning Objectives

- Get practical guidance for building and managing effective, sustainable total rewards programs
- Discover how to elevate total rewards by creating strong alignment between total rewards, HR and business strategies
- Understand the importance of collaboration in designing the right mix of total rewards
- Learn effective communication strategies and practices that maximize the impact of your total rewards offering
- Examine the role that transparency, equitability and competitiveness play in crafting total rewards policies and programs

Discrimination or No Discrimination?

Session 222

Jordan Lester

2:30PM – 3:30PM

Qualifies for CPD hours

● Employment Law & Labour Relations

Take the discrimination challenge! Join us for the game show "Discrimination or No Discrimination?" In this session, attendees will be pitted against each other to see who can best make sense of recent decisions of the Ontario Human Rights Tribunal where the employer was found to have discriminated against an employee.

Learning Objectives

- Become familiar with the Ontario Human Rights Tribunal approach to identifying discrimination
- Learn how discrimination can be found in the most unlikely of circumstances

Complex Return to Work Cases: Accommodating Cognitive and Physical Impairments

Session 223

Rachel Mitchell

2:30PM – 3:30PM

Qualifies for CPD hours

● Health & Wellness

Determining suitable work for an employee coming back from injury can feel like tiptoeing through a virtual minefield. In this session, we will outline the challenges associated with achieving successful Return to Work (RTW) outcomes when dealing with complex physical and cognitive impairments. We will discuss methods to avoid common pitfalls and show

you how to be proactive while job matching to save time and resources. In a group exercise, participants will practice evaluating and presenting how they would proceed in various RTW situations.

Learning Objectives

- Identify common missteps that occur in complex RTW situations
- Understand the importance of completing Physical and Cognitive Demands Assessments
- Learn the psychosocial factors that play a significant role in complex RTW
- Explore tips and strategies to improve upon the RTW process to ensure success in job matching and a safe and sustainable RTW

Working with Purpose – Power Up Emotions at Work

Session 224

Javier Santos

2:30PM – 3:30PM

Qualifies for CPD hours

● Organizational Effectiveness

Explore three key breakthrough discoveries from Cognitive and Affective Neuroscience that debunk old beliefs on how our brains and minds work, specifically the role of emotions in behaviour and judgment. You'll discover how these new emotional technologies can help employees learn new skills and build new habits to manage emerging workplace issues such as stress, burnout, conflict resolution and employee engagement. Bring these novel ideas to your workplace to help employees use their emotional capital to change their behaviour and become more productive.

Learning Objectives

- Learn about the latest evidence-

based knowledge on how the brain and mind work, and how emotions affect our behaviour

- Understand how emotional technologies can help untap new sources of productivity using employees' emotional capital
- Get inspiration to help your team understand and manage their emotions

Trust as the Foundation for Mentally Healthy Workplaces

Session 226

Jose Tolovi Neto

2:30PM – 3:30PM

Qualifies for CPD hours

● Mental Health

GPTW

Workplace mental health is a topic of growing concern to Canadian employers; mental illness represents more than 30% of disability claims. While there are many excellent initiatives aimed at improving workplace mental health and wellness, to be effective, these must be delivered within a work system that is trusting, respectful and fair. Using insights from Great Place to Work and the Best Workplaces for Mental Wellness, this session will examine nine simple steps for building high-trust relationships at work that will set the stage for psychological health and safety.

Learning Objectives

- Learn 9 simple steps for building high-trust relationships at work that will set the stage for psychological health and safety

Innovative Instructional Design Techniques That Engage Gen Z

Session 228

Susan Armstrong,

Giselle Kovary

2:30PM – 3:30PM

Qualifies for CPD hours

● Learning & Development

PM Breakout Keynote

Gen Zs are demanding more engagement from the learning process. The old model of 'training & teaching' is evaporating as we move to microlearning, experiential design and action mapping. This data-filled session will share how Gen Z differs from Millennials as it relates to workplace & career expectations, desire for growth, and learning preferences. We will explore how to upgrade your L&D strategy by applying instructional design tips and techniques that enhance Gen Z learner engagement.

