



# *Canadian Talent Management Summit*

**May 29 - 30, 2024 | 888 Yonge Concert Hall, Toronto, ON, Canada**



### Pascale Alpha

Chief DE&I Officer  
CAE



### Sheikh Alim

Director – HR Experience and Data  
Air Canada



### Lianne Clarke

Principal, VP, Wellness and Disability  
Innovation & Growth  
Cowan Insurance Group



### Klaus Scheile

VP Learning & Development  
T-Systems International



### Michelle Slater

Senior Marketing Director,  
North America Region  
Indeed



### Nancy Tavares

Senior Director, People & Culture  
Paladin Security Group



### Cheryl Fullerton

EVP People and Communications  
Corus Entertainment



### Travis Windling

Director, Strategy & Insights,  
Global Recruitment, Talent Acquisition  
Royal Bank of Canada



### Stephen Muscat

Vice President – Global Talent Acquisition  
Altus Group



### Brent Arnold

Partner  
Gowling WLG



### Tan Singh

Chief Human Resources Officer  
BFL Canada



### Tara Gusmanis

Associate Director, People & Culture  
Paladin Security Group







### **Armindia Gonzalez-Dumpierrez**

*Former Head of Talent Transformation,  
Walmart, Canada*



### **Kira James**

*Senior Vice President Human Resources  
Investment Management Corporation  
of Ontario*



### **Manuelita Cherizard**

*Chief Human Resources Officer  
Royal Ontario Museum*



### **Nilusha Jiwani-Ebrahim**

*Manager  
Public Health Branch, Community &  
Health Services Department, Regional  
Municipality of York*



### **Jonathan Mattice**

*Managing Director  
Targeted Talent*



### **Leigh Caiger**

*Practice Lead, Learning Solutions  
McLean & Company*



### **Shveta Malhan**

*Vice President  
People Insights, Klick*



### **Elaine Yan**

*Director  
CIBC*



### **Julia Roitenberg**

*General Manager & Chief Nursing Officer  
Public Health Branch, Community &  
Health Services Department, Regional  
Municipality of York*



### **Kristina Irvine**

*Director of Talent Acquisition & (Interim)  
Head of Country HRBP's  
Skip The Dishes*



# Main Conference Day One | May 29, 2024

**8:00 am**    **Registration and Coffee**

**8:45 am**    **Chairman's Welcome**

**9:00 am**    **Keynote Opening Presentation: The Evolving Role of Talent Acquisition in Shaping the Workforce of Tomorrow**

## **Stephen Muscat, Vice President – Global Talent Acquisition, Altus Group**

Navigating the Canadian talent landscape has grown significantly more intricate. With the advent of remote and hybrid work models and the mounting expectations of employees for flexibility, talent management professionals are confronted by an array of formidable challenges. Add to that, the rise in AI and machine learning has dramatically broadened the talent pool but also its associated complexities.

Nonetheless, the imperative for heightened employee connectivity and engagement has reached unprecedented levels. Today's employees are no longer solely fixated on their pay checks; they now aspire to attain career advancement, personal fulfilment, and the capacity to make meaningful contributions to the organizations they serve.

This keynote presentation is dedicated to scrutinizing the requisites of talent management in the Canadian context, with a focus on cultivating an enthused, adept, and productive workforce.

- Identifying the essential skills for the workforce of the future
- Ensuring the alignment of the right individuals with the appropriate skill sets in the optimal positions
- Constructing plans to address existing skills gaps
- Formulating strategies to diversify and expand the talent pool, both within Canada and on the global stage

**9:30 am**    **Harnessing AI for a Strategic Talent Acquisition Advantage**

## **Sheikh Alim, Director – HR Experience and Data, Air Canada**

Artificial intelligence has emerged as a transformative force, redefining the way organizations globally identify, attract, and hire top talent. This presentation delves into the profound impact of AI on talent acquisition strategies, exploring its multifaceted applications and the benefits it brings to both recruiters and candidates.

- Leveraging unconventional data sources like social media and online portfolios to identify talents from a more diverse talent pool
- Utilizing predictive analytics for Future Hiring: analyzing historical hiring data and industry trends to predict future talent requirements
- Delivering a personalized candidate experience: customizing communication, job recommendations, and information based on candidates' skills and aspirations
- The role of AI in redefining talent acquisition strategies based on data and feedback to drive continuous improvement



# Main Conference Day One | May 29, 2024

**10:00 am** Morning Coffee and Networking

**10:30 am** Employee Engagement Trends 2024

**Leigh Caiger, Practice Lead, Learning Solutions, McLean & Company**

**11:00 am** Democratizing Talent Development through the power of AI – The rise of the Internal Talent Marketplace

**Arminda Gonzalez-Dumpierrez, Former Head of Talent Transformation, Walmart, Canada**

The future is here. Organizations are moving towards becoming skill-based to better align with the changing nature of work and to ensure they have the necessary skills to stay competitive. An Internal talent marketplace puts career development in the hands of the employees and focuses on skills and experience versus traditional job titles and descriptions.

