

December 8 & 9, 2011, Toronto
Two-Day Event!

This course has been approved for 20 recertification points under Section A of the Recertification Log of the Human Resource Professionals Association (HRPATM).



6th Workforce Planning

Enhancing business strategies and your competitive edge

Supported by:



Workshop Included: Developing a Workforce Planning Strategy Map

participating organizations

Andros Consultants Ltd.
Carswell, a Thomson Reuters Business
Cineplex Entertainment
Deloitte
George Brown College
Presidents of Enterprising Organizations Inc.
Profiles International Inc.
St. Michael's Hospital
Strategic Action Group, Ltd.
Transat Tours Canada

who should attend

Senior Executives, VPs, Directors & Managers in: HR; Workforce Planning & Analytics; Organizational Design & Development; Strategic Planning/Services

course highlights

- Align strategic recruitment and talent management
- Reduce risks through scenario planning
- Measure the ROI of workforce planning
- Study trend analysis and forecasting
- Learn to facilitate business engagement

"Great insights into some of the challenges for launching WFP as a process. Tips on using data to engage the business and an appreciation for the coaching our HR team will need to execute the plan."

- Wendy Coffen Rudolph,
Medavie Blue Cross

"10/10 - Very multifaceted topics. Excellent info."

- Marcie Chisholm,
EPCOR Utilities Inc.

"Practical tools/models which I will be able to directly apply in my role."

- Beryl Collingwood,
Revera

"I found the course to be thought provoking, liked the real life examples."

- Kurtis Richet,
Sask Power

"Excellent speakers, good content and examples."

- Sandy Del Vasto,
Western

"Great information and applicable to work."

- Kate Marlow,
Capital One Canada



Course Leader
Pierre Label,
Presidents of
Enterprising
Organizations
Inc.

Heather Briant,
Cineplex Entertainment

Maureen Catania,
Profiles International Inc.

Jacob Charbonneau,
Transat Tours Canada

David Cohen,
Strategic Action Group, Ltd.

David Huggins,
Andros Consultants Ltd.

Kate Wilson,
St. Michael's Hospital

Paula Harrington,
Deloitte

Kay Hubbard,
Carswell, a Thomson Reuters Business

as well as:

Barb Conway,
Carswell, a Thomson Reuters Business

Nancy Hood,
George Brown College

FACULTY

COURSE LEADER

PIERRE LABEL

Pierre Label is Managing Partner, Organization Performance, for **Presidents of Entering Organizations**, where he brings a blend of leadership strength, seasoned street-experience and innovative methods to accelerate momentum towards the achievement of client business goals.

JACOB CHARBONNEAU

Jacob Charbonneau is National Manager of Workforce Optimization & Quality Control for **Transat Tours Canada**.

NANCY HOOD

Nancy Hood is Executive Director of HR at **George Brown College**.

DAVID HUGGINS

David Huggins is President of **Andros Consultants Limited**, a consulting organization that specializes in industrial psychology and organizational development.

CO-LECTURERS

HEATHER BRIANT

As Senior VP, HR, **Cineplex Entertainment LP**, Heather Briant is responsible for all aspects of the HR function, encompassing talent development, organization effectiveness, total & executive compensation, HR governance & reporting.

MAUREEN CATANIA

Maureen Catania is a Strategic Business Partner with **Profiles International Inc.** Her expertise extends to helping clients create high performing workforces.

BARB CONWAY

Barb Conway is Vice-President, Human Resources at **Carswell, a Thomson Reuters Business**. She will be joined by Kay Hubbard, Manager, Organizational Effectiveness & Talent Management, at Carswell.

PAULA HARRINGTON

Paula Harrington, MBA is Senior Lead, Talent Strategies at **Deloitte**.

KATE WILSON

Kate Wilson, Manager Corporate Staffing Strategies at **St. Michael's Hospital** is responsible for organizational sourcing and recruiting strategies. She will be joined by Charlie Byer, Interim Director Nursing Innovation & Change Management at St. Michael's Hospital.