Learning Objectives

- Understand the values and expectations of Gen Z
- Find out how Gen Zs differ from Millennials
- Examine the learning preferences of Gen Zs and identify the types of learning experiences that are most engaging to Gen Zs
- Recognize how the role of learning and development is changing
- Learn to apply instructional design techniques and tips to enhance Gen Z learner engagement



Why Is It So Easy for Incompetent Men to Become Leaders?

Dr. Tomas
Chamorro-
Premuzic

Session 229
3:45PM – 4:45PM

Keynote

Qualifies for CPD hours

Look around your office. Turn on the TV. Incompetent leadership is everywhere, and there's no denying that most of these leaders are men. Why is it so easy for incompetent men to become leaders? And why is it so hard for competent people – especially competent women – to advance? Although men make up a majority of leaders, they underperform when compared with female leaders. In fact, most organizations equate leadership potential with a handful of destructive personality traits, like overconfidence and narcissism. When competent women – and men who don't fit the stereotype – are unfairly overlooked, we all suffer the consequences. The result is a deeply flawed system that rewards arrogance rather than humility, and loudness rather than wisdom.

Learning Objectives

- Discover what it really takes to lead and get actionable takeaways on how new systems and processes can help us put the right people in charge

Friday, January 24

SESSION #	SESSION TITLE	SPEAKER(S)	CPD	TRACK
7:15am – 8:15am				
301	AI's Biggest Challenge Is People Management, Not Technology	Cathy Cobey	●	HR Technology
302	The Science of Positive Mindsets in Workplaces	Dr. Paul Fairlie	●	Mental Health
8:00am – 8:30am				
Breakfast				
8:30am – 9:30am				
303	Mastering Civility: Why Being Respectful to Your Coworkers is Good for Business	Christine Porath	●	
9:30am – 11:00am				
314	Practising HR in an Agile World	Drew Tompkins	●	HR Strategy
9:45am – 10:45am				
304	Fearless Feedback: Critical Skills for Successful Leaders	Ann Gomez	●	Leadership
108	Dealing with the Difficult Employee: Managing Work Performance and Staying Clear of Liability	Lorenzo Lisi	●	Employment Law & Labour Relations
305	One for the Ages: Managing an Aging Workforce	Brian Gottheil	●	Employment Law & Labour Relations
306	Future-Proofing Your Organization	Dane Jensen	●	Learning & Development
307	Social Learning – Collaborating to Create Solutions to Today's Complex Issues	Philip LeNir	●	Learning & Development

Friday, January 24

SESSION #	SESSION TITLE	SPEAKER(S)	CPD	TRACK
308	Impact of Cannabis Regulation on Employment Relations	Corinne Muccilli	●	Employment Law & Labour Relations
309	From Pressure to Productivity: How to Recognize & Reduce Workplace Burnout	David Robinson	●	Mental Health
310	Anchors Aweigh! Eliminating the Barriers Between You and Great Talent	Saeed Sadooghi	●	HR Strategy
311	Building a High Trust, High Performance Workplace Culture	Nancy Fonseca	●	Business Acumen
313	Change Ready Leadership	Gregg Brown	●	Leadership

11am – 12pm

315	Boost Your Brain Power & Achieve Your Best!	Jill Hewlett		Learning & Development
316	Are You Unconsciously Biased?	Lai-King Hum	●	Mental Health
317	Don't Just Throw it in the Appendix: Writing Great Presentation Slides	Sarah Kirzinger		Business Acumen
318	Supporting Employees on the Autism Spectrum	Brent Chamberlain, Alan Kriss	●	HR Strategy
319	Digging Through the Weeds – Cannabis Use and the Duty to Accommodate	Dorian Persaud	●	Health & Wellness
320	Free to Be Me Beyond He and She: Gender Identity and Gender Expression in the Workplace	Natasha Savoline, Lauren Bernardi	●	Employment Law & Labour Relations
321	Five Characteristics of Successful Coaching & Mentoring Relationships	Talyaa Vardar	●	Learning & Development

Friday, January 24

SESSION #	SESSION TITLE	SPEAKER(S)	CPD	TRACK
322	Overcoming Overwhelm	Rachna Sethi		Mental Health
323	Recruit Like a Marketer	Elizabeth Williams	●	Talent