This can help companies to be more agile and responsive to changing business needs by allowing employees to develop new skills and pivot to different areas of the organization as needed.

- Promoting internal mobility, where employees can find more opportunity to develop internally (beyond traditional jobs)
- Removing barriers to fill internal roles – AI removes barriers to fill faster and more inclusively
- Improving employee retention by offering growth opportunities and increasing employee engagement
- Gaining insights on skill gaps and addressing them real time



# Main Conference Day One | May 29, 2024

## 11:30 am Innovative Talent Acquisition Strategies in the Digital Age: Leveraging Fractional Services and Technology

**Jonathan Mattice, Managing Director, Targeted Talent**

**Kristina Irvine – Director of Talent Acquisition & (Interim) Head of Country HRBP's – Canada, SkipTheDishes**

Join us for a dynamic speaking engagement featuring Jonathan Mattice and Kristina Irvine, as they delve into 'Innovative Talent Acquisition Strategies in the Digital Age: Leveraging Fractional Services and Technology.' This presentation promises to be a cornerstone event for HR professionals and business leaders alike, offering deep insights into how digital transformation is reshaping talent acquisition. Learn how to effectively leverage technology and fractional services to not only attract but also retain the very best talent in today's competitive landscape.

### Key Focus Areas:

- **Digital Transformation in HR:** An in-depth look at how technology is revolutionizing the recruitment process.
- **Fractional Services:** Understanding how to utilize fractional employment to fill expertise gaps without the need for full-time positions.
- **Technology Leverage:** Insights into the tools and platforms that can enhance recruitment efforts and candidate experience.

**Outcome:** Attendees will leave with actionable strategies that combine the latest in technology with innovative employment models to secure and keep high-quality talent.



# Main Conference Day One | May 29, 2024

## **12:00 pm Panel Discussion: Cultivating a Mosaic of Talent: Enhancing Diversity and Inclusion in your Talent Management Strategy**

**Pascale Alpha, Chief Diversity, Equity and Inclusion Officer, CAE**

**Arminda Gonzalez-Dumpierrez, Former Head of Talent Transformation, Walmart, Canada**

**Manuelita Cherizard, Chief Human Resources Officer, Royal Ontario Museum**

In today's globalized and interconnected world, diversity and inclusion (D&I) have become imperative for Canadian companies to thrive, particularly in an environment of skills shortages, changing demographics and a rise in remote work. This presentation explores how Canadian organizations can embrace D&I principles to enhance their talent management strategies and foster a workplace that reflects the rich diversity of Canada's population.

- Embracing Diversity as a Strategic Advantage to drive innovation, creativity and enhanced decision-making
- Building an inclusive workplace that attracts and retains top talent from all backgrounds, boosting employee engagement and productivity
- How to expand outreach beyond traditional channels to reach underrepresented groups through community partnerships, targeted job fairs, and online platforms.
- The increasing use of blind hiring practices: Implement anonymized to reduce unconscious bias and focus on candidates' qualifications
- Promoting Internal Mobility to ensure equal opportunities for advancement

## **12:30 pm Lunch and Networking**

## **1:30 pm Afternoon Interactive Roundtable Discussions**

During this interactive session, attendees will have the opportunity to brainstorm cutting-edge topics in small groups with their peers on the biggest talent acquisition challenges. Attend and walk away with clear solutions on how to overcome key day-to-day obstacles, spearhead new talent innovations and get to grips with a fast-paced and ever-changing industry landscape.

## **2:30 pm Afternoon Coffee and Networking**

## **3:00 pm Presentation Reserved for Jobilla**



# Main Conference Day One | May 29, 2024

## 3:30 pm Cultivating a Thriving Culture: The Cornerstone of Resilience and Performance

### **Cheryl Fullerton, EVP People and Communications, Corus Entertainment**

This presentation will discuss culture as the organizational compass with a focus on the profound impact of culture on employee engagement, performance, and retention.

