

As at February 25, 2010

WORKSHOP SERIES A

Monday, April 26, 2010

8:30 A.M. – 10:00 A.M.

A1—Anger Just Doesn't Work

Presenter

Julie Christiansen, Manager, President, Leverage U

“How do I get my clients/consumers to move from being stuck in what is to focusing on what could be?” This is a challenge that career development practitioners, employment counselors, and job developers are sure to face at some point in their career. While many believe the key to helping people move forward is motivation, but motivating others can prove to be REALLY hard work! The truth is, motivation is not the answer because inherently we know we cannot motivate anyone.

This session introduces the concept of LEVERAGE as an alternative to generating motivation within those we work with. Regardless of how “hard to serve” the client may be, leverage will make an impact every time. This workshop is dynamic, fast-paced, and interactive. Participants will have the opportunity to try out each leveraging tool for themselves to test the efficacy of each strategy. Attendees will walk away with practical tools that they can immediately begin implementing with their client groups to create possibility and generate massive leverage.

Biography

An internationally recognized speaker and expert in the area of Anger Resolution and Stress Management, Julie Christiansen has over 15 years experience in group and individual counseling. Branded as Oprah for the Office by her clients, Julie is the author of several books including *Anger Solutions: Stress Less in 27 Days* and *Anger Solutions at Work*. Julie has successfully merged her counselling background with her passion for leveraging people into radical positive lasting change. Julie holds a BA in Psychology and is a Master Trainer in the Anger Solutions TM Model.

A2—Managing Counselling Services with Web-Based Tools

Presenter

Lynn Sadlowski, Educational Sales Consultant, Career Cruising

Career Cruising is a powerful online career exploration tool designed not only to help clients identify careers that match their interests, but to help you manage your career counselling services. This workshop will provide participants with an insider's view on how Career Cruising can help clients discover career paths, make education and training plans, connect to mentors and industry representatives, and put together a Career Portfolio that highlights their accomplishments and goals. Attendees will also find out how Career Cruising's powerful web-based portfolio tool can be used to help counsellors track their students'/clients' activities, record meetings and even send messages to their clients. Following the demonstration of the program, participants who are not currently licensed will receive free trial access for use in their school or workplace and with their clients.

Biography

Lynn is a former career studies teacher, school counselor and department head in the secondary panel in Ontario. She has also worked as an employment counselor in community-based programs. She has over 15 years experience in helping people with career exploration, goal setting and job search.

A3—Bringing Emotional Fitness to Work

Presenters

Warren Redman, President, Emotional Fitness Institute
Theresa Wasden, Life Coach, Emotional Fitness Institute

Creating Emotional Fitness in the workplace is a relatively new and vital leadership challenge. This workshop will demonstrate a team facilitation process (Group Dialogue) that engages all participants in a continual learning process and at the same time deals with the important issues facing employees, the team and the organization.

Based on the ground-breaking and award-winning book, *The 9 Steps to Emotional Fitness* by Warren Redman, the session will be highly interactive and experiential. The seven stages in the Group Dialogue will be demonstrated. Participants will take away an understanding of this process and will have the capacity to use it with teams and groups in the workplace.

The seven stages of the process are: Presentation, Clarification, Group members' summaries, Presenter's summary, Group Action, Presenter's Action, Learning Implications and Process Review.

The outcomes of a Group Dialogue include: Individual members feel listened to, understood and valued; each person has the opportunity to provide creative solutions; people are empowered to use their Emotional Intelligence skills; leadership facilitation skills are greatly enhanced; the process leads to the development of a positive and continuing learning environment and the Group Dialogue Facilitator has a new and highly effective team development tool that is valued by all participants.

Biographies

Warren Redman is President of the Emotional Fitness Institute in Canada. He is the author of fifteen books, including *Achieving Personal Success*, *Portfolios for Development*, *Facilitation Skills for Team Development* and *The 9 Steps to Emotional Fitness*, which won the Best Book Award from the Canadian Counselling Association. Through the Emotional Fitness Institute, Warren trains professionals as Emotional Fitness Coaches and Instructors in courses recognized by the International Coach Federation and the Canadian Counselling and Psychotherapy Association. Born in the UK, Warren worked with government agencies, not-for-profit organizations and corporations there until bringing his work to Calgary and more recently to New Brunswick.

Theresa Wasden is an international executive and life coach, as well as a music producer and vocalist from jazz to opera. Theresa is a certified Emotional Fitness Coach and Instructor and a business/team leadership Master Coach through *Awesome Journey*. Whether your challenge is conflict resolution, staff retention, succession planning, sales and marketing, building connections and networking or filtering your company's vision and purpose, Theresa will work with you in the context you require.

As vocalist, life and leadership coach, stage director, producer or special event host, Theresa is sought after because of her versatility and ability to captivate any audience.

A4—URGENT! Wanted: Good, Caring and Skilled Management

Presenter

Charles Hendriks, President, The Performance Management Academy

This talk will engage the NATCON audience in a thought provoking, shocking and impassioned presentation on the absolute need for the Canadian business community to commit to the Revival of Caring Management principles.

The current business and human resource environments are challenging. Bad management reigns supreme. Employees are reporting an increase in job stress, burnout and dissatisfaction. Employees feel powerless! Employees want change! Employees CARE less now than ever before. The bond between employee and employer is broken!! BUT, the success of an organization is totally dependent on the drive, motivation, skill set and unwavering commitment of its most important asset – its people!

With the current talent shortage, aging population and overall objective to attract and retain good people, comes a new critical reality: Companies must commit to the long term security, training and development of its key personnel. With the shift from Boomers to Generation X and now Y, comes the need for management to adapt to the changing “personality” of its talent pool. Management must become more Caring and must nurture and develop a Caring employee base. In short, Companies must win back the commitment of its workforce.

Managers must be trained to become Effective and Caring Leaders. There is a need for training – and soft-skills must make its way to the front-burner. New managers must receive comprehensive new management skill training. Managers must convince and motivate employees – not bully and coerce. It's time for a revival of the Art of Management!

Biography

Charles Hendriks is the President of The Performance Management Academy – an organization committed to the Art of Management and Essential Management Training.

Chuck's background is a unique blend that includes Academic and Executive experience. Chuck currently teaches at York University and was a past Professor at George Brown College. More recently, Chuck was the President of InfoCanada and the Vice President and Chief Operating Officer of Rand McNally Canada. He has led business teams and spent 14 years in Senior Management at Procter & Gamble and directed Marketing efforts at Bell Canada during their transitional years into a competitive environment. Chuck has additional extensive and varied industry knowledge gained through working with other world-leading organizations such as IBM, Dofasco and Andersen Business Consulting. Chuck's academic background includes degree and executive education study at McMaster University, Harvard Business School, The Wharton School of Business and the University of Virginia.

A5— Exploring Career Pathways through Health Care Professions

Presenters

Dr. Marlene Smadu, Associate Dean of Nursing, University of Saskatchewan
Christel Gee, Pre-Health Professions Club Coordinator, University of Saskatchewan

The Pre-Health Professions (PHP) Club is a partnership between the University of Saskatchewan, Colleges of Medicine, Nursing and Pharmacy and Nutrition, the University of Regina, the First Nations University of Canada, First Nations Communities, participating provincial school divisions and health regions working together to provide career development opportunities for high school students.

This workshop will describe how post-secondary institutions and health regions collaborate with school divisions and First Nations communities to engage students in a comprehensive career development experience. The Pre-Health Professions Club model features sessions that include post-secondary counseling, information on bursaries and scholarships, career pathways presentations, role modeling and mentorship experiences as well as a longitudinal research study begun conducted by College of Nursing faculty, University of Saskatchewan about club impact on students.

Participants will learn how the team creates professional learning communities by utilizing resources within each of the health regions and school divisions to accommodate the diversity in the province. Information about cultural perspectives sessions that feature post-secondary support systems, Elders, Healers and Aboriginal role models in health care professions will be discussed.

The workshop will challenge participants to examine how this model may work in their communities.

Biographies

As members of the Pre-Health Professions Club team, each presenter brings valuable knowledge and experiences to the team.

Dr. Marlene Smadu, Associate Dean of Nursing, brings passion and experience in health care to the team. Marlene's past experiences include education consultant for Saskatchewan Registered Nurses Association and Assistant Deputy Minister of Health and Principal Nursing Advisor.

Christel Gee brings experiences as high school teacher, a career development consultant, a provincial curriculum writer and in developing partnerships. Her passion for working with students and the excitement for a new venture led her to the Pre-Health Professions Club team.

A6— Exchange Knowledge and Grow—Experience the Power of Peers

Presenters

Kelly Juhasz, President, The Knowledge Transfer Company

On your own but never alone, the Peer-2-Peer Mentoring™ program is an innovative, educational program comprising of a tool kit for pairs of non-competing business confidant(e)s. It offers a collaborative process and systematic method for business improvement and career advancement. Created by The Knowledge Transfer Company, it is a business process that offers peer support, coaching, guidance, feedback and encouragement to help either sole proprietors, business services consultants and the Seriously Self-Employed™, 2nd career workers and organizations alike to foster growth and greater career satisfaction.

In this workshop, you will learn about the Peer-2-Peer Mentoring™ process and program criteria and how it can benefit professionals. The Peer-to-Peer Mentoring Program™ itself benefits from the CLEAR Model™ - C(reate), L(ead), E(ducate), A(chieve), R(ethink). Participants will find out why this model is so important to their future and/or their organizations workforce capacity.