KAY HUBBARD

Kay Hubbard is Manager, Organizational Effectiveness & Talent Management, at **Carswell, a Thomson Reuters Business**.

COURSE PROGRAM

INTRODUCTION TO WORKFORCE PLANNING: WHAT IS IT? WHY DO IT?

Workforce planning is not a project with a single end product, it is an active process. While engaging participants in a dialogue as to why they are there and what they want out of the course, this session will discuss:

- Identifying and prioritizing gaps between the current and future workforce profile
- Assessing future needs to determine workforce needs
- Maintaining data warehouses, tracking retirement scenarios & managing talent pools
- Assessing the talent supply dynamics of your industry

THE BUSINESS CASE FOR WORKFORCE PLANNING

The success of the business case presented to C-suite executives hinges on properly defining the problem as a risk. This presentation will examine the rationale for investment in strategic workforce planning and outline how to make a compelling business case.

- Impact of current market conditions on the cost of hiring
- Business consequences of past shortfalls in key areas
- Translating the value of workforce planning
- Scalable returns: leveraging workforce planning data to tackle short-term crises

SUPPLEMENTARY COURSE MATERIAL

Federated Press is now providing delegates with access to an innovative new database containing at least 25 interactive multimedia presentations by leading experts and approximately 20 hours of lectures on the topics covered by this course, including all slides and speakers' papers. See the list of presentations on page 4.

Delegates will also receive a trial subscription to the HR Channel, a much broader resource representing hundreds of hours of interactive multimedia lectures on leading edge HR topics as delivered at our many recent HR conferences and courses.

AV PROCEEDINGS

Audio/Video segments clickable slide by slide
Papers and overheads also included
Print any of the material for your own use



LINKING WORKFORCE PLANNING TO BUSINESS STRATEGY

The focus of workforce planning is on the realization & support of strategic outcomes. This session will present and explore strategies, options and best practices for incorporating workforce planning into your critical strategic and operational planning processes.

- Workforce planning as a strategic imperative and communications device
- Integrating workforce planning with strategic intentions for competitive advantage
- Linking workforce planning, organizational effectiveness & developmental initiatives

WORKFORCE PLANNING BEST PRACTICES

This topic focuses on understanding best practices for establishing workforce planning processes and techniques, while exploring the principles and values associated with effective workforce planning.

- Understanding effective workforce planning processes and techniques
- Principles & values associated with conducting effective workforce planning
- Reviewing performance
- Oversight: monitoring progress, providing feedback and recalibration interventions

ALIGNING LEADERSHIP TO MAXIMIZE WORKFORCE PLANNING

Success of the workforce planning process in large part rests in the involvement and engagement of the organization's senior and middle managers. This session will show how to involve management and actively engage them in a dynamic workforce planning process.

- Successful enterprise-wide management engagement techniques
- Providing middle managers with the tools to be engaged in workforce planning
- Improving the exchange of workforce planning information
- Linking workforce planning with other processes

INTRODUCING AND SUSTAINING A WORKFORCE-PLANNING FRAMEWORK

In order to meet the challenge of sustaining and growing staff to meet business needs, the adoption of a workforce planning framework and the articulation of a comprehensive workforce plan is critical. This session will highlight the elements of a workforce planning framework.

- Introducing an integrated planning framework
- Information gathering and workforce analytics
- Strategies shaped through stakeholder engagement and recommendation
- Key success factors for any workforce planning process

CREATING A WORKFORCE PLANNING CHECKLIST

A fundamental part of the workforce planning process is the creation of a checklist that covers the overarching critical success factors and strategic business focus, as well as the discrete considerations that support them.

- Scanning the internal and external environmental factors
- Mapping information needed for forecasting
- Combining quantitative and qualitative factors in planning
- Identifying monitoring, measurement and update components

WORKFORCE PLANNING PERFORMANCE: MEASURING IMPACT

Workforce planning needs a performance measures to define objectives, monitor progress and evaluate opportunities for improvement. This presentation will show how to redesign and implement performance measures.

