

IPAC  IAPC
NATIONAL LEADERSHIP CONFERENCE

TOMORROW'S     
PUBLIC SERVICE
ENVISION ENGAGE DELIVER
THE FUTURE OTHERS RESULTS
MARCH 9-10, 2020 ■ CHELSEA HOTEL, TORONTO

PROGRAM

<http://leadership.ipac.ca>

   #IPACleadership2020



DAY 1 NATIONAL LEADERSHIP CONFERENCE

MONDAY MARCH 9

7:30 - 8:30 AM

REGISTRATION, NETWORKING BREAKFAST, EXHIBITORS

8:30 - 8:45 AM
Churchill Ballroom

OPENING & WELCOME

Co-Chairs:

Brenda Librecz, Commissioner, Community & Fire Services, City of Markham

Maria Mavroyannis, Assistant Commissioner, Ontario Region, Canada Revenue Agency

8:45 - 9:15 AM
Churchill Ballroom

OPENING KEYNOTE

Challenging assumptions - what it takes to be truly people-centered

Mithula Naik, Interim Head of Design Research and founding member of the Canadian Digital Service, Government of Canada

Our assumptions about how things should work can prevent us from being bold, innovative, and transformative. This talk will challenge the assumptions leaders can have about bringing design research into their organizations. First, it will introduce design research and its importance for public services in Canada. Second, it will outline concrete ways that the Federal Public Service has made design research an integral part of its work. And lastly, it will challenge the most common and significant assumptions that leaders have about making design research part of their organizations. The talk calls on senior leaders to surface their assumptions and to better understand how — as a future skill — design research is not an option, but a requirement.

9:15 - 10:00 AM
Churchill Ballroom

PLENARY SESSION

Designing the Future of Public Service

Steven Davidson, Secretary of the Cabinet, Head of the Public Service and Clerk of the Executive Council, Ontario Public Service

Janice Baker, City Manager & CAO, City of Mississauga

Mithula Naik, Interim Head of Design Research and founding member of the Canadian Digital Service, Government of Canada

Moderator | Steve Orsini, C.D. Howe Senior Fellow, Munk School Distinguished Fellow and Former Ontario Secretary of the Cabinet

Disruptions and challenges are transforming the way the public sector operates. Are you ready and equipped to navigate these rapid changes? The principles of Envisioning the future, Engaging others and Delivering results will increasingly be at the core of public servants' activities. In this session, learn how to lead successfully through tomorrow's challenges and explore how new approaches will affect both the practices and the principles of administration.

CARLYLE

Building a Stronger Health Care**David Stolte**, Vice President, Strategy and Redevelopment, Mackenzie Health**Melissa Farrell**, President, St. Joseph's Healthcare Hamilton**Moderator | Georgina Black**, Canadian Managing Partner, Government & Public Services, Deloitte

What is the future of health care services and the role of government and the private sector in the field? Driven by demographic, technological and citizen-centered shifts, health care is a critical area for public services. With the help of key leaders in the sector, this session will explore how the future and innovative present of health care is being shaped by leading organizations.

CHURCHILL

Successfully Designing and Developing Services**Julian Stodd**, Captain & Founder, Sea Salt Learning**Sasha Tregebov**, Director, BI Team Canada**Zahra Ebrahim**, Executive Advisor, Doblin**Moderator | Frank D'Onofrio**, Distinguished Public Servant in Residence, Department of Politics and Public Administration, Ryerson University

Design has increasingly become an important element in government services. Three global experts will discuss how public administrations should embed design principles and practices in their activities, and what success looks like from this perspective.

WREN

Implementing New Approaches to Achieve Maximum Results**Faisal Shaheen**, Manager of Information Systems, City of Toronto**Garry Boychuk**, Manager Capital Works Delivery, Toronto Water**Alexey Togunov**, (A)Director, Project Management Office, Ministry of the Attorney General, Ontario Public Service**Moderator | Wendy Feldman**, PT Lecturer, Ontario Government and Humber College

Delivering good services increasingly means better ways to organize around project management in environments that are sometimes polarized and always complex. Explore, with the help of a group of innovators in the field, how public administrations can set themselves on the road of better project management and better service delivery.

11:15 - 12:00 PM
Churchill Ballroom**PLENARY SESSION****Creating an Innovation Culture at Scale: Design, Experimentation and Social Innovation in the Mid-Sized City****Cam Guthrie**, Mayor of Guelph**Jeff Lehman**, Mayor of Barrie**Moderator | Monika Turner**, Director of Policy, Association of Municipalities of Ontario

Today, many mid-sized communities are in the midst of a new wave of innovation driven by experimentation and bold thinking. When combined with the right leadership, more and more cities are exploring innovative pathways to deliver solutions needed across cities of all sizes. In this session, hear Guelph Mayor Cam Guthrie and Barrie Mayor Jeff Lehman discuss the power of multi-city collaboration and how mid-sized communities are leading the way in

innovation. Learn as they reflect on the emerging and shared challenges in their communities and explore what they think the future holds for their cities.