12:15pm – 1:15pm

Lunch

1:15pm – 2:15pm

324	Irresistible vs. Forgettable: Why Are Some Products, Services, Websites, Apps, and Ideas Irresistible, While Many Others Are Forgettable?	Adam Alter		
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Sunrise Sessions

Friday,
January 24

AI's Biggest Challenge Is People Management, Not Technology

Session 301

Cathy Cobey

7:15AM – 8:15AM

Qualifies for CPD hours

● HR Technology

Sunrise Keynote

As the functional capabilities and use cases for artificial intelligence (AI) grow, it is expected to permeate through all areas of our personal and working lives. Currently at the beginning of its journey, AI systems are primarily being used to augment human capabilities and insights. Over time, however, the transference of work tasks and decisions to AI will significantly impact the nature of human work and require the majority of today's workforce to upskill. In this session, we'll share an overview of the capabilities of AI and discuss its impact on the future of work. Explore leading practices on how HR practitioners can support their organization and workforce in successfully navigating the AI transformation.

Learning Objectives

- Understand what AI is, its capabilities, and how it will change the nature of work
- Learn the optimal division of responsibilities between humans and AI
- Discover leading practices for preparing an organization for AI

The Science of Positive Mindsets in Workplaces

Session 302

Dr. Paul Fairlie

7:15AM – 8:15AM

Qualifies for CPD hours

● Mental Health

Sunrise Keynote

The strengths movement would have us believe that we should leverage our strengths instead of trying to resolve our weaknesses. But are there some fundamental strengths that we should all possess? Are there weaknesses that we can't afford to overlook? The answer is "Yes." Behavioural science has identified many personal attributes that are linked to higher well-being and performance, and seventeen of these have been mathematically reduced to just four positive mindsets. Learn about the mindsets and why they're critical inputs for workforce planning, learning and development, and organizational effectiveness. Discover at least five things you can do to instill these mindsets within your organization. You'll also get your own score on a pre-conference survey.

Learning Objectives

- Explore the identity of the positive mindsets
- Understand the science-based evidence and ROI behind the positive mindsets
- Identify actions for instilling positive mindsets in organizations through various HR practice areas



Mastering Civility: Why Being Respectful to Your Coworkers is Good for Business

Christine Porath

Session 303

8:30AM – 9:30AM

Keynote

Qualifies for CPD hours

Christine Porath shows how you can enhance your influence and effectiveness with simple acts of civility. Based on research in nearly every industry and type of organization, this talk reveals the wealth of problems uncivil behaviours can produce. Get an eye-opening civility checkup as well as essential tools and actionable resources to turn civil behaviours into a daily practice for you and your organization. You'll also get some much-needed advice on what to do if you are the target of incivility.

Learning Objectives

- Understand the costs of disrespect and the benefits of respect for you, your team, and organization
- Reflect on how respectful you are
- Learn about what you can do to enhance respect, trust, collaboration, communication, performance, safety, and influence
- Design more civil cultures where people thrive

Morning Sessions

Friday, January 24

Practising HR in an Agile World

Session 314

Drew Tompkins

9:30AM – 11:00AM

Qualifies for CPD hours

● HR Strategy

Workshop

Almost every organization says they are using or adopting Agile, but does agility really have any implications for HR and how HR engages with an Agile organization? Based on real case studies, this workshop explores how Agile affects the employee's experience

with the employment life-cycle, the role of the people manager, and the organization's leadership capabilities.

Learning Objectives

- Understand how Agile ways of working are different and why it requires HR practitioners to think differently
- Learn how HR Practices may need to be modified to support an organization's successful adoption of Agile

Fearless Feedback: Critical Skills for Successful Leaders

Session 304

Ann Gomez

9:45AM – 10:45AM

Qualifies for CPD hours

Leadership

As a leader, sharing developmental feedback is an obligation, not a luxury. Learn how to master fearless feedback and become a stronger people leader while strengthening workplace relationships. Understand what constructive feedback looks like so your team can do their best work. Finally, learn how to embrace feedback and champion a feedback culture across your organization.

