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**Wednesday, May 16, 2018**  
**Toronto**

**2018 Conference Series**



**Karen Adams**  
President & CEO  
Fundserv Inc



**Carla Carmichael**  
VP Proj Assurance &  
Contr Mgt, Nucl Projs  
OPG



**Nathalie Clark**  
VP, HR TD Securities  
& Risk Management  
TD Bank Group



**Katherine Cooligan**  
Ottawa – Regional  
Managing Partner  
Borden Ladner Gervais



**Dr. Wendy Cukier**  
Professor, IT Mgt  
Ted Rogers Sch of Mgt  
Dir., Diversity Institute



**Catherine Gaulton**  
CEO  
Health Insurance  
Reciprocal of Canada

6<sup>th</sup> edition

# Women in Leadership

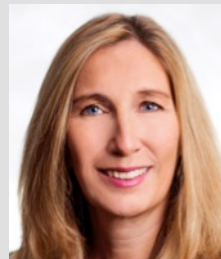
## Challenges and Opportunities



**Dr. Claudette Knight**  
VP, Talent Mgt and Dev.  
Meridian Credit Union



**F. Martin-DiGiuseppe**  
Founder and Principal  
Q4 Architects



**Lynn M. McGrade**  
Partner  
Borden Ladner Gervais



**Sharon Ramalho**  
SVP  
& Chief People Officer  
(Retired)  
McDonald's Restaurants



**Josie Scioli**  
Deputy City Manager  
Internal Corporate Svcs  
City of Toronto



**Lianne M. Thompson**  
Director, Quality  
Chartered Professional  
Accountants of Canada

*"Great tips. Fabulous energy. Great crowd."* – **MARIA ABOLINS, Project Management, LCBO**

## WHO SHOULD ATTEND

Executives, department heads, directors, senior managers, lawyers, accountants, and other professionals who are looking for strategies to become more effective leaders in today's business environment.

## JUST SOME OF THE REASONS WHY YOU SHOULD ATTEND

- Understand why your attitude becomes part of your personal brand
- Learn how to help employees reach their full professional potential
- Understand why a collaborative leadership style is key to effecting change
- Explore how we can build resilience as individuals and as leaders
- Hear some of the latest research and practice in employee engagement
- Find out how to approach continuous learning efficiently given the busyness of our lives

## WHAT ATTENDEES ACROSS THE COUNTRY ARE SAYING!

*"Content was relevant. A day to pause, reflect and listen. A spa day for the brain!"*

– NORAH ALEXANDER, Director Regional Operations, Western Division, Intact Insurance

*"I have many great ideas to bring back to work. I feel inspired as a woman in leadership."*

– KIMBERLY BENEDICT, ESP Focal Point – Production Leadership Team, Shell Canada

*"Very informative. Great concepts to incorporate in my own day to day leadership."*

– JANE BUTTON, Regional VP, Small Business, Conexus Credit Union

*"Opportunity to hear from engaging passionate women. I've made some wonderful contacts that I can reach out to."*

– SHARON HARRALD, Vice President, Human Resources, Investors Group

*"The event was exceptional in terms of inspiration and takeaways."*

– ROBYN HARTLEY, Senior Principal, Harris Leadership Strategies

*"The topics certainly make you think about your own experiences and how you conduct yourself in the workplace."*

– JOCELYN PERRY, President and CEO, Newfoundland Power Inc.

## PARTIAL LIST OF ATTENDING COMPANIES

Air Canada • Allstream • Astra Zeneca • BC Housing • BCLC • BDC • BHP Billiton • BMO • Bank of America • Bell • Bombardier • CATSA • CGI • CIBC • CMHC • *Cirque du Soleil* • City of Victoria • Cogeco • Concentra Financial • Conexus Credit Union • Dalhousie University • Davies • Deloitte • EDC • eHealth SK • Enbridge • Ericsson • Ernst & Young • Farm Credit Canada • Fraser River Port Authority • Government of Ontario • Greater Victoria Public Library • ICAA • Iron Ore • KPMG • Laurentian Bank • MNP • MPI • McMillan • Medisys • Memorial University • Molson • NSLC • National Bank of Canada • Ontario Power Generation • *Ordre des ingénieurs du Québec* • Osler, Hoskin & Harcourt • Pfizer • Port of Halifax • Pratt & Whitney • PwC • RBC • Radio Canada • Red River College • Royal BC Museum • SaskEnergy • Scotiabank • Shell • Sobeys School of Business • Standard Life • Sun Life • TD • Ted Rogers School of Management • TELUS

