

Inaugural

Reinventing Performance Management



Speakers & Participating Organizations



Course Leader
Pierre Lebel,
Epiphane Consulting and HR-Doctors



Course Leader
Sophia L. Levy-Presner,
Granite Global Solutions



Paul Boston,
Actus Performance Inc.



Cathie M. Brow,
Revera Inc.



David S. Cohen,
Strategic Action Group Ltd.



Eric Cousineau,
OCG Strategy and Organization Consulting



Terry Daly,
Catholic Children's Aid Society of Toronto



Francis Hartman,
my HR coach



Bonnie Langer,
AGF Management Limited



Leena Malik,
AGF Management Limited



Brian Martin,
Made to Measure HR Solutions



Akash Mittal,
Toyota Canada Inc.

Kyle Couch,
Spectrum Organizational Development Inc.

Elizabeth Horlock,
College of Nurses of Ontario

Dave Mignault,
City of Kingston

November 25 & 26, 2014, Toronto

Workshop Included:
Coaching & Feedback: Driving Performance

who should attend

Vice Presidents, Directors & Managers responsible for:
Privacy Compliance, Security, Internal Audit, IT & IS; General
Counsels, Corporate & In-House Counsel, Lawyers, Consultants

course highlights

- Examine the latest trends and future direction for performance management
- Explore the latest tools for tying employee performance to corporate performance to ensure organizational alignment
- See how to redesign incentives to drive productivity & engagement in today's work environment
- Learn how the latest technology can support PM strategies
- Uncover innovative ways to identify, engage and retain high performers
- Look at best practices for designing an effective performance management system & processes
- See tips for building a high performing workforce in your organization

Two-Day Event!

COURSE LEADERS

PIERRE LABEL

Pierre Label is President and Founder at **HR-Doctors and Epiphane Consulting**. He provides pragmatic insight and 20 years of corporate and global consulting expertise to bundle up the right solutions to enable leaders and organizations ramp up performance results.

SOPHIA L. LEVY-PRESNER

Sophia Levy-Presner is Senior Vice President, HR at **Granite Global Solutions**. She has experience in the HR aspects of M&As for both global and North American companies.

CO-LECTURERS

PAUL BOSTON

Paul Boston is the President of **Actus Performance Inc.**, a human high-performance development firm located in Toronto.

CATHIE M. BROW

Cathie M. Brow is Senior Vice President, HR at **Revera Inc.** Prior to joining Revera she had over 20 years' experience in the HR and labour relations field.

DAVID S. COHEN

David S. Cohen is Founder of Strategic **Action Group Ltd.** His background spans both corporate consulting and education. He is considered a thought leader in the design of integrated HR processes.

KYLE COUCH

Kyle Couch is President & CEO of **Spectrum Organizational Development Inc.**, where he delivers customized training programs, organizational and leadership surveys.

ERIC COUSINEAU

Eric Cousineau is Managing Director & Founder at **OCG Strategy and Organization Consulting Inc.** He brings over 30 years of business consulting, specializing in strategy and implementation.

TERRY DALY

Terry Daly is Director, HR Services at the **Catholic Children's Aid Society of Toronto**. She is a seasoned HR Executive & Labour Relations expert with extensive change management & HR expertise.

FRANCIS HARTMAN

Francis Hartman is Chief Consultant at **HR coach**. She was instrumental in leading the first set of interest-based negotiations with a large national trade union.

ELIZABETH HORLOCK

Elizabeth Horlock is the Manager of HR at the **College of Nurses of Ontario** where she has been responsible for all aspects of HR.

BONNIE LANGER

Bonnie Langer is Senior Vice President, HR at **AGF Management Limited** and is an experienced HR leader with a wide ranging practice.

LEENA MALIK

Leena Malik supports the Organizational Development team at **AGF Management Limited**. She brings an integrated business perspective to organizational development.

BRIAN MARTIN

Brian Martin is Managing Director of **Made to Measure HR Solutions**, an HR consulting firm.

DAVE MIGNAULT

Dave Mignault is Manager Organization Development at the **City of Kingston**.

AKASH MITTAL

Akash Mittal is an Organizational Development Consultant at **Toyota Canada Inc.** He is responsible for programs and initiatives pertaining to performance management.

COURSE PROGRAM

PERFORMANCE MANAGEMENT: LATEST TRENDS

A re-evaluation and re-examination of your performance management practices is critical, as traditional methods are rapidly evolving to meet the realities of today's workforce. This session will examine the latest trends and future direction for performance management.

- Trends in performance management and their implications for the future
- Key performance management challenges in today's workplace
- Importance of implementing a formal performance management process
- How to incorporate various metrics into performance measurement plans
- Latest practices in leveraging technology to improve performance management

LINKING INDIVIDUAL PERFORMANCE TO ORGANIZATIONAL OBJECTIVES

The focus of performance management is on the realization & support of organizational strategic outcomes through the elevation of individual performance. This session will examine the latest tools for tying employee performance to corporate performance to ensure organizational alignment.

