S1
ENGLISH

Designing for All – Inclusion, Accessibility and Why it Matters
Wednesday, May 12, 2021 / Mercredi le 12 mai 2021
11:20 AM to 12:20 PM | 11 h 20 à 12 h 20
Virtually / Virtuellement

Consider that in Canada, 22 percent of people over age 15 live with at least one disability. That's over six million people! The reason you don't always see the prevalence of these disabilities is because they are often invisible. How can the Government of Canada attract and benefit from a more diverse workforce, and provide government services in an innovative and inclusive way to all Canadians?

It starts with a change in perspective:

Until recently, disability was defined as the result of an individual's condition. The limitation was associated with the person, not the environment. Today we know that disability occurs at the point of interaction between a person and an inaccessible environment. Physical, cognitive and social exclusion are the result of a mismatch between what a person wants to achieve and an environment that does not support them. This definition, first adopted by the World Health Organization, offers us an unprecedented design, business and social opportunity.

In this eye-opening session, Ricardo Wagner will share the technology enablers, workplace design and process changes that make amazing things possible at Microsoft by enabling all of our diverse employees to participate fully!

Ricardo Wagner | Accessibility Lead, Microsoft Canada

in   https://www.linkedin.com/in/ricardowagner

🐦   @ricardomwagner

Ricardo Wagner is the Accessibility Lead for Microsoft Canada, helping organizations to create modern, inclusive, and accessible workplaces. He works with people and companies trying to make the world a better place. Ricardo believes technology elevates the education, employment, and living standards for billions of people around the world, especially people with disabilities. His personal mission is to play a role in that transformation by making the business and ethical case for inclusion everywhere he goes. He is passionate about technology, corporate volunteering work, and travel.

S2
ENGLISH

Flexibility and Risk in the Face of Crisis
Wednesday, May 12, 2021 / Mercredi le 12 mai 2021
01:00 PM – 02:00 PM | 13 h 00 à 14 h 00
Virtually / Virtuellement

How did the Government move so fast to digital with everyone working remotely? A behind the scenes look at Shared Services Canada's transformation to meet Government of Canada IT needs and provide critical services to Canadians during COVID-19.

Paul Glover | President, Shared Services Canada (SSC)

🐦 @President_SSC

Mr. Paul Glover was appointed to the role of President Shared Services Canada effective January 7, 2019. Shared Services Canada is responsible for delivering digital services to Government of Canada organizations. He also serves as the Deputy Minister Champion for Brock University.

He served as the President of the Canadian Food Inspection Agency (CFIA) from October 2016 to January 2019. CFIA is responsible for all plant and animal health and food safety.

Paul served as the Associate Deputy Minister of Health Canada from July 2013 onwards.

Prior to his appointment as Associate Deputy Minister of Health Canada, Paul was Assistant Deputy Minister of the Health Products and Food Branch (HPFB). HPFB takes an integrated approach to managing the health-related risks and benefits of health products and food through the regulatory system. Paul also served as the ADM Champion for the Community of Federal Regulators.

Paul was the Assistant Deputy Minister of the Healthy Environments and Consumer Safety Branch at Health Canada from September 2008 to January 2011. Previous to that, he was in the Privy Council Office's Operations Branch, where he worked on a wide range of social policy issues. He began his career at Health Canada in 1986, in the informatics area. Paul then moved on to health systems management and assumed progressively more responsible jobs, eventually leading, as Director General, a number of business units, including First Nations and Inuit Health Programs, the Non-Insured Health Benefits Program, and the Safe Environments Program.

Over the years Paul has served on numerous governing bodies, including the Board of Directors of the Queensway Carleton Hospital, the Mental Health Commission of Canada, Canada Health Infoway, the Advisory Board for the Canadian Institutes of Health Research, and the Queen's University Board of Directors for the Centre for Water and the Environment. He has been a member of the National Academies of Science in the U.S.A. and the International Joint Commission.

Paul earned his Master in Business Administration from Queen's University.

Closed captioning in both English and French will be available for all sessions. | *Les sous-titres codés en anglais et en français seront disponibles pour toutes les séances.*

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S3
ENGLISH

The Mindfulness Advantage: Avoiding Burnout
Wednesday, May 12, 2021 / Mercredi le 12 mai 2021
02:10 PM – 03:10 PM | 14 h 10 à 15 h 10
Virtually / Virtuellement

It's fair to say this last year has taken many of us through the ringer!

