

I4PL Annual Conference

| | Time | Function | Speaker(s) | Room |
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| Tuesday, October 8, 2019 | | | | |
| | 7:30AM – 5:00PM | Registration | | |
| | 7:30AM – 5:00PM daily | Exhibitor Area | | |
| | 7:30AM – 8:30AM | Breakfast | | Grand Ballroom |
| | 8:30AM – 9:30AM | Keynote <i>Shaping the Future of Online Learning and Training – Dr. Stephen Murgatroyd, Chief Innovation Officer, Contact North</i> | Dr. Stephen Murgatroyd | Grand Ballroom |
| | 9:30AM – 10:00AM | Coffee Break and Visits to Exhibitor Booths | | Foyer |
| | 10:00AM – 11:00AM | <p>Performance Consulting and Instructional Design</p> <p>Embedding Sustainable Innovation: The Sleep Country Story Many organizations are focused on innovation, but sustainable innovation is often elusive. Sustainable innovation needs to be embedded in the culture and part of the work of every associate and team. There also needs to be an ongoing process to refresh the focus on innovation so that it stays vibrant and motivating. The question is: How can you embed sustainable innovation in your organization? This workshop describes the key elements in embedding sustainable innovation. We then share the Sleep Country Canada story that includes why they chose to focus on innovation, how they proceeded to develop embed innovation in the culture, and how they are keeping it alive so that it stays as a priority for all associates.</p> <p>Leading a Business Focused L&D Team</p> <p>Business Impact Mapping Business Impact Mapping is a simple, but powerful technique that helps organizations ensure their learning solutions are aligned to the needs of the business. Used most commonly when developing new learning solutions, impact mapping helps link learning objectives to the key job performance objectives that ultimately drive desired bottom line results and strategy. In this session, you'll learn what an impact map is, why it's used, and when to use it. You'll assess your organization's need for mapping and discover the many benefits it offers. We'll discuss desired outcomes at three levels: Learning, Job Performance, and Organizational Results. You'll get your feet wet working on a mini- case study describing a slightly messy—but real- world—business situation. Together we'll analyze the business situation and collaboratively construct an impact map creating a clear line- of- sight that aligns training objectives with Job Performance, and Organizational Outcomes.</p> <p>Managing Change for Results: New Perspectives</p> <p>Nimble: Building your Agility at the Front of the Room This facilitation training responds to three truths: 1. Complexity requires collaboration, but getting the right people together is not enough to ensure collaboration is effective. Groups need structure. 2. Life's too short for boring, unproductive meetings. Groups need engaging processes. 3. Given we can't predict accurately what will happen, we need to build our capacity to be responsive. Groups need to be nimble.</p> | <p>David Weiss & Youmna Saikali</p> <p>Lynette Gillis & Allan Bailey</p> <p>Rebecca Sutherns</p> | <p>Osgoode Ballroom East</p> <p>Willow Room</p> <p>Osgoode Ballroom West</p> |