## FEMMES DE CARRIÈRE EN INTERACTION - CAREER WOMEN INTERACTION (FCI-CWI)

FCI-CWI is a leading provider of leadership conferences for women executives and professionals across Canada. With high calibre speakers from a cross-section of industries, the conferences provide attendees with strategies to become more effective leaders.

6<sup>th</sup> edition

# Women in Leadership

## Challenges and Opportunities

**8:15 Registration and networking breakfast**

### **SESSION 1**

**Chair: Dr. WENDY CUKIER, Ted Rogers School of Management**

**8:45 Opening remarks of Chair**

**8:50 – 9:25 Our work is not done!**

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**KAREN ADAMS, President & CEO, Fundserv Inc**

Women in leadership positions today have a responsibility to pave the way for younger women to progress in their careers. We have a responsibility to our daughters – and our sons – to demonstrate how women and men can work together to effect change. This engaging and entertaining talk will give you practical advice on:

- What to stop doing
- What to start doing
- Why it matters to all of us

**9:25 – 10:00 Credibility matters**

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**KATHERINE COOLIGAN, Ottawa – Regional Managing Partner, Borden Ladner Gervais LLP**

The goal of any leader is to have those we lead know the answer to the question: Why should I follow you? One of the most important qualities a leader must possess is credibility. Credibility is measured by several important traits including:

- Walking the talk and leading by example, with consistency
- Honesty, sincerity and respect through the span of experiences, good and bad
- Competence and accountability

A leader who portrays these traits will gain the respect she needs to establish a loyal following and accomplish her goals.

**Reserve now: [registration@fci-cwi.com](mailto:registration@fci-cwi.com)**

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## 10:00 – 10:15 Networking break

## 10:15 – 10:50 Choosing your attitude

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### **NATHALIE CLARK, Vice-President, HR TD Securities & Risk Management, TD Bank Group**

*"Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it."* – Lou Holtz. Attitude is more than a way of thinking. In the workplace, your attitude is the way you choose to behave and the way others ultimately view you. Your attitude becomes part of your personal brand. In this presentation, Nathalie Clark will talk about:

- Why attitude matters
- Controlling your attitude
- Attitudes are contagious

## 10:50 – 11:25 How to bring out the best in others

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### **FRANCES MARTIN-DiGIUSEPPE, Founder and Principal, Q4 Architects**

Learning how to empower employees is a powerful tool for every organization. Building a positive corporate culture and helping employees to reach their full professional potential requires multiple strategies and opportunities for growth. Frances Martin-DiGiuseppe will discuss how Q4's Independent Development Program focuses on education, mentorship and experience, along with employee empowerment strategies including:

- Fostering positive team accountability
- Empowering employees to maximize their potential
- Providing feedback and learning how to listen
- Recognizing limitations
- Teaching employees how to positively learn from mistakes

## 11:25 – 12:00 Fostering a culture of innovation

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### **LIANNE M. THOMPSON, Director, Quality, Chartered Professional Accountants of Canada**

Innovate! We hear this all the time – a call to organizations to change, transform, create in order to succeed. But the concept of innovation cannot stand alone – it needs to be part of an organization-wide commitment to excellence and evolving the company's culture to support imagination and resourcefulness. Lianne Thompson will discuss the trials and exciting triumphs in leading an organization on an excellence journey and the key elements that support innovation:

- Leaders who welcome, promote and support creativity
- Continual improvement – planned, progressive improvement over time
- Employee involvement and true engagement in innovation

## 12:00 – 1:00 Networking lunch

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**Reserve now: [registration@fci-cwi.com](mailto:registration@fci-cwi.com)**