12:00 - 1:00 PM

L U N C H



1:00 - 1:15 PM

Public Sector Leadership & Excellence Award
• Presented by Deloitte •

1:15 - 1:45 PM
Churchill Ballroom

AFTERNOON KEYNOTE
The Future of Government: Leadership Required

Georgina Black, Canadian Managing Partner, Government & Public Services, Deloitte

In the era of the 4th industrial revolution, our leaders will be required to not only take on disruptive change at all levels of government, but to find opportunities to better the lives of all Canadians in the process. Deloitte Canada's Georgina Black will provide key insights into what the future of government looks like, what trends to expect, and how our leaders in government can be better equipped to lead in the face of disruption.



1:45 - 2:45 PM

B R E A K O U T S E S S I O N S

CARLYLE

Designing the Culture of Work for the 21st Century Public Service

Shari MacKay, Staff Sergeant/A/Manager, People Strategy & Performance, Toronto Police Service

Nicolino Frate, Director General, Communications, Shared Services Canada

Lauren Hunter, Director, Talent Cloud, Government of Canada

Moderator | Deryn Rizzi, Fire Chief, Vaughan Fire & Rescue Service, City of Vaughan

Increasingly, our workplaces rely on strong, open and innovative culture to address important challenges and to ensure public service continues to attract top talent. This panel brings together key public servants, who have successfully designed and implemented strategic approaches in this area. Hear how they overcame challenges and secured success while gathering insights what they think the future of the culture of work holds for public administrators in the 21st century.

CHURCHILL

Smart Cities Strategies: How Can Local Government Effectively Implement Smart Solutions

Mandy Bishop, Program Manager, Smart Columbus Program, City of Columbus

Cathy Kennedy, Manager, Smart Cities Initiative, City of Guelph

Cyrus Tehrani, Chief Digital Officer, Digital & Innovation Office, City of Hamilton

Moderator | Jenny Tremblay, Director General, Smart Cities Challenge at Department of Infrastructure and Communities, Government of Canada

Smart cities are on everyone's radar and everyone wants to live in one, but what does it mean to actually develop a smart public service at the local level? Which tools, partnerships, and strategies must be employed, and which type of leadership is required to succeed? This

panel provides you with first hand accounts from public servants who have worked and succeeded in this complex undertaking.

WREN

Your Personal Operating Manual – A practical guide for improving leadership, followership and collaborations

Dr. Marc Hurwitz, Chief Insight Officer, FliP University

Samantha Hurwitz, Chief Encouragement Officer, FliP University

Few people have explicit conversations about what conditions enable their best work, or enable their partner's work. In fact, many haven't even deeply reflected on what their needs and preferences are and why. In this interactive workshop, we will present a structured thinking tool we have developed and refined called The Personal Operating Manual. It has proven to be one of the most highly rated and valuable tools to get people to self-reflect on their current leadership and followership needs. Through guided discovery, you will develop your own POM, gain personal insights using peers as thinking partners, and have a plan to power up your own key relationships and collaborations.

2:45 - 3:15 PM

H E A L T H B R E A K

3:15 - 4:15 PM
Churchill Ballroom

PLENARY PANEL

Shifting the Conversation: Public Service Delivery on the Cutting Edge

Jaimie Boyd, Chief Digital Officer, Government of British Columbia

Alexandra Cutean, Senior Director of Research & Policy, Information and Communications Technology Council

Honey Dacanay, Director, Digital Academy, Canada School of Public Service

Moderator | Shawn Slack, CIO, City of Mississauga

Technology, smart design, and empowerment are often quoted as being necessary foundations for public service to support change and innovation. Three Canadian leaders in the field will share their experience and leadership approaches in this area.

4:15 - 5:00 PM
Churchill Ballroom

CLOSING KEYNOTE

The Scandal of Alternative Facts

Steve Paikin, TVO

We now seem to be living during a time where people not only disagree on opinions, but we can't even agree on empirically provable facts. Political tribalism seems to be at an all-time high. The implications on journalism and how we get our information is also profound. Steve Paikin lays it all out for us from his perch as anchor of The Agenda with Steve Paikin on TVO.

5:00 - 8:00 PM

N E T W O R K I N G R E C E P T I O N



DAY 2 NATIONAL LEADERSHIP CONFERENCE

TUESDAY MARCH 10

7:15 - 8:15 AM

REGISTRATION, BREAKFAST, EXHIBITORS



SCHOOL OF POLICY STUDIES

8:15 - 8:30 AM
Churchill Ballroom

OPENING & WELCOME

Co-Chairs:

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Maria Mavroyannis, Assistant Commissioner, Ontario Region, Canada Revenue Agency

8:30 - 9:15 AM
Churchill Ballroom

OPENING KEYNOTE

Leading Public Transformation by Design

Christian Bason, Chief Executive Officer, Danish Design Centre

In his keynote address, Christian Bason will share insights on how public managers can lead transformation efforts by drawing on design methods and thinking. How can citizens truly be engaged in discovering more powerful approaches to service provision and drive better outcomes? What are the challenges leaders will face as they invite users, staff and stakeholders to co-design new ideas? And how can experimentation and prototyping become a way of working to reduce risk and enhance the chances of success? Finally, what might be the shape of public governance in the 2020s?