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| | | Nimble facilitation provides groups with structure and engagement while staying responsive to changing conditions. Nimble: Building your agility at the front of the room will equip you with practical skills and tools to design and lead group sessions that are purposeful and dynamic, even when they take surprising turns. Learn to plan thoroughly, then loosen your grip on that plan. Leave with confidence that you can transform time wasted as a group into time well spent. | | |
| | 11:15AM – 12:15PM | <p>Learning Analytics and Data The Impacts of Data Science, Machine Learning and Artificial Intelligence on Learning and Development Data Science, ML & AI are transforming learning and talent development. They improve, empower, and reshape the TD industry and will end the L&D as we know it. In this session, the focus will be the application of Data Science, Machine Learning and Artificial Intelligence in Learning and Development, the ways it's being transformed and the future of our industry.</p> <p>Enabling Performance Through Technology Going Mobile at Loblaws - Onboarding in a Bring-your-own-device World In 2018 Loblaw Companies Limited launched a new best practice, technology driven onboarding program for its front- line team members in grocery stores across the county. It is a custom built mobile- learning based program designed to be completed Anytime, Anywhere and on Any Device. With a young workforce who is technology savvy and eager to access learning in the moment of need, this solution meets their needs by combining must know knowledge with elements of gamification with hands- on practice. Join us in this session to learn more about the Loblaw journey and assess if your organization is ready to leave the classroom behind and embrace a technology driven mobile learning curriculum.</p> <p>Managing Change for Results: New Perspectives The Meta-Skilled Organization: Building the Capability to Evolve Skills allow us to execute. Meta- skills like empathy, resilience, creativity, and self- awareness allow us to evolve. As organizations and industries face increasingly rapid change and disruption, in which job descriptions are fluid and agility is essential, meta- skills are fast becoming the currency of talent. Packed with ideas on both how to foster the development of meta- skills for yourself, and how to build meta- skilled organizations as stewards of talent, this keynote lays out a framework for six key meta- skills that allow individuals and organizations to see clearly, move quickly, and stay the course.</p> | Alan Bostakian Maggie Carter, Irina McQuade & Dawn Stephens Dane Jensen | Osgoode Ballroom East Osgoode Ballroom West Willow Room |
| | 12:30PM- 1:30PM | BUFFET LUNCH | | Grand Ballroom |
| | 1:45PM- 2:45PM | <p>Performance Consulting and Instructional Design Designing multi-cultural social- and behaviour-based content results in increased knowledge retention beyond traditional intervention metrics We've all seen measurement models of diminishing knowledge retention due to time and type of intervention. What if I tell you that you can design content that will increase knowledge retention over 62% six months post- intervention and address your company's need to increase learner engagement of your multi- generational and multi- culturally rich organization? Traditionally, this is less than 25%.Wouldn't you want to know how to design behaviour- based content that links to your company's current challenges? From the neuroscience of boredom, jadedness, and annoyance to social interaction- and technology- to- human competency- based learning activities. You will get new</p> | Robin Yap | Osgoode Ballroom West |

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| | | <p>tools resulting from a four- year study of over 2150 learners including a federal grant ethnographic Canadian newcomer with advanced degrees research on how they learn in the workplace. Result: A new toolkit from a highly interactive session, a way to upcycle your existing toolsets, and a fresh perspective of why we are motivated to learn in the first place.</p> <p>Enabling Performance Through Technology Making the Leap to Virtual - Are Your Facilitators Ready? Are you and your team ready to make the leap to virtual? Or maybe you are mid- leap and you can see some obvious skill gaps? Are you ready to clarify expectations and coach to achieve "Virtual Facilitation Excellence"? This will be an interactive and highly engaging session with Moe Poirier, Founding Partner at Shift Facilitation. In this workshop you will be challenged to complete a fitness assessment to test your team's readiness to achieve "Virtual Facilitation Excellence". You'll walk away from the session with a practical and powerful benchmark of where you and your team are at today, the gaps you observe, and a clearer set of expectations and priorities for future growth and development.</p> <p>Leading a Business Focused L&D Team Motorcycle Metaphor for Lifelong Learning As Learning Leaders, our impact on others is supercharged and we are often unaware of it. We take actions that have outcomes and those outcomes can either have an intended impact or an unintended impact. Learn how to leverage your impact and take responsibility when your impact creates a mess. To move forward in our career and life, we can't do it alone. Asking for help can sometimes put us in a vulnerable place. Connect with that vulnerability to get the help you need to move forward by removing your ego from the situation. Finally, we will delve into target fixation where our brain perceives an obstacle in front of us as our true objective. We will develop the skill of removing yourself from target fixation so you can move in the direction of your true objective.</p> | <p>Moe Poirier</p> <p>Michael Wallace</p> | <p>Osgoode Ballroom East</p> <p>Willow Room</p> |
| | <p>3:00PM-4:00PM</p> | <p>Performance Consulting and Instructional Design Human Centric: Using Design Thinking to Bring Empathy, Innovation and Agility to your Learning Solutions If you are human and are responsible for the learner experience for other humans, this is a session you won't want to miss! We live, work and learn in a digital world. But even with digital disruption of machine learning and AI – in fact, BECAUSE of digital disruption, our work as L&D professionals requires the skills that make us uniquely human. To be future ready we need to be innovative and agile and we need to build solutions with empathy. Design Thinking is a core skill that all professionals can use. In this session you will learn to apply some simple techniques so your learning solutions are human- centric and truly provide the experience you want your people to have. You will leave with Design Thinking micro- practices that you can use to apply and develop your skills and some new ideas on using prototypes during your design and development process.</p> <p>Learning Analytics and Data Making workforce skills visible with digital credentials Open Badges represent a new portable standard for “smart” digital credentials that make skills visible and actionable. Companies such as IBM, SAP and Amazon are pioneering their use for workforce development. Educational institutions are using them to ease students' transition to the workplace. In this interactive workshop, you'll learn about Open Badges as digital credentials of skills. You'll see real examples of badges in action at employers such as IBM, EY, and Doctors Without Borders and from educators such as Open University, Waterloo and Ryerson. You'll have an introductory experience in designing a</p> | <p>Sue Donnelly</p> <p>Don Present</p> | <p>Osgoode Ballroom West</p> <p>Willow Room</p> |

