



QNET Presents: Highlights from the 2004 QNET Conference "Innovative Attitudes... Choose Your Tomorrow!"

A series of Friday morning breakfast presentations on:

- Management & Leadership
- Board Governance / Board Practices
- Workplace Wellness / Environment Health & Safety (EHS)
- Quality, Excellence and Lean Thinking

* Descriptions for each session are on page two of this flyer.

Management & Leadership

- Leadership Crisis: How to Energize & Engage Your People!**
Friday, February 11—7:30 to 9:00 a.m.
- Building a Conflict Capable Organization**
Friday, March 4—7:30 to 9:00 a.m.
- Innovation: Get it Started... Keep it Going!**
Friday, April 15—7:30 to 9:00 a.m.

Workplace Wellness / Environment, Health and Safety (EHS)

- Why Should I Care about EHS in my Workplace?**
Friday, February 25—7:30 to 9:00 a.m.
- Best Practices in Workplace Wellness**
Friday, March 18—7:30 to 9:00 a.m.
- Integrating Values in Charting the Future**
Friday, May 6—7:30 to 9:00 a.m.

Board Governance / Board Practices

- Why Boards Fail...**
Friday, February 4—7:30 to 9:00 a.m.
- Assessing Your Board's Performance**
Friday, April 8—7:30 to 9:00 a.m.
- Writing Board Policies: Successes and Challenges!**
Friday, May 13—7:30 to 9:00 a.m.

Quality, Excellence & Lean Thinking

- Excellence Through Harvesting Customer Feedback - Customers You Don't Know**
Friday, February 18—7:30 to 9:00 a.m.
- Quality Tools: Are You Having Difficulties Choosing Your Tomorrow?**
Friday, March 11—7:30 to 9:00 a.m.
- Quality Behind the Tools - The People Side of Lean**
Friday, April 22—7:30 to 9:00 a.m.

Presented by QNET
454-167 Lombard Avenue
Winnipeg, MB R3B 0T6
Ph: (204) 949-4999
Fax: (204) 949-4990
Email: mail@qnet.mb.ca
Web: www.qnet.mb.ca

Presented with:



Industry Training Partnerships,
Manitoba Advanced Education
& Training



REGISTRATION FORM:

Fax to (204) 949-4990 or register online at www.qnet.mb.ca

Sessions: Please register me for sessions noted above (put a ✓ in the box next to each session)

Fees: \$30.00 + GST for QNET Members \$35.00 + GST for non-members

NAME _____ **TITLE** _____

ORGANIZATION _____ **CITY** _____

PH _____ **FAX** _____ **EMAIL** _____

Are you a member of QNET (for membership discount)? YES NO UNSURE

PAYMENT METHOD: VISA AMEX MasterCard Cheque Enclosed

Card # _____ **Expiry** _____

Cardholders Name _____ **Signature** _____

An event confirmation will be sent one week prior to each session. Cancellations must be received in writing no later than 6 business days prior to the start of each session. After that time, the full registration fee will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance. (G.S.T. Reg # 899755334RT)



QNET Presents: Highlights from the 2004 QNET Conference "Innovative Attitudes... Choose Your Tomorrow!"

A series of Friday morning breakfast presentations

Management & Leadership

Leadership Crisis: How to Energize & Engage Your People! Friday, February 11—7:30 to 9:00 a.m.

It is not about retention! The problem is engaging your people and fostering success through "intrepreneurial" spirit. Do you have an innovative approach to managing knowledge? Are you losing your corporate memory by not engaging your people long enough for them to learn? Do you have a plan to foster and develop leadership skills? Find out how to grow, go the distance and get results. Learn to identify key drivers that motivate your workforce.

Presenter: Eddie Calisto-Tavares, Options for Success

Building a Conflict Capable Organization

Friday, March 4—7:30 to 9:00 a.m.

Organizations often make significant investments in programs intended to bring about positive change and innovation, only to experience that interpersonal and group conflict become major barriers to achieving intended outcomes. Find out how to make your organization more "conflict capable" so that you are better positioned for success, in your ongoing work and in the environment of change and innovation!

Presenter: Dan Bradshaw, Facilitated Solutions

Innovation: Get it Started... Keep it Going!

Friday, April 15—7:30 to 9:00 a.m.

"Spotting trends is like being an outfielder. You don't move to where the ball is, you move to where the ball is going." - Larry Samuel, Co-Author, *The Future Ain't What it Used to Be*. Explore the concept of innovation through a new set of filters. Learn new ideas on stimulating and implementing innovative thinking within your business or organization. Find out where it all comes from and what needs to be in place for innovation to be a part of the way you do business.

