



# Navigate · Innovate · Lead

**QNET EXCELLENCE CONFERENCE 2013**  
**THURSDAY, MAY 2 - IN WINNIPEG**  
**FEATURING EXPLORER DR. JOE MACINNIS**

## Breakout Streams:

**Leadership & Management**  
**Quality & Effectiveness**  
**Workplace Wellness**  
**Board Governance**

## Conference Agenda

- 7:45 Continental Breakfast / Exhibits
- 8:15 Welcome & Opening Keynote  
Presentation – Dr. Joe MacInnis
- 9:15 Networking Break
- 9:45 Breakout Sessions 1
- 10:45 Networking Break
- 11:00 Breakout Sessions 2
- 12:00 Networking Luncheon
- 12:45 Feature Plenary – Dr. Joe MacInnis
- 1:45 Networking Break Exhibits
- 2:00 Breakout Sessions 3
- 3:00 Closing Keynote
- 4:30 Adjourn



**For more information:**  
**Call (204) 949-4999 or**  
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Explore the leadership skills you need to navigate forward confidently and build an innovative workplace culture at the QNET Excellence Conference on Thursday, May 2.

Inspiring keynote presentations will be followed by twelve breakout sessions that showcase innovative and creative workplace practices.

## Keynote: World-Renowned Explorer and Best-Selling Author Dr. Joe MacInnis

Leadership Expert Dr. Joe MacInnis is the author of 10 books, including his latest *Deep Leadership: Essential Insights from High Risk Environments*, and two that chronicle his work with Academy Award winning director James Cameron - *Aliens of the Deep* and *Titanic Adventure*.

Described as inspiring, brilliant, insightful and passionate, Joe thrives on exploration, and leadership in high-stress environments that enhance performance - in both in the ocean and the corporate world.



He speaks to hundreds of audiences in North America, Europe, and the Far East, bringing fresh insights to the essential attributes of leadership and their vital role in the workplace.

## Closing Keynote: Deri Latimer "It's Not Over 'till the Groovy People Move"



Deri Latimer is on a mission... to inspire and energize you to 'move out of the rut and into a new groove' – at work and in the rest of life! With enthusiasm, positivity, and an unwavering belief in 'what's good', Deri will awaken your mind and body to a whole new way of thinking, feeling, doing... and 'being'!

## Conference Location & Fees

Location: Victoria Inn Hotel & Conference Centre, Winnipeg  
Fees: QNET Members \$249 + gst / Non-members \$289 + gst

# Conference Breakout Sessions & Speakers



## Session 1 – 9:45 a.m. to 10:45 a.m.

| Leadership & Management   | Quality & Effectiveness   | Workplace Wellness   | Board Governance  |
|---|---|--|---|
| <p><b>Intentional Leadership</b><br/>Discover tangible skills you can use daily to inspire excellence and collaboration in your teams at this transformative and engaging presentation. Learn how you can be an intentional leader in any organization, regardless of role or function, positioning your projects and teams for success.</p> <p><b>Speaker:</b><br/><b>Franklin Holtforster</b>, President and CEO, MHPM Project Managers</p> | <p><b>The Voice of the Citizen</b><br/>Faced with rising citizen expectations and shrinking budgets, governments across Canada are learning to navigate and innovate their service delivery strategy. Hear about world renowned approaches to innovation and leadership in public sector service quality and gain an introduction to key tools and frameworks you can use.</p> <p><b>Speaker:</b><br/><b>Guy Gordon</b>, Executive Director, Institute for Citizen-Centred Service (ICCS)</p> | <p><b>The Healthy Workplace</b><br/>Join us for an engaging experience in which you'll be informed and inspired with ideas to enhance your organization's overall health...and wealth! Hear how local organizations navigate the path to organizational health, learn implementable strategies to innovate for more organizational 'wealth', and discover keys to lead well in the modern workplace.</p> <p><b>Speaker:</b><br/><b>Deri Latimer</b>, CEO (Chief Executive Optimist), Into A New Groove</p> | <p><b>Governance Essentials</b><br/>Learn about the traits of a highly functioning board and the unique circumstances of regulatory boards – including the appeal function. These board practices apply to boards of all types and sizes. Also, bring your questions for this panel of legal experts.</p> <p><b>Speakers:</b><br/><b>Bill Haight</b>, Duboff, Edwards, Haight &amp; Schachter<br/><b>Jeff Hirsch</b>, Thompson Dorfman Sweetman LLP</p> <p><b>Moderator: Leanne Matthes</b>, College of Registered Nurses</p> |

