



Council of Chief Information Officers

Agenda

Wednesday, May 12th, 2021

11:00 a.m. – 4:00 p.m. EST

Theme: Future Work Environment

Meeting objectives

- **EXPLORE** what the future work environment and workforce will look like beyond COVID-19.
- **IDENTIFY** new collaboration models and tools to allow for virtual teamwork/collaboration.
- **LEARN** from case studies, research, presentations, colleagues and peers.

Contact

Harry Sharma, Director, Innovation and Technology
sharma@conferenceboard.ca

Deborah Fleck, Senior Manager, Executive Networks
fleck@conferenceboard.ca

Ronson Brown, Council Coordinator, Information and Technology
brown@conferenceboard.ca

Please complete our registration form online [here](#). We will confirm your registration upon completion.

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Meeting Overview

As leaders it's important to ask, what does the future work environment mean? Some are saying that the future of work will encompass a hybrid model and will encompass virtual meetings, cloud projects and reduced physical presence. To move forward organizations will have to be open to different working environments and will need to be ready to leverage technological advancements. At this meeting we'll explore what future work environments will look like and identify new collaboration models to allow for the virtual work environment.

Schedule

11:00 a.m.

Welcome and Opening Remarks

Meeting Chaired by: Sarah Shortreed, Chief Technology Officer, ATCO and Chair, CIO Advisory Committee

11:10 a.m.

Session 1: *Work Environment/Workforce of Tomorrow*

The Conference Board of Canada will present its latest research on the future of work. More specifically, this presentation will focus on the impact of technology, demographic shift in the workforce, new models of collaborations, and leadership for the future.”

Harry Sharma, Director, Innovation and Technology and
Darren Gresch, Senior Research Director, The Conference Board of Canada

11:40 a.m.

Breakout Sessions:

Group will breakout into 4 breakout rooms.

2 rooms will discuss/share:

How do you see the future of work changing? Changes may include workplace, workforce, job roles, demographic shift, etc. What changes do you see in your organization?

2 rooms will discuss/share:

What new collaboration models and tools is your organization using to encourage collaboration – why this tool – how is the tool working?



12:10 p.m. Discussion/Sharing from the Breakout

12:30 p.m. Lunch Break

1:00 p.m. Facilitated Discussion: Member Give-Get

An opportunity for peer-to-peer learning through sharing successes or concerns.

1:45 p.m. Break

2:00 p.m. Session 2: Sleeping @ Work

This short presentation will share the evolution of the globally benchmarked TELUS Work Styles program and its rapid transformation during the pandemic. As a result of COVID-19, the TELUS workforce has gone from approximately 75% WFH to up to 95% WFH, allowing for team member safety, convenience, and corporate savings. To allow our teams to thrive in a remote work environment, we've introduced design changes to address the top two challenges with this model – collaboration and social connection. In serving our customers, TELUS and our world-leading network has enabled businesses to remain resilient in spite of the pandemic and are well-positioned to weather future disruptions, such as automation and the arrival of Industry 4.0.

Ibrahim Gedeon, Chief Technology Officer, TELUS Communications Inc.

2:45 p.m. Break

3:00 p.m. Session 3: Leadership: Being Our Best to Employ the New Era of Work

If you stop and think about it, the pandemic has expedited the work of CIOs: our people are using collaborative technology more than ever to get the job done. Now, as we shift gears and start to contemplate the future, we need to begin thinking about both the negatives and plusses of virtual working. Leadership styles must change as we consider a hybrid work environment in the very near future. What does it mean? How do we change? What have we learned through the pandemic? Can CIOs lead the charge? I believe the answer is yes, so stick around and find out not only why, but how.

Dan Pontefract

<https://www.danpontefract.com/speaking/>



A renowned speaker, Dan has presented at four different TED events and also writes for *Forbes and Harvard Business Review*. Dan is an adjunct professor at the University of Victoria, Gustavson School of Business and has garnered more than 20 industry awards over his career. In his spare time he has authored 4 best-selling books.

4:00 p.m.

Adjournment