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| | | <p>badge that can recognize skills in ways that are useful to HR, line managers and employees. You'll work with tools that we provide to develop the capability to create your own badges. You'll leave bursting with ideas on how to start your own badging initiative!</p> <p>Managing Change for Results: New Perspectives Improvisation for Leading Through Change</p> <p>A series of exercises introduces participants to the core principles used by improvisers for good communication and collaboration both on and offstage. Key concepts explored include: Staying Others- Focused, Gratitude for Information, Active Listening, Follow the Follower, and our fundamental tenet of Yes And – the cornerstone of improv philosophy. With a foundation of improv philosophy in place, focus shifts to how improv can specifically help when navigating uncertainty and how leaders can establish environments that foster a positive outlook on change. Key areas of focus include: becoming comfortable being uncomfortable, taking responsibility for the message, using Yes And in the face of No, leveraging insights and resources from fellow ensemble members, and creating a risk- tolerant environment that accepts small failures as crucial steps on the path to greater success in the process of adapting to change. In Ensembles, we say, "Got your back."</p> | Lindsay Leese, Lee Smart & Nigel Downer | Osgoode Ballroom East |
| | 4:15PM – 5:30PM OPENING RECEPTION AT THE SHERATON HALL EAST | | | |
| Wednesday, October 9, 2019 | | | | |
| | 7:30AM – 8:30AM | Breakfast | | Grand Ballroom |
| | 8:30AM – 9:30AM | <p>Keynote <i>The Gen Z Learning Journey from Higher Education to the Workplace</i> Giselle Kovary, President, n-gen People Performance Inc.</p> | Giselle Kovary | Grand Ballroom |
| | 9:30AM – 10:00AM | Coffee Break | | Foyer |
| | 10:00AM – 11:00AM | <p>Performance Consulting and Instructional Design Digital Learning 4.0: How to Guarantee Measurable Learner Impact Where Others Have Failed</p> <p>Digital Learning 4.0 - How can you create digital learning that sticks? For online learning to yield tangible results, a number of elements need to be deployed in parallel and constantly adjusted throughout the learner's journey. In this session we will examine the 7 key success factors which ensure that learners are not only engaged, but also transfer their learning into meaningful actions in their professional and personal contexts. Attendees at the end of this session will have been made aware of the typical traps many executive education providers fall into as they seek to expand their reach through the use of digital learning offerings. They will also have had the opportunity to reflect on the pedagogical principles that underpin successful online e-learning and will leave the session equipped with the key success factors that will guarantee measurable impact from the online programs they design, produce and deliver.</p> <p>Learning Analytics and Data Powering Next-Gen Learning with xAPI & VR</p> <p>Virtual reality technologies have long been just out of reach for the mainstream. However, recent VR innovations have allowed instructional designers and learning engineers to create and distribute custom VR content in ways that make it a</p> | <p>Paul Hunter</p> <p>John Blackmon</p> | <p>Osgoode Ballroom West</p> <p>Willow Room</p> |

