

### 14<sup>th</sup> Annual Northern Symposium "Leadership Starts With You" September 27-28, 2018 | Prince George, BC

#### Day One: Thursday, September 27

12:00 pm	Registration at Ramada Hotel
1:00 pm	Welcome
1:15 pm	<b>Artificial Intelligence and the HR Professional</b> - Baldev Gill, CPHR, CPHR BC & Yukon
2:00 pm	Coffee Break
2:15 pm	<b>Leadership from the Inside Out</b> - Marli Rusen, MFR Resolutions
3:30 pm	Coffee Break
3:45 pm	<b>Leadership in Mental Health</b> - Rochelle Morandini, Morneau Shepell
5:00 pm	Closing of Day One
7:00-9:00 pm	<b>Northern Symposium Social</b> at CrossRoads Brewing (Optional; Pre-registration required.)

#### Day Two: Friday, September 28

8:00 am	Registration at Ramada Hotel	
8:35 am	<b>Workplace Law: Evolving Issues</b> - Adriana Wills, Harris & Company LLP	
10:15 am	Coffee Break	
10:30 am	<b>Breakout Session A (Skylight Ballroom)</b> <b>Getting Started with HR Analytics</b> Roger Wheeler, CPHR, Okanagan College, Okanagan School of Business	<b>Breakout Session B (Cranbrook Ballroom)</b> <b>Creating a Culture of Accountability</b> Yvonne Thompson, CPHR, Change Innovators Inc.
11:45 am	Networking Lunch	
1:00 pm	<b>Breakout Session A (Skylight Ballroom)</b> <b>Inclusive Onboarding to Maximize the Diversity Dividend</b> Sangeeta Subramanian, Immigrant Employment Council of BC	<b>Breakout Session B (Cranbrook Ballroom)</b> <b>Marijuana: And, Now It's Legal</b> Adriana Wills, Harris & Company LLP
2:15 pm	Coffee Break	
2:30 pm	<b>Panel Discussion: Leadership Strategies for Diversity and Inclusion</b> <b>Panel:</b> Kara Biles, CPHR, Canfor; Cheryl Pelletier, CPHR, Nisga'a Lisims Government & Sangeeta Subramanian, Immigrant Employment Council of BC <b>Moderator:</b> Fred Alaggia, CPHR, College of New Caledonia	
4:00 pm	Thank You and Closing of Symposium (4:15 pm)	

Receive 9 CPD Hours for Attending this Symposium

**Day One: Thursday, September 27, 2018**

**12:00pm - 1:00pm**  
**Registration**

**1:15pm - 2:00pm**  
**Artificial Intelligence and the HR Professional**

Artificial intelligence is transforming lives at home and at work. It is not the future of the workplace, it is happening now! As an HR leader, learning about how this can affect and enhance your organization will be key to your success. As an HR leader you will be extremely valuable in shaping the way work is done differently.

Join CPHR BC & Yukon's COO Baldev Gill, CPHR for this thought-provoking session.

**About the presenter:**



**Baldev Gill, CPHR** is Chief Operating Officer (COO) and Chief Financial Officer (CFO) with CPHR BC & Yukon. Baldev develops strategies for membership growth, domestic and internationally, while enhancing the value proposition for current and prospective members.

In his past role, Baldev served as Chief Financial Officer (CFO) and Vice-President Human Resources with the Certified General Accountants Association of Canada (CGA-Canada), a self-regulating association of 75,000 accounting professionals and students. During this period, CGA-Canada achieved national recognition as a Canada's Top Employer and BC's Top Employers for five consecutive years under Baldev's leadership.

Previously, Baldev was CFO and Chief Operating Officer (COO) of the Union of BC Performers/ACTRA based in Vancouver, BC, representing 5000 of the most skilled performers in the world including professional actors, stunt people, singers, dancers, puppeteers, voices, background persons, and multitude of other types of performers.

Baldev also has six years of public practice CA firm experience where he assisted clients with a multitude of accounting, audit, and tax advice and consulting.

