

101 ~ Better Way to Build the Economy Alliance: Paying a Living Wage

The Better Way to Build the Economy Alliance brings together employers who champion a good jobs strategy for the bottom line of their organization and the health of Canada's economy. We know it's smarter to invest in our workforce for greater productivity and customer loyalty. That is why we came together to share our experience to move Canada's economy forward on a better path. As employers, we know first-hand that thoroughly engaged employees make a big difference. They give small businesses a competitive-advantage. They make small and medium-sized organizations more productive by lowering costs associated with staff turnover. That's why investing in our employees is not only an investment in the long-term success of our companies – it's an investment in our community and the whole Canadian economy. It just makes good business sense

Kay Dyson Tam works and learns at the intersection of decent work and systems change. Kay is currently the Coordinator of the Better Way Alliance, a network of decent work employers pioneering new business models for the health of their businesses and the Canadian economy.

She has spent the past four years designing and delivering programs at the MaRS Discovery District, the world's largest urban innovation hub. While at MaRS, she coached teams in both the clean tech and finance and commerce verticals, helping them accelerate systems-level change in their fields. She holds a BSc (Honours) from the University of Toronto.

102 ~ What do we do now that the provincial election is over? Policy advocacy in the window of a fresh mandate. *Organizational Capacity ~ Experienced Leaders*

Many Ontario nonprofits have been engaging in advocacy during the lead-up to Ontario Election 2018. The votes have been cast, the seats have been won, and a new Cabinet is being selected. What should nonprofits do- individually and collectively- to ensure the next government views our work in communities as a priority? How can we best help government to understand that supporting the sector grows a strong, sustainable economy and a more just society- and is therefore aligned with their own priorities? Let's talk about a networked approach to advocacy that builds on our strength and diversity as a sector- and make sure everyone knows the rules, the leverage points, and the strategies to keep our clients and communities front and centre as this government's agenda unfolds."

Liz Sutherland is a policy advisor at the Ontario Nonprofit Network. She leads policy files on funding reform, pensions, police record checks, and other policy and regulatory issues. Her nonprofit experience includes roles for organizations focused on anti-poverty, a national children's alliance and women's health. She has five years of government policy experience at the federal level in employment and social development, and public health. Originally from Ottawa, Liz holds a master's degree in Political Science from the University of Victoria.

103 ALiGN: A Sector-Based Model for Engaging Priority Labour Pools

Organizational Capacity ~ Senior Managers and Skilled Staff

In response to the critical labour shortages facing many of Ontario's key sectors, OTEC and its partner, Magnet, launched an innovative employment model called the ALiGN. This initiative brought together sector partners from across the province to develop a psychometric-based talent-to-role fit assessment and job-matching model. Since launching in 2017 to serve youth in partnership with 5 regional employment and training partners and the Ontario Restaurant Hotel and Motel Association (ORHMA), the ALiGN Network has grown to include over 14 regional partners and a range of sectors including hospitality, retail, landscaping and a range of regulated professions. This session will introduce the ALiGN model, review key findings from the 2017 evaluation research, and, explore how community, regional and sector based partners can leverage this new resource to address their labour market needs.

As OTEC's Vice President, Projects and Partnerships, **Adam Morrison** leads the organization's workforce development initiatives by working with industry, government, educators and the not-for-profit sector to design and implement innovative client-focused labour market solutions. Adam provides consulting services to industry, community partners, and regional stakeholders on how to integrate and align resources and systems to ensure businesses can attract, retain and advance a dynamic and competitive workforce. He holds a Masters of Science degree in Capacity Development Studies with a specialization in soft systems methodologies.

104 ~ Advanced Job Development Employer Engagement: a strategic model for ongoing relationship building

Organizational Capacity ~ excellent for experienced JDs

Covering basic principles/best practices and tools to support relationship management with a few examples of what the relationship looks like in practice.