Also, during this session, participants will identify themselves as a peer-mentoring partner based on specific criteria developed as part of the program. Participants will find a suitable peer within the group and engage in a sample Peer-2-Peer session.

After attending the workshop, participants will be able to:

- Understand the type of person who would benefit from the Peer-2-Peer Mentoring™ program;
- Explain the Peer-2-Peer Mentoring™ opportunity to those who would benefit;
- Identify opportunities to use or promote the Peer-2-Peer Mentoring™ program as a viable option for themselves or their own organizations or as a partner of the Peer-2-Peer Mentoring™ program.

Biography

Kelly Juhasz is the creator and president of the The Knowledge Transfer Company™ that includes Solo-On-Strategy™ and the Peer-2-Peer Mentoring™ program. The Knowledge Transfer Company™, with clients worldwide, is an award-winning knowledge media consulting and design company.

As a knowledge builder, Kelly possesses innate skills and creative instinct to develop knowledge media for niche audiences. She is an in-demand presenter on business intelligence for new learning programs and knowledge translation and has lectured on elearning, media careers, project management and communities of practice.

Kelly holds several degrees including a Master of Information Studies with specializations in Knowledge Media Design and Archival Science from the University of Toronto; a B.A. in Communications and a B.A. in Theory and History of Art from the University of Ottawa; and a Diploma in Marketing from the Academy of Design and Technology.

A7— Can I have Job Please? Empowering and Practical Strategies for Assisting Low-Level-Language Clients to Find Employment

Presenters

Veronica Ennett, NBP On-Site Workshop Coordinator, ISIS – Immigrant Settlement and Integration Services

Steven Claveau, Employment Specialist, ISIS – Immigrant Settlement and Integration Services

It is well known in the career development business that employment success depends on how well clients know, market, and present their skills and qualifications to employers. For newcomers with lower language levels and different work cultural practices, barriers to employment can be restrictive and demoralizing. It is with this understanding that in 2004, the Immigrant Settlement and Integration Services (ISIS) created the Employment Series, a program designed to bridge the gap between newcomers and employers. The program is a twelve hour workshop that focuses on job search techniques and skills such as writing and targeting resumes, filling out application forms, preparing for interviews, and learning about the Canadian workplace culture – all designed for clients with very basic language skills. As a practical component, participants go with a facilitator in the community to practice their skills, meet with real employers and receive feedback.

The Employment Series is an innovative approach that enables newcomers to develop a better understanding of what is needed to be successful at each step of their job search. Find out why our clients find this experience so helpful and learn how you can use these ground-breaking strategies with your clients.

Biographies

Veronica M. Ennett, Pre Employment Workshop Coordinator, has been working for ISIS – Immigrant Settlement & Integration Services since 2006. Since 2008, her responsibilities have included the development, customization, coordination and facilitation of a wide range of pre-employment workshops for immigrants with diverse backgrounds, skills and English levels. Being an immigrant herself, Veronica has an understanding of the challenges of finding employment in a new country. Her background in law and teaching has helped in fulfilling her role.

Steven Claveau, Employment Specialist, has worked for the Employment Services Unit at ISIS – Immigrant Settlement & Integration Services, since 2008. He is working with government assisted refugees, preparing them to make the best decisions about their careers. Steven is currently completing his Masters in International Development, specifically in the field of refugee resettlement and gender at Dalhousie University. He has a bachelor degree in Anthropology and Global Studies.

A8—Strategies for Work-Based Education (WBE) and Co-operative Education that Meet the Needs of Youth with Disabilities and At-risk Youth: What Youth Suggest

Presenters

Connie Taylor, CJ Dalton, Jenn Dods, Lorraine Godden, Jenn deLugt, Nancy Hutchinson, Queen's University

The world faces a growing youth employment crisis with youth being three times as likely to be unemployed as adults. Disengagement from education is a contributing factor, and work-based education (WBE), including co-op education, is one of the most frequently recommended solutions in Canada and worldwide.

For the past ten years, we have been conducting multiple-perspective case studies with youth with disabilities, at-risk youth, workplace supervisors and co-op teachers about their experiences in WBE. We will report what we have learned about the characteristics of co-op education programs that are particularly effective for youth with disabilities and for at-risk youth including supporting youth in self-advocacy and negotiating workplace accommodations.

Based on our case studies we have developed instructional materials to help students succeed in WBE, called "Making Co-op Work." We will demonstrate five metacognitive strategies called: routines, purposes, next steps, the hidden page, and belonging. For each strategy we have "big ideas" that are important for success in the workplace with examples of what the big idea "looks like" in the workplace and specific examples of "using the idea". Positive responses and suggestions from participating students and workplace supervisors regarding use of the materials will be shared in our session.

Biographies

Connie Taylor is a master's student at Queen's University with an extensive career in business; she is a member of the Cooperative Education and Workplace Learning research team.

CJ Dalton is a master's student at Queen's University and has worked as a counsellor for individuals with hearing loss; she is a member of the Cooperative Education and Workplace Learning research team.

Lorraine Godden is a master's student at Queen's University with many years of experience in work-based education in England; she is a member of the Cooperative Education and Workplace Learning research team.

WORKSHOP SERIES B

Monday, April 26, 2010
10:30 A.M. – Noon

B1—Ontario Colleges: Creating an Integrated Workforce

Presenter

Cynthia Murphy, Immigration Projects Director, CON*NECT Strategic Alliances

- *Colleges Integrating immigrants to Employment (CIITE)*
Key topics: School-to-Work Transitions, Integrating Immigrants
The Colleges Integrating Immigrants to Employment (CIITE) project is a three-phase initiative designed to improve pathways for internationally trained immigrants (ITIs) through the Ontario college system, from pre-entry services, through employment transition, and into the workforce.
- *Increasing the Capacity of Small to Medium Enterprises to Hire and Retain Internationally Trained Immigrants (ICHR)*
Key topics: Recruiting, Cultural Diversity, Integrating Immigrants
This project focuses on increasing small and medium-sized employers' capacity to recruit and integrate immigrants through the delivery of two How-to HR workshops. The workshops raise cultural diversity and competence, and to train participants on HR evaluation techniques.
- *Occupation Specific Language Training (OSLT)*
Key topics: Integrating Immigrants, Language and Literacy Skills Development
Occupational Specific Language Training (OSLT) programs provide immigrants with the language skills and socio-cultural training required to reach their goals within their chosen occupation.

Biography

Cynthia directs immigration projects at CON*NECT. This includes overseeing the OSLT and ICHR projects and the direction of the CIITE project. Cynthia's holds an Agricultural Business Technician diploma, a Bachelor of Science in Agricultural Economics (honours), and is working towards a Masters of Arts and Integrated Studies (Adult Education and Equity Studies). She has completed courses in Adult Education and has participated in training in project management, results based management, effective proposal preparation, cross cultural communication, and diversity appreciation.

B2—Canadian Workplace Essentials (CWE) – An adaptable cross-cultural training resource focusing on essential and employability skills to increase workforce integration of newcomers and job seekers from alternative labour pools

Presenters

Eva Schausberger, Director, Foreign Credential Recognition, Canadian Tourism Human Resource Council and Sue Sadler, Director, ACCES Employment

A lack of Canadian Work Experience has long been a barrier to employment for newcomers. In 2007, the Canadian Tourism Human Resource Council (CTHRC) engaged employers, immigrant serving agencies, and job seekers from across Canada to articulate the specific soft skills and attitudes that candidates need in order to overcome a lack of experience and adapt to workplace expectations.

Based on this research, and in response to industry demand, the CTHRC developed a modular training resource covering the skills and attitudes identified: Non-verbal communication, confidence, initiative, expressing personal opinions, asking questions, social skills, punctuality, healthy personal regimen, and, understanding organizational structure.

Pan-Canadian pilots undertaken in 2008-2009 confirmed the program's utility and flexibility in preparing clients with little or no Canadian work experience. Participating stakeholders identified a range of innovative delivery models and applications. While originally designed for newcomers, CWE has now been customized to serve a range of client groups and sectors.

This interactive workshop will provide an introduction to CWE while discussing a variety of case studies and applications from across Canada. Participants will hear from organizations utilizing CWE in their own bridging and employment preparation programs and have a chance to explore partnership opportunities with the sector council.

Biographies

Eva's passion lies in supporting individuals in career transition. As a foreign trained individual who has lived, studied and worked in three countries, she has first-hand experience with the highlights and "lowlights" of settling and integrating into the Canadian workforce; as such, facilitating workforce integration of Newcomers to Canada is of particular interest to her. Eva's background includes education and curriculum development, international human resource management, diversity/ cross cultural training and consulting. Eva holds a Master's degree in Business Education. At the CTHRC, she manages domestic and international projects to increase learner and labour mobility.

B3—Lead with your Strengths! : Leadership Development using the Enneagram

Presenter

Lynn Davies, Career Counsellor, Facilitator and Coach, LifeWise Communications Inc.

How can you improve your natural leadership style to become a truly effective, influential and successful leader? By using the Enneagram to access your unique gifts and competencies and also to identify your blind spots and biases, you can build upon your innate leadership capabilities.