**2:00pm - 2:15pm**  
**Coffee Break**

**2:15pm - 3:30pm**  
**Leadership from the Inside Out**

In this session, you will learn about the influential role of the leader: What do we mean by leader? How do we influence our teams as leaders? The ongoing importance of reflection (how am I showing up?) and what is tolerated in others, will also be discussed.

There will be an interactive small group discussion on traits (both positive and negative) you have experienced in influential leaders.

**Learning Outcomes:**

- What the term "leader" means in the workplace
- Tips on how to monitor how we "show up"
- How to be a good role model in the workplace – how to educate others on what is appropriate and acceptable in the workplace
- How to make tomorrow better than yesterday

**About the presenter:**



**Marli Rusen** brings years of extensive experience as a labour, employment and human rights lawyer to her current work as a labour arbitrator, mediator and investigator. Marli has effectively transformed her legal knowledge of workplace dynamics into proactive and practical tools to help identify and resolve workplace challenges and interpersonal dynamics. This has

culminated in her creation of the MIRROR Method, a popular six step process leaders use to build respectful and inclusive environments. Marli recently authored and published a book on this topic, titled "The MIRROR Method: how to build productive teams by ending workplace dysfunction".

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**3:30pm - 3:45pm**  
**Coffee Break**

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**3:45pm – 5:00pm**  
**Leadership in Mental Health**

When it comes to mental illness in the workplace, HR is often in the critical role of showing compassion, yet needing to focus on workplace needs and following good due diligence. HR certainly has a role in helping employees get the support they need to surf the waves of their illness, but not to the extent of getting in the water with them! HR also finds themselves in a role of coaching managers and providing them with support. So then, who supports HR?

This session will provide a good foundation for HR practitioners including a clear and pragmatic way to visualize the mental health continuum, and to prepare you for those supportive and guiding discussions you will be having with employees who are suffering, and their managers who are struggling with stigma and/or a lack of understanding on what to do. Participants will be encouraged to listen and share with colleagues examples from their own worksite as well as walk away with a practical framework to follow in these situations.

**About the presenter:**



**Rochelle Morandini**

Rochelle is a Vice President in the Vancouver office and a leader within Morneau Shepell's National Health Consulting practice. Rochelle has over 20 years' experience providing health strategy consulting that focuses on enhancing both individual health and productivity

along with organizational health and performance. Her consulting expertise spans the organizational health spectrum. She helps clients design and implement promoting recovery programs with proven results. She assists employers in rounding out their individual health management systems by strategically linking wellness, employee assistance programs, and safety procedures with promoting recovery programs to enhance a continuous improvement approach. Rochelle also aids organizations in increasing employee engagement through such change management initiatives such as supporting mental health and addressing work life quality with measurable impacts on culture.

Rochelle has "PHPP" – Psychological Health and Performance Passion! Her interest and personal experience with mental health drives her to demystify mental illness and help people and organizations thrive. Her work this past year has been concentrated on mental health strategies for her client organizations as well as educating their leaders on mental health as well as coping skills. And will further "catch fire" as workplaces are challenged to mitigate the legalization of marijuana!

Rochelle has a Bachelor degree in Commerce from the University of British Columbia with an emphasis in Human Resources. She also has a Masters' in Business Administration degree from Pepperdine University in California with an emphasis in Organizational Effectiveness and Business Strategy

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**5:00pm**  
**Closing of Day One**

**7:00 – 9:00pm**  
**Northern Symposium Social (optional)**  
CrossRoads Brewing  
508 George St, Prince George, BC V2L 1R7

*Pre-registrations required for this event.*

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**Day Two: Friday, September 28, 2018**

**8:00am – 8:35 am**  
**Registration & Continental Breakfast**

**8:35am - 10:15am**  
**Workplace Law: Evolving Issues**

This session will ensure that you are current in all evolving workplace issues, whether you are a federally or BC regulated employer.