Katherine Englander is the principal of HR Partners 4 Business based in London Ontario. She has an extensive background in for-profit talent recruitment and as a college instructor focusing on Job Development and Employer Engagement. She was ONESTEP's Project Coordinator for a Labour Market Partnership project exploring employer-led skills training and worked with three workforce planning board and their sister chambers of commerce. She states that "My personal brand is about ethics, integrity and perseverance". Katherine endeavours to coach people to be their most productive." She has education/training credentials from HRPA, Fanshawe College and the University of Western Ontario

105 ~ Mental Health ~ What Your Employees Need From You: Strategies for Support

Encore 2017 session ~ Repeated by popular demand

Organizational Capacity - Experienced Leaders when looking at internal staff relations

~ excellent for experienced staff working with employers or preparing clients for the changing world of work

In this interactive and practical session, we will explore how to recognize that staff may be struggling and share strategies for supporting them to do work that can be difficult and draining. Questions we will explore together include:

- What does compassion fatigue look like?
- How do I start a conversation with someone I'm concerned about?
- How can I contribute to making my workplace more supportive?
- How can I take care of myself as well?*

*Not only is this good for you, but modelling healthy wellness tools can be also be an effective way to support your staff!

Delivering this session on behalf of CMHA, **Rebecca Higgins** has designed and delivered trainings and resources for CMHA Toronto, CMHA Ottawa and CAMH. She has worked in mental health education since 2010 and has worked in community and social services for over 15 years. For more information about Rebecca's background and services, please visit www.mentalhealthworkshopstoronto.com

201 ~ Why Businesses Fail

Organizational Capacity ~ Experienced Leaders

This seminar outlines the numerous pitfalls most business owners fall into and educates the audience in 4-5 specific areas for any business to achieve greater results. There are so many tangible and intangible elements to building a stable and sustainable business and this seminar covers these important topics

Kevin Savoy is the owner of Action Coach Business Coaching and a certified business coach. As a business coach, he has worked with business owners and executive directors who want to take their business to the next level. With 20 years of leadership, management, team building and organization development and 10 years of sales coaching and business coaching, he has mentored many to achieve excellent results through a strong team directed toward a clear and achievable purpose. In his experience, people work with coaches because they want to improve elements in their professional/personal lives and/or they have important goals to achieve. He achieves this quality of life for his clients via their business.

202 ~ Increasing Housing Stability through Education, Engagement and Support.

Community Engagement ~ Senior Management and Staff

Participation in interactive life skills training supporting stable housing and its relationship to securing employment. Information on RentSmart Ontario educational programming and support. Personal capacity building knowledge leading to successful community participation. Examples of psychological and practical life skills instruction will be given

Sherry Madden, brings a wealth of experience in sales, marketing, and communications, specializing in community building and niche marketing. Sherry is very involved in her community and sits a variety of boards and committees for several non-profit organizations such as Red Roof Retreat. She is excited to be a part of the RentSmart team because she is passionate about building cost-effective, non-profit organizations to increase their impact, both from inside and outside the organization. The transformative education RentSmart programs help the individual find and keep housing, the landlord have successful tenancies and is a key component within a broader homelessness prevention framework.

Bob Barkman, has extensive experience in non-profit community program development and management. In particular, he has created numerous housing and support programs for individuals with serious mental illness and addictions. Prior to his role of Master Trainer with RentSmart Ontario, Bob was the Manager of the Homeless Initiative Outreach Program for the Region of Niagara and a Program Manager with the Canadian Mental Health Association – Niagara Region.

203 Quality Assurance for Supported Employment Services – how do we know how good we are delivering on our mission?

Organizational Capacity ~ Experienced Leaders

We know we do good work but can we validate it? Can we reliably tell people who use our services, funders and employers that we've got what it takes to provide consistently superior service quality? This year, the Ontario Disability Employment Network has launched an initiative focused on identifying the common key components of vision, mission, and values of our employment service providers who serve people with a disability. Our early findings and proposed benchmarks for a common quality assurance initiative will be presented, as well as next steps and methods for other provinces to engage in similar work.

This initiative focuses on documenting best practices, values, benchmarks and we will demonstrate how this will aid in creating the essential elements of a quality assurance program to ensure employment service operators aspire to, and consistently deliver high quality employment services for people with a disability and their employers. This is applicable to all provinces and could lead to national values and measures for agencies providing supported employment services.