- Establishing the foundation of workforce planning performance
- Workforce planning ROI & performance gains
- Evaluating performance relative to human capital investment
- Monitoring progress and providing feedback and recalibration interventions

BEST PRACTICES FOR STRATEGIC RECRUITMENT & TALENT MANAGEMENT ALIGNMENT

Strategic recruitment & talent management alignment ensures that the people you hire and those already employed are placed in the right roles, developed in the right ways and properly prepared for upcoming leadership challenges.

- Using an integrated approach to build organizational capability
- Uncovering individual and organizational talent gaps and strategy to close them
- Implementing the process for strategic talent acquisition and alignment

CONDUCTING A GAP ANALYSIS OF WORKFORCE NEEDS

Which positions and special skills are most critical to achieving business objectives and have the most impact on the bottom line? What are the current and projected gaps between the supply of talent and organizational demand? This session will examine issues in conducting a gap analysis.

- Performing a risk assessment of mission critical positions and skills
- Market analysis, forecasting and probabilities
- Exposing workforce gaps to produce an actionable blueprint
- Tectonic shifts: factors forcing changes in forecasts

SCENARIO PLANNING TO REDUCE WORKFORCE PLANNING RISKS

It has become almost cliché to call it a war for talent, but any organization that lags in workforce planning today will be prone to major setbacks and at greater risk of losing competitive battles tomorrow. This presentation will cover how scenario planning is done.

- Scenario planning techniques for workforce planning
- Identifying driving forces and uncertainties
- Integrating qualitative factors into the scenarios
- Considering trends and contingencies

WORKSHOP

DEVELOPING A WORKFORCE PLANNING STRATEGY MAP

This hands-on, practical workshop will enable participants to build a workforce planning strategy map with objectives and priorities to immediately apply back at their respective organization. In this workshop, participants will:

- Learn about defining workforce planning strategic objectives
- Create linkages to key business objectives that matter to executives
- Build a pilot workforce strategy map
- Learn how to determine workforce planning measures

MULTIMEDIA PRESENTATION

Your registration includes an interactive multimedia database comprising the following presentations from recent Federated Press courses and conferences. They are presented in their entirety with complete audio or video and accompanying slides. You may also purchase the multimedia proceedings of the course which will be available on CD-ROM 60 days after the course.

Strategic Recruitment and Talent Management

Ken Petersen,
Pitney Bowes of Canada Ltd.

Linking Workforce Planning Initiatives to Human Capital & Business Strategy

Diana S. Goliss,
The Art Gallery of Ontario

Utilizing Technology for Workforce Management and Planning

Al Doran,
Phenix Management International

Workforce Planning: Conducting a Gap Analysis of Current and Projected Workforce Needs

Rhonda Lewis,
Trillium Health Centre

Introducing & Sustaining a Workforce Planning Mindset

Karen Dobbie,
Trillium Health Centre

Creating a Workforce Planning Checklist

Emanuele Campione,
LoyaltyOne Inc.

Facilitating Business Engagement in Strategic Workforce Planning

Alaina Oda,
Ontario Ministry of Transportation

Integrating Strategic Business Planning and Decision Making through Workforce Planning

Brett Knowles, *pm²*
Geoff Ramey, Peter Louch;
St. Andrew Goldfields Ltd., Vemo, Inc.

Reducing Strategic Workforce Planning Risks Through Scenario Planning

Robert Carlyle & Al Doran,
Aon Consulting
Phenix Management International Inc.

Leveraging Trend Analyses to Predict & Target Vulnerabilities

Robert Carlyle,
Aon Human Capital Consulting

Workforce Planning Throughout the Talent Life Cycle

Ahalya Ketheeswaran, *Knightsbridge*

Workforce Planning Performance Evaluation

Bob Angel,
The Gifford Group Limited

Leveraging Trend Analysis in Workforce Forecasting

Geoff Ramey,
St. Andrew Goldfields Ltd.