The field of Emotional Intelligence (EQ) provides the most helpful indication of what makes a great leader. An individual's EQ is the strongest predictor of his/her leadership success, consistently outranking IQ and on-the-job experience. The Enneagram – a psychological development system with nine different patterns of thinking, feeling and taking action – is a powerful and insightful tool to help you develop your EQ and enhance your ability to lead effectively.

The purpose of this workshop is:

- To reflect upon your Enneagram leadership style and how it affects how you are perceived by others
- To learn the key issues and focus of attention for each of the nine leadership styles
- To consider the areas of development of the nine leadership styles

Biography

Lynn Davies is a career counsellor, facilitator and coach in private practice in Toronto, Ontario. She provides one-on-one and group mentoring to motivate and empower clients to create the life they envision. Her approach is holistic: integrating counselling techniques with the principles of Enneagram psychology to enhance positive change.

Lynn is a frequent speaker on a broad range of topics, such as anxiety management, self confidence development, life style and stress management, and leadership in the workplace. Lynn is both a certified career counsellor and Enneagram instructor. She has a Master degree in Education in Counselling Psychology from the University of Toronto (OISE).

B4— HOW CAN MY BOSS BE MORE LIKE A COACH? Utilizing a coach's approach to multigenerational workplace challenges

Presenters

Kelly Gryschuk, Principal, P3 Advancements

It is no secret that there is a generational change taking place within many organizations. This workshop will focus on the introduction of the newest generation – the Millennials. The result of this natural evolution is a new range of emotions and attitudes that are present in the workplace, creating positive and negative interactions between the different generations. This workshop will introduce participants to a coach approach, assisting leaders in accessing and celebrating the positive impacts of generational change, while mitigating the negative energy that might undermine the organization's vision.

We are committed to providing an interactive and entertaining workshop. Participant discussions and activities will include topics such as generational differences, coaching, mentoring, and leadership practices that best leverage the energy and skills of the Millennials. We will present an appreciative inquiry approach that acknowledges the barriers while focusing on the successes.

Research strongly suggests that coaching improves retention of material gleaned in professional development. We will offer participants a complimentary post-conference telephone (45 minute) or on-line coaching session. The workshop is considered successful if the participants leave with an action plan and an enhanced understanding of how coaching can support the different generations present in today's workplace.

Biographies

Kelly Gryschuk's professional experience spans twenty years working with retail/sales focused organizations. Progressing from front-line employee to executive has shaped Kelly's commitment to providing training and on-going learning to all levels in an organization. As a result, she specializes in human resources delivery. Kelly's academic background, which includes an undergraduate degree in agricultural sciences and a graduate degree in leadership studies, provides a sound foundation for her work with individual and corporate clients.

Based in Vancouver, Kelly founded P3 Advancements to provide executive coaching, organizational consultation and leadership development to small/medium size companies.

B5—Raising the Bar for Employability Skills: Connecting Industry with Education

Presenter

Kevin O'Donnell, President, Teamworks Solutions Ltd., developer, Service!Plus

Industry has long complained about students leaving high school without the basic skills required in the workplace, often bringing with them a sense of entitlement. Most industry leaders agree that our educational system does not provide the essential job skills employers are looking for. Most parents, students, and employers agree that a serious 'skills gap' exists between high school and employment, often resulting in students having given little or no consideration to their career options prior to leaving school.

It is time industry takes a leading role in helping educators develop a better skilled and more productive workforce. Service!Plus is an industry led learning tool that brings employability skills to students and schools. Working with students in the classroom Service!Plus delivers important employability skills including: developing a positive attitude, professionalism, and the rewards of exceeding expectations. At the same time students are introduced to a variety of rewarding career opportunities.

This initiative represents a unique opportunity for industry to help establish higher standards for employability skills at the high school level. Achieving these goals will require industry cooperation, but the need to meet these challenges is worth the collective effort. We invite you to join us in developing this multi-industry initiative.

Biography

Kevin O'Donnell is a Business Partner for the Propane Gas Association of Canada and its industry customers. As a master trainer, course developer and employment consultant to small, medium and large companies for over 20 years, Kevin has developed a keen insight into the unique challenges facing today's employers. With industry support Kevin has been instrumental in building a bridge with educators to reach students, providing a foundation and framework of key employability skills required for all individuals to be successful in the world of work.

B6—The EQ Gap: A Prelude To Learning

Presenter

Howard B. Esbin, Director, Heliotrope

Society has a dire EQ Gap. This starts at school, where cognitive skills development is given priority over social and emotional skills development. Problematically bullying and dropping-out are rising. This imbalance in valuing IQ and EQ skills continues into adulthood. Bullying and absenteeism are rising at work too. New holistic approaches are needed to address this double crisis. An overview of trends and innovative responses is provided. This includes an introduction to Prelude, a group learning game designed for middle schools, high schools, colleges, agencies, and the workplace. Prelude guides participants from inner exploration, to teamwork, and group work. It uses the classic elements as a metaphor for the relation between self, peers, community, and world. Participants create vital artefacts for life-career portfolios. Prelude is proving particularly valuable for at-risk and/or learning challenged youth and for adults in transition. Training and implementation is easy and fast. Licensing is highly affordable.

What are the learning objectives and benefits of this session?

Participants will gain a new understanding of EQ trends and innovations. They will also gain insight into Prelude, a new dynamic learning game resource with a growing international circle of practice.

Biography

Dr. Howard B. Esbin created Prelude based on his doctoral and postdoc research in visual cognition, participatory learning, and community enterprise. He founded Heliotrope, a social enterprise, in 2004 to promote Prelude and related research. Dr. Esbin also has extensive senior management experience in the private sector, international development, and philanthropy. This includes overseeing the merchandising of a national retail chain, training cooperative members in rural Africa, and directing a unique fundraising event that's generated millions for local charities. The International Labour Organization, Education Canada, and UNESCO have published his work. He's also a trained visual artist and a certified gemologist.

B7—Engaging Students in Guidance and Career Education

Presenter

Gil Silberstein, President, myBlueprint.ca

It is a constant challenge for counsellors to engage students and show them the impact of their decisions in Grade 7-12. Overcoming this challenge requires creativity and a considerable time commitment. With recent developments in technology, student-focused web-based tools can bridge this gap and help save educators time while engaging students in the planning process. This presentation will introduce you to the highly interactive myBlueprint Education Planner 2.0 resource and the cutting-edge developments driving innovation in the Canadian Guidance and Career Education curriculum. Discover a user-friendly and truly unique approach that will save you time and ensure your students make the most informed decisions about their future!

Biography

Gil Silberstein, HBA, has spent the past five years meeting with educators, parents and students across Canada to gather and share insight on effective practices used to help save educators time and engage students in planning ahead. Gil has presented to stakeholders at every level, including presentations at OSCA, OCEA and NATCON covering topics such as assisting with student transitions, planning for every pathway and improving parent involvement in education.

B8—Learning Styles and Learning Design: Lessons from Latest Research in Human Mind

Presenter

Atena Bishka, Instructional Designer and Developer, Bishka Consulting

Most instructional designers believe that Learning Styles are important and attribute much of their training success to the craft of incorporating learning styles adequately into learning materials. But, how do common views and popular wisdom on Learning Styles align with what the psychological sciences tell us today? Do Learning Styles matter? These questions will be examined based on the latest research from the field of cognitive psychology. The discussion will focus on what some of those new advancements mean for learning, what is important to know and what is the impact on learning and instruction.

Learning Outcomes

- Identify misconceptions and myths of learning styles
- Outline the key research advancements in the study of learning and how they relate to learning styles and differences
- Identify what is the single most important individual difference measure for learning
- Explain what the new advancements in human mind mean for learning design in the workplace today

Biography

Atena Bishka, M.Sc., MBA specializes in learning design/development and program evaluation. Starting with analysis of performance gaps or opportunities, she designs training programs that lead to successful on-the-job transfer of knowledge and skills. She also conducts evaluation of learning initiatives to measure learning effectiveness and training programs' impact on business goals and work performance. Key areas of interest include: design of instruction and assessment of learning which best respond to "How people learn?"; quantitative and qualitative evaluation; and relationships between media, message and instruction. She is a former presenter at the CSTD Annual Conference and Symposium, as well as International Society for Performance Improvement.

WORKSHOP SERIES C

Monday, April 26, 2010
3:00 P.M. – 4:30 P.M.

C1— Career & Employment Information Specialist (CEIS) Connecting Clients with Resources

Presenters

Helen Bailey, Supervisor, City of Toronto, Employment & Social Services Division
Diane Moore, M.Ed. Professor, George Brown College, Career and Work Counsellor Program
Lisa Trudel, Career Consultant, Office Workers Career Centre

Career and employment information is critical to the career decision-making process. In today's labour market, individuals face increasingly complex decisions when choosing education, training and career paths. The volume of information available can be overwhelming for job seekers and career changers. Skilled Career and Employment Information Specialists play a critical role in supporting clients in their transition to employment or learning paths by facilitating informed decision-making. This workshop will present a framework for Career and Employment Information Specialists (CEIS) by introducing a simple 3-stage model practitioners can use to connect their clients with the right information and resources to make well-informed career decisions.

Based on the Forum of Labour Market Ministers' Career and Labour Market Information Service Delivery Guidelines, CEIS provides a model for Employment Resource Centre staff and career practitioners to coach individuals in the effective use of career and labour market information.