The Goals of this session are:

- To introduce the service quality guidelines initiative including the common values document created through an ODEN survey and review of over 100 member agency Missions.
- To share the Performance Indicators developed to date including a draft set of principles and benchmarks for “service excellence” in the sector
- To outline the next steps for establishing a Service Quality Scorecard and introduce the plan to create a Community of Practice in Ontario to support a continuous improvement model for disability employment programs in the province

Jeanette Campbell is a passionate believer in the supported employment model, and its ability to move the needle on awareness, opportunities, and education about disabilities and promote the inclusion and employment of all members of our communities. She has 20+ years of demonstrated success providing service, program design, evaluation, and partnership development with educational institutions, service agencies, government, and private sector stakeholders.

Jeanette's work in program development and the ability to put them into action has resulted in successful programs that support clients to achieve goals, encourage and enhance wrap around services, and ultimately the success of individuals, organizations, and employers.

204 A ~ Succession Planning ~ Using the tools for Your Agency's Situation

*This is Part 1 of 2 **Participants will attend Part 2 of 2 during the 3:00 – 4:30 timeslot
Governance & Organizational Capacity ~ Experienced Leaders*

Does your organization have a succession plan in place? Are you looking for specific tools to assist you with succession planning?

Recognizing that succession planning is a critical issue for many non-profit organizations, ONESTEP has developed a strategic framework for Board and leadership succession planning that includes all of the tools and templates you need to set your organization up for success during periods of transition.

The two toolkits, Board and Leadership, have been designed based on a thorough and broad engagement process with senior leaders and Board members from across the province, and a strategic review of succession planning current thinking and best practices.

Join us for a 2-part interactive workshop that will:

1. Walk you through the toolkits, and ultimately the succession planning process for both senior leaders and Boards of Directors.
2. Provide opportunities for reflection on ways you can integrate these practices into your organization.

Amanda English is a project manager, human resources specialist, and management consultant. Amanda brings to Laridae planning expertise and decisive leadership that our clients love. Amanda has a versatile background that includes project management, human resources, stakeholder engagement, public speaking and education, marketing, communications, and event planning.

Engaging citizens and building communities are at the heart of **Christie Nash's** career. Christie has a strong understanding of the intersection between the governance and practice of building healthy, inclusive, and hopeful communities. At Laridae, Christie leads research, communications, and strategic and operational planning projects.

205 ~ Mental Health- working with Employers to Accept Your Clients

Community Engagement ~ excellent for experienced staff working with employers or preparing clients for the changing world of work

In this interactive session we will share strategies and resources for working with employers on behalf of clients and service users. We'll explore what others have found helpful and we'll brainstorm ideas to take back to our workplaces.

Rebecca Higgins has designed and delivered trainings and resources for CMHA Toronto, CMHA Ottawa and CAMH. She has worked in mental health education since 2010 and has worked in community and social services for over 15 years. For more information about Rebecca's background and services, please visit www.mentalhealthworkshopstonto.com

301 ~ Non Profit Marketing as if You Had an Unlimited Budget

Organizational Capacity ~ Experienced Leaders

Everybody can claim they know how to promote and “market” their own business. But not many can do it on an unlimited marketing budget. If you are interested to learn how to create marketing campaigns to be so effective that they pay for themselves, then this is the seminar for you. Business owners attending this seminar will learn the basic fundamentals of effective marketing and how to apply those techniques to increasing net profits in their business. Marketing is not about just spending money to get people to make the phone ring... It’s about understanding how to stimulate your target market and driving their behavior to get to know your business and ultimately purchase your products or services.

Kevin Savoy is the owner of Action Coach Business Coaching and a certified business coach. As a business coach, he has worked with business owners and executive directors who want to take their business to the next level. With 20 years of leadership, management, team building and organization development and 10 years of sales coaching and business coaching, he has mentored many to achieve excellent results through a strong team directed toward a clear and achievable purpose. In his experience, people work with coaches because they want to improve elements in their professional/personal lives and/or they have important goals to achieve. He achieves this quality of life for his clients via their business.

302 ~ Supported Employment – the 5 Ws

Organizational Capacity ~ Senior Managers and Staff

An overview of the launch of Phase One of the province’s new employment service for persons with Disabilities.

- What is Supported Employment?
- Who is offering this service and how are providers working together in each community?
- What is happening to the programs the providers were formerly involved in?
- Where is Supported Employment offered?
- How has it changed services?
- What’s next?