If we were stressed out and overwhelmed before the pandemic began, we might be really struggling now.

One study reported that **75% of workers have experienced burnout**, and **40%** polled said it was a **direct result of the pandemic**. The thing is, the pandemic isn't the first stressful experience we've been through and it's not the last. What's the difference between people who experience stress and THRIVE and those that struggle? In this presentation, we'll look at the signs and symptoms of burnout, and how to use simple, effective and actionable mindful techniques to prevent burnout from occurring and even better, achieve great results.

Trish Tutton | Speaker & Mindfulness Expert

in https://www.linkedin.com/in/trishtutton/

🐦 @TrishTutton

After beginning my career on the verge of burnout I experienced a major loss and things became clear: Life is not about burning ourselves out to be successful. There is a better way. I chose to do things differently - to use the tools of mindfulness to slow down, to work happier not harder.

I have thousands of hours of practice and walk my talk. I believe, "How we spend our days is, how we spend our lives" and spending 90,000+ hours at work is an opportunity to work happier. I've taught thousands of professionals the transformative benefits of simple mindful practices: from more efficiency at work, kinder in our relationships to less stress and burnout on a daily basis.

I've completed the U of M's 'Mindfulness Based Stress Reduction' as well as Google's mindfulness course, Search Inside Yourself.

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S4
ENGLISH

Change Management in Uncertain Times
Wednesday, May 12, 2021 / Mercredi le 12 mai 2021
03:20 PM – 04:20 PM | 15 h 20 à 16 h 20
Virtually / Virtuellement

It is said that employee resistance can be blamed for 40% of failed change projects. I dispute this; if the last year has proven anything it is that our workforces, objectively the most complex, interactive and (often) costly element of every organization, can in fact be highly adaptive. Why then do leaders blame change failure on the pawns? In this seminar we will examine how enlightened leadership and shared goals successfully deliver the "people side" of change, so you too can turn CHANCE into CHANGE!

Mark Eldridge | President, Mark R Eldridge and Associates Inc. | Lead Change Management Instructor, Algonquin College

in https://www.linkedin.com/in/mark-eldridge-074b784/

Captain (RCN, Retired) Mark Eldridge entered the Royal Canadian Navy as a combat systems engineer in 1976 and retired after 37 years, having served in a wide range of leadership and staff positions, and in both Naval and Joint Forces HQ.

Since retiring from the RCN, Mark has developed a successful consulting business with clients in the medical, academic, social enterprise and government spheres.

He is recognized as a logical problem solver, with extensive experience in command and control, strategic and business planning, organizational restructuring, programme management, change management, operational planning and process re-engineering.

He derives particular joy from his role as the Lead Instructor for Change Management at Algonquin College's Corporate Training Centre.

S5
ENGLISH

Enabling Digital Transformation across the Government of Canada
Thursday, May 13, 2021 / Jeudi le 13 mai 2021
11:20 AM to 12:20 PM | 11 h 20 à 12 h 20
Virtually / Virtuellement

Join our digital leaders as they discuss the how and why of our digital transformation that ensures we are well placed to deliver the services that Canadians need.
They'll talk about the importance of:
- the digital standards that guide our work
- the Policy on Service and Digital that sets in place the conditions for truly client-centered service design and delivery
- integrated governance that supports collaboration within departments and across the GC
- the future of work and how we'll transform ourselves to deliver better services to Canadians

We want to hear from you. This session has time planned for panel members to respond to your questions.

Paul Wagner | Interim Chief Technology Officer for the Government of Canada, TBS (Moderator)

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Paul is the Interim Chief Technology Officer for the Government of Canada. In this role Paul is responsible for leading the Government of Canada's evolutionary leap into a new digital landscape by working in collaboration with experts, business and digital leaders to harness innovative management approaches and integrate trusted and emerging technology into solutions. Paul brings 3 decades of private and public sector experience in Information and Digital Technologies to the executive table.

With over 20 years experience in the Canadian Federal Public Service, Paul has held executive leadership roles since 2004. Paul remains very active in the national and international councils and boards related to technology and data management.