At this presentation, you will learn the basic CEIS model, the benefits of CEIS certification, and how the City of Toronto's Employment & Social Services Division and George Brown College are bringing CEIS to the career counselling profession. This session will also address how recognition of competency and improving practitioner qualifications can improve overall service standards in the career development field.

Biographies

Helen Bailey, BSW, is a Trainer & Supervisor with the City of Toronto Employment & Social Services Division. Helen is also a Personality Dimensions Level II Facilitator and delivers CEIS training to staff working in Employment Resource Centres.

Diane Moore, M.Ed., is a professor in the Career & Work Counsellor Program at George Brown College and editor of The Office Professional newsletter. With 20 years of experience as an educator and author, Diane is a CEIS Trainer and a Personality Dimensions Level II Facilitator. In 2009, she was recognized as one of the top 20 professors at George Brown College, and also received her Career Management Fellow designation.

Lisa Trudel is a Career Consultant with the Office Workers Career Centre and a part-time teacher at George Brown College. She is also a Personality Dimensions Trainer, a CEIS Trainer, and a published writer who contributes career-related articles to Learning Curves and The Office Professional. Involved in the career services community for almost 20 years, she uses her background in the theater to create a motivational blend of information and inspiration in all her presentations.

C2— Sparking Career Happiness & Life Enrichment: Introducing a holistic framework for career counselling, embodying the narrative approach and positive psychology

Presenter

Mark Franklin, Career Counsellor, CareerCycles

Do you ever wonder if there could be more to career counselling than assessments and job boards?
Do you ever find yourself struggling with your own career questions?

We know that career and life issues blend together, however, in training and practice, there's a divide between personal and career counselling. Wouldn't it be great to feel confident and excited about bridging that divide and exploring career and life choices in a more meaningful way? In this dynamic, interactive session, get an overview, illustrated with examples, of an integrated, holistic framework and practical tools, grounded in narrative and cognitive approaches, 'law of attraction' and positive psychology.

Biography

Mark Franklin, career counsellor and practice leader of CareerCycles, has enriched the career wellbeing of 2000+ clients. Mark has an M.Ed. in Counselling Psychology, presents nationally and created the 'Who You Are Matters!' game. Producer and host of weekly Career Buzz radio show; Author of CareerCycles' newsletter, The Spark; contributor to U of Toronto Career Centre newsletter.

C3—Measuring Success: The Roadmap to Thriving Diversity Initiatives

Presenters

Ann Lamont, President and CEO, Career Edge Organization

Danna Matzanke, Director, Global Employment Strategies, Scotiabank

Career Edge Organization has identified seven key measurable indicators of successful initiatives that HR diversity champions can use to benchmark their progress and set goals for the future. In this interactive workshop, participants will learn how to embed diversity initiatives in the organization and measure results with a Diversity Scorecard.

This workshop will adopt a broad definition of diversity with practical tips that can be applied to any kind of initiative including groups such as new Canadians, persons with disabilities, visible minorities, aboriginals, women and LGBT people.

Through sharing success stories from truly diverse organizations, we aim to demonstrate the key indicators of fully embedded diversity initiatives and identify the champions who were able to implement them. To illustrate the relevance of this topic, research studies will be cited to make attendees aware of the diverse demographics of the Canadian labour force.

Career Edge Organization is a national not-for-profit that works with Canadian employers to provide meaningful work experiences through paid internships to recent graduates, graduates with disabilities and internationally qualified professionals.

Biographies

Anne Lamont has been President and CEO of Career Edge Organization since May, 2007. Her involvement in Career Edge spans thirteen years, including seven years as a member of the board of directors and four years as Chair of the Board. Her professional career in the financial sector includes over 25 years experience with RBC Financial Group in Canada and internationally and seven years in policy development with the Office of the Superintendent of Financial Institutions. Before retiring from RBC, Anne was Vice President, Policy & Regulatory Affairs. Today she brings an employer perspective to Career Edge Organization, and broad experience in areas of public and financial sector policy, including advocacy and community engagement with the private, public and not-for-profit sectors, as well as interaction with all three levels of government.

Deanna Matzanke was appointed in February 2007 to the position of Director, Global Employment Strategies in the Global HR and Communications function at Scotiabank. Prior to joining this Global HR group, she spent 6 years in the Employment Law Group as in-house counsel at the Bank where she dealt with all aspects of the employment relationship including termination, wrongful dismissal, human rights, discipline, and performance management. In her current role, she guides two teams of employees who focus on Diversity and Inclusion and HR Policy and Compliance. Within these two areas, her group deals with a wide range of employment strategies including privacy, occupational health and safety, employment equity, human rights, flexible work options, accommodation, accessibility, as well as fostering and integrating the Bank's Global Inclusion Strategy for addressing diversity.

C4—Turning the Ship Around: Charting a New Course for Career Development in the Ocean of Government Services in Manitoba

Presenter

Roberta Hewson, Executive Director, Youth Division, Government of Manitoba

This workshop will be of interest to government representatives from across Canada – governments committed to the value of a new approach to career development. Shifting paradigms is challenging in any setting but across a range of government departments the difficulty of presenting the value of and process for that shift is intensely magnified. Leaders in large organizations will also benefit from the framework for change developed by the Province as well as a host of lessons-learned that Manitoba will share. The workshop is presented by Roberta Hewson, the Chair of the Marketing and Promotions Committee of the Career Development Initiative (CDI) in Manitoba. A secondary outcome of the workshop will be to begin to build a national community of practice so that lessons can be shared and learned on a continuous basis.

Biography

Roberta Hewson is a Métis woman raised in Winnipeg, Manitoba. She has served the Aboriginal community as Director of CareerPlace a national project of the Native Women's Association of Canada and is currently Executive Director of Partners for Careers a job placement service for Aboriginal graduates. As a representative of the Government of Manitoba, she chairs and participates in several committees of Manitoba's Career Development Strategy. She also currently serves as an Executive member of the Aboriginal Human Resources Development Council. Roberta is also a Consultant with Collective Wisdom Consulting offering Employment Systems review services to corporate clients across Canada. Her office in Winnipeg maintains Partners@510 Selkirk Ave Information Centre – a 'single window' information base and is also responsible for producing the Guide to Winnipeg for Aboriginal Newcomers. The Winnipeg office is also the sponsor and host of the Aboriginal Youth Mean Business! EXPO and website (www.aymb.ca) of Business Support Services, supporting Aboriginal youth on their path of entrepreneurship.

C5—Building Workforce Capacity in a Recovering Economy: Innovative Practices For Forward Thinking Employers

Presenters

Jeff Moir, Partner, Deloitte

Anika Vinkovic, Senior Manager, Deloitte

Mike Silverberg, Manager, Deloitte

Managing talent in a turbulent economy is a significant challenge for today's business leaders. Many organizations are now experiencing significant ripple effects from the downturn that have depleted their talent pool. As the economy begins its recovery however, the focus is shifting away from downsizing and cost containment to strategic capacity building initiatives. Today's leaders are looking more closely at how they can better retain and develop critical talent from within, as well as strengthen their competitive position to attract top talent from outside their organizations. To attract and retain top talent in an increasingly competitive market, it is essential to have effective and innovative tools in place that help leaders identify critical skill sets, understand supply and demand, and accelerate employee development. These tools include strategic workforce planning, mass career customization and leadership development practices, among others.

This workshop will provide an interactive forum to discuss the latest talent management trends and challenges facing Canadian organizations. The discussion will focus on effective and innovative talent management practices that can help companies retain their top employees, while expanding their talent pool to meet demand in a recovering economy

Biographies

Jeff Moir is a partner with Deloitte's Toronto Human Capital practice. Jeff's 15 years of human resources experience has developed across a broad range of industries and areas of focus. He has managed strategic change initiatives ranging from business start-ups to acquisitions to enterprise realignments of strategy. Jeff has delivered multiple engagements regarding organization and governance design, leadership team structures, talent strategies, and organization effectiveness reviews. His experience spans financial services, public sector, healthcare, manufacturing, and energy production. Before his consulting career, Jeff spent many years in industry, and was the Head of Human Resources for a Tier 1 Bank's Small Business Banking division and on the start-up team of several high profile financial services organizations.

Anika Vinkovic is a senior manager with Deloitte's Toronto Human Capital practice. Anika has over 12 years of experience in talent management, learning and development, employee engagement, performance management and change management. She has led the development of talent management programs including high potential identification, succession planning, employee development, onboarding, retention risk assessment, and performance management. Her experience ranges across energy and resources, financial services, high tech and telecommunications industries. Anika has also lead enterprise-wide change initiatives and designed leadership and managerial training programs at several organizations.

Mike Silverberg is a manager with Deloitte's Toronto Human Capital practice. With over 10 years of experience, Mike's consulting work is focused primarily in healthcare and the public sector, where he assists organizations in planning and implementing organizational change efforts. Mike specializes in assisting organizations analyze and improve their core talent management processes, with a focus on performance management, recruitment and workforce planning. He also helps them analyze their current capabilities in these areas so to develop organizational talent strategies. Mike has extensive experience in developing learning strategies for improving business performance and monitoring and managing stakeholder engagement throughout a change.