Nancy Lewis is the Executive Director of Meta Employment Services and has been providing employment services for persons with disabilities as a front line staff and subsequently a supervisor for over forty years. Her background includes experience as a supervisor of a sheltered workshop, job developer, vocational rehabilitation counsellor and employment counsellor. Nancy was one of the first group of Canadian counsellors to qualify for the professional designation of Canadian Certified Rehabilitation Counsellor. Her commitment to accessibility has resulted in being selected to sit on a Municipal Accessibility Committee; chairing a committee which organizes annual professional development workshops on accessibility related topics, participating in a federal consultation on the development of employment services and chairing the Ontario Disability Employment Network board of directors. As Meta is one of the organizations involved in the launch of the Supported Employment program she has first-hand experience in the delivery of our new provincial employment initiative.

interact more effectively with each other. It will also provide a number of innovative and creative suggestions on how to better prepare ourselves as well as our clients for these many diverse challenges.

303 There are now five generations trying to work side-by-side in today's workforce.

Organizational Capacity & Community Engagement ~ Experienced Leaders when looking at internal staff relations ~ excellent for experienced staff working with employers or preparing clients for the changing world of work

Millennials have now overtaken Baby Boomers, while Traditionals, Gen X & Gen Z workers are added into this mix while also having to deal with the onset of technological advancements in AI, robotics and big data.

This session will shed light on gaining a better understanding of the types of workforce behaviours, what motivates employee engagement for these generations and the tools and practices that they need to. With ten years at TDSB and over twenty years in a variety of leadership roles in the areas of career development and employment transition, Wilf Flagler has been a featured presenter at numerous national and provincial career counselling and employment conferences. Featured popular themes presented over the years have ranged from E-Portfolios, Strategic Networking, Career Resiliency, 21st Century Employability Skills and the Looming Impact of AI, Robotics and Big Data on Today's Workforce.

204 B ~ Succession Planning ~ Using the tools for Your Agency's Situation

*This is Part 1 of 2 **Participants will have attended Part 1 of 2 during the 1:00 – 2:30 timeslot
Governance & Organizational Capacity ~ Experienced Leaders*

305 ~ Job Development – What Employers Want in an Ongoing Relationship

Community Engagement ~ Experienced Leaders ~ Experienced JDs and Counsellors

Business Speaks: a panel of 2-3 companies who have positive and ongoing relationships with employment services relating on what they need/look for in their search for skilled workers, what makes/breaks a relationship and what they'd like to see more of. This variant on an all-employer panel would be the addition of 2-3 JDs who these companies work with allowing participants to hear two sides of the relationship coin.

401 A ~ Partnering for Exceptional Governance ~ Competencies

*This is Part 1 of 2 **Participants will also attend Part 2 of 2 during the 11:00 – 12:30 timeslot
Governance & Organizational Capacity ~ Experienced Leaders*

This double session will focus on the critical partnership between the ED/CEO and the Board of Directors to ensure best in class governance.

Part A will be a review and discussion of the 18 competencies of an effective Director and the partnership role played by senior staff to support the Board in its journey to excellence. Participants will learn about the required competencies in assessing what it takes to be an effective Director.

Part B will apply theory to practice, using relevant examples in your entity's functional areas (e.g. revenue generation, planning, and human resources), keeping in mind the governance role of the Board and operational accountabilities of Management. This will involve group discussion and interaction when applying specific competencies to your management and governance roles.

Bob Baker is the Managing Director of The Baker Group Inc. and Vice President, Philanthropy at Habitat for Humanity Canada. With more than 30-years of experience in the broader public sector, his expertise spans leadership, organizational improvement, and team building. He is an experienced CEO and senior executive, working at national charities as well as in healthcare and in higher education. These include Ryerson University, Habitat for Humanity Canada, Canadian Diabetes Association, TVOntario, and Lakeridge Health Foundation.

As a not-for-profit executive, Bob has extensive hands-on experience in designing and implementing integrated strategies, building brand and reputation, generating revenue streams, and moving decisions forward. His particular area of expertise is strategic planning, governance best practices, and developing integrated revenue generating plans. He has extensive experience in strategic philanthropy and marketing in the not-for-profit sector, having raised in excess of \$200MM in support. As a Consultant, Bob has developed comprehensive planning documents for Parkwood National Historic Site and the Arthritis Research Foundation.