9:15 - 10:15 AM
Churchill Ballroom

PLENARY SESSION

Building the Public Sector of the Future: How Government Can Think and Engage More Creatively

Matthew Mendelsohn, Deputy Secretary to the Cabinet, the Privy Council Office, Government of Canada

Christian Bason, Chief Executive Officer, Danish Design Centre

Moderator | David Fulford, Vice President, Research and Policy, Colleges Ontario

Often public servants must consider how to generate the maximum possible impact for their policies. This session brings together three leaders in this field to explore how it is possible for public administrations to think, partner and act so that their work can not only be highly relevant but also very effective.

10:15 - 10:45 AM

H E A L T H B R E A K

CARLYLE

Enabling Income Support Program Transformation**Travis Inkster**, Manager, Service Delivery Improvement and Integration, Government of Alberta**Patricia Walcott**, General Manager, Toronto Employment & Social Sciences, City of Toronto**Devon Exner**, Executive Director, Income Assistance, Ministry of Social Services, Government of Saskatchewan**Moderator | Sylvia Tello**, Partner Consulting, MNP

Current environment is increasing pressures on Income Assistance programs, where government is being asked to do more with status quo or less. Governments need to act and transform their income assistance programs to achieve meaningful client outcomes in a financially sustainable way. A panel discussion will show how governments across Canada are transforming their Income Assistance Programs through significant policy and service delivery changes supported by technology advancements.



CHURCHILL

Turning Sustainability into Action**Dr. Shoshanna Saxe**, Civil Engineer, Assistant Professor, University of Toronto**Megan Meaney**, Executive Director, ICLEI**Jim McKenzie**, Principal, Office of the Auditor General of Canada and Commissioner of the Environment and Sustainable Development**Gail Haarsma**, Acting Director, Sustainable Development Policy Division, ECCC's Sustainable Development Office**Moderator | Elliott Cappell**, Director, Climate Change, WSP

Financial, environmental, political and human resource challenges are now a constant feature in the work of public servants, often spilling into the category of 'wicked' problems. New paradigms around sustainability hold promise on how to tackle these challenges. Our experts will share ideas, experiences and insights on how sustainability can be used in public service.

WREN

Stronger Together: Partnering with the Indigenous Public Service**Shelley Gonneville**, Associate Director, Healing and Wellness, Métis Nation of Ontario**Melissa Farrell**, President, St. Joseph's Healthcare Hamilton**Pamela Palmater**, Chair in Indigenous Governance, Ryerson**Moderator | Maryann Raby**, Acting Exec. Advisor – ADMO – Tourism and Economic Development, Government of Alberta

Indigenous organizations will play a critical part in the future of Canadian governance. A very important step will be related to how we can develop effective principles and practices for partnership between Indigenous and settler public organizations. Hear from Indigenous leaders as they share their experience and expertise in this area.

PLENARY PANEL**Ethics: A Foundation for Future Government****David Wake**, Integrity Commissioner, Ontario**Bianca Wylie**, Co-founder, Tech Reset Canada & Senior Fellow, Centre for

International Governance Innovation

Dan Brant, Daniel J. Brant & Associates

Jay Chalke, Ombudsperson, Province of British Columbia

Moderator | Mary Condon, Dean, Osgoode Hall Law School

Ethics will play a major role in how the public sector operates as innovation, new technologies and new approaches are introduced. Not only in public administration but also in our personal lives, our economy and our surroundings. In this panel, our experts will discuss what principles will ground the future approaches and practices of Canadian public administration.

1:30 - 2:30 PM
Churchill Ballroom

CLOSING PLENARY

The Future of Work: How You Can Lead the Way

Sunil Johal, Director of Business Growth Services, City of Toronto

April Howe, Executive Director, People and Culture, Nova Scotia Public Service Commission

Neil Bouwer, Vice-President, Policy and Innovation Services, Canada School of Public Service

Moderator | Brian Fior, Chief Talent Officer & Associate Deputy Minister, Office of the Public Service Commission, Treasury Board Secretariat

The principles of engaging, designing and delivering are critical steps for the future of work within public service. As the latter face demographic shifts both within their organizational structures and in the communities they serve, new approaches, models and practices will be needed. This panel brings together some of Canada's trailblazers in this field to share their insights and knowledge about what the public service of the future will look like and what you will need to achieve success in your organization.

OUR EXHIBITORS