**Learning Outcomes:**

- Currency in legislative changes.
- Currency in decisions by arbitration, court, Human Rights Tribunal and WorkSafe.
- Currency in trends in workplace law.
- Prognosis for continuing evolution.

**About the presenter:**



**Adriana Wills** advises and advocates for clients on workplace law matters, with emphasis on labour relations, human rights, and employment issues. While representing clients in both the public and private sectors, Adriana has particular expertise with municipal and health employers, as well as with the broader public sector, including crown corporations.

With over thirty years' experience advising on employment relationships, Adriana has a foundational belief that clients want practical solutions to their workplace problems. Clients regularly consult Adriana from the outset of an issue to receive her assessment of the problem from a legal context. By acquiring in-depth knowledge of a client's operations, business objectives, and other factors, she is able to provide options that are relevant, contextual, and avoid legal and other risks.

Adriana believes in working as part of her client's team to ensure managers and supervisors are aware of potential pit-falls and know to seek advice in a timely way. She has developed and presented training ranging from first-line supervisory skills to more complex subjects relating to the application of human rights principles.

As an advocate, Adriana is focused and relentless. She has appeared before arbitration boards, the Labour Relations Board, the Human Rights Tribunal, and at the BC Supreme Court and Court of Appeal.

**10:15am - 10:30am**  
**Coffee Break**

**10:30am - 11:45am**  
**Breakout Session A:**  
**Getting Started with HR Analytics**

This session will invite participants to consider their motivations and goals for measuring HR, the capacity they have to achieve their measurement goals, and the readiness of their organization to accept the findings. Participants will be challenged to identify where they can best demonstrate the effectiveness of their HR programs and interventions, and where the opportunities for collaboration and "HR influence" exist. Participants will leave this session with a personal plan for becoming "Ready" and "Set" to measure HR in their workplace, and more clarity on what it will take to move from "Go?" to "Go!".

**Learning Outcomes:**

- Differentiate efficiency and effectiveness measures
- Determine the HR levers and metrics for organizational goals
- Demonstrate organizational readiness to produce and use HR data and information
- Discover a new way to think and talk about HR metrics/analytics in your organization

**About the presenter:**



**Roger Wheeler, CPHR, MBA, MSc**, is a College Professor in the Okanagan School of Business at Okanagan College in Kelowna, BC. He teaches in the areas of business strategy, human resources management, quantitative decision making, and sustainable management. Roger joined Okanagan College after 15 years in government

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services & healthcare where he held a variety of consultant, manager and director positions, including roles focused on health & safety, organizational development, and human resources strategy. His volunteer time is dedicated to the Board of the Public Health Association of BC, Chartered Human Resources Professionals BC&YK, and the Kelowna Chamber of Commerce.

**10:30am - 11:45am**  
**Breakout Session B:**

### **Creating a Culture of Accountability**

When leaders learn the specific tools for building accountability, and positive energy in everything they do, the paradigm shift is profound; the results astounding. Employees in today's job market want very different things from their working lives and corporate experiences. Creating The Accountability Culture and understanding the Science of Life Changing Leadership is at the core of this session. Yvonne shares the fundamentals of building an organization where there is no blaming, no deflection, where every leader, employee and contributor truly engage in responsible self-management and accountability; where full ownership of emotions, behaviors, performance and ultimate outcomes are simply part of the culture. The Full Accountability Model will be shared and explored with each participant.