- Defining your cultural DNA: identifying and articulating the core values, beliefs, and behaviors that shape your organization's unique culture
- Aligning culture with your business and people strategies: integrating business aligned cultural considerations into recruitment, development, engagement and retention initiatives
- Nurturing a culture of belonging: fostering an inclusive environment where diverse perspectives are valued, and employees feel they belong
- Measuring and enhancing cultural effectiveness: Implementing strategies to assess and continuously improve the impact of culture on business outcomes

## 4:00 pm Work Wellbeing Matters

### **Michelle Slater, Senior Marketing Director, North America Region , Indeed**

What is work wellbeing, and why does it impact a company's productivity? In this session, Michelle will explore the fundamentals of work wellbeing. You will discover how positive work environments influence employee satisfaction, productivity and, ultimately, the bottom line. Following our session, you will be empowered to implement actionable strategies for fostering a positive workplace culture. Witness your workplace change and your talent pipeline grow when you put work wellbeing first.

You Will Learn:

- What is work wellbeing and why it should be a priority.
- How workplace wellbeing affects your employees and bottom line.
- Strategies you can implement to change your workplace for better outcomes.

## 4:30 pm Chairman's Summary

## 4:45 pm Networking Drinks Reception





# Main Conference Day Two | May 30, 2024

**8:30 am**     **Registration and Coffee**

**9:00 am**     **Case Study: Building 10,000 Future Skills: Lessons Learned from an Amazing Learning Journey**

**Klaus Scheile, VP Learning & Development, T-Systems**

The demand for skilled employees is on the verge of outstripping supply – sometimes even beyond. When skill scarcity makes hiring a challenge, up and re-skilling are an obvious solution. Yet companies are struggling to find the formula that makes learning a success.

At T-Systems, skilling is a key tool for developing – and retaining – its workforce. Klaus Scheile, responsible for Learning & Development at T-Systems shares key insights in how the learning time at T-Systems doubled and identifies pitfalls and solutions to successful (re)skilling

**9:30 am**     **Supercharging your Talent Management Strategy with Data and Analytics**

**Travis Windling, Director, Strategy & Insights, Global Recruitment, Talent Acquisition, Royal Bank of Canada**

Data-driven recruitment strategies rely on technology and data analysis to make informed hiring decisions. Common examples include applicant tracking systems, job boards, employee referral programs, and resume databases. This session will explore the following:

- **Harnessing Social Media Analytics:** Utilizing data to identify optimal platforms for engaging potential candidates, as well as monitoring and managing a company's brand and reputation.
- **Integrating Social Media in Recruitment** to create a robust employment brand, monitor employee branding, engage with candidates, foster employee advocacy and connect with passive candidates
- **Embracing Predictive Analytics:** employing data and machine learning algorithms to forecast the likelihood of a candidate's success in a specific role.
- **Utilizing data** to identify the skills, experiences, and qualities exhibited by high-performing employees to make better hiring decisions



# Main Conference Day Two | May 30, 2024

**10:00 am** Morning Coffee and Networking

**11:00 am** Presentation Reserved for True North

**11:30 am** Optimizing Talent Management with the 9-Box Performance Management Model: A Tried-and-True Approach to Employee Success

**Nancy Tavares, Senior Director, People & Culture, Paladin Security Group**

**Tara Gusmanis, Associate Director, People & Culture, Paladin Security Group**

In today's dynamic business landscape, organizations face the constant challenge of identifying, developing, and retaining top talent. Effective performance management is crucial to achieving this goal, providing a framework for evaluating employee contributions, fostering growth, and ensuring alignment with organizational objectives. Among various performance management models, the 9-box model stands out as a proven tool for streamlining talent assessment and decision-making.

- Building a comprehensive visual representation of employee performance and potential, enabling quick identification of high performers, potential leaders, and areas for development
- Criteria to ensure objectivity and consistency in talent evaluation, minimizing biases and promoting fairness
- Developing targeted training and development programs, maximizing individual growth opportunities
- Making informed decisions regarding promotions, succession planning, and resource allocation, ensuring that the right talent is positioned for the right roles
- Implementing regular performance reviews and fostering open communication between managers and employees, promoting engagement, motivation, and a sense of value

**12:00 pm** Lunch and Networking



# Main Conference Day Two | May 30, 2024

## 1:00 pm Panel Discussion: The Holistic Approach to Talent Management: Integrating Wellness for Peak Performance

**Lianne Clarke, Principal, VP, Wellness and Disability Innovation & Growth, Cowan Insurance Group**

**Kira James, Senior Vice President Human Resources, Investment Management Corporation of Ontario**

In today's competitive business landscape, organizations are increasingly recognizing the importance of a holistic approach to talent management. This approach goes beyond traditional HR practices and focuses on fostering employee well-being and creating a supportive work environment to drive peak performance and organizational success. The inextricable link between a high-performing workforce and well-defined company culture.