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| | | <p>transformative part of training and learning programs. When combined with xAPI, these futuristic technologies allow us to gain never before captured insights from next- gen digital experiences. In this session, you will learn about the benefits of VR training and explore case studies that demonstrate how organizations are designing and building their own xAPI- enabled 360- degree VR content to support employee learning when it comes to safety, soft skills, and onboarding.</p> <p>Leading a Business Focused L&D Team Learning Uncovered: An Employee's Perspective "Learning is happening! It goes on all the time with or without our influence. With the explorations around 70/20/10 and the associated kinds of learning captured in each domain, it is evident that the volume of Learning in the 70% domain, the one mostly associated with overcoming on the job challenges, is paramount. The related experiences and challenges while on the job provide the greatest opportunity to maximize individual development investment. But what are they? A number of Learning Moments can be readily identified. However some might be less obvious such as Project Post Mortems" and "Team Meetings". The objective is not to capture and institutionalize but to uncover, encourage and invest in maximizing time around these “people” practices. Mapping these Learning Moments within identified People Practices is what we call a “Learning Lane”, the journey of learning through the eyes of an Employee."</p> | <p>Michael Nolan & Greg Smith</p> | <p>Osgoode Ballroom East</p> |
| | <p>11:15AM – 12:15PM</p> | <p>Performance Consulting and Instructional Design Bring the LOVE: Learn How to Create an Experience Selling is about getting others to fall in love with what you’re selling. This is especially true when what you’re selling is not just a product, but an experience. And if you don’t love what you’re selling, then how are you going to convince someone else? Looking for love turned what started as product knowledge training into something entirely refreshing and future ready...a foundational program that builds on three themes of learn, love and live (get to know the product, become a product connoisseur, and get others to love our products). Join Lydia Sani and Luben Blagoev as they describe the journey Weston Foods took to design, develop and build the content and how Redwood provided value every step of the way as a trusted partner and influencer. Attendees will also get an Artisan bread experience with Weston Foods’ best-selling ACE signature baguette.</p> <p>Enabling Performance Through Technology Game On: Taking Gamified Learning to the Next Level In an increasingly busy digital world, the demand for attention- grabbing, innovative and engaging learning that draws on the behavioural science of motivation and reward is higher than ever. Learners are no longer satisfied or stimulated by standard eLearning courses. Gamification offers a solution and large corporations including Google, IBM and Salesforce have successfully incorporated it into their organizations. Through clever and thoughtful game design, business leaders can encourage employees to interact with learning materials, increasing engagement and knowledge retention. In this session, Metrix will walk participants through a recent project where we designed and developed a largescale, multi- channel gamified learning experience for a US- based salesforce. This experience included multichannel gameplay including physical elements, augmented reality, and digital online components. During the session, participants will have the opportunity to prototype a simple gamified learning experience. Metrix will also share some lessons learned from implementing a large- scale gamified learning experience.</p> <p>Managing Change for Results: New Perspectives Leading Innovation: Mindsets for Architecting the Future With the pace of change accelerating and disruption happening across every industry, today's leaders face a predicament. Not only must they continue to manage the business of today, driving increasing efficiency, productivity and profitability.</p> | <p>Lydia Sani & Luben Blagoev</p> <p>Daniel O Sullivan & Jessica Knox</p> <p>Melissa Quinn</p> | <p>Willow Room</p> <p>Osgoode Ballroom East</p> <p>Osgoode Ballroom East</p> |

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| | | They must also be responsive to the changing environment and become architects of the future of their organizations. But the traditional business mindsets and behaviours that have made many leaders successful to date are actually preventing them from succeeding in the face of change and disruption. Innovation thought leader and former Dublin by Deloitte COO, Melissa Quinn, explores the mindsets that people must embrace in order to lead innovation, and teaches practical skills everyone can leverage to adopt innovation mindsets. | | |
| | 12:30PM – 1:30PM | BUFFET LUNCH | | Grand Ballroom |
| | 1:30PM- 2:30PM | <p>I4PL Tracks</p> <p>Learning Analytics and Data</p> <p>7 Steps to Making Self-Assessment Work</p> <p>As a stand- alone, the story of self- assessment (SA) sounds more like a crisis: it’s the most biased form of assessment, most aren’t equipped to do it well, and we are predisposed to biases that undermine its validity. And yet, it’s gaining in popularity! Unfortunately, this means many of us are making big decisions using faulty data. But there’s good news! Self-assessment is a learned skill, and we can take steps to improve when, why, and how we use it. Moreover, building self- assessment skills comes with a host of other benefits that support the future of work. For example, SA strengthens self- monitoring and metacognition, giving us more reliable autonomy to self- direct our learning and development. Better self- assessment also strengthens the coaching relationships that are fundamental to learning culture. This session will equip you with 7 strategies to improve SA that you can use now to get better data.</p> <p>Enabling Performance Through Technology</p> <p>Open World Digital Gaming for Professional Education: Autopoietic Systems, Hyper Reality Gameworlds and Mixed Reality</p> <p>Open gameworld design is the use of immersive technology to create effective simulations for professional education and training using game elements and positive psychology. Its origins lie in the work of Simon Fraser University over the past 15 years across many grants and research initiatives to optimize its use. In this session we will examine some new key concepts for using this technology. Autopoietic learning refers to self- generative education, where we use a newly developed process of building domain- based learning to create an open, learner- controlled experience. Hyper Reality refers to the use of simulacra and other elements to populate this open world simulation with virtual objects. Virtual objects may include simulated people, organizations or physical objects such as construction sites or medical devices. Virtual objects must be designed using "life- paths" which describe how these objects will behave as learners interact with them. Don't learn the facts, be the facts!</p> <p>Managing Change for Results: New Perspectives</p> <p>Clinical Rounds in a Non-clinical Setting</p> <p>For decades, hospitals have been using clinical rounds to share knowledge and achieve the best possible outcomes for their patients. This method not only has clinical application, but can also be applied in a non- clinical setting to explore complex problems in a goal- oriented manner. As trainers, we can employ this technique to constructively analyze unique and interesting cases within the workplace, even situations which led to a catastrophic result. Members of multidisciplinary teams have a forum to pose questions which they may otherwise be hesitant to ask, or provide constructive feedback which they may not otherwise have an opportunity to voice. Because rounds focus on real- life situations with the goal of improving future performance, they are incredibly relevant and naturally lead to meaningful lessons for the whole team to share and champion.</p> | <p>Lindsay Valve</p> <p>David Chandross</p> <p>Raymond Angod</p> | <p>Osgoode Ballroom West</p> <p>Osgoode Ballroom East</p> <p>Willow Room</p> |