Jayson McIntosh | Senior Technical Advisor, Digital Change, Office of the CIO of Canada, TBS

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🐦 @JaysonMcIntosh

Jayson McIntosh, Senior Technical Adviser of the Digital Change Sector at the Treasury Board of Canada Secretariat, holds a Bachelor of Computer Science, as well as a Master's of Engineering Management. Jayson has worked with various Ottawa-based start-ups, as well as numerous departments within the Government of Canada. Jayson focuses on maintaining a holistic view of IT, from management, policy, and strategy, down into the weeds of hands-on technical implementations of IT systems. He strives to understand from top to bottom how best to transform and improve the way the Government of Canada delivers digital services to Canadians.

Closed captioning in both English and French will be available for all sessions. | *Les sous-titres codés en anglais et en français seront disponibles pour toutes les séances.*

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Robert Trottier | Acting Executive Director, Digital Policy, Office of the CIO of Canada, TBS

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🐦 @Robert_Trottier

As the a/ Executive Director, Digital Policy in the Office of the CIO of Canada, Robert is responsible for developing and maintaining strategic partnerships with core service departments and working effectively with the Privy Council Office and TBS colleagues to advance the strategic agenda for digital government.

In his previous Director role at TBS, Robert provided leadership into the development of a single digital policy that drives the transformation towards digital government.

With more than 20 years of government experience in IM, IT and Cyber Security, Robert is excited to leverage his strong horizontal network to shape the future of the GC.

Jody Lobb | Acting Executive Director, Enterprise Strategic Planning, Office of the CIO of Canada, TBS

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🐦 @JodyLobb6

Jody Lobb, with over 20 years of experience in the field of IM/IT, leads the government-wide strategic direction for data and technology in her role as A/Executive Director, Enterprise Strategic Planning. Primary focus is establishing responsible AI, data and core technology policies, enterprise architecture, application modernization, and oversight of the GC IT Portfolio.

Teresa D' Andrea | Executive Director of Digital Enablement, Office of the CIO of Canada, TBS

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🐦 @TDAndrea23

As the Executive Director of Digital Enablement with Canada's Office of the Chief Information Officer, Teresa leads several of the federal government's signature initiatives aimed at transforming the Government of Canada to a digital-first organization.

Internationally recognized for her leadership in managing digital service solutions at scale, Teresa remains a champion for the average user and is committed to ensuring technology's evolution is driven by humanity.

S6

ENGLISH

Executive Guide to Hyperautomation (inclusive of AI and Beyond)
Thursday, May 13, 2021 / Jeudi le 13 mai 2021
01:00 PM – 02:00 PM | 13 h 00 à 14 h 00
Virtually / Virtuellement

Artificial Intelligence (AI) continues to be one of the most highly invested, extensively debated and confusing areas in the technology arena. Gartner's has introduced an umbrella term called Hyperautomation which is a disciplined approach that organizations use to rapidly identify, vet and automate as many business and IT processes as possible. Hyperautomation leverages AI, machine learning Chatbots/Conversational Platforms, Process Mining/Discovery Tools, RPA, iBPMS, iPaaS as well Low Code/No Code tools. CIO must recognize that the pandemic has been both a revealer and an accelerator of technical and process debt. Thus, hyperautomation is now pervasive, inevitable, and a mandate for achieving business outcomes.

Frances Karamouzis | Distinguished VP Analyst, Gartner

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🐦 @Fran_Gartner

Frances Karamouzis is a Chief of Research and Distinguished VP Analyst in Gartner's Research and Advisory Group focusing on sourcing strategies for business and IT services. Ms. Karamouzis is focused on research that addresses strategic planning, evaluations, business cases and service delivery capabilities, as well as disruptive trends. Examples include digital business and the shift from labor arbitrage to automation arbitrage through the use of intelligent automation services (Gartner's umbrella term for artificial intelligence, RPA, bots, chatbots, machine learning, cognitive computing, conversational platforms, and use of digital or virtual agents).

The business and IT service lines that she focuses on include application services (inclusive of SaaS) and business process services (BPS), which includes BPaaS, BPO and KPO. Ms. Karamouzis has appeared and/or contributed to reports showcased on 60 Minutes, CNN, CNBC, PBS, Business Week, Forbes and the Council for Foreign Relations.