C7—NALD@Work: All you need to build your workforce capacity...all in one place from the *National Adult Literacy Database*

Presenter

Katherine d'Entremont, Chief Executive Officer, National Adult Literacy Database (NALD)

Participants at this workshop will come away with a wealth of information about an exciting resource in the field of workforce and workplace capacity building, workplace learning and essential skills.

People are often interested in initiating programs to build their workforce capacity, however, they may lack the experience or resources they need to get started. Attendance at this workshop will open up a new world of information and resources for them – all available free of charge, to anyone, anywhere, at anytime in both English and French at NALD@Work.

NALD@Work is an online treasure trove of information containing everything you need to build your workforce capacity including best practices, case studies, program models, teaching, learning and research materials, news about what's happening in the field, event listings, contact information, helpful websites and much more...

Biography

Prior to joining NALD in 2007, Katherine had extensive provincial government experience in New Brunswick. She has held various senior management positions such as Director of Local Government, Director, Official Languages and Workplace Equity, Corporate Program Administrator, Human Resource Consultant and Human Resource Management Generalist.

Katherine has also worked as a strategic planning consultant in the college sector and as a public school teacher. Katherine holds a Master's degree in Public Administration and a Bachelor of Education from l'Université de Moncton, and a Certificate in Adult Education from Saint Francis Xavier University.

Katherine is fluently bilingual, has extensive presentation experience, a thorough knowledge of local, provincial and federal government and roles and responsibilities, and a life-long passion for continuous learning.

WORKSHOP SERIES D

**Tuesday, April 27, 2010
10:30 A.M. – Noon**

D1— Fun & Games to Perk Up Your Personality Dimensions®!

Presenter

Diane Moore, Professor, Career & Work Counsellor Program & Social Service Worker Program
George Brown College
Lisa Trudel, Career Consultant, Office Workers Career Centre

- Would you like to refresh your knowledge and skills and bring new life to your Personality Dimensions workshops? Perk up your facilitation skills by joining Level II Certified Personality Dimensions facilitators and trainers Diane Moore and Lisa Trudel for this interactive, experiential workshop. This session is designed specifically for those who are already certified in Personality Dimensions, who may conduct PD workshops on a regular basis or regularly interpret PD results with clients. Or maybe you were certified in PD a long time ago and just need a refresher. This session will provide you with many "take-aways" including:
 - New hands-on activities you can apply as a facilitator to enhance PD workshop participants' understanding of the four colour preferences.
 - Fun and entertaining activities you can use to illustrate the four colours in action.
 - Exchange of new workshop ideas with other PD facilitators.

This session will reacquaint participants with PD, improve their effectiveness in clarifying and explaining PD colour schemes with clients, and also give them some unique and creative ideas for helping their clients to understand the four Personality Dimensions styles. It's time for fun and games!

Biography

Diane Moore, M.Ed., is a professor in the Career & Work Counsellor Program at George Brown College and editor of The Office Professional newsletter. With 20 years of experience as an educator and author, Diane has written more than 1500 articles, delivered keynotes and conducted seminars for thousands of people on career management topics including workshops based on Personality Dimensions®, True Colors®, and the Myers-Briggs Type Indicator®. In 2009, she was recognized as one of the top 20 professors at George Brown College, and also received her Career Management Fellow designation.

Lisa Trudel is a Career Counsellor, Life Skills Coach and Workshop Facilitator with the Office Workers Career Centre in Toronto where she regularly conducts Personality Dimensions workshops as part of a career assessment program. She is also a part-time teacher at George Brown College and a published writer who contributes articles to Learning Curves and The Office Professional. Lisa was on the editing and writing team of the YWCA's revised Life Skills Volume 7 Manual Teaching Employment Groups and has presented at many conferences over the past 10+ years. She is delighted to be speaking at NATCON 2010.

D2—Developing and Managing Leadership in Organizations the Emotionally Intelligent Way

Presenter

Carina Fiedeldey-Van Dijk, President, ePsy Consultancy

In counselling, mentoring and development initiatives we like to zoom in on people qualities considered to be strengths and weaknesses. These may be pulled from psychometric assessments, or identified during an interview or consultation). We then ponder how best they can be used to enhance, say, leadership. In this hands-on workshop we will work backwards, starting with three distinct leadership styles found to matter greatly in the workplace and elsewhere:

1. Resoluteness – those who drive for explicit results and solutions
2. Supportiveness – those who facilitate people to achieve success cohesively
3. Motivational impact – those who influence and inspire people effectively

Some people dominate in one leadership style only; others have strengths in two or three styles. During the workshop we will work smartly by sharing possibilities and opportunities within the three leadership styles through the lense of Emotional Intelligence.

Drawing from statistical EQ-i® research and using real-life examples, we will reveal which EQ components combine or cluster meaningfully within each leadership style, and how these can be visualised on paper and expressed as a metric. Participants will walk away with specific pointers for how leadership styles can be further developed and strengthened, and with suggestions for how their learning can be applied in contexts of recruitment, benchmarking, and succession planning. The principles used here can be applied to other assessments too.

Biography

Carina is president of ePsy Consultancy, a consulting firm that helps organizations cultivate competent employees and teams, and a healthy work climate. She aptly transforms her expertise in statistical analysis, survey development and psychometric validation into custom business applications such as star performer profiling, group competency modeling, top performer management, leadership/sales development, targeted selection and recruitment, organizational climate tracking, and training/program effectiveness. Carina serves as the R&D arm of several service organizations worldwide. She holds a PhD (Psychology) with additional majors in mathematics and mathematical statistics. She is accredited in several Emotional Intelligence and other psychometric assessments. As a seasoned researcher, speaker, coach and trainer, she offers advanced EQ-i® workshops for experienced practitioners. Carina authored the Advanced Interpretation Report (AIR) and the Group Dynamics Report (GDR) series, practical add-ons to the EQ-i®. She also co-authored the SEI-YV, currently the only EI youth assessment that links EQ to life barometers.

D3—Living on Purpose

Presenter

Ken Keis, President and CEO, CRG Consulting Resource Group International, Inc.

Did you know that 80% of people dislike their work—from feelings of mild irritation to downright loathing—and that only 10% of individuals feel passionate and on purpose in their lives? How can you—and the individuals you lead—experience personal and professional success and fulfillment unless you are connected to your Source, your passions, and your motivating interests? In this session, you will see that your life is leaving you important clues about what you really, really should be doing with your time, effort, and abilities!

This presentation is based on Ken's new book, *My Source EXPERIENCE Journal – A Personal Discovery Process for Those Who Want to Lead a Passionate and Fulfilling Life™* and on the more than 100 Living On Purpose ezines he has written.

You can learn how to be passionate and successful in your life and teach others to be passionate and successful, too. When you recognize all the components that make up your life, you can make easy shifts and new choices to increase your enjoyment of life dramatically. Discover how to know—without doubt—that what you are doing every day represents the very best use of your skills, your talents, and your gifts.

Ken's Source process is for everyone who wants to tap into their innate talents, gifts, and passions. If you want to be part of the 10% of the population on fire about your life, look no further than the Source Experience!

Biography

Ken Keis, President and CEO of Consulting Resource Group International, Inc., is a leading authority on assessment strategies and processes. He has written close to 3 million words about human development in the areas of career, personal, professional, leadership, relationships, organizations, HR, business management, and sales. More than 1 million people in 20 countries in 8 languages have used CRG's products to help them live their lives on purpose. Ken is also a keynote and seminar speaker, coach, Internet radio host, television and radio guest, and NSA member.

D4—GROP, a multidimensional interest and personality inventory

Presenter

Sandra Piperni, Training & Consulting, PSYMÉTRIK

The Career Orientation Guide GROP (Guide de Recherche d'une Orientation Professionnelle) is an interest and personality inventory useful in guiding individuals towards enriching career paths. It is intended for professionals working in the field of guidance, career and employment counselling, as well as human resources. This validated and standardised psychometric test combines John L. Holland's theoretical models and Jung's bipolar scales, as well as two factors unique to the GROP. It is composed of three separate sections measuring interests, personal traits, and values. Originally created 25 years ago by two career practitioners with the collaboration of specialists in psychometrics, the GROP, currently in its third edition, is widely used in Quebec, Canada's francophone communities and some other francophone countries. This unique multidimensional assessment tool is now available in English, in both a printed and Web format. This workshop is aimed at introducing the test to career practitioners and showing its usefulness in the counselling process. The following points will be addressed: rationale for the test (material, target clients, factors assessed, context of use); statistical foundation; presentation of the online version; demonstration of results analysis and use in counselling.

Biography

Sandra Piperni is a career counsellor, member of Quebec's professional association (OCCOPPQ). After graduating from the University of Ottawa with a Master's in Educational Counselling, she worked for over eight years in employment organizations providing career counselling services to immigrants and young adults. She joined the Psymétrik family two years ago, where she is responsible for the English sector, and providing training and support to counsellors using the GROP test. She also provides career counselling and coaching in private practice.

D6—Changing Societal Perceptions of Careers in Skilled Trades and Technologies

Presenter

Shaun Thorson, Executive Director, Skills/Compétences Canada

Following the WorldSkills Calgary 2009 event held last September, the value of Skills/Compétences Canada events to showcase careers in the skilled trades and technologies has never been more apparent. These events are held regionally, provincially and nationally every year all across Canada. Find out how you can get involved in this unique partnership of industry employers, educators, governments and labour providers. Skills/Compétences Canada is making a difference!