#### **Learning Outcomes:**

- Having a clear understanding of the shift from Old Energy Organizational culture to a New Energy Organization.
- Gaining additional knowledge in the new sciences that inform positive psychology in the workplace and how it contributes to the Accountability Model.
- Gaining specific knowledge in the Accountability Model and how it is sequenced and taught in order to get the greatest shift in leaders approach
- Understanding the importance of the daily practices and will be to consider how to implement in their unique environment

#### **About the presenter:**



**Yvonne Thompson, CPHR** is the founder and President/CEO of Change Innovators Inc., a learning and development company facilitating Leadership programming in North America and Europe. Yvonne designed, developed and implemented the New World Leadership™ Series and has been facilitating it for over twelve years. Yvonne has a Master of Arts in

Leadership from Royal Roads University, British Columbia, Canada and is a Chartered Professional of Human Resources winning the AON Hewitt Award of Excellence. Yvonne is a public speaker, presenting at conferences and conventions, providing keynotes on Leadership and Creating an Accountability Culture and concurrent workshops focused on New World Leadership™ theories. She has taught as Adjunct faculty at the University of Winnipeg and the Business Faculty of Providence University specializing in Human Behaviour, High Performance and Organizational Learning. She is the author of 3 books. Her most recent work was released April 18, 2018 by Business Expert Press (Chicago) titled, Creating the Accountability Culture; The Science of Life Changing Leadership.

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**11:45am - 1:00pm**  
**Networking Lunch**

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**1:00pm - 2:15pm**  
**Breakout Session A:**

### **Inclusive Onboarding to Maximize the Diversity Dividend**

Hiring the right people is an integral part of any company's success, but doing so will only continue to be challenging in today's market. With BC's unemployment rate at its lowest in decades, it is important for employers to get ahead of issues, and shift their policies and practices for a more diverse and inclusive workplace. Join this session to learn how you can find ways to tap into the talent pool of skilled newcomers, and harness the innovation and creativity that comes from a diverse workforce .

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### Learning Outcomes:

- Practical tactics that can be applied in the workplace to effectively onboard newcomers
- Preparing leaders and getting buy-in
- The importance of inclusive onboarding practices to employee engagement
- Recognize behaviours which may be indicative of cultural misunderstanding for new immigrant employees.
- Identify strategies to implement culturally-competent onboarding practices

### About the presenter:



**Sangeeta Subramanian** is the Senior Manager, Workplace Development at IEC-BC and brings to her role 20 years of professional experience in the not-for-profit sector in Canada as well as Asia. This encompasses strategic planning, facilitation, cultural intelligence training, policy development, partnership development, program design and coordination, mentoring,

leadership development and civic engagement. She has held Project Manager and Coordinator roles with the Maytree Foundation, South Asian Women's Centre and Ontario Council of Agencies Serving Immigrants (OCASI). Sangeeta holds a Bachelor of Arts Degree from the University of Madras, India, and an MBA from the Indian Institute of Management. Additionally, she has a Certificate in Non-Profit Management and Leadership from the Schulich School of Business, York University. She brings to her role a passion for working on issues of diversity, inclusion, access and equity and integration of immigrants into Canadian workplace and society.

### 1:00pm - 2:15pm Breakout Session B:

#### Marijuana: And, Now It's Legal

This session will provide contextual information about marijuana; its uses; and employers' issues. We will also focus on medical marijuana and accommodation; workplace monitoring and effective practices.

### Learning Outcomes:

- Thorough understanding of the legal and practical issues;

- Practical knowledge of effective responses including policy development and implementation.

### About the presenter:



**Adriana Wills** advises and advocates for clients on workplace law matters, with emphasis on labour relations, human rights, and employment issues. While representing clients in both the public and private sectors, Adriana has particular expertise with municipal and health employers, as well as with the broader public sector, including crown corporations.

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### 2:15pm - 2:30pm Coffee Break

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### 2:30pm - 4:00pm Panel Discussion: Leadership Strategies for Diversity and Inclusion

As we continue to learn more about what it means to participate in a human workforce, organizations of all shapes and sizes are looking to integrate the concept of Diversity and Inclusion in their organizational policies. Of course, there is no one-size-fits all approach to doing so which can make for a real challenge in determining how to start. This panel is designed to facilitate an honest discussion on the Diversity and Inclusion journeys of three very different organizations to not only impart useful practices that you can take with you, but also to demystify some of the should and should not's around

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championing this initiative. Everyone has the opportunity to participate in this journey in a meaningful and contributory way. Join us for this informative and engaging close to the symposium in this honest reflection on Diversity and Inclusion in the workforce.

