

Better Workplace Conference

February 26–28, 2024 | Virtual



Agenda

Day 1 / February 26, 2024

12:30 p.m. Welcome Remarks

Susan Black, CEO, The Conference Board of Canada

Join Dr. Susan Black, CEO of The Conference Board of Canada, to hear a synopsis of some of the key research findings aligned with this year's conference theme: rethinking inclusion, safety, and wellbeing in a changing workplace.

12:45 p.m. Keynote

Rehumanizing Workplaces to Create a Thriving People-First Culture

Hamza Khan, Future of Work and People-First Leadership Expert, Bestselling Author

Explore how organizations can revamp their approach to work in a post-pandemic world, embracing newfound flexibility and inclusivity. By focusing on people, we can create a thriving, sustainable, and adaptable work culture that rehumanizes the workplace.

Attendees of this session will:

- Gain insights into the pressing need to put people at the core of your organization's mission and understand evolving employee expectations in the new work landscape.
- Explore how to adopt human-centric values that enhance individual resilience and foster a compassionate work culture, and discover strategies to build a more supportive and empathetic work environment.

1:45 p.m. Break

1:50 p.m. Members-Only Session

Leading Through Listening: Deep Dive with Hamza Khan

Moderator:

Sarah Gauen, (She/Her), Program Developer, Council on Inclusive Work Environments, The Conference Board of Canada

Speaker:

Hamza Khan, Future of Work and People-First Leadership Expert | Bestselling Author

In this council member exclusive session, participants will co-create a list of empowering coaching-style questions that can be incorporated into your role as a leader. These questions can be used in various formats, such as 1:1s, 360s, reverse town halls, and others to help promote greater belonging and engagement for all employees. Get ideas for how to creatively infuse AI into your listening processes, with an emphasis on co-creating more inclusive and thriving work environments.

This session is part of the winter meeting exclusive to members of CBoC's Council for Safe Workplaces, Council on Inclusive Work Environments, and Council on Workplace Health and Wellness. To learn more about becoming a member of one of these councils, please contact us.

Agenda

Day 1 / February 26, 2024 (cont'd)

1:50 p.m. BWC Attendee Activity

Healthy Breaks at Humber

Moderator:

Sarah Storm, Council Manager, The Conference Board of Canada

Speakers:

Juliana Vargas Cardenas, Student Presenter, Humber College

Zita Claire Magsino, Student Presenter, Humber College

Mary Medoza, Student Presenter, Humber College

Natalie Toman, Program Coordinator/Professor, Faculty of Health Sciences and Wellness, Humber College Institute of Technology & Advanced Learning.

Learn how Humber College has implemented and promoted healthy breaks for their employees, and hear from their Centre for Innovation in Health & Wellness about the evidence behind it. Enjoy a break to stretch, take a deep breath, and move by participating in a few five-minute healthy break activities run by experienced fourth-year students in Humber's Faculty of Health and Wellness.

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2:20 p.m. Break

2:45 p.m. Concurrent B1

Navigating Quality of Work: Present and Future Perspectives on Benefits, Mental Health, and Inclusion

Moderators:

Natasha Malloff, Director, Health, Wellbeing, & Benefits, Total Compensation, Human Resources, The University of British Columbia

Tricia Williams, Director, Research, Evaluation and Knowledge Mobilization

Speakers:

Luc Bissonnette, Associate Professor of Economics, Université Laval

Dr. Olga Morawczynski, founder of Heal-3

Andrea (Andie) Noack (She/Her), Associate Professor, Sociology, TMU

This panel will explore the Future Skills Centre's latest research on the evolving quality of work in Canada, highlighting post-pandemic changes to work dimensions. Panelists will discuss changes to the availability of benefits in response to labour shortages and the enhanced focus on mental health support. They will also address the need to deepen equity, diversity, and inclusion as key factors in improving work quality, especially for equity-deserving groups facing poorer work conditions.