The objective of this workshop is to inform of the positive impact of the WorldSkills International, Skills/Compétences Canada and all the Skills competitions across Canada has had on creating a very positive view of the skilled trades and technologies. How you can contribute to this success story and how the Skills movement has impacted on the lives of the many volunteers and competitors who make it happen.

Skills/Compétences Canada and affiliates promote apprenticeship and skilled technology careers by showcasing youth to other youth. The skills competitions vividly illustrate the value that our industry employers, educators, labour providers and governments place on these careers. By creating a positive perspective of careers in these career pathways we are establishing a broader supply of human resources to fill the demands of our economy.

These careers are the very foundation of our economic future.

Although not exclusive to apprenticeship and trades the Skills competitions do have a definite focus on presenting alternative post secondary education in the form of apprenticeship and technologies as equally valued options to the more traditionally post secondary forms of education.

Biography

As part of Skills/Compétences Canada, Shaun has been promoting the value of Skilled Trades and Technology careers to young Canadians for the past 15 years. During that time he has occupied various positions in the organization at both the Provincial and National level. He began his career in Edmonton as the Skills Canada Alberta Program Coordinator in 1993 and was promoted to the Executive Director position before moving to Ottawa to join the Skills/Compétences Canada national organization in 2000 where he held the positions of Program Coordinator, Project Manager and Director of Projects before being named Executive Director in the fall of 2005.

During his career Shaun has been responsible for the delivery of a multitude of events focused on the promotion of skilled trades and technology careers including youth conferences, educational awareness initiatives, industry and education forums, Skilled Trades Week in Canada and the Canadian Skills Competition. Shaun was also instrumental in the development of the National Technical Committee structure which brings together representatives from across the country to develop and implement standards with respect to the delivery of the Canadian Skills Competition contests. Shaun has also led the participation of Team Canada at the WorldSkills Competition since 2001 and is currently Canada's Technical Delegate to the WorldSkills International organization, a position he has held since January of 2006.

WORKSHOP SERIES E

Tuesday, April 27, 2010
3:30 P.M. – 5:00 P.M.

E1—Improv—Living In the Moment

Presenters

Joanne Stuart, corporate trainer, Northern Lights Canada
Crystal Dolliver, corporate trainer, Northern Lights Canada

Do you find yourself admiring people who can think on their feet?

Are you seeking a new way to crackle the synapses of your workshop participants?

Then join us for a fun and lively interactive session built on the power of Improvisation. Filled with quick and snappy exercises you can easily apply to enliven your job search workshops. A great communication tool, Improv supports the concepts of give and take, openness, and being present in the moment. Be prepared to move, engage and test your improvisational talents.

This workshop has been designed to develop the ability to think freely and confidently even under pressure. Learning to trust our instincts will be fully explored.

Starting with large group activities that promote awareness, increasingly smaller groups will be given the opportunity to demonstrate voice and quickness of thinking. Conference participants will be given concrete connections on how to integrate activities into workshops and complete handouts.

Biographies

Joanne Stuart has studied Improv and loves to bring movement, voice, and fun as vital forces into her workshops. As a corporate trainer with Northern Lights Canada, she believes quick thinking and the ability to dance in the moment make for meaningful and memorable experiences. With over ten years experience in career development, Joanne knows how much practitioners look to conferences for new tools and methods that support informal learning and she delivers.

Crystal Dolliver has a background in journalism and media where she honed her ability to think and respond quickly. She leads the Corporate Training division of Northern Lights Canada and has earned a reputation as a skilled and engaging presenter. New and creative ways to transfer knowledge are a specialty of hers.

E2—Strategies for Leadership and Cultural Alignment in a Changing Business Environment

Presenters

Debra Horsfield, Senior Consultant, Towers Watson

Diane Dowsett, Senior Consultant, Towers Watson

As economic recovery speeds up, many organizations are likely to find themselves facing new expectations and priorities – undergoing a “reset” of their business and human capital strategies. This “new normal” will have a major impact on leadership requirements and organizational culture, which in many cases will need to evolve in order to effectively support changing business opportunities.

To succeed in the new environment, organizations will require leaders who can operate in a more complex environment, and who can create a distinctive and engaging culture in which great people develop and thrive. Above all, this requires leaders at all levels who can understand the impact of strategic change on employee engagement and performance, and who have a clear plan to manage that change. In this session, we’ll share a process to help facilitate leadership agreement on important priorities, and align management objectives with the kind of cultural changes necessary to support new initiatives. Throughout, we’ll examine how talent management can be made into a simple, sustainable business practice – and how finite resources can be effectively allocated to the most valuable people and programs.

Biographies

Debra Horsfield is a senior consultant in Towers Watson’s Rewards, Talent and Communications practice. She has more than 30 years experience in the analysis, design and delivery of strategic, integrated talent management programs. Debra’s talent management expertise includes the design and implementation of accountability and career architecture, competency modeling, recruitment strategy and tools, career and succession planning, performance management, training and development for managers and leaders, on-boarding strategy and programming and assessment centers. Debra has had extensive experience in working with organizations to ensure appropriate structure and technology systems that support change and talent management strategies.

Prior to her consulting career, Debra held senior corporate HR planning and talent management positions within retail, financial services and pharmaceutical companies and is an accredited Canadian Human Resources Professional. Debra has undergraduate and graduate degrees from York University. She obtained her accreditation in change management at Cornell and has been a lecturer at the University of Toronto, Ryerson and Centennial College as well as an author of texts and articles pertaining to HR planning, integrated talent management strategy and organizational diagnostics supporting change, talent acquisition and management.

Diane Dowsett is a senior consultant in Towers Watson’s Rewards, Talent and Communications practice in Toronto. She specializes in organizational and human resources effectiveness, with a focus on leadership and management development, employee engagement and talent management.

Diane joined Towers Perrin in 2007, with 17 years of experience in various senior H.R. roles in the U.K., Canada and the U.S. Her clients include organizations in the financial services, health care, utility, public sector and retail services industries.

Diane has a B.A. in sociology from the University of Western Ontario, is a graduate of the Chartered Institute of Personnel and Development, England, and is qualified to British Psychological Society standards for psychometric testing and personality profiling.

E3—Rethinking Career Pathing for 2010 and Beyond

Presenters

Anne Peiris, Consultant, Towers Watson

Asumi Ishibashi, Consultant, Towers Watson

Career management today is anything but linear. Career progressions may be both vertical and lateral, and employee development often proceeds in fits and starts. With business and workforce needs constantly changing, some career paths can get cut short, while new ones are created overnight.

In contrast, when it comes to attracting, retaining and engaging talent, our research shows that employees' expectations haven't changed much over the last decade. The factors that attract people to take a job with an organization include competitive base pay and clear growth opportunities. What retains them includes learning and development opportunities and rewards for outstanding performance. And the primary factors that keep employees engaged at work depend on leadership's ability to connect with employees and convey a sense that their contributions are valued.

As finding and keeping talent becomes more difficult, employers who take a well conceived approach to career management will be ahead of the curve. In this session, we'll look at ways in which career pathing and, more broadly, talent management can be better integrated into business practices, including ideas on optimizing pay, clarifying performance incentives and improving talent development and succession.

Biographies

Anne Peiris is a consultant in the Rewards, Talent and Communication practice of Towers Watson. She supports clients in the private, public, and not-for-profit sector in developing compensation management systems including job evaluation design and modeling, pay equity, market comparisons, compensation design as well as conducting compensation and benefits surveys. Prior to joining Towers Watson in 2006, Anne acquired over 10 years of experience in corporate compensation groups within the financial services sector. She has worked with internal client groups to design, develop, and implement competitive compensation programs and has managed the job evaluation process. Anne holds a B.A. from McMaster University, a Post-Graduate Diploma in Human Resources Management from Humber College, and her CHRM through the Human Resources Professionals Association of Ontario.

Asumi Ishibashi is a consultant in Towers Watson's Rewards, Talent and Communications practice in the firm's Toronto office. Her focus is on the design and implementation of reward strategies and related human resources programs. Asumi has a broad range of consulting experience, including job evaluation, design of compensation programs, total rewards, career frameworks and other performance and career management initiatives. Asumi is also a member of Towers Perrin's Workforce Effectiveness group. She holds an Honours BA in Economics from Bucknell University in Pennsylvania, and an M.B.A. from the University of Toronto's Rotman School of Business.

E4— Cultural Competency: Enhancing Cultural Diversity & Inclusivity

Presenters

Jennifer DeMaeyer, Employment & Training Services/Job Search Workshop Coordinator, Multicultural Council of Windsor-Essex County

Shannon Ciampa, Employment & Training Services Manager, Multicultural Council of Windsor-Essex County

The Business, Health Care, Hospitality, Manufacturing and Financial sectors are becoming increasingly aware of the importance and the need to create opportunities for Culturally Diverse Employees to learn and work in more co-operative and collaborative ways. The aim of this workshop is to develop your awareness of Cultural Competency, and Cultural Diversity & Inclusivity in today's workplace and how to work with organizations or businesses in the community. In this workshop we will look at diversity and inclusivity and our own assumptions regarding these issues. In the end, you will gain more insight and be able to feel competent in changing your dealings with newcomers, making changes to your agency/organization, your business and/or contribute to the change of inclusivity in your community.