Learning Objectives

- Identify the 8 steps to provide fearless feedback: establish trust; check your intent; catch them doing it right; time it right; pick your battles; ask versus tell; be specific; and model openness
- Learn how to establish a feedback loop
- Find out how to move from certainty to inquiry when delivering feedback
- Recognize how to use delegation skills to create the foundation for delivering (and receiving) meaningful feedback and how to manage the challenges that come with delegating

Dealing with the Difficult Employee: Managing Work Performance and Staying Clear of Liability

Session 108

Speaker: Lorenzo Lisi

Qualifies for CPD hours

Employment Law & Labour Relations

It's often not clear as to why an employee is behaving in a manner that is hindering performance. It is also not always clear where an employer's obligations come into play when managing work performance. Could an undisclosed mental health issue, addiction or disability be contributing factors towards performance issues? If so, what does this mean for employers?

Learning Objectives:

- Gain a better understanding of "the difficult employee" and the factors contributing to their performance
- Distinguish between culpable vs. non-culpable behaviour
- Explore the duty to accommodate mental health considerations as well as absenteeism and attendance
- Examine disability management including circumstances when "the difficult employee" refuses to return to work

One for the Ages: Managing an Aging Workforce

Session 305

Brian Gottheil

9:45AM – 10:45AM

Qualifies for CPD hours

Employment Law & Labour Relations

Your employee who was once a star performer now seems to be slowing down; they're having trouble adapting to new technology or are no longer motivated. Management wishes to terminate, but you know the employee's age will drive up severance costs. You want to broach the subject of retirement, but can you? Statistics Canada reports that in 2015, 20% of Canada's workforce was aged 55 or older, and that number is growing. An aging workforce can present challenges, but older workers

also offer a wealth of experience, lower absenteeism and turnover rates, and greater workplace loyalty. In this interactive session, learn to address both management and legal challenges for this essential workplace demographic.

Learning Objectives

- Explore recent legal developments related to managing older workers
- Through case studies, examine how to address performance concerns with older workers
- Learn how to broach retirement and succession planning conversations
- Identify other considerations – legal, management, and compassionate – to think about before you terminate an older worker

Future-Proofing Your Organization

Session 306

Dane Jensen

9:45AM – 10:45AM

Qualifies for CPD hours

Learning & Development

When you are performing under pressure, there is an additional layer of skills required to be effective. Over the long term, success in high pressure situations hinges not just on your skills and knowledge, but also on your ability to recover, remain focused, stay energized, and show up motivated every day – your ability to be resilient. Resilience skills can be learned, practised and mastered. In this session, you'll learn practical techniques that high performers in business and sports use daily to achieve results.

Learn how to:

- Become more mindful and aware of the choices you have under pressure
- Carry more energy through the week by reducing wasted energy and

improving the ability to recover

- Choose the perspective that supports your ability to be at your best
- Separate what you can and can't control in high stakes situations, and then take appropriate action
- Pay attention to the right things under pressure and reduce missed information that can lead to 'choking'

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

Session 307

Philip LeNir

9:45AM – 10:45AM

Qualifies for CPD hours

● Learning & Development

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

Learning Objectives

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

Impact of Cannabis Regulation on Employment Relations

Session 308

Corinne Mucoilli

9:45AM – 10:45AM

Qualifies for CPD hours

● Employment Law & Labour Relations

In this session, we will review recent legislative changes affecting cannabis regulation and how it impacts the labour setting.

Learning Objectives

- Gain a preliminary understanding of the legislation
- Identify issues that may arise within the workplace as a result of the legislation

From Pressure to Productivity: How to Recognize & Reduce Workplace Burnout

Session 309

David Robinson

9:45AM – 10:45AM

Qualifies for CPD hours

● Mental Health

Occupational burnout is the result of unrelenting psychosocial, emotional and physical pressure that many employees experience in the workplace. Often characterized as a crisis in a person's relationship with work, burnout has significant organizational implications. According to a recent Gallup study (July 2018), two-thirds of all full-time workers experience occupational burnout at some point in their career, which can lead to long-term health issues, increasing job dissatisfaction and eventual career derailment. Left unattended, burnout erodes an

employee's internal resources interfering with the ability to cope with the external demands of the business. Now more than ever, organizational leaders must not only be able to recognize workplace risk factors for burnout but also understand how they might be inadvertently contributing to the issue.

