



The Better Workplace Conference 2018.

October 10–11, Vancouver

Be Better. Work Better. Lead Better.

OCTOBER 10

7:30 A.M. [Registration and Continental Breakfast](#)

8:00 A.M. [Opening Remarks from The Conference Board of Canada and the Chair](#)
John Brewer, Executive Program Developer, The Conference Board of Canada

8:15 A.M. [Welcoming Remarks from the Strategic Partner](#)

8:30 A.M. [Plenary Session 1](#)
[A Better Workplace, A Better You](#)
Stuart Ellis-Myers, President, I Twitch, Inc.

Be prepared to laugh and learn from someone offering 50 years of lived experience with anxiety, clinical depression, OCD, ADD, Tourette syndrome and bipolar.

In this laugh-while-you-learn keynote know you will leave with immediately usable insights and actions required to better your workplace.

Stuart Ellis-Myers, best described by over 800 audiences as Robin Williams with a Twitch, invites you to become a reality based better workplace leader ready to inspire others to experience a deeper sense of connection, and how to harmonize balance in our personal and professional lives.

You'll learn how to overcome adversity, reap the rewards of persistence, become more accepting of others and bring passion and humour into your better workplace.



Stuart
Ellis-Myers

9:45 A.M. [Wellness Break](#)

10:15 A.M. [Break-Out Sessions A](#)
(please select one)

10:15 A.M. **Session A1**

Work Better: Better by Design—How Design Thinking Can Transform HR and Work

Rachel Hofstetter, Vice-President, People and Experience, Overlap Associates

Better workplaces don't just happen, they are designed.

Organizations increasingly look to enhance the employee experience so they are turning to the well-established process of design thinking to define and develop new approaches.

Combining innovation with empathy and collaboration, design thinking is beginning to make inroads into HR.

This session will offer you a view into the process will help you:

- adopt and adapt design thinking to your HR practice
- improve your employee experience
- refresh your employer brand
- enable everyone to collaborate better in your organization.



Rachel Hofstetter

10:15 A.M. **Session A2**

Be Better: Practitioner Panel on Exploring and Expanding the Role of Wellness Professionals in Your Workplace

Moderator:

Charles Boyer, Senior Research Associate, The Conference Board of Canada

The Conference Board has long been a leader in the area of workplace wellness especially workplace mental health. It continues this tradition through events such as The Better Workplace Conference, Workplace Mental Health Conferences in Toronto and Ottawa, and a national series of workshops on Leading Mentally Healthy Workplaces.

The Board's research into the ROI of wellness and other trending topics has established itself as a benchmark for professionals in the industry. The Board's Council on Workplace Health and Wellness and The Health and Safety Leadership Centre have played a key role in this work.

This panel will bring together members of these Councils to share their experiences and explore the changing role of wellness professionals in organizations and the challenges they face in furthering the cause of employee wellness.

You'll learn how to:

- apply the findings of the Board's research in your workplace
- develop your role as a wellness practitioner in your organization
- overcome common challenges to improved employee wellness
- identify what interventions will work best in your organization

SESSION A3



Charles Boyer

Lead Better: Improving Culture Through Effective Leadership—The CBC Story

Monique Marcotte, Vice President, People and Culture, CBC/R-C

Christine Pietschmann, Executive Director, Talent Management, CBC/Radio-Canada

10 years ago, workplace culture was widely perceived as a relatively insignificant "soft" issue.

Now it has the attention of leaders at the very top of organizations who see it as a significant driver of performance.

This new attention means that cultivating a great culture and changing culture have become top priorities for HR leaders across Canada.

This session will look at the issue of how to fix a culture that has lost its way.

Christine joined CBC with a mandate to change the culture prior to the corporation grabbing the spotlight during the Ghomeshi scandal. That incident highlighted the negative impact of toxic cultures and leaders—things that are all too common in workplaces in both the private and public sectors.