Biographies

Jennifer DeMaeyer is an Employment/ Training Services Counselor, Multicultural Council of Windsor and Essex County. She has been in the Employment and Settlement field for over 15 years. She works with a diverse cross-section of people and employment status and experience working in partnership with many community and government organizations: Service Canada, Windsor Social Services, Citizenship and Immigration Canada, United Way, District School Boards, Unions, and University of Windsor. Jennifer has successfully partnered with other organizations to work with Internationally Trained Professionals in all fields. She's developed workshops for agencies, educational institutions and employers on Cultural Diversity & Inclusivity in the Workplace.

Shannon Ciampa is a graduate of the University of Windsor and has been in the Employment and Training Services Industry for 15 years. Ms. Ciampa has experience in various departments of employment and training such as Service Canada/Employment Ontario - Employment Insurance based contracts, Social Services – Ontario Works, Vocational Rehabilitation for WSIB, and Citizenship and Immigration Canada based programming at the Multicultural Council. Ms. Ciampa brings forth a wealth of knowledge including consulting and counseling individuals and companies on Cultural Competency, Successful Job Search Techniques, Labour Market Information, Making Career Choices, and Education and Training opportunities.

E5—Selling Soft Skills to Newcomer Clients

Presenter

Elizabeth Weisberg, In Class Facilitator, Newcomer Employment Centre, Kitchener Waterloo YMCA Cross Cultural & Immigrant Services

Do your newcomer clients buy in to the concept that soft skills are a major roadblock for skilled immigrants to find and keep work in the Canadian job market?

Even though research supports the idea that soft skills can be critical to a job search, the concept can be a difficult sell to newcomer clients. Strong beliefs that hard work and a good education should be enough to land a job mean that many clients miss the importance of adapting their soft skills to the Canadian work culture. However, using a proactive approach toward “translating” their soft skills into a Canadian context can assist them in cold-calling, networking, interviewing, and developing smoothly-functioning working relationships.

The goal of this workshop is to present practical hands-on techniques to assist your clients in developing their Canadian soft skills. This knowledge can help manage clients’ frustrations and lead to greater success in finding and maintaining jobs.

Biography

Elizabeth Weisberg is a member of the Newcomer Employment Centre team at the KW YMCA. Her work as In Class Facilitator for the Group Job Search program means she is happily immersed in connecting research to real life, and constantly looking for ways to improve the assistance she is able to provide clients.

E6—Action Learning Circles for Organizational Leadership Development

Presenter

Alexandra Hendriks, President, Hendriks Consulting

Through interactive activities and discussions, participants in this workshop will become introduced to the principles of action learning and the powerful impact that this peer coaching technique can have on organizations. Guided by an experienced facilitator, this structured process of collaborative inquiry allows leaders at all levels of the organization to come together on a regular basis to coach one another on problems of significance to themselves and the organization, while also committing to actions that will address the challenges that they face. Participants in this workshop will leave the workshop with an understanding of what action learning is, what types of actions learning groups exist, how action learning groups can be used in organizations and the benefits of this approach to leadership development. They will also have the opportunity to engage in a brief simulation of an action learning group to allow them to experience the process for themselves.

Biography

Alexandra Hendriks brings 15 years of experience as a bilingual facilitator, change agent and evaluator working in the public, private and non-profit sectors. Her areas of professional expertise include organization and leadership development, change management, facilitation and evaluation. She holds a PhD in Communication from the University of Arizona and a Master's of Science from Boston University. Over the course of her career, she has facilitated more than a hundred team retreats, meetings, workshops, strategic planning sessions and focus groups, including a summer institute at Harvard University. She also teaches undergraduate courses at the University of Ottawa in organizational consulting and facilitation of change.

WORKSHOP SERIES F

Wednesday, April 28, 2010
9:30 A.M. – 11:00 A.M.

F1— Managing Knowledge: exploring promising practices and measuring success

Presenters

Laura Hatt, Senior Manager, Office of the Auditor General of British Columbia
Christine Gelowitz, Senior Manager, British Columbia Provincial Ministry of Forests & Range

The OAGBC has released a good practices guide and self-assessment tool for public sector organizations entitled: *Managing Knowledge: A guide to good practice*. This web-tool contains guidance in numerous forms to aid public sector organizations in both evaluating and improving practices related to the strategic management of knowledge. This tool was developed through a review of literature, case studies and discussions with senior managers across the BC public sector.

In this workshop we plan to explore the topic of knowledge management and provide an overview of the good practices guide. We will present the findings from our research in the BC government and discuss the different elements included in the self-assessment tool. More specific areas to be explored include:

- Defining knowledge and the strategic management of knowledge
- The critical importance of knowledge to the public sector
- Key lessons learned from the BC Ministry of Forests & Range and others in the BC public sector
- The significance of effective leadership and strategy, networks and communities, experiential learning, knowledge bases and organizational culture in the strategic management of knowledge.

Biographies

Laura Hatt is currently working as a senior manager of performance audit in the Office of the Auditor General of British Columbia (OAGBC). She holds a Masters degree in Public Administration from the University of Victoria and has been working in the area of audit and evaluation for the past seven years. Prior to this she worked in human resource management in the health and social services sector. As a manager in the OAGBC she has completed audits and cross-government projects aimed at supporting organizational development and results-based management.

Christine Gelowitz is a senior manager in the British Columbia Provincial Ministry of Forests & Range. Christine works within the Strategic Policy & Planning Branch to provide corporate governance services in the areas of policy practices and corporate strategic planning. In this role Christine has been a key contributor and lead in the planning, delivery and analysis of a number of corporate initiatives delivered on behalf of the ministry's executive team. The initiatives are aimed at weaving together the concepts of organizational effectiveness, leadership and strategy to better understand how to position the future business path of the ministry. This work has championed the use of knowledge management, social networking, environmental scanning, scenario building, complexity theory and the application of leading edge software and social media technology in the BC Provincial government. Christine has a Bachelor of Science in Natural Resource Management from the University of Northern British Columbia and is a Registered Professional Forester with the Association of British Columbia Forest Professionals.

F2—How DO You Get Creativity in the Workplace?

Presenter

Suzanne Altis Routh, President and Founder, Effervescent Concepts Inc.

“We have a simple challenge. If we want to compete and prosper in today’s world we must tap and harness the creativity of Ontarians.” *Ontario in the Creative Age*, Martin Prosperity Institute, February 2009.

“Creativity is the most powerful capacity we have(and) will get us through the extraordinary complexity we face.” Sir Kenneth Robinson

You need a novel stimulus to jolt the attentional systems awake; the more radical the change the greater likelihood of fresh insights. This completely experiential workshop will supply participants with ideas, tips and tools around how you actually get creativity in the workplace. It is well and good to speak about the dire necessity for creativity but what needs to be done to achieve it, especially since our education system tends to breed creativity out of our students? Where does the rubber hit the road? Stop scratching your heads and come to this uplifting “hands on” event which will leave you feeling inspired and passionate. Passion, after all, is the engine of creativity. If you find your passion your world starts to change around you. “Creativity is the mind at play with what it loves.” Carl Jung

Biography

Suzanne Aldis Routh is President and Founder of Effervescent Concepts and has work-shopped her creativity skills programs in Canada and Europe. Suzanne recently designed a 4-day Creative Leadership program for the corporate arm of Sheridan College in Oakville. As an artist Suzanne understands how to generate the right kind of environment which lets people live into their creative potential. Suzanne works with individuals, organizations and teams to help them increase their potential and unleash their creative spirits. Suzanne is a former quantitative market research executive who worked with blue chip companies across Canada and the United States. She also a designer, writer and social entrepreneur.

F3—Integrating newcomers to Canada in the ICT sector through innovative partnership, programs and learning opportunities

Presenters

Cherina Sparks, Project Manager, Information and Communications Technology Council

Beth Clarke, Director of Employment Services East, JVS Toronto

The Information and Communications Technology Council (ICTC) is a not-for-profit sector council dedicated to creating a diverse, prepared and highly educated Canadian ICT industry and workforce. ICTC's Immigration Initiatives is paving the way towards integrating internationally educated professionals (IEPs) into the Canadian ICT sector by developing key programs, resources and tools for IEPs and employers with the integral support of partners and stakeholders. Within the last two years, ICTC's Immigration Initiatives team has successfully launched two bilingual e-learning applications, created many online guides and resources, and delivered two pilot bridge-to-work programs for newcomers to Canada. None of this success would be possible without the strength and commitment of ICTC's partners, both nationally and internationally. This workshop will detail some of the work ICTC and JVS Toronto, one of its key partners, have achieved together to help integrate and transition newcomers to Canada's ICT sector through mentorship, coaching, connections, counselling, and online-learning applications.

Biographies

Cherina Sparks has nine years of experience and expertise assisting individuals in online-learning environments. After completing a Master of Arts in English from the University of Alberta, her interest in digital humanities and e-learning led her to manage one of the leading online, global communities for ICT professionals. She currently helps newcomers to overcome challenges before, during and after immigration to Canada as project team leader of Workshops Online: Immigration to Integration, a recently launched e-learning application under ICTC's Immigration Initiatives, which helps internationally educated professionals integrate into the Canadian ICT workforce.