- A holistic approach that encompasses all aspects of employee well-being, including physical, mental, emotional, and social health
- Implementing initiatives that promote healthy lifestyles, stress management, and work-life balance to enhance employee well-being
- Creating a supportive work environment that values employee open communication, and provides resources for personal and professional growth
- How nurturing employee well-being leads to increased engagement, productivity, and innovation, contributing to organizational success
- Towards sustainable growth with a resilient and high-performing workforce
- Developing an employee benefits program that support prevention

## 1:30 pm Strategies to Support Internal Mobility: Grow and Retain Internal Talent

**Shveta Malhan, Vice President People Insights, Klick Health**

This presentation explores how to drive internal mobility, fostering a culture of growth and opportunity. By adopting a proactive approach to internal mobility, HR professionals can cultivate a workforce that is adaptable, motivated, and aligned with the organization's long-term goals.

- Building an internal platform to support talent mobility
- Talent casting – identifying the right people for the right work
- Short term mobility strategies to support utilization and provide expanded experiences to talent
- Permanent moves to support career development
- Leveraging technology for internal mobility: mapping employee skills, identify potential career paths, and match employees with suitable internal opportunities
- Celebrating internal mobility success stories

## 2:00 pm Afternoon Coffee Break



# Main Conference Day Two | May 30, 2024

## **2:30 pm**     **Panel Discussion: Navigating the Remote Frontier: Empowering Leaders to Manage a Remote Workforce**

**Tan Singh, Chief Human Resources Officer, BFL Canada**

**Brent Arnold, Partner, Gowling WLG**

**Elaine Yan, Director, CIBC**

The rise of remote work has transformed the workplace landscape, presenting both opportunities and challenges for organizations. Business Leaders are at the forefront of this transformation, tasked with ensuring that remote employees feel valued, supported, and empowered to contribute to the organization's success. But often managers struggle with how to actually manage their remote workforce. This presentation will equip with the tools on how to do so effectively:

- Establishing clear guidelines and expectations: developing comprehensive remote work policies that outline expectations for communication, availability, performance management, and work-life balance
- Investing in technology and infrastructure to support your teams effectively
- Fostering a culture of communication and collaboration to maintain open communication and connection
- What can you do to promote well-being and work-life balance?
- Cultivating a culture of trust and empowerment with a focus on results and deliverables





# Main Conference Day Two | May 30, 2024

## **3:00 pm    The Team Resilience Journey: Leveraging Practical Tools to Navigate and Strengthen Resilience**

**Nilusha Jiwani-Ebrahim, Manager, Public Health Branch, Community & Health Services Department, Regional Municipality of York**

**Julia Roitenberg, General Manager & Chief Nursing Officer, Public Health Branch, Community & Health Services Department, Regional Municipality of York**

The COVID-19 pandemic challenged the health workforce to respond to rapidly changing circumstances that demanded agility as well as endurance. As we emerge from those years of the pandemic, we are seeing the aftermath of fatigue and waning resilience. The Team Resilience Initiative (TRI) was launched in May 2022 within the York Region Public Health Branch with the goal of fostering a culture that promotes psychological safety, team cohesion and resilience across the branch. This session will share our TRI journey and include:

- How the evidence calls for increased organizational and leadership support to foster psychologically safe working environments and strengthen resilience of health care workers.
- Enhancing knowledge and skills for participatory and strengths-based leadership capacities
- Prioritizing intentional conversations at the team level about how team members interact in ways that foster team cohesion and psychological safety
- Accomplishments, learnings and next steps to maintain and build on the early success of the TRI initiative

## **3:30 pm    Chairman's Summary End of Conference**



Fax form to +1-267-800-2701 | Call 267-319-8424 x 146 | Email form to [events@sharedxpertise.com](mailto:events@sharedxpertise.com) | [Privacy Policy](#)

Options	Register by 3/22/2024	Standard Pricing
2-day In-Person Pass	\$1,450 CAD	\$1,895 CAD

Attendee Name

Title

Company

Address

CityState/Province

Zip/PostPhone

Email

Payment Information

Account No.

Expiration DateSecurity Code

TypeVisaMastercardAMEXDiscover

Billing Address

City State/Province

Zip/Postal

**Make Checks Payable in US Dollars to:** HRO Today // re: 2024 HRO Today’s Canadian Talent Management Summit // SharedXpertise Media, 123 South Broad Street, Suite 2570, Philadelphia, PA 19109

REFERENCE: Please fill out & include registration form with payment.

PAYMENT POLICY: Payment is due in full at the time of registration and includes Breakes and refreshments. Your registration will not be confirmed until payment is received and may be subject to [cancellation](#).