Among the issues discussed will be how to:

- identify and fix what’s wrong with a culture
- build a positive work environment
- put the past behind you and look to the future
- ensure you don’t tolerate toxic individuals in the future



Monique
Marcotte



Christine
Pietschmann

11:15 A.M. **Stretch Break**

11:30 A.M. **Break-Out Sessions B**
(please select one)

11:30 A.M. **Session B1**

Work Better: The Impact of Change on Workplace Culture

All change, whether “positive” or “negative” impacts culture and employee wellbeing. It necessarily involves uncertainty that can lead to stress and anxiety and can frustrate people’s hopes for the future.

Yet change is a necessary element in today’s workplace—even those looking to build a better workplace.

It is therefore important for leaders and change agents to recognize the impact of their work on the mental well-being of employees and respond by coaching people to become more resilient—so they don’t just bounce back when faced with adversity, but bounce forward, embracing change.

In this session you will learn about the impact of change, how to establish resiliency and the role of culture on supporting successful change.

11:30 A.M. **Session B2**

Be Better: Addressing Social Isolation In Society and at Work

Dr. Meg Holden, Professor, Simon Fraser University

Social isolation and loneliness are currently getting a lot of attention in the media and in workplaces across Canada. While “sitting is the new smoking” became a mantra a few years ago now people are increasingly recognising that “solitude is the new smoking” as study after study demonstrates the negative health effects of a lack of connection. In response the UK even appointed a Minister for Loneliness.

The Vancouver Foundation has long been a pioneer in this area having published their first Connections and Engagement report in 2012. They have now produced a follow up that examines who may be experiencing stronger or weaker social connections, while exploring the barriers to being more connected and engaged, and looking for opportunities to move beyond the issues to catalyze action.

This session will feature the findings of the report and an interactive discussion that will explore

issues such as:

- appreciating the very real and serious health impact of social isolation
- how the issue of loneliness presents in organizations
- how you as a wellness professionals and leaders need to become more aware of the issue
- what concrete steps you can take to address this in your workplace



Meg Holden

11:30 A.M. **Session B3**

Lead Better: Being Radical Responsible—How to Lead Your Teams with More Authenticity, Transparency, and Empathy

Matt Corker, Chief Executive Officer, The Corker Company

Diffusing conflict, providing difficult feedback, addressing cultural faux-pas, and creating safer workplaces are now role requirements of being a leader in an organization. Yet we don't always have the awareness or skills required to meet these requirements.

In this interactive workshop, you will:

- dive into neuroscience-backed practices to leverage the power of radical responsibility
- learn how to bring more about more candor, clarity, and connection in your relationships and conversations at work (and beyond)
- be empowered and equipped to handle tough situations with a lot more ease
- dramatically improve how you deliver feedback—even when it's not positive

Matt Corker has used this technique to lead cultural changes at UBC, manage the product quality crisis lululemon athletica had in 2013, and now train people leaders internationally on how to be more effective managers.



Matt Corker

12:30 P.M. **Networking Lunch**

1:30 P.M. **Break-Out Sessions C**
(please select one)

1:30 P.M. **Session C1**

Work Better: Making the Future of Work a Reality—Panel Featuring Next Generation Organizations and Wellness Culture Leaders

Panellists:

Leslie Collin, Director, People & Culture, Unbounce

Natania Mathany, Head, People and Culture, A Thinking Ape Entertainment Ltd

Briann E. Spencer, Healthy Workplace Lead, First West Credit Union

In today's fast paced work environment many large established organizations are looking to smaller, nimbler companies for lessons in how best to navigate change, create great employee experiences, and energize a younger generation of workers. All with a focus on wellness!

This panel will bring together leaders from smaller, fast growing companies to share some of the secrets of their cultures as we explore the intersection of great employee experience, agility, engagement, wellness, and generations in the workplace.