Ms. Karamouzis earned a bachelor's degree in International Business and Accounting from New York University. She has also completed her M.B.A. in Finance at New York University.

Prior to joining Gartner, Ms. Karamouzis spent 11 years with a large multinational consulting firm, where she was involved in several service delivery areas, including strategy, process design, system integration, change management and knowledge management. In addition, she was a practice director for the strategy consulting practice of a small niche consulting firm.

Closed captioning in both English and French will be available for all sessions.   *Les sous-titres codés en anglais et en français seront disponibles pour toutes les séances.*

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S7
FRANÇAIS

Créer et inspirer une culture de coaching
Thursday, May 13, 2021 / Jeudi le 13 mai 2021
02:10 PM – 03:10 PM | 14 h 10 à 15 h 10
Virtually / Virtuellement

Dans ces temps des plus complexes, les dirigeants de la fonction publique font face à de multiples défis pour accomplir plus avec moins tout en assurant le bien-être de leurs employés, tout en augmentant l'engagement des employés et en assurant le moins de disruptions possible. Toute une mission n'est-ce pas! Créer une culture de coaching est une solution bien établie et reconnue pour assurer le bon fonctionnement des organisations tout en mobilisant les équipes. Les cultures de coaching sont reconnues depuis plus de 17 ans, et leurs succès sont bien documentés. Les cultures de coaching existent en organisation lorsque l'approche coaching est privilégié pour le développement des employés et des équipes, ce qui mène vers une meilleure performance et un meilleur environnement de travail.

Denis Lévesque | Président, Conférencier et Coach, Solutions OptiGestion

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🐦 @SolOptiGestion

Denis Lévesque, fondateur de Solutions OptiGestion, est un coach, un formateur et un conférencier bilingue. Sa passion consiste à vous aider à atteindre votre plein potentiel en milieu de travail, au moyen de la formation ponctuelle et du coaching. Il est passionné à travailler avec les gens qui désirent trouver la clarté, la confiance et la passion nécessaire pour surmonter les obstacles et réaliser leurs buts; en d'autres mots, il aide les gens à passer du palier du génial à l'exceptionnel.

Avec plus de 25 années d'expérience dans le milieu public et privé, Denis coache depuis plus de 11 ans les dirigeants à tous les niveaux. Il a créé, écrit et facilité une formation compréhensive sur la culture de coaching pour l'école de gestion Telfer, Centre de leadership pour cadre et a travaillé pour des organisations mondiales spécialisées dans le développement du leadership tel LHH, The Ken Blanchard Group et Right Management,.

Denis a gradué de l'université d'Ottawa avec un bachelier en Commerce, à l'université de Royal Roads avec un certificat gradué en coaching de cadre et attend sa certification de Master Certified Coach de l'International Coach Federation, la plus haute désignation de coaching dans l'industrie.

Closed captioning in both English and French will be available for all sessions. | *Les sous-titres codés en anglais et en français seront disponibles pour toutes les séances.*

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S8
ENGLISH

Skills for Tomorrow: Building Digital Capacity in the Federal Government
Thursday, May 13, 2021 / Jeudi le 13 mai 2021
03:20 PM – 04:20 PM | 15 h 20 à 16 h 20
Virtually / Virtuellement

The Schools of Public Administration (SPA) and Information Management (SIM) in the Faculty of Management (FOM) at Dalhousie University, and the Canadian Digital Service (CDS) team worked together to conduct a broad-based Training Needs Analysis (TNA) of federal employees to better understand and empirically assess the current training needs for digital capacity across the Government of Canada (GC). This seminar will highlight the key insights from this research, outlining the context, methods, findings, and the recommendations for the future. The ongoing process of continuously framing and measuring digital competence and training needs will be discussed.

Dr. Sandra Toze | Assistant Professor & Director, School of Information Management, Dalhousie University

in   https://www.linkedin.com/in/sandra-toze-62912b28/

🐦   @sltoze

Dr. Sandra Toze is an Assistant Professor and the Director of the School of Information Management. Her research is centred around three evolving and interconnected interdisciplinary strands: 1) the collaborative information and data processes of groups; 2) the shift to digital governance; and 3) user specific, social, and mobile information interactions. Prior to her academic career, Sandra worked as an Information Professional in the financial and information services industries.

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