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| | <p>2:45PM-3:45PM</p> | <p>Performance Consulting and Instructional Design Mechanics and the Motivators: A Deliberate Approach to Gamifying Learning Experiences When it comes to creating gamified or game- based learning experiences, most practitioners throw game mechanics at a program without a methodology or rational strategy. They assume that what is fun for them will be fun for their participants. The result is hit- or- miss. When budgets and time are in short supply, organizations cannot afford such an approach. This session outlines a practical approach to determining which game mechanics will motivate a targeted audience. You learn how an empirically based taxonomy of core human desires predicts what will be “fun” for specific participants, why some people like competition while others prefer quiet concentration, and still others enjoy letting it all ride on black. Now, instead of trying to force everyone to play, you create experiences they want to engage with.</p> <p>Learning Analytics and Data Leveraging Learning For Enterprise Impact: Success Stories Of Learning-Driven Change Organizations today face a relentless pace of change. Learning can be a key driver of these changes. Truly effective learning happens when ideas change how work is done, contributing to desired business outcomes. Josh Bersin calls this “learning in the flow of work,” where teams need to “learn something, apply it, and get back to work.” We’ll explore two sides to the learning equation that’s required for change: delivering learning in ways that support individual behaviour change, and leveraging technology to measure learning outcomes, increasing L&D’s influence in the process. We’ll bring several success stories from our experience with clients, including how a small learning and culture change program resulted in 13% revenue growth in less than 12 months. There will also be time for discussing how to apply lessons from this case study to current programs and projects that attendees have underway.</p> <p>Enabling Performance Through Technology Enabling an Agile Culture Through Learning Technology Agility is a key need for businesses today. To get there, organizations need to look at creating best-in-class career experiences for their people and the opportunity to gather real-time insights that inform smart decisions. Traditional performance management doesn’t work anymore and many engagement scores show a massive desire for more access to career support and better communication. It is critical to look at the next wave of performance management and career tracking that focuses on progression and learning. In this session, we share strategies on how to integrate technology in order to drive career ownership and mobility, a culture of agility and the ability to connect employees and managers in a way that is simple and effective. We will share case studies of leading global organizations that have leveraged technology to drive key results in engagement and agility.</p> | <p>Jonathan Peters</p> <p>Alyssa Burkus</p> <p>Liane Taylor & Anne Fulton</p> | <p>Osgoode Ballroom East</p> <p>Osgoode Ballroom West</p> <p>Willow Room</p> |
| | <p>3:45PM – 4:15PM</p> | <p>Coffee Break</p> | | <p>Foyer</p> |
| | <p>4:15PM – 5:15PM</p> | <p>Enabling Performance Through Technology Speed Dating L&D Tech Tools Get Tech Savvy with online and in- class courses! A little bit of tech enhancement can make a big difference to your learning content. Join Garima as she scratches the surface of many tools that will add interactivity and engagement to your L&D efforts. Show off your new- found tech- ability in your next in- class session, webinar or e- learning course. Get introduced to a variety of tools, pick the few that are most useful to you, and explore them in further depth using provided resources. This interactive session will be a hands- on, BYOD workshop designed to give you the lay of the tool land. Most of these tools are free or low- cost. The tools include, online persona creation, H5P interactive videos, AR, live polling in a class, branching with</p> | <p>Garima Gupta</p> | <p>Osgoode Ballroom West</p> |