### About the Panel:



**Kara Biles, CPHR** is a human resources professional with over 10 years' of progressive experience, in both the public and private sectors. In her current role as Canfor's Director of Learning and Leadership, Kara focuses on the execution and formation of business driven leadership development, learning programs and learning, ensuring leadership growth and excellence at all levels.

She is responsible for leading and delivering initiatives to support awareness and understanding of cultural and gender intelligence, unconscious bias and diversification barriers and in building internal and external partnerships. Her belief is that success is found through empowering others and fostering a culture that encourages respect, collaboration and inclusion to attract and retain the best talent.

Kara is currently completing a Master of Arts in Leadership, has a Bachelor of Commerce in Marketing, a certificate in Human Resources Management and is a Chartered Professional in Human Resources.



**Cheryl Pelletier, CPHR** is presently the Director of Human Resources at Nisga'a Lisims Government. With nearly 20 years of HR Management experience, Cheryl's career includes posts in both union and non-union environments, in BC Provincial Government, the Post-Secondary Education sector, and in First Nations Government. Cheryl's career is distinguished by commended

performance and proven results in HR administration and her professional contributions have garnered provincial and national recognition. Cheryl has been a member of the CPHR BC & Yukon since 2008, and obtained her CPHR designation with honours in 2010. An active volunteer for the profession, Cheryl has been a contributor to various initiatives over the years including the BC association's rebranding project, the annual Provincial Conference Steering Committee, the Rising Star Awards Committee, and the Western Canada Post-Secondary HR case competition to name a few. Cheryl was first elected as a Director to the CPHR BC & Yukon board in June of 2016

and in June of 2018 was appointed for a further 3 year term.

On the personal side, Cheryl and her husband enjoy 'living local; in Terrace, BC. Avid fishers and gardeners, they share their acreage property with 2 golden retrievers, 2 cats, 2 horses and an abundance of chickens!



**Sangeeta Subramanian** is the Senior Manager, Workplace Development at Immigrant Employment Council of BC and brings to her role 20 years of professional experience in the not-for-profit sector in Canada as well as Asia. This encompasses strategic planning, facilitation, cultural intelligence training, policy development, partnership development, program design and coordination, mentoring,

leadership development and civic engagement. She has held Project Manager and Coordinator roles with the Maytree Foundation, South Asian Women's Centre and Ontario Council of Agencies Serving Immigrants (OCASI). Sangeeta holds a Bachelor of Arts Degree from the University of Madras, India, and an MBA from the Indian Institute of Management. Additionally, she has a Certificate in Non-Profit Management and Leadership from the Schulich School of Business, York University. She brings to her role a passion for working on issues of diversity, inclusion, access and equity and integration of immigrants into Canadian workplace and society.

### About the Moderator:



**Fred Alaggia, CPHR** has been a HR practitioner since 1980. He is currently the Executive Director of Human Resources at the College of New Caledonia.

Fred's practice has been primarily in labour relations with thirteen years at Canada Post as Regional Manager of Labour Relations for the Prairie Division

and eleven years at Northern Health as Manager of Human Resources. Fred also managed his own consulting firm providing labour relations support and bullying and harassment investigations which has been a significant part of his focus during the past decade.

4:00pm - 4:15pm  
Thank You and Symposium Closing

## ABOUT OUR EXHIBITORS

### **Alliance Medical Monitoring**

Alliance Medical Monitoring Inc. recognizes that substance use and addiction have a dramatic effect on workplace health and safety. We provide monitoring and employment testing services to assist organizations in mitigating associated risk and liability and thereby achieving safer work environments. Alliance provides monitoring services which set the standard for excellence across Canada.