You'll hear how to:

- develop high energy cultures that deliver results
- increase employee engagement for all generations
- focus on employee experience
- scale the culture lessons from small high growth companies



Leslie Collin



Natania Mathany



Briann E. Spencer

1:30 P.M. **Session C2**

Be Better: Health Coaching for Chronic Disease— Opportunities, Evidence and Impact

Jonathan Tafler, Senior Director, Product and Operations, Employer Health Solutions, Shoppers Drug Mart

With the ever-increasing prevalence, burden and costs associated with chronic disease in the workplace this session will explore how health coaching can be used as an effective intervention to improve clinical health outcomes, quality of life, and healthcare utilization and adherence for employees.

The presentation will review the current context of health coaching for chronic disease in the workplace and discuss evidence and opportunities from Shoppers Drug Mart's Diabetes Coaching Program.

The Diabetes Coaching Program provides employees with a new model for managing type 2 diabetes through timely and ongoing diabetes coaching and support, and provides a real-world example of the potential for health coaching.



Jonathan Tafler

1:30 P.M. **Session C3**

People leave Managers not Companies: Supporting and Developing Leadership Capacity from the Ground Up

Chantal Thorn, Senior Manager of Learning and Leadership Development, D2L Corporation

Gallup CEO Jim Clifton stated, "The single biggest decision you make in your job—bigger than all the rest—is who you name manager. When you name the wrong person manager, nothing fixes that bad decision. Not compensation, not benefits—nothing." This engaging session will tackle developing a simple but strategy-aligned leadership development plan to decrease the likelihood that any of your fabulous employees end up running away from one of your formal leaders.

2:30 PM **Wellness & Networking Break**

3:00 PM **Plenary Session 2**

How Good is Your Culture: Building a Better Workplace with Purpose

Ryan McCarty, Co-Founder, Culture of Good

Lorie Corcuera, Co-Founder and Chief Executive Officer, Spark Creations

Scott Moorehead, the CEO of TCC Verizon, hired Ryan McCarty to help create a Culture of Good for the largest Verizon Authorized Retailer's 3,000 employees at 800 stores across the U.S. What began as a powerful movement—in which employees have done everything from dressing up as superheroes for a children's hospital to distributing hundreds of thousands of backpacks for kids—has grown into a business teaching other companies that inspired employees ignite positive change

in the world and impact your bottom line, positively.

In this session, Ryan will share how it is possible to put the question “What happens when companies offer more than jobs or careers and get in the business of offering callings to employees?” at the heart of your organization. The result is that when companies give their employees permission to care, they create a movement of people who share their value for social responsibility.

CSR programs are just that—programs that can fade faster than it takes to launch. When employees are empowered to bring their soul to work they join a movement that redefines their role in their work that drives retention and minimizes low performance.

Lorie’s mantra is “**live WOW and LOVE completely**”.

She is on a mission to reinstate love in the workplace. In a world where most cultures are fear-based, only love or creating cultures of true belonging and human connection?will persevere and endure today’s workplace challenges. Following Ryan, she will share how compassion and empathy will strengthen leadership, resiliency and?the overall well-being of your people, building The Better Workplace.”

Together this dynamic duo will help you:

- create lasting culture change that’s not just built on the latest fad
- bring love, yes love, into the workplace
- drive out fear and replace it with purpose and compassion
- transform work from being a necessity into a calling
- inspire people to make radical, meaningful change
- build empathy into your leadership practice



Ryan
McCarty



Lorie
Corcuera

4:30 PM **Closing Remarks from the Chair**

4:30 PM **Networking Reception Begins**

5:00 PM **Keynote Presentation**

Perspective Makeover: Proven Tips to Living an Awesome Life!

Jessica Holmes, Celebrated Comedian, Author, Mental Health Advocate

The secrets of success are the same no matter what business you’re in, and success begins with getting motivated. Inspiration and comedy unite in this 60-minute transformational presentation from “I should ...” to “I will!”