- Linking performance management initiatives to business outcomes
- Developing a measurement system for both your organization and employees
- Translating organization's goals to individuals
- Developing key performance indicators and building metrics competency
- Establishing and sustaining supportive organizational culture
- Integrating performance management with strategic intentions for competitive advantage

This program has been approved for 11 Continuing Professional Development (CPD) hours by HRP (HRPA™)



FP's live interactive Webcasts allow you to actively participate in events, from downloading all material distributed by lecturers to asking speakers questions.

While nothing compares to the experience of attending the live event, with its enhanced networking opportunities and direct contact with leading experts, for those unable to attend in person FP provides a convenient option to still benefit from this unsurpassed learning experience:

REDESIGNING INCENTIVES TO DRIVE PRODUCTIVITY & ENGAGEMENT

Aligning incentive practices with business goals is key to developing and sustaining a competitive advantage. But for many organizations, incentive programs were developed when the business realities and demographics were dramatically different than they are today. This session details how to redesign incentives to drive productivity & engagement in today's work environment.

- Ensuring incentives are flexible and can evolve along with changes in your company
- Trends in effective incentive ideas for today's employees
- Developing a sustainable incentive strategy that evolves with business change
- Designing a sustainable cost-effective rewards system
- Identifying performance competencies and ROI measures

TECHNOLOGY IN SUPPORTING PM STRATEGIES

To achieve true success, organizations must continually plan and connect all business areas to performance measurement. This can only be managed through harnessing the power of technology that reduces processing cycle time and improves planning and analysis. This session will focus on how the latest technology can support PM strategies.

- Choosing the corporate performance management technology best suited to organization
- Choosing a flexible performance management system
- Performance management vendor comparisons
- Leveraging technology to develop & execute realistic strategic plans
- Linking all phases of financial management to achieve effective corporate PM

IDENTIFYING & DEVELOPING HIGH PERFORMERS

With skilled labour shortage looming in many industries and company loyalty at an all time low, today's organizations need the latest winning strategies when it comes to identifying and developing high-potential employees. This session will examine innovative ways to identify, engage and retain high performers.

- Growing need for early assessment of high performing talent
- Identifying high potentials using informal and on-the-job assessments
- Latest developments in predictive skills and personality assessments
- Maintaining employee engagement of high performers
- Use of performance development reviews as a method of engagement and retention

MEASURING THE MATURITY OF YOUR PERFORMANCE MANAGEMENT PROCESS

This session will look at best practices for understanding the maturity of your performance management initiatives and identifying where on the continuum of performance management maturity your organization is today and how to move it to a higher level.

- How do you measure the maturity of your PM process?
- Establishing a framework for objective measurement that enables consistency across your measurement efforts
- Selecting key performance indicators for a PM process
- Adjusting PM process based on measurements that count

ROLE OF EMPLOYEE EVALUATIONS & METRICS

When it comes to measuring and evaluating employee performance, the key is to devise a measurement strategy that aligns HR activities with business strategy. This session will examine the process for selecting high priority metrics and evaluating different approaches to socializing workforce data with business leaders.

- Assessing and choosing high priority metrics aligned with decision making
- Implementing employee performance management
- Providing employees with tools necessary for smooth adoption of PM metrics
- Creating a culture attuned to HR metrics programs

DESIGNING AN EFFECTIVE PERFORMANCE MANAGEMENT SYSTEM & PROCESSES

From the initial design of a performance management system, to the realization of a performance culture requires careful and strategic planning. This session will explore how to:

- Assess and prepare the organization for a performance culture
- Identify benefits and mitigate risks
- Communicate with employees to achieve buy-in
- Evaluate and modify the program

DEVELOPING A HIGH PERFORMING WORKFORCE

In today's business world, a key to success is the ability to retain groups of strong individual performers and mold them into a high performing organization through the effective use of multiple HR programs including corporate performance management. This session will look at best practices for building a high performing workforce.

- Adopting a systems view of performance
- Designing organizational structures for high performance
- Aligning compensation to organizational performance
- Implementing feedback mechanisms to foster organizational learning

EMPLOYEE ENGAGEMENT TO BOOST PERFORMANCE

Through employee engagement, your company can sustain a higher level of individual commitment and productivity that will contribute to improving your bottom line. This session looks innovative employee engagement practices to boost performance

- Identifying what really motivates and inspires employees
- Focusing upon the drivers for personal fulfillment in the workplace
- Performance improvement engagement strategies
- Increasing opportunities for talent and performance recognition

WORKSHOP

COACHING & FEEDBACK: DRIVING PERFORMANCE

Coaching is key component of performance management as it provides employees with the direction, guidance and support that is required to clarify job responsibilities & behaviours, align personal & team goals with organizational strategy, and improve productivity. This workshop will explore best practices for providing coaching and feedback to drive performance.

- Differences between coaching and monitoring
- Developing a coaching program
- Best practices for providing feedback and praise
- Fitting coaching into the schedule
- Developing the business case for coaching

PROCEEDINGS

The "Proceedings" is your Web repository of learning resources for this event. It includes:

- the recording of the lectures at the forthcoming event itself, including documentation, slides and audio-visual;
- 25 or more carefully selected additional lectures (below), which are intended as a recommended enrichment of the course content, with many additional topics covered.