## SESSION 2

Chair: LYNN M. McGRADE, Borden Ladner Gervais LLP

### 1:00 – 1:35 Effecting change through collaboration

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#### Keynote:

**SHARON RAMALHO**  
**Senior Vice President & Chief People Officer (Retired)**  
**McDonald's Restaurants of Canada Ltd.**

Changing and evolving are necessary for continuous growth and success. And a collaborative leadership style is key: leading the process, but not necessarily the outcome. The process involves bringing the right people together in order to bring about a change. In this presentation, Sharon Ramalho will discuss:

- Identifying the need to change
- How to build the case for change
- Effective change techniques through collaborative efforts

*Sharon Ramalho is an experienced Senior Vice President and Chief People Officer, with a demonstrated history of working in the restaurant industry, both in Canada and Europe. She is skilled in People Leadership, Customer Service, Talent Development, Change Management, Mentoring and Coaching. Strong business and human resources professional who is currently taking a hiatus, after achieving a life long goal of retirement at 50. Sharon enjoyed a long and award winning career with McDonald's Restaurants of Canada Ltd. Sharon joined McDonald's Restaurants of Canada Ltd in 1983, as a Crew person in Brampton, Ontario, working part time, while attending high school. After making the decision to accept a Management Trainee position, she rose through the restaurant ranks holding various positions, including Assistant Manager, Restaurant Manager, Training Consultant and Operations Consultant. Sharon moved to Russia in 1991 for a couple of years, as part of the Canadian team that developed the McDonald's business there. She returned to Russia in 1996 to support restaurant operations and expansion into 40 cities. Sharon remained with McDonald's in Europe until the end of 2005. During her time away from Canada, she worked in Russia, Hungary and Scandinavian markets. Upon returning to Canada, Sharon held several roles, including Director of Menu Management, Director of Operations and Director of Field Service. From 2009 through 2014, she held the position of Vice President – Ontario Region, closely working with the 90 Franchisees and 450 Restaurants in the province. During her five years as the Regional Vice-President, the Ontario Region was the top-performing region in North America for sales and guest count growth. Her ability to build strong relationships with the franchisees, together with using business insights and data contributed to the regions' success. In her most recent role of Senior Vice President and Chief People Officer, Sharon worked hard to ensure the McDonald's People Promise, to value each and every employee, was in place for over 90,000 employees, within franchised restaurants, company operated restaurants and corporate offices across Canada. This is a role that she embraced with her own special brand of enthusiasm and her contagious passion for the company's business and people. In her two and a half years as the CPO, Sharon and her team created a new People Vision and entrenched a 3-year People Strategy. All of this helped accelerate the People programs and practices across Canada and built on the strong foundation as an employer of choice. Sharon has been recognized throughout her career by McDonald's. She received the Golden Maple Leaf Award in 1998, the President's Award in 2001 and 2008, and the Global Women's Leadership Award in 2009 and 2012, in addition to a number of team awards.*

Reserve now: [registration@fci-cwi.com](mailto:registration@fci-cwi.com)

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## 1:35 – 2:10 Building resilience

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### **CARLA CARMICHAEL, Vice President, Project Assurance & Contract Management, Nuclear Projects, Ontario Power Generation (OPG)**

Resilience, leadership and performance are inextricably linked. Resilient leaders regain footing quickly when things go wrong, and use adversity to their advantage. How can we build resilience as individuals and as leaders? This presentation will discuss the personal and professional benefits of building resilience, including:

- Bouncing back from adversity
- Thriving on challenge
- Creating a culture of resilience

## 2:10 – 2:25 Networking break

## 2:25 – 3:00 Employment engagement: A critical leadership challenge

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### **CATHERINE GAULTON, CEO, Health Insurance Reciprocal of Canada (HIROC)**

Until relatively recently, employee engagement piece was long considered a “back-burner” issue for leaders. Even today, many employers are steeped in the language of employee satisfaction if they are dealing with the issue at all. Many strategic plans do not name employee engagement as a priority. Catherine Gaulton believes that organizational success cannot be fully realized in the absence of employee engagement. Leaders not placing it on their priority list may well be holding back their brand / organization. During her talk, Catherine will:

- Provide some of the latest research and practice in employee engagement
- Clarify the current definitional quagmire
- Identify priorities and opportunities for action to have a truly engaged workforce

## 3:00 – 3:35 Designing and implementing new initiatives

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### **JOSIE SCIOLI, Deputy City Manager, Internal Corporate Services, City of Toronto**

Leveraging human capital and increasing engagement is a primary focus for addressing the disruptive digital economy at the City of Toronto. To begin, a strategic city-wide response to business driven transformation and the rise of tech savvy millennials in the workplace includes the war room concept, office modernization and maximizing the value and efficient use of the City's land and property assets to name a few. The collaborative power of the best talent designing and implementing new initiatives will bring the City of Toronto into the 21<sup>st</sup> century.

- Investing in change by investing in people
- Employee Engagement as top priority
- Dedicating resources specific to transformation

**Reserve now: [registration@fci-cwi.com](mailto:registration@fci-cwi.com)**

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## 3:35 – 4:10 Committing to continuous learning

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### Dr. CLAUDETTE KNIGHT, Vice President, Talent Management and Development, Meridian Credit Union

The global pace of change demands that we all continuously learn in order to thrive personally and professionally. The challenge for many of us is where to focus and how to approach learning efficiently and effectively given the busyness of our lives. This interactive session will present some ideas and tools to help you craft an approach that can work for you by addressing the following questions:

- What mindset do I need to maximize my learning?
- Where should I focus my learning?
- How do I make continuous learning enjoyable and sustainable?

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## 4:10 Closing remarks of Chair and end of conference

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### Quotes about Challenges and Opportunities

*"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."*  
– WINSTON CHURCHILL

*"Any work that's worth doing has its challenges as well as its opportunities. That's true if you're running a business, it's true if you're trying to help on a campaign."*  
– CARLY FIORINA

*"Opportunities are usually disguised as hard work, so most people don't recognize them."*  
– ANN LANDERS

*"If a window of opportunity appears, don't pull down the shade."*  
– TOM PETERS

*"If there are challenges thrown across, then some interesting, innovative solutions are found. Without challenges, the tendency is to go on the same way."*  
– RATAN TATA

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# WOMEN IN LEADERSHIP CONFERENCE

Wednesday, May 16, 2018  
RCMI, 426 University Avenue, Toronto

## REGISTRATION FORM

Please print clearly.

FIRST NAME \_\_\_\_\_ LAST NAME \_\_\_\_\_

COMPANY \_\_\_\_\_ TITLE \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ PROVINCE \_\_\_\_\_ POSTAL CODE \_\_\_\_\_

TELEPHONE \_\_\_\_\_ FAX \_\_\_\_\_ E-MAIL \_\_\_\_\_

SIGNATURE \_\_\_\_\_ REFERRED BY \_\_\_\_\_

Check applicable rate:

### SAVE \$200 Register by March 31

Early-bird rate: Register and pay by March 31, 2018

\$799 + HST \$103.87 = \$902.87

Regular rate: Register and pay by April 30, 2018

\$999 + HST \$129.87 = \$1,128.87

GST: 85486 8437 RT0001

### SPECIAL RATE! 4 people for the price of 3

Register 3 people at applicable rate at the same time,  
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Please make your cheque payable to CAREER WOMEN INTERACTION and mail it to:

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Montreal (Quebec) H3A 0A5

To pay by credit card: <http://www.fci-cwi.com/toronto-2018-spring/>

In case of cancellation:

To cancel your registration, send an e-mail to [registration@fci-cwi.com](mailto:registration@fci-cwi.com). Cancellations received by April 16, 2018 will incur a cancellation fee of \$250 + HST. The registration fee + HST will be forfeited for cancellations received after April 16, 2018; if you have not paid the registration fee, you will be invoiced for the full amount of the registration fee + HST. A substitute attendee is welcome.

FCI-CWI may cancel the event if deemed necessary and will provide a full refund. No liability is assumed by FCI-CWI for changes in program date, content or venue.

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