Learning Objectives

- Discuss the signs, symptoms and impacts of workplace burnout
- Identify behaviours that often lead to a burnout culture
- Follow a simple approach to reduce the impact of workplace burnout

Anchors Aweigh! Eliminating the Barriers Between You and Great Talent

Session 310

Saeed Sadooghi

9:45AM – 10:45AM

Qualifies for CPD hours

● HR Strategy

Anchoring is a type of cognitive bias in which we rely too much on an initial piece of information or a particular requirement when making a decision. As recruiters, it's easy to unconsciously indulge in this anchoring behaviour throughout the hiring process. From a keyword we're seeking on resumes to specific industry experience, anchors can weigh us down when hiring candidates and cause us to potentially overlook great talent. Anchoring affects job seekers too. This session will guide you through the hiring process from the candidate's perspective, encouraging you to discover and eliminate biases that could be preventing you from hiring great talent – or great talent from choosing you.

Learning Objectives

- Examine research from the world's

leading experts in behavioural science that explores the concept of anchoring

- Learn how to identify and remove anchors that commonly exist in the recruiting process
- Hear tips on how to prevent anchors from impacting how you find, attract and hire talent

Dealing with the Difficult Employee: Managing Work Performance and Staying Clear of Liability

Session 108

Lorenzo Lisi

10:45AM – 11:45AM

Qualifies for CPD hours

● Employment Law & Labour Relations

It's often not clear as to why an employee is behaving in a manner that is hindering performance. It is also not always clear where an employer's obligations come into play when managing work performance. Could an undisclosed mental health issue, addiction or disability be contributing factors towards performance issues? If so, what does this mean for employers?

Learning Objectives

- Gain a better understanding of "the difficult employee" and the factors contributing to their performance
- Distinguish between culpable vs. non-culpable behaviour
- Explore the duty to accommodate mental health considerations as well as absenteeism and attendance
- Examine disability management including circumstances when "the difficult employee" refuses to return to work

Building a High Trust, High Performance Workplace Culture

Session 311

Nancy Fonseca

9:45AM – 10:45AM

Qualifies for CPD hours

● Business Acumen

AM Breakout Keynote

There is a strong synergy between a high-trust culture and high-performance business success. In fact, the synergy is so strong that strategy-minded leaders position building a high-trust culture as a top priority. For more than 30 years, Great Place to Work® has studied and recognized organizations with high-trust cultures. The GPTW Institute research, along with findings from various independent research groups, illustrate that high levels of trust can be a critical strategic advantage for organizations across industries, sizes, and locations. Explore several of the compelling business outcomes associated with a high-trust culture including higher financial returns, lower employee turnover and increased levels of innovation.

Learning Objectives

- Build and sustain solid trust-based relationships with your team
- Develop a strong workplace culture that is unique to your team and your organization and allows everybody to perform to the best of their abilities
- Drive success for your team and your organization
- Leverage your strengths and manage your blind spots through understanding and following the 16 Trust Rules

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Change Ready Leadership

Session 313

Gregg Brown

9:45AM – 10:45AM

Qualifies for CPD hours

● Leadership

AM Breakout Keynote

Most of us in HR are required to lead change regardless of our job titles. Our staff, clients, and colleagues may think they are 'ready,' yet no one is ready for change that might have a negative impact on them. To evolve and be future ready, we need to build these capabilities, as there's no end to the changes that happen at work. Learn how to break out of status quo change management thinking and discover people-centric approaches that actually work.

Learning Objectives

- Acquire the critical mindset and skills needed to accelerate multiple organizational changes
- Uncover the #1 issue threatening the success of your change initiatives
- Learn to increase the success of internal change initiatives, while keeping the team engaged in the process
- Discover a simple technique to help team members maintain their productivity during change
- Unleash a powerful process to get out of a problem-based mindset and move into solution-focused thinking

Boost Your Brain Power & Achieve Your Best!

Session 315

Jill Hewlett

11:00AM – 12:00PM

● Learning & Development

Your brain is the CEO, director of operations, talent manager and visionary of your life and your success. If this central operating system is so important, do you think it would be valuable to understand how it works and what it takes for you to unleash its potential? Join us to learn about your amazing incredible brain and how to optimize its functioning for immediate and long term success at work, at home, and in daily life.