402 Guiding Principles in Changing Times – A Focus on the Dynamic Nature of Career Development.

Organizational Capacity Community Engagement ~ Experienced Practitioners

Join us for an immersive and interactive session that will take you away from the day to day and put you back in touch with first principles as we explore the Guiding Principles of Career Development recently developed by CERIC. We will touch on each of the eight guiding principles, exploring how each applies to your practice now and what each means within the context of an increasingly dynamic labour market and the fluid nature of “career.” Through facilitated discussion with a room of your peers, learn how you can use these principles in your work, appreciating the difference between the ideal and the actual.

Riz Ibrahim is the Executive Director of the Canadian Education and Research Institute for Counselling (CERIC). Riz works with CERIC’s cross-sectoral Board and Advisory Committees to develop strategic and functional partnerships that enhance the body of knowledge for Canada’s career professional communities. Additionally, Riz oversees all areas within CERIC’s mandate including the Cannexus National Career Development Conference, the ContactPoint and OrientAction online community collaboration portals, the peer-reviewed The Canadian Journal of Career Development, and a host of internal and external projects including national surveys of Canadians’ perceptions about career planning and about career development and the workplace

Sharon Ferriss is the Director, Marketing, Web & New Media with CERIC, where she provides leadership in the development of all communications strategies for CERIC’s network of projects and programs. She has more than 15 years of experience as a marketing and communications professional, primarily in non-profit organizations, as well as having worked as a journalist for print and television. Sharon has had senior roles with the Purchasing Management Association of Canada (PMAC) and the Human Resources Professionals Association (HRPA). She holds a Bachelor of Journalism, an MBA in marketing and non-profit management, and is an Accredited Business Communicator (ABC).

403 Building Capacity in Rural Communities

Community Engagement & Organizational Capacity ~ Experienced Leaders and Staff

For 25 years the Ontario Healthy Communities Coalition (OHCC) has provided capacity building services to organizations, partnerships and networks, in both urban and rural communities in Ontario, who are working to improve the quality of life in their community. This workshop will provide an overview of theory, tools and resources for effectively engaging rural communities. It will focus on strategies to overcome the particular challenges faced by rural communities, such as large geographical distances, lack of public transit, isolation, limited internet access, youth outmigration, growing seniors population, and the difficulties faced by newcomers in attempting to become integrated into close-knit rural communities

Lisa Tolentino is a Community Consultant with the Ontario Healthy Communities Coalition. She has worked within the health, social, economic and environmental sectors doing community development, engagement and capacity building for over 25 years. As Facilitator of the Ontario Community Transportation Network (OCTN), Lisa spends a majority of her time working with rural communities across the province. She and her family currently live in the Haliburton Highlands.

404 A ~ Advocacy with Government

*This is Part 1 of 2 **Participants will also attend Part 2 of 2 during the 11:00 – 12:30 timeslot
Organizational Capacity & Community Engagement ~ Experienced Leaders*

This session seeks to achieve three primary objectives:

1. Impart real-world knowledge on how to achieve policy objectives on behalf of non-governmental entities;
2. Help participants develop concrete strategies to achieve public policy objectives; and
3. Hone a theoretical understanding of why some groups succeed in achieving their objectives and why some do not.

Josh Hjartarson is a Partner and the Public Sector Lead in KPMG Canada's Management Consulting Practice. He is also a Senior Fellow in Commissioning and Public Service Modernization at the Institute of Public Administration of Canada and Senior Fellow at the Mowat Centre at the University of Toronto. Josh firmly believes in the value of government and that enhancing the efficacy of the public sector spend is both a moral and economic development imperative. In this spirit, his professional and academic interests converge on government renewal, evidence-based decision making, and innovation in public service delivery. Josh has helped numerous government clients design and implement client-centered service delivery models, formed renewed and mutually beneficial partnerships with the private and non-profit sectors, and enhanced their policy and decision making capabilities.