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| | | <p>Twine, best kept secrets for diagrams and visuals, instant email surveys, pro project management, closed captioning tools and more..</p> <p>Leading a Business Focused L&D Team Creating an Agile Learning and Performance Function Learning and development is feeling challenged to keep pace with the speed of business as it continues to be transformed by digital technologies. While the business is adopting modern work methods like Agile and Lean Innovation to manage complexity and uncertainty, many learning functions are stuck in older management and solution development practices that simply can't produce the outcomes needed by our organizations. The management playbook emerging from applications of agile, lean and design thinking in the technology world has much to offer the learning and development community as it strives to maintain relevance in the modern workplace. This two- part presentation will help you use Agile approaches to manage learning functions and projects. Part 1 will provide an Agile model and supporting methods for leading and managing a learning function. Part 2 will provide a proven agile methodology for rapidly creating and learning design and development projects.</p> <p>Managing Change for Results: New Perspectives Psychological Safety - A Simple Look at How to Create a Workplace Where We Can Be Ourselves Shape an organization worth working for. Imagine a workplace where employees come to work with the belief and knowledge that they will not be punished or humiliated for speaking up. This would lead to better retention, more engagement, innovation, inclusion, and ultimately better results. "If I believe my boss and organization care for me, I'll give it my all." C.A.R.E™ is a simple model of logical leadership and a set of daily leader habits that creates psychological safety. Through our contemporary learning approach, we create safe spaces that allow leaders to self- discover their current reality, stripping away technical expertise, and focusing on leadership behaviors. Today's talent pool is a demanding one. If you want the best, your organization has to be its best with leadership that puts people first. This session includes 4 mini experiential activities designed to show how our natural habits contradicts treating people like humans.</p> | <p>Tom Gram & Christopher Dsouza</p> <p>Priyanka Mehand-iratta</p> | <p>Willow Room</p> <p>Osgoode Ballroom East</p> |
| | 5:15PM-6:00PM | <p>Supplier Presentation Hacking the LMS Evaluation Process: Considerations for a Smooth Selection</p> | | |
| Thursday, October 10, 2019 | | | | |
| | 8:00AM – 9:00AM | <p>The Institute for Performance and Learning Annual General Meeting <i>Voting Members only</i> Chestnut Room, Mezzanine level Sheraton Centre Toronto Hotel 123 Queen Street West</p> | | Chestnut Room |
| | 7:30AM – 8:30AM | Breakfast | | Grand Ballroom |
| | 8:30AM – 9:30AM | Day 3 Plenary | | Grand Ballroom |
| | 9:30AM – 10:00AM | Coffee Break | | Foyer |