### **Brazzoni & Associates**

Brazzoni & Associates Mental Health & Addictions Services Inc. has provided central and northern British Columbia with private counselling, Employee & Family Assistance Programs, First Nations and addictions support for more than 20 years. Their Intensive Outpatient Program (IOP) is a twelve week program helping clients break negative substance or behavioural patterns and allows local residents to continue working and remain with their families. Inpatient or outpatient program participants may receive ongoing recovery support through the aftercare program.

### **Employers Advisers Office**

The Employers' Advisers Office (EAO) is a branch of the Ministry of Labour. Our office was created under the Workers Compensation Act to provide advice and assistance and representation to employers in British Columbia regarding claims, health and safety and assessments (premiums).

We are funded by the contributions made by employers to the workers' compensation system, and therefore there is no fee for our services. Despite being funded by the workers compensation system, the EAO is completely independent from WorkSafeBC, allowing us to advise employers in confidence.

### **Impact Recruitment Inc.**

Impact Recruitment connects hundreds of career-driven professionals with top employers across Canada. Ranked as one of the fastest-growing companies in the country, quality, integrity and honesty are the foundation of everything we do, and we are proud to provide the best service and the highest-quality results in the industry. Specializing in a wide-variety of industries and verticals, and working on permanent, contract and temporary positions, we're passionate about matching exceptional talent with exciting new opportunities.

### **Indeed**

Indeed is the #1 job site in the world, allowing job seekers to search millions of jobs on the web or mobile in over 60 countries and 28 languages. Each month, more than 8 million unique visitors search for jobs, post resumes and research companies on Indeed in Canada, including 1.2 million monthly unique visitors in British Columbia. Indeed is the #1 source of external hires in Canada, with over 220,000 companies trusting indeed to find and hire top talent.

### **Kopar Administration**

Since 1997, Kopar Administration Ltd., has been contracted by the Provinces of Alberta and B.C. as well as the Federal Government to provide a variety of employment readiness, job placement and training interventions.

Our Mission statement: "People for Jobs, Jobs for People; providing quality employment services to assist individuals to succeed in achieving increased independence through work.; focussing on client centered results beneficial to the client, and their employer while being fiscally responsible and transparent to the funder."

### **Last Door**

Last Door Recovery Centre's offers workplace wellness solutions for employees with drug, alcohol, gambling, nicotine and prescription drug issues. Last Door's treatment options are flexible to address employer's workplace wellness needs and patient needs. Patients who complete Primary Care have access to several continuing care initiatives, including Online Alumni Group, and Group Drop-ins. Last Door is a licensed nonprofit accredited 100 bed facility, rapid intakes and private detox available. Providing Canadians quality care for 35 years. Call us today, we can help. [www.LastDoor.org](http://www.LastDoor.org)

### **Neil Squire Society**

The Neil Squire Society for 34 years has worked to improve the lives of people with disabilities in Canada. We achieve this in many ways, firstly the development of skills with our Computer Comfort and Distance Computer Comfort Programs. Secondly we are specialists in developing and providing Assistive Technologies for people with disabilities to overcome or minimize their barriers to employment. Lastly, we provide access to quality employment through a variety of Provincial or Federal employment programs.

### **Perkopolis**

Since 1999, Perkopolis has managed the Employee Perk Program for Canada's largest companies and professional associations. As of 2018, we service 1700 groups including RBC, TD, WestJet, Rogers, Home Depot, Air Canada, Wal-mart, PepsiCo. Our closed-portal site [www.perkopolis.com](http://www.perkopolis.com) contains thousands of exclusive offers from over 500 brands ranging from Health & Wellness to Travel, Attractions, Clothing, Home Services, and so much more!

### **TidalShift**

TidalShift provides a full suite of courses and programs for classroom training to move individuals and managers beyond implementation to innovation, change and competitive advantage. With our training, participants emerge with the ability to Thrive in Change by realizing tangible organizational and business outcomes that come in times of change and upheaval. This increases their ability to be resilient, and handle multiple changes, respond effectively and Lift Your Organization as a whole. #APMG Change Management Practitioner - Victoria-November 5-9, 2018.



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