Energizing and funny, Jessica’s call to action combines her trademark character comedy with quirky anecdotes to deliver motivational insights into:

- finding greater meaning in your work
- using positive psychology to be happier day to day
- setting and reaching your goals
- learning to laugh at life’s shortcomings

Jessica gives quick, achievable “how to’s” about these topics and more, in a laugh-out-loud hour of fun. The audience receives introspective takeaways to guarantee that Jessica’s presentation makes a meaningful impact.



Jessica
Holmes

6:00 PM **Networking Reception**

6:30 PM **Day One Adjourns**

OCTOBER 11

7:30 A.M. **Continental Breakfast**

8:00 A.M. **Opening Remarks from the Chair**

8:15 A.M. **Plenary Session 3**

Standing Together: Leadership, Advocacy, Wellness and Culture

Mary Ann Baynton, Program Director, The Great-West Life Centre for Mental Health in the Workplace
Piyush Mathur, Head, Workforce Analytics, Johnson & Johnson Inc.

Wellness is not an individual endeavour. We need to stand up for one another especially in the case of mental health where stigma prevents people speaking up and where those suffering may not even recognize they have a problem.

This session will provide two inspiring examples of how we need to stand together to help one another.

Wellness pioneer Mary Ann Baynton will share her latest project related to being a health advocate. This applies to employers, family members and health care providers, for example, physiotherapists who suspect a mental health concern and want to help.

Piyush Mathur will speak about the culture at Johnson & Johnson whose Credo, crafted in 1943, has at its core a belief that we are all in this together and that the company's responsibilities extend to customers, employees, the community and stockholders.

From these two wellness leaders you will learn how to:

- advocate for your and other's mental health
- overcome stigma by standing up for one another
- create a culture with wellness at the centre
- demonstrate the value of mental health in your organization



Mary Ann Baynton



Piyush Mathur

9:45 A.M. **Wellness Break**

10:15 A.M. **Break-Out Sessions D**
(please select one)

10:15 AM **Session D1**

Work Better: Live Better to Lead Better—Making Mindfulness at Work, Work

Dr. Anna Tavis, Associate Professor, Academic Director, New York University

Facing a complex, rapidly changing environment and an exponential increase in digital distraction it's no wonder that mindfulness has become increasingly popular in organizations.

Yet this ancient practice is often misunderstood, misapplied and always runs the risk of becoming just a fad, adopted for a short while only to be neglected and forgotten when the next new thing comes along.

The result is a disconnect between a demonstrably effective practice and corporate initiatives that fail to realise their potential. Anna Tavis has addressed this through a study of the impact of

mindfulness on leadership. In this session she will share the results and you will gain a better appreciation of how to:

- ensure mindfulness in your workplace is effective
- sustain the gains you make over time
- reap the health benefits of mindfulness while improving the quality of leadership
- use mindfulness to support culture change



Anna
Tavis

10:15 AM **Session D2**

Be Better: Advancing Workplace Mental Health—Lessons For Every Employer from Healthcare to take Action in Your Workplace

The By Health for Health Collaborative, led by the Mental Health Commission of Canada (MHCC) in partnership with HealthCareCAN is comprised of over 20 health leaders from across Canada. The Collaborative’s vision is for Healthcare workplaces to be leaders and role models in providing psychologically healthy and safe work environments for all Canadians is being realized through their commitment and delivery of an action plan.

This panel will feature Members of the Collaborative who will share their journey and lessons learned. Join this panel session facilitated by MHCC to learn what is happening in healthcare and be inspired to take action in your own organization, regardless of sector.

10:15 AM **Session D3**

Lead Better: It’s Not You It’s Me? A Leaders Guide to Gaslighting and Gender in the Workplace

Holly Burton, Leadership Coach for Women in Male-Dominated Industries

Gaslighting is an emotional abuse tactic wherein the victim is made to doubt their own judgement and feelings. This talk will introduce the ways that subtle gender discrimination at work undermines women’s self-trust and efficacy.

