



OPTIMIZATION

BETTER WAYS. BETTER RESULTS.

QNET Excellence Conference

Thursday, May 3, 2012
Winnipeg Convention Centre

Seminars on:

Leadership & Management
Quality & Effectiveness
Workplace Wellness
Board Governance

Conference Agenda

7:45 Continental Breakfast / Exhibits
8:15 Welcome / Opening Keynote
Presentation - Brent Peterson
9:45 Networking Break / Exhibits
10:15 Breakout Sessions
11:30 Networking Lunch / Exhibits
Feature Plenary - Brent Peterson
2:00 Breakout Sessions
3:15 Closing Keynote – Jeff Havens
4:30 Adjourn



For more information:
Call (204) 949-4999 or
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QNET Excellence Conference

In today's rapidly changing and fast-paced world, it is easy to get caught up in the hype and forget about your organization's quality framework.

Join us **May 3** in Winnipeg for the **2012 QNET Excellence Conference** as we explore the **Better Ways** and **Better Results** that **Optimize** individual and organizational performance excellence.

Our 20+ featured speakers and panellists will share **best practices, successes, tips** and **tools** that you can use in the areas of **Management & Leadership, Quality & Effectiveness, Board Governance** and **Workplace Wellness**.

Opening Keynote & Feature Plenary Brent Peterson on Fake "Work"

Half of the work we do consumes valuable time without strengthening the short- or long-term survival of the organization.

In a word, it's fake.

Compelling keynote speaker **Brent D. Peterson** provides insight on how to turn "Fake" Work into real work. "Fake" Work includes the hard, dedicated, and committed efforts that, while well-intentioned, add little or no value because it is not linked to the critical work organizations should be doing. Brent will teach us to identify "Fake" Work and shift our focus toward rewarding work achieving real results.

Brent D. Peterson, Ph.D. is the co-founder of The Work Itself Group, Inc., which helps organizations align strategy with work. Over the past thirty years, he has facilitated more than 3,000 workshops for companies around the world, and has written twenty books, including **Fake "Work"**.

Closing Keynote "Uncrapify Your Life!" by Jeff Havens

This closing keynote is a study in exactly what not to do. Promising to give his audiences permission rather than advice, **Jeff Havens** will "encourage" your team to criticize others and outsource blame before bringing it all home with a serious discussion about proper communication, customer service, and accountability practices. By highlighting and then poking fun of practices we're all guilty of, **Uncrapify Your Life!** offers a unique and delightful twist that will leave you refreshed, surprised and begging for more.

Conference Breakout Sessions

Morning Sessions – 10:15 to 11:30 a.m.

Management & Leadership	Quality & Effectiveness	Workplace Wellness	Board Governance
<p>Communicating the Big Picture Positive and effective communication throughout the organization is essential for all managers. Learn techniques for communicating strategic priorities and expectations so that others become engaged and focused on their role. Speakers from the manufacturing and services sectors will delve into communication challenges, explore real-life solutions, share their success stories and offer sage advice.</p> <p>Speakers: Janice Harper, Vice President, Human Resources, New Flyer Industries Margaret Lewis, Vice President, Quality and Continuous Improvement, New Flyer Industries Karen Hiebert, Director, Strategic Communications, Manitoba Lotteries Corporation</p>	<p>Better Projects. Better Service. To support a long term strategy of optimizing customer service, the Workers Compensation Board has undertaken two strategic projects with objectives to improve customer satisfaction, enhance services and ensure effective resource utilization. Learn about the critical steps of planning, strategy, execution and outcomes, and find out how the WCB is achieving results through better processes, better technologies, better change management and most of all... better projects!</p> <p>Speakers: Kathie Allardyce, PMP, Project Manager, WCB of Manitoba Donna Castellano, PMP, Project Manager, WCB of Manitoba Vern Campbell, Consultant, Process Management LLC</p>	<p>Employee Engagement for a Healthy Organization This interactive session explores employee engagement that results from wellness. Learn what research says about employee engagement and explore the link between healthy employees and healthy organizations. Wellness and human resource advisors will share their views on trends, insights and experiences that you can use as you move forward in your organizational wellness journey.</p> <p>Speakers: Mike Kennedy, Vice President and National Lead for Health Strategies, Aon Hewitt Diane Panting, Vice President, Aon Hewitt</p>	<p>Fake Not! (How Strategic Boards Work) A strategic board fends off resource-draining “fake work” by focusing on strategic issues and decisions, and by setting and maintaining a clear strategic direction. Strategic planning is at the core of effective board governance. This session will showcase two case studies of boards that have implemented a strategic framework and strategic planning process to guide effective decision making.</p> <p>Speakers: Sandra Altner, CEO, Women’s Enterprise Centre Bev Watson, Board Chair, Women’s Enterprise Centre Daniel Lussier, Chief Executive Officer, Catholic Health Corporation of Manitoba Moderator: Mike Fernandes, Principal Consultant, StrategyMakers Consulting</p>

Afternoon Sessions – 2:00 to 3:15 p.m.

Management & Leadership	Quality & Effectiveness	Workplace Wellness	Board Governance
<p>Coaching for Success Managers at all levels can foster formal and informal coaching that is synchronized to the culture, values, goals and strategic priorities of the organization. Learn to incorporate a thoughtful, deliberate and focused coaching environment that supports team building and leadership development. This session combines theory with best practice to demonstrate how effective coaching can be put into action.</p> <p>Speakers: Richard Neill, Vice President of Human Resources, Birchwood Automotive Group Dr. Chuck Meltzer, President, Syntec Group</p>	<p>Enabling Strategy with the Balanced Scorecard Using real company examples, this interactive session will demonstrate how the Balanced Scorecard helps organizations define, communicate, plan and execute their strategies – driving alignment and successful outcomes. Once into the execution phase, implementing a rigorous Plan-Do-Check-Adjust (P-D-C-A) is fundamental to keeping the organization pointed in the right direction. A proven tool, the scorecard can be used to link the organization’s vision, mission and strategies.</p> <p>Speaker: Dan Perron, Practice Leader, Business Performance Consulting, Protegra Inc.</p>	<p>Real-Life Employee Engagement In this session, speakers will share experiences and recommendations for engaging employees and building a healthier workplace. Hear how they got started, who was involved and the challenges they faced. The presentations will explore the how and what, as well as the benefits to both the employees and the organization. Great discussion guaranteed; bring your questions!</p> <p>Speakers: Grant Shaw, Vice President Human Resources, Strategy and Culture, National Leasing Darryl Stewart, Head of the Herd, IBEX Payroll Moderator: Maureen Grace, Mental Health Works Trainer, Canadian Mental Health Association Manitoba Division Moderator: Melissa Coutu Harju, Senior Bilingual Search and Placement Consultant, The People Bank</p>	<p>The Myth of the Policy Board Is there a difference between a “policy board” and a board that “governs by policy”? There are numerous approaches to governance. This panel discussion will examine several governance models and give you techniques and tools to help your board become more effective.</p> <p>Speakers: Roy Seidler, Executive Director, Manitoba Association of School Business Officials Michael Fernandes, Chair, Winnipeg Entrepreneur eXchange Gary Hannaford, CEO, Institute of Chartered Accountants of Manitoba Moderator: Carolyn Duhamel, Executive Director, Manitoba School Boards Association</p>

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QNET EXCELLENCE CONFERENCE

May 3, 2012 in Winnipeg

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