



Holiday Inn Toronto International Airport
February 6 – 8, 2019
Trillium Ballroom

Programme

Wednesday, February 6

5:00 – 7:30 pm

Registration

7:00 – 9:30 pm

Networking Social

Host: **Eric Goll**

People Driving Change videos & popcorn

Thursday, February 7

8:00 – 9:00 am

Breakfast / Registration

9:00 – 9:15 am

Learning Exchange 2019 Opening

9:15 – 10:15 am

Opening Speaker

Paul Born

People Driving Change Together

10:15 – 11:00 am

Speaker

Peter Block (via Zoom)

Building a Healthy Community: Change the

Culture by Changing the Conversation

11:00 – 11:15 am

Break

11:15 – 12:30 pm

Interactive Session

Paul Born

12:30 – 1:30 pm

Lunch

1:30 – 2:50 pm

Breakout sessions

David Chalmers

Creating Impactful Organizations in a Time of

Change (for senior management)

2:50 – 3:10 pm

Break

3:10 – 4:30 pm

Panel – **People Driving Change**



4:30 pm

Spoken Word Performance

Tanya Neumeyer, Poet in Residence

6:00 pm

Dinner

7:15 pm

Dinner Speaker

Susan Stewart

Your New Lenses are Ready for Pick Up: Seeing Change in a New "Light"

Friday, February 8

8:00 – 8:45 am

Breakfast

8:45 – 9:00 am

Opening Remarks

9:00 – 10:00 am

Plenary Speaker

Al Etmanski

Resurrecting the Ordinary

10:00 – 10:15 am

Break

10:15 – 11:45 am

Plenary Panel

Building Welcoming Communities: Playing in Community Sandboxes

Al Etmanski

Janet Klees

Jeff Mills

11:45 – 12:00 pm

Closing Remarks

12:00 – 1:00 pm

Lunch & Draws

[Click here to Register](#)



Session Descriptions

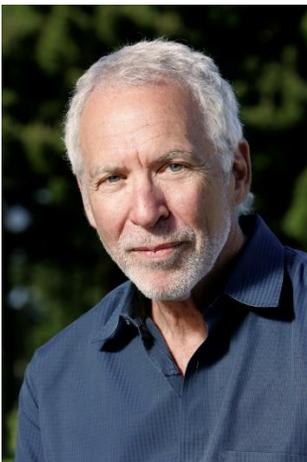
Paul Born



People Driving Change Together

Collaboration is the imperative and the challenge of our time. How might we engage our clients and stakeholders in developing a vision for the future? What does it take to harness the assets of our stakeholders to build a community that works for all?

Peter Block



Building a Healthy Community: Change the Culture by Changing the Conversation

Local organizations are the lifeblood of a healthy community. They have a vital interest in the well-being or reconciliation of our communities, and we cannot have strong businesses without reconciled communities. This is dependent on good urban schools, safe streets, health care, a strong local economy, and a public debate based on possibilities.

Community, and a sense of belonging, is created by bringing a cross section of the community into a new conversation. If we maintain the old conversations with the same people, we will get the same results - communities that work against themselves as vigorously as they try to move forward. Peter will discuss how to bring powerful conversations into the community and will motivate a shift in our thinking about the nature of engagement. Community reconciliation requires a shift in the conversation, not more negotiations of interest or positions or a reworking of the past. Peter will focus on the means by which we can shift from a community of problems to a community of engagement and possibility.



Al Etmanski



Resurrecting the Ordinary

There's a lot of talk about the lack of leadership these days. Al believes the exact opposite. That we are a leader-full society. Nowadays more and more people are taking their cues from each other. Rather than from those at the top or in the front. This is a good sign for our organizations, for society and for making the world more inclusive, just and equitable. Al will share some of the ways people are supporting this emerging phenomenon.

Susan Stewart



Your New Lenses are Ready for Pick Up: Seeing Change in a New "Light"

Based on a significant change that occurred in her career several years ago, Susan shares what she has learned (the hard way) about being resilient in the face of the unknown. In her signature comedic style, Susan will reveal powerful truths about change, how we commonly create stress when change comes our way, and perspectives that can lessen our stress when facing the unknown.

Tanya Neumeyer



Spoken Word Performance

As the Poet in Residence, Tanya's spoken word performance will capture the messages from the first day of People Driving Change – Learning Exchange 2019.



David Chalmers



Creating Impactful Organizations in a Time of Change

Within the next five years, it's estimated that 60 percent of executive directors will retire from the developmental services sector. At the same time, there is an increasing mandate from the ministry and from within the sector to realize transformational change with respect to the delivery of services. The movement toward person-centred approaches within inclusive, community-based settings along with the ongoing issues of attracting, developing, and retraining top talent all speak to the need for increased and divergent leadership skills across the sector. Based on experience working with multiple agencies in the developmental services sector and supported by an academic focus on organizational psychology, this interactive presentation will address the challenges and opportunities associated with:

- Retaining valuable knowledge and best practices among existing executive directors;
- Closing leadership gaps that will exist through attrition and the transformation of agencies;
- Executing on change management initiatives;
- Expanding managers' repertoire of leadership skills; and
- Enhancing agencies' abilities to promote employment pathways and the retention of talent.