2:45 p.m. Concurrent B2

A Systematic Approach to Promoting Employee Wellbeing

Moderator:

Henrietta Van Hulle, Vice President, Health, Safety & Wellbeing, PSHSA

Speakers:

Kevin Berube, Senior Advisor Community and Indigenous Engagement, Enbridge

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

Lesley MacDonald (She/Her), Inclusion, Diversity, Equity & Accessibility (IDEA), Human Resources, BC Hydro

To design a holistic system that supports employee wellbeing for an increasingly diverse workforce, support functions need to collaborate on program design to meet changing workforce needs. Hear about the strategies and best practices that create employee inclusion, cultural and psychological safety, and wellbeing.

Attendees will:

1. Hear about BC Hydro's experience integrating employee inclusion, psychological safety, and mental health supports to cultivate a healthy, people-centric workplace culture.
2. Learn practical strategies to create a culturally safe employee experience.
3. Discuss methods to broaden impacts through community involvement.

3:45 p.m. Adjournment

Agenda

Day 2 / February 27, 2024

11:00 a.m. Plenary Sponsored Session

Responsible Care Innovation Showcase and Awards

Moderator:

Lisa Hallsworth, Board Member, Minerva Safety Management Education, CIAC, CEO SDS RiskAssist

Speakers:

Vanessa Foran, Responsible Care Program Officer, Chemistry Industry Association of Canada

Ryan Jamieson, Student, Occupational Health and Safety and Environmental Compliance, Fleming College

Nivedha Krishnakumar, MSc., Registered Nurse and Occupational Health and Safety Graduate Student, Toronto Metropolitan University

Verna Liezli, Mental Health & Psychological Safety Specialist, Modern Niagara

Learn about responsible care within health and safety, featuring a compelling case study and celebrating the innovation and expertise of students and recent graduates.

We will announce the winners of the case study competition and hear from students about the innovative solutions they have proposed. It's an opportunity to learn new and inventive ways to prioritize safety, sustainability, and responsible care practices in your organization.

This session and the awards are presented in partnership with Minerva Safety Management Education, the Chemistry Industry Association of Canada (CIAC), and The Conference Board of Canada (CBoC).

Thank you to the award judges: Erika Harris, EHS and Responsible Care Specialist, BASF Canada Inc.; Larry Masotti, Vice-President, Minerva Canada Safety Management Education; Dave Meston, Owner, H&S Consultants Inc.; Anthony Pasteris, President, Minerva Canada Safety Management Education.

Sponsored by:



12:00 p.m. Break

12:30 p.m. Executive Panel

The Accountability Factor: Executive Perspectives on Leading Workplace Change

Moderator:

Donnebra McClendon, Global Head, Diversity, Equity and Inclusion, Dayforce

Speakers:

Jane Fedoretz, Executive Vice President of People, Culture and Chief Administrative Officer, TransAlta

Dr. Victoria Lee, President and CEO, Fraser Health Authority

Vivek Sood, Executive Vice President, Related Businesses, Sobeys

Hear from executive leaders as they explore ways to balance vision and strategy with genuine commitment to a better workplace that prioritizes DEI and employee wellbeing and safety.

- **Insights:** Hear valuable perspectives on the role of accountability in workplace culture change.
- **Prioritization:** Explore the challenges and struggles organizations face when prioritizing employee health.
- **Integration:** Learn key actions to integrate employee safety, wellbeing, and inclusion as part of a core business function.

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1:30 p.m. Break

1:45 p.m. Concurrent C1

Resources to Foster Inclusion for Persons with Disabilities

Moderator:

Moderator: Ingrid Wilson, Senior Human Resources Executive & CHRO and Diversity, Inclusion and Equity Strategist

Speakers:

Joanna Goode (she/her), Executive Director at Canadian Association for Supported Employment

Aaron Orban, Executive Director from the Ministry of Justice

Joana Valamootoo, Employment Partnership Consultant/Cultural Liaison Advisor, 4to40

Uncover the challenges and opportunities around fostering inclusion for persons with disabilities, highlighting their experiences throughout the employment journey. Gain insights into the national landscape and hear broad strategies that support employment for people with disabilities and address the accessibility challenges that many face. Speakers will also share tangible ways to integrate these principles into your organization's policies and procedures. The discussion will include specific examples from real-world scenarios, offering a detailed exploration of the positive impact that accessibility inclusion can have within organizations.