Presenter: Cec Hanec, Cec Hanec and Associates Inc.

Board Governance / Board Practices

Why Boards Fail...

Friday, February 4—7:30 to 9:00 a.m.

Hear about opportunities for ensuring effective board governance and explore reasons some boards "fail" in their oversight duties. Using current Manitoba examples and examining lessons learned from audits conducted by the Office of the Auditor General, learn how a board can enhance its accountability, transparency and effectiveness. This interactive session will help your board ensure effective governance of your organization.

Presenter: Jon Singleton, Auditor General of Manitoba

Assessing Your Board's Performance

Friday, April 8—7:30 to 9:00 a.m.

How effective is your Board? While many boards talk about conducting evaluations, few boards actually do. Boards are increasingly pressured to be accountable, and evaluating board and director performance is essential to effective governance. Examine how to approach evaluation, develop a board assessment and review evaluation practices used by effective boards.

Presenter: Maria Capozzi, Principal - Governance Services, Office of the Auditor General

Writing Board Policies: Successes and Challenges!

Friday, May 13—7:30 to 9:00 a.m.

Learn how a variety of Boards have written policies that ensure accountability to their ownership and create a safety net for their organization. Using Policy Governance® principles, see how Board policies facilitate exceptional governance practice and proactively address current and anticipated regulatory concerns and the "hot" governance issues.

Presenter: Susan Rogers, Rogers Leadership Consulting

Workplace Wellness / EHS

Why Should I Care about EHS in my Workplace?

Friday, February 25—7:30 to 9:00 a.m.

The Fairmont Winnipeg has been actively involved in environmental stewardship since 1998. Through a dedicated committee, the team sets and implements goals to reduce, reuse and recycle. Attend this session and hear how The Fairmont Winnipeg, through improved purchasing, return-to-sender programs, community donations and process changes, has realized a cost savings of over \$42,000 in just three years!

Presenter: Patty Anne LePage, H/R Coordinator, The Fairmont Winnipeg

Best Practices in Workplace Wellness

Friday, March 18—7:30 to 9:00 a.m.

The Occupational Health Centre has a Best Practices Initiative underway and they invite applications from Manitoba businesses who feel that their organization has an innovative program that improves the health and well-being of their employees. Attend this session to hear more about the initiative and to hear some of the submissions from this year's program!

Presenter: Maureen Grace, Occupational Health Centre

Integrating Values in Charting the Future

Friday, May 6—7:30 to 9:00 a.m.

In today's fast paced world, adaptations we make to our work have an impact on the meaning of our contributions at an individual and team level. Misericordia Health Centre's experiences with assessment tools related to Culture, Mission, Quality and Satisfaction enabled them to reflect on the integration of Mission and Values in daily business activities.

Presenters: Father Vince Herner - Director of Mission and Spiritual Care and Patricia Hales - Director of Quality & Education, Misericordia Health Centre

Quality, Excellence & Lean Thinking

Excellence Through Harvesting Customer Feedback - Customers You Don't Know

Friday, February 18—7:30 to 9:00 a.m.

This session will raise awareness of the customers you don't know - your internal customers! Too few companies are brave enough to implement an internal customer feedback look. This session offers compelling reasons why avoidance is unsustainable in today's business climate. Leave energized, entertained and hungry to harvest internal customer feedback!

Presenter: Katherine Devine, President & Owner, kisquared

Quality Tools: Are You Having Difficulties Choosing Your Tomorrow?

Friday, March 11—7:30 to 9:00 a.m.

Start the process of decision making by looking at this simple and practical Decision Making Model. This Quality Tool can be used for a wide variety of decisions, both in and out of the workplace. Participants will be provided with an overview of how to use the tool and then a mock Decision Process example will be done as participants plan a Vacation Trip.

Presenter: Jean-Guy Pageau, Director Upholstery Quality, Palliser

Quality Behind the Tools - The People Side of Lean

Friday, April 22—7:30 to 9:00 a.m.

All too often, the primary focus in the implementation of Lean is on getting the right training. Insufficient effort is given into preparing the company and its people to deal with the many issues created by the changes required by a lean organization. With thoughtful planning, you can avoid failure and make a quality implementation of your lean initiative.

Presenter: Graham Moore, Manufacturing Manager, Transcontinental Printing LGM Graphics