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| | <p>10:00AM-11:00AM</p> | <p>Leading a Business Focused L&D Team Transform Your Organization and its Corporate Culture While Executing the Strategy In our increasingly digital world, corporate transformation has become a top imperative across sectors. To succeed with the challenge, it is critical to work on three tightly- integrated thrusts: 1. Strategic / business planning & execution; 2. Leadership & change capability building; 3. Culture change – which is the thrust around which everything else evolves. The L&D function has a unique opportunity to play a critical, integrative role on these thrusts – hence adding tremendous value to the organization, and being seen as such by the C- suite. This workshop will be highly engaging and interactive. You will devise pragmatic ways to play a bigger role in making your organization “future-ready”. Edmond will fuel and guide your reflection by drawing on his rich international experience executing challenging corporate transformations. Learn with a respected expert in the field how you can raise your game and earn a seat at the table!</p> <p>Leading a Business Focused L&D Team Channel Your Inner Salesperson: Make ‘em Beg to Fund your Learning Programs Convincing busy senior executives to invest hard earned dollars in training and development can often feel like a futile mission. How do you get the attention of senior leaders and build a compelling case to invest in talent - particularly when change is rampant and budgets are slim? What does it take to become a trusted advisor in the eyes of senior leadership? Drawing on over twenty years of selling learning solutions to clients from small start- ups to global multi- nationals, Glain Roberts- McCabe will share with you the insider secrets on how to cultivate your inner salesperson and make a bigger impact with your training solutions. In this session you will learn: - the one mistake most L&D professionals make when pitching learning - the 3 things you need to do to build a compelling business case - how saying 'No' will give you more opportunity than saying 'Yes'</p> <p>Managing Change for Results: New Perspectives Team Coaching - Maximizing ROI for Leadership Development for a Future Ready World In a VUCA world, where there is a lot of disruption, organizations need to be agile and nimble. Organizational models are changing to meet business and client needs. Research indicates the rise of teams and networked teams to enable organizations to be more adaptable and change agile. Research conducted by the Human Capital Institute shares that 92% of organizations say that teams are crucial to their success, but only 23% of respondents saw their teams as effective. Team Coaching, enables teams to become high performing and sustainable by working with the team as a system within a larger system to achieve business goals. Learn why this process is creating alignment on common purpose and collective intelligence in a way that teams have not experienced before. Furthermore, learn why investing in this type of learning produces a better ROI than leadership coaching and is being used by leading edge organizations.</p> | <p>Edmond Mellina</p> <p>Glain Roberts- McCabe</p> <p>Michelle Chambers</p> | <p>Willow Room</p> <p>Osgoode Ballroom East</p> <p>Osgoode Ballroom West</p> |
| | <p>11:15AM – 12:15PM</p> | <p>Enabling Performance Through Technology Create Effective Microlearning in Record Time with PowerPoint Microlearning can be a fantastic tool to train people when they need it, for maximum effectiveness. It also doesn’t need to take a long time. See how you can create microlearning in record time using only PowerPoint! This session looks at the principles supporting microlearning best practice, like visual, dynamic, and interactive content to make it engaging, taking into account the wide range of devices that people use to access microlearning. Then explore practical techniques to create microlearning content quickly and easily using PowerPoint. You’ll be amazed at the</p> | <p>Richard Goring</p> | <p>Willow Room</p> |

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| | | <p>way you can use this standard tool to deliver visual content, with animation, and high impact media, like audio, voice over, video, screen recording. And, then ways to export it to video or HTML5 for easy distribution, in isolation, or through your LMS. All of which will make your microlearning an effective tool that your learners will be delighted with.</p> <p>Leading a Business Focused L&D Team Natural Intelligence in a World of Artificial Intelligence How can one succeed and thrive in a volatile, uncertain, complex and ambiguous world? Professionals and managers will need mental preparation both in terms of managing emotions and interpersonal relationships, to succeed in a world of accelerated AI and complex change. Let's dig deep to see what are the skills and personality traits needed to succeed in this 4th industrial revolution. What is the profile of the future professionals and leaders? We need to identify what it will take, define it, measure it, if we want to develop it. Emotional intelligence will be tested by the advent of AI, but its importance will grow. Until we can digitize empathy, maintaining balance will always be a must! How to prepare for AI remains a crucial question. Leaders and L&D professionals have a dual challenge, how to prepare themselves and how to develop the associated skills among employees.</p> <p>Managing Change for Results: New Perspectives Strengthening your Personal Resilience Resilience is a key skill for today's leaders. As leaders, we need to put on our own oxygen mask before assisting others. But how do we develop our own resilience muscles and how do we re-charge when our reserves are low? This highly interactive session introduces a set of 7 resilience muscles used by individuals and organizations to withstand the constant onslaught of change challenges that are the reality of today's business environment. Participants will self-assess and develop an action plan to strengthen their personal resilience.</p> | Jocelyn Berard | Osgoode Ballroom East |
| | | | David Donaldson | Osgoode Ballroom West |
| | 12:30PM – 1:30PM | BUFFET LUNCH | | Grand Ballroom |
| | 1:30PM – 2:30PM | <p>Performance Consulting and Instructional Design Emotional Intelligence for Learning and Development Professionals The World Economic Forum has listed Emotional Intelligence as one of the top 10 employability skills for 2020 and then goes on to list 9 other employability skills that all fall under the umbrella of Emotional Intelligence. It's based on a lack of understanding of what Emotional Intelligence actually is. L&D professionals must understand exactly what Emotional Intelligence is and why it is critical to effective L&D initiatives in the workplace. Join David Cory, B.Ed., M.A., founder of the Emotional Intelligence Training Co., as he provides information about Emotional Intelligence and the workplace from the research and his own 20 years of designed and delivering Emotional Intelligence initiatives around the world.</p> <p>Learning Analytics and Data Leveraging Your Toolbox In today's world, it is more important than ever to meet learners in their space. The way we all consume information has changed; as learning professionals we must keep up and in some cases future pace organizational and learner needs in order to remain meaningful and relevant. In this session we will discuss: Claiming Your Seat at the Table; Realizing the power of relationships and the criticality of meaningful collaboration with the business; Cultivating the Desire to Learn, Change, and Adapt; What you can do to make your audiences yearn to learn; How We do Things Matters; Using processes and governance to make the relationship with training easier and more valuable; Leveraging Technology to Curate Compelling Content; Being prepared to meet clients and learners when, where, and how they want; Telling Your Story;</p> | David Cory | Osgoode Ballroom West |
| | | | Tracy Barrett | Willow Room |