Agenda

Day 2 / February 27, 2024 (cont'd)

1:45 p.m. Concurrent C2

Championing Inclusion in a Changing Workplace

Moderator:

Manisha Mistry, CSA Group , Sr. Director, HSSE and DEI

Speakers:

Dani Gomez-Ortega, Senior Manager - Global Diversity, Equity, and Inclusion, McCain Foods

Abhishek Sarathy, Associate Vice President of Diversity, Inclusion & Belonging Canadian Tire

Attendees will gain invaluable insights and strategies for creating trans-inclusive spaces and driving conversations for improvement; explore the essence of championing inclusion—learning to appreciate change for its role in cultivating greater belonging; and leave with practical solutions and a roadmap for navigating workplace evolution.

1:45 p.m. Concurrent C3

Advancing Safety through Inclusion

Moderator:

Jennifer Richardson, Director of Corporate Health, Safety and Environment, Royal Canadian Mint

Speakers:

Larry Masotti, Vice Chair, Board of Canadian Registered Safety Professionals

Cheryl Young, Senior Specialist, Diversity, Equity & Inclusion, Enbridge Inc.

The landscape of health and safety is evolving to accommodate current roles and their unique safety challenges. Delve into the new skill sets necessitated by these changes for health and safety practitioners and leaders. Engage in discussions and examine real-world examples to uncover practical strategies that ensure safety measures not only safeguard, but also respond to employees' needs.

Attendees will:

- gain a better understanding of how the health and safety practice is evolving to respond to changes in the workplace;
- learn how a DEI perspective can be thoughtfully integrated into workplace safety to enhance communication and improve results;
- discuss challenging scenarios faced by health and safety practitioners.

2:45 p.m. Break

3:00 p.m. Plenary Sponsored Session

Defusing Workplace Tensions: Navigating Turbulence with a Trauma-Informed Approach

Speaker:

Kristy Cork, CRSP, Health and Safety Consultant (Workplace Mental Health), Workplace Safety & Prevention Services (WSPS)

This session will explore the escalating risks faced by workers across Canada amid many internal and external stressors and address the growing threats of workplace violence and harassment, such as uncivil, disrespectful, and abusive behaviours. We will discuss why these behaviours are on the rise and how a trauma-informed approach can be strategically employed.

This approach aims not only to prevent internal violence and harassment, but also to create a safer environment for employees, emphasizing the importance of encouraging understanding and embracing diverse perspectives. Participants will actively reflect on their personal conflict resolution strategies, with an emphasis on learning and applying effective communication techniques for de-escalating individuals who are becoming agitated. The session will underscore the critical role of equipping workers with these essential skills and providing post-incident support as integral components of psychological health and safety, aiming to reduce the likelihood of mental harm or injury.

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4:00 p.m. Adjournment

Agenda

Day 3 / February 28, 2024

11:30 a.m. Members-Only Session

CIWE, CWHW and CSW Members-Only Network and Learn Session

Moderator:

Jody Young, President & CEO, Workplace Safety & Prevention Services

Speakers:

Arif Jetha, Associate Scientific Director and Scientist, Institute for Work & Health, Associate Professor, Dalla Lana School of Public Health, University of Toronto

Tamara Vatcher, CEO, Training Works

Explore and discuss the transformative impact and implications of AI for worker health and wellbeing and advances in learning technology, which has the potential to provide personalized learning and training customized to employees' individual needs. This members-only forum offers an opportunity to discuss and interact in a safe environment under Chatham House Rules.