This talk explores the various structures that support gaslighting, its effects, and the impact it has on women at work. We’ll cover:

- what gaslighting is and how to spot it
- societal and workplace structures that support gaslighting
- gender dynamics that promote gaslighting
- emotional and practical costs of gaslighting
- what to do if you are being gaslit (or if you’re the gaslighter)

You will gain an understanding of the ways that gaslighting can creep into your workplace, learn the practical effects it has on workplace gender balance, and give you the practical tools to combat it.



Holly
Burton

11:15 AM **Stretch Break**

11:30 AM **Break-Out Sessions E**
(please select one)

11:30 AM **Session E1**
Work Better: Making the Future Workplace a Better Workplace—Using LEGO® SERIOUS PLAY® To Explore The Future of Work

John Brewer, Executive Program Developer, The Conference Board of Canada

It seems everyone is talking about “The Future of Work.” For some it means a whole new world of possibility, while others fear it will mean massive job loss and disruption. In nearly all scenarios however “The Future of Work” is something that happens to people.

What if you could design your own future?

This session will allow you to explore and express your own vision of the future workplace through the innovative process of LEGO® SERIOUS PLAY®. This hands-on approach unleashes new ways of thinking and innovating and enables everyone to have a voice in collaboration.

Among the questions we will explore will be:

- What do you think about the future of work?
- What skills will you bring to the future workplace?
- What resources will you need to realize your vision?
- How does your work fit with others on your team?



John Brewer

11:30 AM **Session E2**
Be Better—Stigma, Workplace Mental Health, and Keys to Changing Employee Behaviour

Moderator:

Danny Weill, Vice-President, Partnerships, LifeSpeak Inc.

Panellists:

Corrina Hill, Manager, Health and Recovery Services, BC Hydro

Dennis Jang, Manager, People Services, Save-On-Foods

Marcel Qualizza, Assistant Director, Human Resource Strategy, BC Pension Corporation

This session will feature a wide-ranging discussion of progress made to date on workplace mental health and the challenges that remain. Featuring leading practitioners, this conversation will include discussion on issues such as:

- The state of mental illness in the workplace: Where we are, and how far we’ve come
- How best to measure the impact of mental health on performance.
- Why is stigma so persistent and what really works to reduce it.
- Beyond depression and anxiety: Emerging workplace mental health issues.
- The promise of new technologies with the potential to improve workplace mental health.



Danny Weill



Corrina Hill



Dennis Jang



Marcel Qualizza

11:30 AM **Session E3**

October 17 and Beyond - Substance Use Disorder in the Workplace

Melissa Snider-Adler, Chief Medical Review Officer, DriverCheck Inc.

Employers concerned with substance use disorder face two major challenges - the dramatic and tragic increase in the abuse of opioids and the legalization of cannabis. The impact of these two developments ensures that the issue of substance use will remain a priority for the foreseeable future

In this talk we will discuss the difference between recreational use of a substance and a substance use disorder and how they both impact productivity, attendance, functioning and safety in the workplace. We will also how best to address all types of substance use (whether legal, authorized or illicit) and how communication, education and policy can best protect the employer, the employee and the community.

And of course, with Cannabis becoming legal only a week after the conference, we will touch on how best to prepare for October 17, 2018.



Melissa
Snider-Adler

12:30 PM **Networking Luncheon**

1:30 PM **Plenary Session 4**

Only Connect: Building an Agile, Human Centred Workplace for Now and for Those That Follow

Eric Termuende, Co-Founder, NoW Innovations

Lauren Waldman, Founder and Lead Consultant, Learning Pirate

In this high energy closing session two leading thinkers on the future of work and learning will wrap up the event with an examination of the essentials of creating a Better Workplace.

Their focus will be on creating a Better Workplace now and for the future and will include discussion of how you can:

- explore current changes taking place in your workplace
- understand the imperative for the transformation of work
- appreciate the central role of wellness in successful cultures
- better address the multigenerational complexity of today's workforce
- leave a meaningful legacy for those that follow



Eric
Termuende



Lauren
Waldman

3:15 PM **Closing Remarks from the Chair**

3:30 PM **Conference Adjourns**