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| | | <p>Changing the narrative from "nice to have" training results to how training is making business work better.</p> <p>Leading a Business Focused L&D Team Priority Mapping: A toolkit for Greater Execution on Strategy in the New Game of Constant Change and Overwhelming Distraction This Priority Mapping workshop is a toolkit to help busy L&D professionals stay on track and aligned with their most important strategic goals in the new game of constant change and overwhelming distraction. A) Creating a clear, visually effective Priority Map that answers the question "In order to achieve my desired Goals/Results for this year, what do I want to get done this month?" Utilizing different formats to map out different types of goals and results. (A priority map tool is provided to participants and is positioned as one of many possible options that they can use). B) A New Paradigm for Alignment. Strategies for supplementing the traditional 2- 3 times a year performance check-ins with more frequent, results- focused conversations to gain alignment across teams, adjust for change and keep plans "alive". C) Making time to Think. Practical tips and best practices to create windows of high quality, "decontaminated" thinking time.</p> | Doug Heidebrecht | Osgoode Ballroom East |
| | 2:45PM – 3:45PM | <p>Performance Consulting and Instructional Design What Is Learning Experience Design (And Does Adopting It Require You to Leave ADDIE and SAM Behind?) Over the past few years, the term "learning experience design" has crept into the instructional design lexicon. But what is it really? This session provides an overview. Specifically, taking a design- sprint approach, this session engages participants in performing some the essential practices of learning experience design, including the development of use cases and personas, learning journeys, and prototyping; explains the benefits of these practices; explores the benefits of learning experience design to the overall effectiveness of instructional programs; and suggests how these practices integrate into the I4PL Competencies and existing instructional design processes.</p> <p>Enabling Performance Through Technology What L&D Can Learn from Marketing's Use of AI, Chatbots and AR It's no secret the marketing industry is investing millions on emerging technology to change people's behavior. What can L&D learn from their endeavors? How can you capitalize on their success and failures to design learning solutions that incorporate their best practices and are truly effective? In this game- based session, you'll explore the leading practices the world's top marketers are using in artificial intelligence, machine learning, chatbots, and augmented reality. These practices are changing behavior, and you'll examine how you can apply them in a learning program. You'll see the success and mistakes that marketers have made, and you'll apply best practices to create effective training solutions.</p> <p>Leading a Business Focused L&D Team Connecting Your Courses to Executive Concerns There are two ways to manage your training courses: with executive support, or unsuccessfully. Gone are the days of token support for training. You must connect every project to the goals of your business leaders. Find out how to identify their objectives. Learn to ask the right questions and flesh out the details you need. Find the links that connect your work to their concerns. Socialize your ideas to keep abreast of ongoing developments. Show your value and connection to strategic plans. This session will help you explore the best practices in connecting the activities of the training department to the business plans of the organization. You'll work with colleagues to actually begin the process of linking your work to that of executives, and bring home tools to continue with the effort back at the office.</p> | Saul Carliner Danielle Wallace Alan Magnan | Willow Room Osgoode Ballroom West Osgoode Ballroom East |

Note: Online Learning speakers sessions TBA prior to conference

Online Learning Tracks:

Access and Innovation

Design, Delivery and Innovation

Faculty, Institutional Development and Innovation

Innovations in Assessment, Analytics and Student Success

Innovative Uses of Technology and Pedagogy