## Session 2 – 11:00 a.m. to 12:00 p.m.

| Leadership & Management  | Quality & Effectiveness   | Workplace Wellness   | Board Governance  |
|--|---|--|---|
| <p><b>Ownership Through Learning Strategies and Employee Engagement</b><br/>Over 15,000 ideas have been successfully implemented at The Duha Group, a company with a common vision and a culture that thrives on teamwork, communication and ownership. Find out how this Learning Organization develops all employees into 'Continuous Improvement Champions'.</p> <p><b>Speaker:</b><br/><b>Rod Smith</b>, Director of Operations Excellence, The Duha Group</p> | <p><b>Serious Games for Serious Customer Engagement</b><br/>Find creative ways to inject customer insight into your corporate projects using Serious Games – games with a business purpose. This set of techniques can incorporate the customer's voice into strategic planning, new product development, or changes in service offerings. Learn and practice serious games at this interactive session.</p> <p><b>Speakers:</b><br/><b>Terry Bunio</b>, Principal Consultant, Protegra<br/><b>Steve Rogalsky</b>, Agilist, Protegra<br/><b>Barb Spurway</b>, Consultant and Business Analyst, Protegra</p> | <p><b>Creating Positive Energy, Igniting Corporate Spirit</b><br/>Explore the importance of "leading self" for better health, well-being and interpersonal relationships. This leading edge session considers how your thoughts affect your feelings and emotions that in turn affect your behaviour and outcomes. What if we could change our thoughts? Could we change our life? Yvonne will provide real life action plans that, when set in motion, create positive change personally and professionally.</p> <p><b>Speaker:</b><br/><b>Yvonne Thompson</b>, President, Change Innovators Inc.</p> | <p><b>Demystifying Financial Stewardship – Every Board Member's Responsibility</b><br/>In this practical session we will review the fiduciary duties of all board members and demystify the words and practices that underlie financial reporting for non-profit Boards. Lead the way to become a fiscally responsible organization, and learn what to expect and what questions to ask so that your financial responsibility becomes real, meaningful and understandable.</p> <p><b>Speaker:</b><br/><b>Marilyn McEachern</b>, Manager of Finance and Audit, Manitoba Family Services and Labour</p> |

## Session 3 – 2:00 p.m. to 3:00 p.m.

| Leadership & Management   | Quality & Effectiveness   | Workplace Wellness   | Board Governance   |
|---|---|--|--|
| <p><b>Be Bold and Forge Ahead</b><br/>To accomplish great things, an organization needs a bold vision, strong leadership and a well executed plan. All three must work together for the organization to reach its goal. Learn about the critical components of believing and achieving, adaptability, and keeping focused on a transformative strategic path.</p> <p><b>Speaker:</b><br/><b>Margaret Redmond</b>, President and CEO, Assiniboine Park Conservancy</p> | <p><b>Office Lean – Reducing Waste Where It's Not So Obvious</b><br/>In manufacturing processes it's relatively easy to identify and assign a monetary value to waste. Office processes are typically paper-driven and often comprise over 90% of the total order lead time. Learn how Russel Metals has reduced cycle times in front end office processes using Lean tools to improve value streams.</p> <p><b>Speakers:</b><br/><b>Mark Somogyi</b>, Operations / Safety Manager, Russel Metals<br/><b>Lee-Anne Carter</b>, Supply Chain Manager, Russel Metals</p> | <p><b>Social Intelligence: The New Science of Success</b><br/>Social Intelligence is the new essential skill for success in the workplace. Review tools you can use for measuring, building, and leveraging Social IQ. Take away tips for using it to navigate difficult communications and challenging situations. Discover how to build trust, reduce stress, foster effective communication, and build organizational cultural competence.</p> <p><b>Speaker:</b><br/><b>Lew Bayer</b>, President &amp; CEO, Civility Experts Worldwide</p> | <p><b>Fear Not! Risk Management for the Board</b><br/>Become proactive about risk management - find out what regular reporting you should expect and questions you should ask, learn how to reduce your exposure to risk, and understand the consequences of no action. You will be given a 5 step process and template which can be scaled to your organization's size.</p> <p><b>Speakers:</b><br/><b>Mike Maida</b>, Vice President, Aon Risk Solutions<br/><b>Jennifer Schultz</b>, Vice President, Aon Risk Solutions</p> |

# Conference Title Sponsor



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## Register Now - Fax this form to (204) 949-4990, register online at [www.qnet.ca](http://www.qnet.ca) or by phone at 204-949-4999

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Registration - Breakfast & Keynote Only: \_\_\_\_\_ x \$49 = \$ \_\_\_\_\_

Registration - Full Conference: QNET Members: \_\_\_\_\_ x \$249 = \$ \_\_\_\_\_

Non-Members: \_\_\_\_\_ x \$289 = \$ \_\_\_\_\_

**CONFERENCE LOCATION:** SUBTOTAL = \$ \_\_\_\_\_

Victoria Inn Hotel & Conference Centre, Winnipeg Add 5% GST = \$ \_\_\_\_\_

TOTAL = \$ \_\_\_\_\_

Payment Method (circle one): VISA AMEX MASTERCARD cheque to follow please invoice

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