The price of the Proceedings (one user licence) is \$299 if you are attending in person or by Webcast; or \$799 otherwise.

Communicating Employee Performance Management

Karen J. Upshaw
The County of Simcoe

Collecting the Right Data

Tzvetanka Dobрева-Martinoва
Department of National Defence

Compensation Strategies that Pay for Performance

Uve Knaak
Canadian Western Bank

Formalizing & Auditing HR Processes and Procedures

Les Johnson
Quantium Inc.

HR VS. Management's Role in Driving Results

Michael Harwood
Deeley Harley-Davidson Canada

Role of the HR Business Partner in Organizational & Individual Performance

Arie Benaich
BMO Financial Group

How HR Adds Value to Growth and Sustainability

Ashley Bennington
Sheridan College

Using Workforce Metrics to Drive the Right People Behaviors / Results

Penny Benson
Hilton Suites Toronto/Markham

Workforce Productivity and Talent Management Metrics

Shashi Tuteja
Celestica Inc.

Aligning HR with Business Goals and Measures

Nigel Banks
Lifelabs BC

HR Metrics: Drivers for Business Performance

Gail Evans
The Wynford Group

Determining & Monitoring Recruitment Cost Per Hire

David Tighe
OriginHR / Randstad Recruitment Process Outsourcing

Applying Measurement to Selection Processes to Improve Employee Fit, Productivity and Retention

Colleen O'Brien-Wood, Ph.D.
Self Management Group

Using Measurement to Build Strong Leadership Capacity

Vince Molinaro
Knightsbridge

Evaluating Retention Strategies for High Performers

Edyta Pacuk
SPB Organizational Psychology Inc.

Measuring Your Employee Engagement Impact

Andrea Fraser, MIR
Bentall LP

Evaluating the Impact of Leadership Development

Victor Trotman
University Health Network

Using Measurement to Guide Employee Development and Training

Brett Knowles
pm2

Measuring Employee Performance to Promote Retention

Stacey Karpman
Future Electronics Inc.

Boosting Employee Performance and Productivity Through Engagement Strategies

Victor Trotman
University Health Network

Value of HR Metrics to the Organization & the Bottom Line

Ian J. Cook
BC Human Resources Management Association

Quantifying Employee Performance & Productivity

Ashley Bennington
BC Hydro / Simon Fraser University

Using Diagnostic Tools to Improve Human Capital ROI

Gail Evans
The Wynford Group

Workforce Planning Performance: Measuring Impact

David E.C. Huggins
Andros Consultants Limited

Implementing & Managing Your HR Scorecard

Dan Bishop
Ministry of Health Services

Registration: To reserve your place, call Federated Press toll-free at 1-800-363-0722. In Toronto, call (416) 665-6868 or fax to (416) 665-7733. Then mail your payment along with the registration form. Places are limited. Your reservation will be confirmed before the course.

Location: Courtyard by Marriott Downtown Toronto, 475 Yonge Street, Toronto, ON, M4Y 1X7

Conditions: Registration covers attendance for one person, the supplementary course material as described in this document, lunch on both days, morning coffee on both days and refreshments during all breaks. The proceedings of the course will be captured on audio or video.

Time: This course is a two-day event. Registration begins at 8:00 a.m. The morning sessions start promptly at 9:00. The second day ends at 5:00 p.m.

Cancellation: Please note that non-attendance at the course does not entitle the registrant to a refund. In the event that a registrant becomes unable to attend following the deadline for cancellation, a substitute attendee may be delegated. Please notify Federated Press of any changes as soon as possible. Federated Press assumes no liability for changes in program content or speakers. A full refund of the attendance fee less 15% administration fee will be provided upon cancellation in writing received prior to November 11, 2014. No refunds will be issued after this date.

Discounts: Federated Press has special team discounts. Groups of 3 or more from the same organization receive 15%. For larger groups please call.

Payment must be received prior to November 18, 2014

Phone: 1-800-363-0722 Toronto: (416) 665-6868 Fax: (416) 665-7733

TO REGISTER FOR REINVENTING PERFORMANCE MANAGEMENT

Name _____
 Title _____ Department _____
 Approving Manager Name _____
 Approving Manager Title _____
 Organization _____
 Address _____
 City _____ Province _____ Postal Code _____
 Telephone _____ Fax _____ e-mail _____
 Please bill my credit card: AMEX VISA Mastercard
 # _____ Expiration date: ____ / ____
 Signature : _____
 Payment enclosed: Please invoice. PO Number: _____

REGISTRATION COSTS

NUMBER OF PARTICIPANTS:
 COURSE: \$1975
 WEBCAST: \$1575*
 * One user licence
 COURSE + PROCEEDINGS:
 \$1975 + \$299 = \$2274
 WEBCAST + PROCEEDINGS: \$1874
 PROCEEDINGS: \$799*
 * One user licence
 NOTE: Please add 13% HST to all prices.
 Proceedings will be available 60 days after the course takes place
 Enclose your cheque payable to Federated Press in the amount of:

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 For additional delegates please duplicate this form and follow the normal registration process

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