Beth Clarke has worked in the employment services sector for over 10 years and has developed expertise in the delivery of employment and mentoring programs that assist in the integration of newcomers into the Canadian labour market. A graduate of Trent University (B.A. in Canadian Studies and German) and of George Brown College (Honours Diploma in Career and Work Counselling), she began her career in Toronto as an employment counsellor. Beth is currently the Director of Employment Services East at JVS Toronto and has worked closely with ICTC to pilot their Workshops Online tool and deliver various programs (IWES, Corporate Connections).

F4—THE YING AND YANG OF INNOVATION: How Intergenerational teams work together to create innovative business solutions

Presenter

Michele Davies, President, A.M.Davies Consulting & Associates

Participants have the opportunity to build their meaning of innovation, to understand the characteristics of Gen Y, Gen X and Boomers, and to understand how working together, these groups have the unique ability to create innovation.

Depending on the size of the group, discussion will either be performed as one group, or broken down in to smaller groups and facilitated.

Workshop elements

- Canada's innovation crisis – what is it, where does it come from, and is it real? Insight from leading Canadian organizations.
- Discussion in small groups: Recognizing the difference between innovation, research, and creativity: creating an innovation definition we can work within the organization
- Provide context on the three generations and their specific characteristics at work – demonstrate similarities. Participants self identify.
- Presentation on how innovation is created (data to information to knowledge) – what is the role of each generation in this model
- Facilitate discussion: How to help generations work together – a high level implementation plan

I believe that the solutions of the past have not worked, and so the optimist in me looks to the generation of the future for better answers, guided by the support and lessons of the past.

Biography

Ms. Davies has a passion for innovation. She thinks the answer to Canada's innovation struggles may lie in both recognizing and leveraging both the openness of Gen Y and the experience of Boomers, at the same time. She is a business consultant and ran a unique creative problem solving program in 2009 for 300 middle and high school students to explore construction. She has investigated public sector innovation, and in the classroom adult education context, she practices what she preaches in college classrooms where she teaches business strategy using innovation, self-guided study, and divergent thinking, instead of death-by-powerpoint.

F5— Harnessing the potential within and building your organization to last: A systematic approach to continuous learning & leadership development

Presenters

Susan Grant, Coordinator, Organizational & Human Development, University of Waterloo

Katrina Di Gravio, Director, Organizational & Human Development, University of Waterloo

The markets are changing, technology is changing, and the demand for products and services are changing. With such pace of change, the success of your organization comes down to the decisions made by your people, often with insufficient time, information and no past experience – how confident are you that your talent will make decisions that are best for the long term success of the organization? In this discussion-centric, application-focused workshop, we will explore two critical success factors at any organization:

Continuous learning

- ✓ Explore the principles of a learning organization
- ✓ Share and evaluate various practices
- ✓ Discuss industry best practices and challenges faced

Leadership development

- ✓ Explore why it matters to the success of the organization
- ✓ Gain insights into critical success factors, industry trends and best practices
- ✓ Identify key action steps to developing and sustaining a program at your own organization

You will leave...

- ✓ Able to evaluate where your organization stands compare to others
- ✓ Knowledgeable about how to and how not to do learning and leadership
- ✓ Well-equipped with additional resources to champion the practices

Biographies

Susan Grant has enjoyed a number of diverse careers for the past 19 years within the University of Waterloo. In her role as with the Organizational & Human Development department, she has developed, designed and facilitated leadership workshops to over 2000 undergraduate and graduate students. Along with her team, she has also implemented a mutual-mentorship facilitation team (and program) which includes 40+ University staff and students.

Katrina Di Gravio has been with the University of Waterloo for over 25 years. Currently she is the Director of Organizational & Human Development. She has a Master Trainer certification from Achieve Global, is a member of the Leadership for Results Training team and teaches Human Resources Management 200 for the department of Psychology. Katrina also designs, delivers, and develops training programs for students, staff and faculty.

F6— Understanding Gen Y: Not a Homogenous Group

Presenter

Janice Rudkowski, Director, Marketing & Communications, Career Edge Organization

In their continued commitment to better understand the career aspirations and expectations of Generation Y, Career Edge Organization partnered with the largest Canadian-owned market research enterprise, Angus Reid Strategies, to conduct a national online survey of 1,000 culturally diverse young Canadians aged 18-29 years. The results of this survey identified four distinct groups within Generation Y, each with different sets of career goals, aspirations and motivations. In this interactive session, key research results will be shared as well employers will learn how to identify and leverage each unique Gen Y segment within their workplaces using practical mapping exercises and real life cases to illustrate insights from the study.

3 Key Learning Objectives:

- Build awareness and understanding of the Gen Y demographic (representing culturally diverse, urban, young Canadians)
- Gain a more intimate understanding of specific career aspirations and motivations within the Gen Y demographic
- Participate in practical, group learning exercises; one of which will provide them with knowledge so they can identify and understand the Gen Y segments' motivational fits against example job descriptions

Career Edge Organization is a national not-for-profit that works with Canadian employers to provide meaningful work experiences through paid internships to recent graduates, graduates with disabilities and internationally qualified professionals.

Biography

Janice Rudkowski is Director, Marketing & Communications at Career Edge Organization. In her role, Janice recently partnered with Angus Reid Strategies to launch a National Gen Y Survey representing 1,000 culturally diverse young Canadians aged 18-29 years that explored their career aspirations, goals and motivations. Janice holds a B.A.A from Ryerson and an M.B.A from York University.

F7— Proactive Learning for Vocational Wellbeing

Presenter

Charles P. Chen, Associate Professor, University of Toronto

The notion of learning has long been considered an essential component in vocational and career psychology, and lifelong learning has become a requisite for individuals' very existence in today's world of work characterized by globalization and knowledge economy.

Focusing on promoting individuals' vocational wellbeing, this workshop is to explore the role of proactive learning in adults' life-career development. With a goal of enhancing the quality of one's learning experience, proactive learning draws attention to both a new comprehensive theoretical framework of learning and innovative considerations that facilitate the effectiveness of the learning process. The workshop will first review a series of key concepts and tenets from several major learning theories, leading to the formation of the newly proposed proactive learning framework (PLF). It will then point to the importance of not only understanding the notion of learning but also improving the quality of learning. In doing so, it will propose several principles and guidelines that can help adults make their lifelong learning a more proactive, constructive, and effective process for career wellbeing. A rich array of proactive learning strategies will be highlighted to help practitioners in using the PLF in career development practice and counselling interventions.

Biography

Charles P. Chen, Ph.D., is a Canada Research Chair in Life Career Development and Associate Professor of Counselling Psychology at the University of Toronto. He is an Honorary and Visiting Professor internationally; an assessor for national and international governments and research/academic institutions including SSHRC; and an editorial board member for several international journals. Chen publishes extensively in refereed scholarly journals, and has authored many book chapters. His book: "Career endeavour: Pursuing a cross-cultural life transition" received the 2008 Canadian Best Counselling Book Award. He is a prominent social scientist featured in Canadian Who's Who and Who's Who in the World.

F8—Défis d'implantation de tests de classement en français langue seconde au Canada

Presenters

Hector Gauthier, conseiller en mesure et évaluation, Centre des niveaux de compétence linguistique canadiens

Silvia Dancose, gestionnaire des NCLC, Centre des niveaux de compétence linguistique canadiens

La survie du français au Canada est directement liée à la capacité d'intégrer les immigrants dans les collectivités francophones et cette intégration passe par la maîtrise du français. Le présent atelier porte sur le développement d'outils de mesure du degré de maîtrise du français chez ces nouveaux arrivants et du lien entre ces mesures et l'enseignement du français langue seconde.

Lors de cet atelier, vous prendrez connaissance de la démarche de construction de la Batterie de tests de classement aux Niveaux de compétence linguistique canadiens (BTC-NCLC) et de sa validation sur le plan technique et pratique. La BTC-NCLC se veut l'instrument d'évaluation à utiliser à l'échelle nationale pour le classement des nouveaux arrivants et des immigrants dans les programmes de FLS des gouvernements fédéral et provinciaux. Les participants se familiariseront avec les tests de compréhension de l'écrit, d'expression écrite, de compréhension de l'oral et d'expression orale, ainsi qu'avec les échelles de notation.

Biographies

Monsieur Gauthier œuvre dans le monde de l'éducation depuis 1987. Après avoir complété un baccalauréat en psychologie avec une majeure en psychométrie, il a complété une maîtrise en éducation.

Il a travaillé dans le milieu universitaire, collégial, en pratique privée comme psychologue et présentement, au Centre des niveaux de compétence linguistique canadiens comme conseiller en mesure et évaluation et agent de projets.

De plus, il est l'auteur de plusieurs outils d'évaluation au niveau collégial, et un des auteurs de la Batterie de tests de classement aux Niveaux de compétence linguistique canadiens (BTC-NCLC).

Gestionnaire des Niveaux de compétence linguistique canadiens (NCLC) depuis près de 4 ans, madame Dancose cumule plus de 15 ans d'expérience en éducation des adultes dans des domaines très diversifiés tels que le français langue seconde, l'employabilité auprès des immigrants et des nouveaux arrivants, la rédaction administrative et la communication orale. Diplômée en andragogie et enseignante de profession, elle s'intéresse particulièrement au développement de contenu lié aux NCLC et à faire le pont entre la pratique enseignante et l'implantation des NCLC au sein des établissements scolaires. Elle est aussi une grande passionnée du vélo de route et des activités de plein air.