Learning Objectives

- Learn practical neuroscience and how it can support us in managing change and busy schedules
- Recognize signs of stress and learn quick and effective tools to shift into connection and balance
- Explore how to tap into your "Neuroplasticity Super Powers" to be more resilient and evolve authentically and powerfully
- Discover simple strategies to increase energy levels and overcome procrastination
- Acquire a 'DESK RESET' that can be done quickly at your work-station to put you in a focused, energized and work ready state

Are You Unconsciously Biased?

Session 316

Lai-King Hum

11:00AM – 12:00PM

Qualifies for CPD hours

● Mental Health

How do you know if you have unconscious bias if it's unconscious? It all begins with learning about it. Some employees do not always feel "psychologically safe" at work due to judgment or bias based on dimensions of difference. These concerns may spring from external events, but too often are the result of workplace slights, stereotypes, and micro-aggressions that, although unintentional, likely fall short of harassment. These behaviours create environments that inhibit people from being their authentic selves and contributing their best work. Discover what unconscious bias really means, including how the courts define it, and its effect in the workplace. Learn how to avoid threats of discrimination to attract and retain a diverse talent pool for your workplace.

Learning Objectives

- Learn how companies work to create an inclusive, psychologically safe workplace culture
- Identify the conditions that make employees feel psychologically safe
- Hear actionable strategies and tactics to help make psychological safety a reality in your own workplace

Don't Just Throw it in the Appendix: Writing Great Presentation Slides

Session 317

Sarah Kirzinger

11:00AM – 12:00PM

● Business Acumen

You know those meetings – you've been asked to prepare some light materials for an upcoming meeting and it's hard to decide what to include. You throw relevant information together as pre-read material, and show up to the meeting to discover that no one has read it. During the meeting, you suddenly realize that your slides are working against you: the audience is flipping ahead, you're trying to answer questions about items you planned to cover later, and you aren't getting to where you need to be. In this session, we'll examine tips and tools to solve this presentation conundrum and help you write great presentation slides.

Learning Objectives

- Learn a simple process to prepare, write and practice a good, crisp slide presentation that can help make PowerPoint your friend, not your enemy
- Review a practical exercise in how to write a good executive summary (the only page you may need)

Supporting Employees on the Autism Spectrum

Session 318

Brent Chamberlain,
Alan Kriss

11:00AM – 12:00PM

Qualifies for CPD hours

● HR Strategy

Employers are starting to recognize the value that individuals with autism, ADHD, dyslexia and other neurodiversities bring to the workplace. Research shows that, when neurological differences are recognized and valued as unique abilities rather than limitations, employers gain a substantial competitive advantage. This session will explore the benefits of hiring persons with disabilities and how employers can attract and retain neurodiverse talent.

Learning Objectives

- Understand the essential role played by employees with Autism Spectrum Disorder (ASD)
- Learn how employees with disabilities can enhance their company's reputation
- Identify considerations to take into account when developing programs, initiatives and policies
- Recognize what leader qualities and skills can support people with disabilities

Digging Through the Weeds – Cannabis Use and the Duty to Accommodate

Session 319

Dorian Persaud

11:00AM – 12:00PM

Qualifies for CPD hours

● Health & Wellness

The use of marijuana in the workplace creates unique questions regarding the duty to accommodate for employers. Learn about the different cannabis products on the market, typical accommodation requests that employers are being asked, and your obligations in the circumstances.

Learning Objectives

- Understand Cannabis use and various products on the market
- Identify how the duty to accommodate is triggered
- Review recent case law on mandatory drug testing for employees
- Learn best practices for addressing marijuana use in the workplace

Free to Be Me Beyond He and She: Gender Identity and Gender Expression in the Workplace

Session 320

Natasha Savoline,
Lauren Bernardi

11:00AM – 12:00PM

Qualifies for CPD hours

● Employment Law & Labour Relations

Gender identity and gender expression were introduced as prohibited grounds in the Ontario Human Rights Code in 2012. Employers are required to provide a workplace that respects individuals' gender identity and gender expression, free of discrimination and harassment. However, there remains a lack of clarity regarding the precise nature and scope of the protections afforded by the Code. Join us to examine developments in society and the law and gain a better understanding of gender identity and gender expression as well as an employer's related legal duties.