Doug Cartan



Organizational Accountability for the Promise (the good life)

There are at least six (6) important life experiences that are not always present in the lives of people being supported by disability focused organizations. Generally, the remedy is voiced in organizational documents such as the vision, mission and value statements. However, the fulfillment of this promise of a better, more inclusive life for people runs into difficulties for many reasons. A primary challenge to the promised good life is how the organizational values and principles are translated to direct support staff for their consistent, practical use. This session will review the six (6) life experiences and then relate accountability for these outcomes to organizational structure and the true role and purpose of managerial leadership. This session will be of interest to supervisors and direct support professionals.



Speaker Bios

Paul Born

paulborn.ca

deepeningcommunity.org/about

Paul Born grew up as the son of Mennonite refugees. This is what has made him deeply curious about and engaged in ideas that cause people to work together for the common good.

Paul is the Co-Founder and Co-CEO of Tamarack Institute and the Founder and Director of Vibrant Communities. He is the author of four books, including two Canadian best sellers. Paul is a global faculty member of the Asset Based Community Development Institute (ABCD) and a senior fellow of Ashoka, the world's largest network of social innovators.

Al Etmanski

aletmanski.com

Al Etmanski is a community organizer, social entrepreneur and author. He is a founding partner of Social Innovation Generation (SiG) and BC Partners for Social Impact. As co-founder of Planned Lifetime Advocacy Network (PLAN) he proposed and led the campaign to establish the world's only disability savings plan - the RDSP. Al is an Ashoka fellow, and a faculty member of John McKnight's Asset Based Community Development Institute (ABCD). He was recently awarded the Order of Canada and the Order of British Columbia.



Peter Block

peterblock.com

Peter Block is an author, consultant and citizen of Cincinnati, Ohio. His work is about empowerment, stewardship, chosen accountability, and the reconciliation of community.

Peter is the author of several best selling books. The most widely known being *Flawless Consulting: A Guide to Getting Your Expertise Used* (1st edition 1980, 3rd edition 2011); *Stewardship: Choosing Service Over Self-Interest* (1993) and *The Empowered Manager: Positive Political Skills at Work* (1987). In 2008 *Community: The Structure of Belonging* was published, and *The Abundant Community: Awakening the Power of Families and Neighborhoods*, co-authored with John McKnight, came out in May 2010.

The books are about ways to create workplaces and communities that work for all. They offer an alternative to the patriarchal beliefs that dominate our culture. His work is to bring change into the world through consent and connectedness rather than through mandate and force.

Susan Stewart

susanstewart.ca

Susan Stewart is a comedian, author, and speaker who has spent the last ten years entertaining and inspiring people to see the lighter side of life. By sharing a significant change that occurred in her career several years ago, Susan will share what she learned (the hard way) about being resilient in the face of uncertainty. Susan is the author of *Reaching The Laugh Resort*, *Your New Lenses Are Ready For Pick Up: A Guide To Seeing The Lighter Side Of Life*, and *You Gotta Laugh: Wit And Wisdom About Not Taking Life (Or Yourself) Too Seriously*. You can learn more about Susan at susanstewart.ca.

David Chalmers

nexushumancapital.com

David has twenty years of experience working with organizations, their leaders and their teams to develop human capital, to strengthen performance and productivity and to close gaps that inhibit sustainable change. His practice has utilized leadership development, executive coaching and emotional intelligence as levers for influencing sustainable continual growth within organizations.

As a driven HR thought leader, David provides senior executives with tools to champion exceptional performance – bringing corporate brand values to life through all facets of organizational culture. To these ends, he has optimized work environments through organizational design and integration and has designed and implemented effective leadership development initiatives and performance management systems that engage employees and facilitate deep levels of commitment among employees. He has led multiple change initiatives as well as mergers and acquisitions. David frequently participates in the assessment and development of individuals and teams and has an extensive background in psychometric assessments, program design and instructional delivery.



Doug Cartan

<https://conversationsthatmatter.org/presenters/cartan-doug>

Doug Cartan has worked in the not for profit community and disability sector for 40 years particularly with Community Living Associations in Ontario and lately in British Columbia. He has presented to many direct support staff of disability organizations about the six (6) life experiences and for the last eight (8) years has focused on managerial accountability for the good life. You can find Doug on the Conversations That Matter website.

Eric Goll

empoweringability.org

Eric Goll is a disability advocate, certified executive coach, and the host of the Empowering Ability Podcast. Eric has been greatly influenced by his sister Sarah, who has an intellectual/ developmental disability (IDD). Sarah has been his greatest teacher in life; showing him how to love, be kind, be patient, and how to listen.

Tanya Neumeyer

tanyaneumeyer.com

Tanya is a Toronto-based poet who facilitates spoken word workshops for youth and adults. Motivated by community building, reflection and dialogue for positive social change, Tanya celebrates 13 years in poetry this year.

Tanya's first book, *Piecing It Together*, was published in 2009 by Thee Hellbox Press, a printing press making innovative, hand-made books. Thee Hellbox and Tanya created a second chapbook titled, *what breaks me open*, in 2015.

Tanya is a Toronto Poetry Project collective member, a member of the League of Canadian Poets, and has worked with TDSB Creates and the Ontario Arts Council's Artist in Education programs.

Tanya was a member of the 2012 Toronto Poetry Slam team that represented Toronto at the US National Poetry Slam in Charlotte, NC and the Canadian Festival of Spoken Word in Saskatoon, bringing home the bronze.

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