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12:30 p.m. Break

1:00 p.m. Concurrent D1

Strategies for Psychological Health and Safety Training and Evaluation

Moderator:

Tegan Slot, Manager, Workplace Wellbeing, Public Services Health and Safety Association

Speakers:

Craig Hryncuk, Executive Director, Alberta Municipal Health and Safety Association (AMHSA)

Alison Wall, Director, Strategic Partners & Planning, Service Hospitality in Saskatchewan

This comprehensive session will provide valuable strategies to embed, evaluate, and audit psychological health and safety in your workplace, using real-life examples. Hear key insights on how to design impactful training that responds to employees' and supervisors' needs and how the results were evaluated.

Attendees will:

- explore the evaluation of a psychological health and safety program, including auditing, comparison with current standards, building buy-in from front-line workers, and securing buy-in from leadership by demonstrating return on investment (ROI);
- gain insights into developing and evaluating a tailored training program for specific industries and employees;
- learn how to integrate initiatives into your organization's psychological health and safety program.

1:00 p.m. Concurrent Session D2

Autonomy and Flexibility: The Benefits and Challenges of Alternative Work Arrangements

Moderator:

Angela M. Francoeur, Director, Regulatory Review and Training – Prevention Division, WorkSafeNB

Speakers:

Diogo Borba, Research Analyst, Human Capital, The Conference Board of Canada

Liz Marcil, Associate Director, Human Capital, The Conference Board of Canada

Dilys Leman, Senior Research Associate, Human Capital, The Conference Board of Canada

As organizations strive to adapt to a dynamic environment and address labour-market challenges, evidence of the benefits of job autonomy and flexible work arrangements is increasingly appealing. Explore various emerging work arrangements, such as hybrid and remote work models, flexible work weeks, and results-based work environments. Speakers will summarize the Conference Board's findings on how prevalent and effective these arrangements are, examine their positive impacts on employee wellbeing and inclusion, and explore the associated implementation challenges. They will also offer guidance on first steps to take if you would like to introduce one or more of these new ways of working to your organization.

1:00 p.m. Concurrent Session D3

Equity-Informed Workplace Wellness: Navigating Racial Trauma and Building Inclusive Benefits Practices

Moderator:

Sheena Chaudhry, Senior Director, Global Diversity & Inclusion, Canada Goose

Speakers:

Fiona Bertram, Canada Diversity, Inclusion, Belonging Lead, Accenture

Ken Yau, Utilities Industry Lean & Mental Health ERG leader, Accenture

Natacha Pennycooke, Psychotherapist, Speaker, Consultant

Delve into the critical intersection of racial trauma and employee well-being. A psychologist will offer a unique blend of expert insights, practical strategies, and real-world examples to foster a workplace environment that prioritizes equity, inclusivity, and mental health. Explore the impact of racial trauma on employees, understand the importance of bringing anti-oppressive practice to employee wellness programming, and learn how top employers are implementing equity-informed health and wellness programs. Attendees will leave this session equipped with new knowledge and actionable strategies for promoting mental health and healing in the workplace.

Agenda

Day 3 / February 28, 2024 (cont'd)

2:15 p.m. Keynote

AI's Transformative Influence on Work Performance and Mental Health

Moderator:

Tara Warren, Director of Growth, Medcan Health Management Inc.

Speaker:

Dr. Marie-Hélène Pelletier, Leadership Resilience and Burnout Expert

A leading expert in leadership and burnout will share the potential psychological impacts of artificial intelligence and its associated changes in the workplace, and will demonstrate simple ways to mitigate its less-desirable impacts while optimizing the positive ones for you and your team. Hear practical, research-based, and experience-informed advice that will help attendees take the next steps with leadership and agility.

Audiences will learn:

- how AI might affect work-life balance in interdisciplinary ways;
- the impacts AI may have on psychological health, and how to turn them to your and your team's advantage;
- how to reconfigure your plan for psychological resilience and agility as it relates to AI.

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3:15 p.m. Closing Remarks

Speakers:

Leah Ringwald, Associate Director, Human Capital, The Conference Board of Canada

Brandy Zimmerman, CEO & Founder, Thriving Workplaces

As we wrap up the conference, we will reflect on the learnings throughout the sessions and challenge attendees to actively bring the knowledge they have gained back to their workplaces and continue the conversations post-conference.

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3:45 p.m. Adjournment