Learning Objectives

- Explore gender identity and gender expression and understand the differences between the two
- Learn about the impact of toxic masculinity in male dominated work groups
- Understand the use of pronouns and gender neutral and inclusive language
- Find out what you can do to support inclusiveness and respect for gender identity and gender expression in the workplace
- Learn how to fulfill your duties under the Human Rights Code regarding gender identity and gender expression

Five Characteristics of Successful Coaching & Mentoring Relationships

Session 321

Talyaa Vardar

11:00AM – 12:00PM

Qualifies for CPD hours

Learning & Development

Both coaching and mentoring have become essential competencies for today's leaders and managers to practise in daily organizational life. To avoid accidents, HR professionals have to learn about the critical elements before they plan these relationships and start an organizational coaching and mentoring program internally. In this interactive session, we'll explore the 5 crucial characteristics of successful coaching and mentoring relationships in the workplace.

Learning Objectives

- Learn about the five crucial characteristics of successful coaching and mentoring relationships
- Examine the five steps STAR model for planning effective coaching and mentoring sessions (Awareness, Motivation, Creative Planning, Achievement, Focus & Sustainability)
- Examine case studies in corporate coaching and mentoring relationships to understand the critical planning steps in successful projects vs. failed projects
- Learn how to practice 60-40% ratio of coaching and mentoring conversations
- Practise the flow of running effective coaching and mentoring conversations

Overcoming Overwhelm

Session 322

Rachna Sethi

11:00AM – 12:00PM

Mental Health

Constant e-mails, texts, social media, work pressures and family obligations make staying present in this age of distraction an overwhelming feat. Identify what is causing overwhelm in your life and explore ways to respond in clear and effective ways. Uncover the hidden challenges and root causes that could be contributing to overwhelm and get a roadmap for overcoming overwhelm with small action steps to begin the process. In this session, you'll gain simple, practical tools and strategies to help regain a sense of balance, ease and wellbeing in the midst of challenging and overwhelming circumstances.

Learning Objectives

- Understand practical resilience skills and the unconscious habits that keep us from living our values and priorities daily
- Learn to communicate experiences of overwhelm
- Explore methods for deepening and integrating more mindful awareness into ordinary daily activities
- Learn how to cultivate positive emotions such as gratitude, joy, kindness, compassion, equanimity, and forgiveness
- Discover relational mindfulness to deal effectively with conflict situations and deepen relationships

Recruit Like a Marketer

Session 323

Elizabeth Williams

11:00AM – 12:00PM

Qualifies for CPD hours

Talent

You work in HR, but to recruit the top talent, you need to start thinking like a marketer. The new standard for sourcing, attracting and hiring the right candidates takes cues from the marketing world. In this fun, fast-paced session, you will learn how to apply some of today's best marketing practices, including multichannel marketing, targeted messaging, and analytics, to secure the right candidates for your organization.

Learning Objectives

- Discover how to easily get your postings where the candidates are (hint, it's not your website)
- Learn to match online platforms and digital strategies to the right type of candidate
- Find out how to reach the top talent directly using time-tested marketing tools
- Understand which social media channels work for which candidates
- Recognize how to get the best ROI for your recruiting budget with measurable, actionable results



Irresistible vs. Forgettable: Why Are Some Products, Services, Websites, Apps, and Ideas Irresistible, While Many Others Are Forgettable?

Adam Alter

Session 324

1:15PM – 2:15PM

Keynote

Why do people return to some ideas, products, experiences, and brands over and over again, while others fade from memory and interest almost immediately? Adam Alter investigates what separates the irresistible from the forgettable. The answers draw from a broad range of case studies and research – from as far afield as the world of video game design and television script writing to app design and digital advertising. The answers apply broadly to all forms of business, from online and digital product development to consumer sales, packaged goods, services, politics, medicine, and law. Why, for example, did Instagram succeed while Hipstamatic, a very similar earlier app, failed? Why do people play the lottery despite losing time and again and facing impossibly long odds? Should you release upbeat products when the economy is thriving or when times are tough? Alter answers these questions and more.

Learning Objectives

- Understand the sharp divide between the instant sensation and the forgotten disaster

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