405 ~ DiscoverAbility Network: Advancing the Business Case for Hiring Persons with Disabilities

Organizational Capacity & Community Engagement ~ Experienced JDs and Practitioners

The Ontario Chamber of Commerce created the Discoverability Network as a portal developed for employers to help access the disability talent pool. Advancement of hiring of persons with disabilities is part the effort OCC is making on the larger skilled worker strategy. The session will focus on the business case for hiring people with disabilities and creating inclusive work environments. Having an inclusive workplace and an accessible organization makes good business sense. The ability to recruit and retain talent is of top importance to businesses and the skills mismatch in Ontario.

As the Director of SME Programs, **Louise DiPalma** is responsible for developing and implementing initiatives of the Ontario Chamber of Commerce that are designed to strengthen the business climate of Ontario and support our members by providing them with access to resources. During his career with the Government of Ontario, Louie held a number of senior management positions in policy, planning and direct operations with several Ministries including the Ministry of the Solicitor General and Correctional Services, the Ministry of Tourism and Recreation and the Ministry of Health Promotion.:

401 B ~ Partnering for Exceptional Governance ~ Applying the Theory to Your Functional Areas

*This is Part 1 of 2 **Participants will have attended Part 1 of 2 during the 9:00 – 10:30 timeslot
Organizational Capacity & Community Engagement ~ Experienced Leaders*

502 ~ Diversity and Inclusion – How to Walk the Talk

Organizational Capacity ~ Experienced Leaders

Weaving diversity and inclusion into the fabric of our work and communities can only happen with drive, commitment, and ongoing intentional effort. This workshop will focus on how to develop a culture of inclusion throughout our organizations where D&I is everyone's responsibility. We'll examine the concept of an inclusive organizational culture while identifying strategies and promising practices to support our efforts. Participants will uncover how to create a culture where people feel valued for their differences and where equity and inclusion is more than an initiative; it is who we are and what we do.

Angela Connors is an Ojibwe from the Saugeen First Nation, Beaver Clan. She is passionate about equality and is currently leading ONESTEP's Kitchen Table Conversations for Action on Inclusion project in partnership with the Ontario Healthy Communities Coalition. With over 20 years' experience in the non-profit sector, Angela has facilitated countless hours of training to individuals representing hundreds of organizations across Ontario.

503 Social Media Strategy, Tools and Tactics: Agency Communications Best Practices

Organizational Capacity & Community Engagement - Experienced Leaders and Managers

This session is for non-profit leaders starting out with social media or those in need of a strategy for their existing digital platforms.

Were you thinking of letting your teenage nephew run your social media accounts to cut costs? Think again! You need a solid marketing plan before starting online communications with your clients, business partners, and other stakeholders.

Find out about:

- Research to do before launch
- Types of content to post
- Methods of monitoring and tracking success

Attaining success with social media takes advanced planning and dedicated staff time. Get familiar with the elements of a social media strategy that will build a foundation for success and focus on your return on investment.

Sheila Gregory is a freelance business writer with a background in marketing and corporate communications. She has written for a variety of advertising, staffing, and non-profit agencies. She specializes in writing web articles, social media strategy, and fundraising letters. Last year she developed a comprehensive social media strategy for ONESTEP and is currently supporting the marketing and communications efforts of Job Skills' in York Region.

404 B ~ Advocacy with Government

*This is Part 1 of 2 **Participants will have attended Part 1 of 2 during the 9:00 – 10:30 timeslot
Organizational Capacity & Community Engagement ~ Experienced Leaders*

505 ~ In Motion, Momentum: a pre-employment training model

Organizational Capacity & Community Engagement ~ Leaders and Experienced Staff

Over the past year, several pilot projects and case studies have been conducted looking at promising new approaches to pre-employment readiness training, integrated service delivery methods, and competencies-based job development. In this session, you'll engage with service providers who have been trained in, and delivered, these approaches. They will walk participants through the basics of each approach, how they are rolled-out and what it looks like on a day-to-day level. You'll also get a chance to hear directly from clients about their experience with the programs and the impact it has had on their own pathways. At the end of the session, we'll highlight next steps around these exciting projects - and talk about how service providers in other regions can get involved in upcoming, Phase II testing efforts.

Presenters:

- **Donnalee Bell** (Canadian Career Development Foundation)
- **Bailey Pakehnam** (Employment and Education Centre)
- **Carol-Ann Preston** (Keys)
- **Rod Palmer** (CSE Consulting)
- **Karen Myers** (Blueprint)