Panel Discussion Introducing and Sustaining a Workforce Planning Framework

Robert Carlyle, *Aon Consulting*;
Ceta Ramkhalawansingh, *City of Toronto*

OD's Role in Shaping Tomorrow's Leaders

Karen P. McGregor,
Grey Bruce Health Services

Building a Resilient Organization to Keep Pace with the Unexpected

Nimira Harjee,
Organizational Change and Effectiveness Consultant

Harnessing Talent: Business Schools and Organizational Development

Alyson Gampel,
Career Development Centre (CDC)

Responding to a Leadership Shortage: Accelerating the Readiness of High Potentials and Succession Candidates

Kathy Brooks,
Hay Group Limited

Creating an Effective Onboarding Program

Sandra Corelli & Natalie Stuart,
BMO Financial Group

Evolution of a Leadership Succession Program

Anna Armitage,
Siemens Canada Ltd.

Leveraging the Power of Succession Through Significant Organizational Change: An HBC Case Study

Jodi Drake (CMC, CHRP, BA),
Hudson's Bay Company

Attracting & Retaining High Potential Leadership Talent

Eileen Kirk,
Holt Renfrew & Co., Limited

Conducting a Gap Analysis

Peter Louch,
Vemo, Inc.

Accelerating the Readiness of High Potentials and Succession Candidates: a Constellation Energy Case Study

Stephen B. King,
Constellation Energy

Introduction to Workforce Planning: What Is It? Why Do It?

Robert Carlyle,
tAon Consulting

Registration: To reserve your place, call Federated Press toll-free at 1-800-363-0722. In Toronto, call (416) 665-6868 or fax to (416) 665-7733. Then mail your payment along with the registration form. Places are limited. Your reservation will be confirmed before the course.

Location: Metropolitan Hotel, 108 Chestnut Street, Toronto, Ontario, M5G 1R3

Conditions: Registration covers attendance for one person, the supplementary course material as described in this document, lunch on both days, morning coffee on both days and refreshments during all breaks. The proceedings of the course will be captured on audio or video. Multimedia proceedings with all slides and handouts can be purchased separately on a CD-ROM which will also include the course material.

Time: This course is a two-day event. Registration begins at 8:00 a.m. The morning sessions start promptly at 9:00. The second day ends at 4:00 p.m.

Cancellation: Please note that non-attendance at the course does not entitle the registrant to a refund. In the event that a registrant becomes unable to attend following the deadline for cancellation, a substitute attendee may be delegated. Please notify Federated Press of any changes as soon as possible. Federated Press assumes no liability for changes in program content or speakers. A full refund of the attendance fee will be provided upon cancellation in writing received prior to November 24, 2011. No refunds will be issued after this date.

Discounts: Federated Press has special team discounts. Groups of 3 or more from the same organization receive 15%. For larger groups please call.

Payment must be received prior to December 1, 2011

Phone: 1-800-363-0722

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TO REGISTER FOR WORKFORCE PLANNING

Name _____
Title _____ Department _____
Approving Manager Name _____
Approving Manager Title _____
Organization _____
Address _____
City _____ Province _____ Postal Code _____
Telephone _____ Fax _____ e-mail _____
Please bill my credit card: AMEX VISA Mastercard
_____ Expiration date: ____ / ____
Signature : _____
Payment enclosed: Please invoice. PO Number: _____

WHEN CALLING, PLEASE MENTION PRIORITY CODE:

MAIL COMPLETED FORM WITH PAYMENT TO:
Federated Press P.O. Box 4005, Station "A"
Toronto, Ontario M5W 2Z8

6WPT1112/E

REGISTRATION COSTS

NUMBER OF PARTICIPANTS:
COURSE: \$1975

COURSE + PROCEEDINGS CD-ROM:
\$1975 + \$175 = \$2150

PROCEEDINGS CD-ROM: \$599

NOTE: Please add 13% HST to all prices.

Proceedings CD-ROM will be available 60 days after the course takes place

Enclose your cheque payable to Federated Press in the amount of:

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For additional delegates please duplicate this form and follow the normal registration process