



Bios (IN ORDER OF APPEARANCE)

THURSDAY, NOVEMBER 15, 2007

Keynote: A Creative Public Service



Pier Giorgio Di Cicco's tenure as poet laureate of the City of Toronto began with the championing of the arts and continues to support the proposition that until the citizen sees himself/herself as creative in all fields of endeavour we will not have livable and sustainable cities. His notion of "civic aesthetic" has found popularity in forums ranging from the Prime Minister's Advisory Committee on Cities and Communities to conferences on sustainability and urban planning. He was a team member and co-author of the *Imagine Toronto* report of the City of Toronto and Province of Ontario. He was official moderator for the 2005 International Metropolis Conference and the Toronto host for the World Association of Major Metropolises. His latest book is *Municipal Mind: Manifestos for the Creative City*.

Plenary: "Scrambled Eggs"



As head of Kayaco Seminars Inc., **Christina Kaya** designs and delivers innovative communication seminars and strategies for corporations across North America to produce results. Her unique stage hypnosis shows have intrigued audiences from Toronto to Las Vegas and her lectures inform, surprise and delight.

CONCURRENT SESSIONS — THURSDAY AFTERNOON

A1) Training & Education: Investing for Innovation for Organizational Change

Bryan Evans (moderator) joined the faculty of Ryerson's Department of Politics and Public Administration in August 2003. Prior to his appointment, Evans enjoyed a diverse career as a researcher, policy advisor and senior manager spanning several public sector organizations including the Ontario Legislative Assembly, the Ontario Public Service and the Workplace Safety and Insurance Board. Evans is currently the Program Coordinator for the part-time undergraduate program in Public Administration and Governance.

His teaching and research interests focus on public sector restructuring, public policy and public management as well as the politics of labour and work. His publications reflect this research agenda and most notably, *Shrinking the State*, co-authored with Dr. John Shields, is regarded as a path-breaking contribution toward a critical understanding of the new public management and public sector restructuring.

Hugh MacLeod joined the Ministry of Health and Long-Term Care in January 2003 as assistant deputy ministry, Acute Services Division. Currently, MacLeod is the assistant deputy minister, Accountability and Performance Division. He has considerable experience in the health sector having previously served in several senior executive level positions in the Province of British Columbia.

MacLeod has a strong connection to leadership development, and has served as associate faculty in the Masters of Arts Leadership Program at Royal Roads University, associate faculty in the Master of Public Safety Program at the Justice Institute of British Columbia, and adjunct professor at the University of British Columbia, Faculty of Medicine.

Ingrid Richter has 20 years of experience working in government, non-profit and business settings in a variety of roles, from front line to senior management. She has worked nationally and internationally facilitating organization learning strategy, leadership development and organizational change. Richter's current research interests are focused on societal change, and she is a faculty member for a new international leadership program for senior public servants, offered by the Canada School of Public Service. She is an adjunct faculty member at Royal Roads University and the University of Toronto. In the last few years she has done a number of international projects which involve multi-stakeholder engagement, organizational learning, and capacity-building through leadership development.

Ingrid has a bachelors degree in psychology from McGill University, a masters degree in workplace learning and change from the University of Toronto. Her Ph.D. research focused on executive learning and organizational learning.

A2) Creating Creativity: Getting Lightning to Strike Without a Cloud in the Sky

As the manager of the Art Gallery of Ontario's Gallery School, **Jason Laudadio** has created, designed and implemented an array of innovative and successful art programs at the Gallery. He is a professional artist with over 16 years of teaching and workshop experience. Through his work he has practised and refined the art of keeping creativity alive while navigating through large institutional environments.

A3) Cultivating Innovation — Innovation Programs in the Public Sector

Anne Caroline Charles (moderator) is a professor at Conestoga College Institute of Technology and Advanced Learning, Kitchener and a Ph.D. Candidate in the Theory and Policy Studies Department, at the Ontario Institute for Studies in Education of the University of Toronto. Charles has held senior research positions in private sector organizations, both in her native United Kingdom, and in Canada. Her research interests include public finance, governance, and public policy theory. She is presently conducting research on policy development with respect to Ontario higher education policy, and the Ontario Colleges of Applied Arts & Technology. Anne is currently serving a term of office as a governor at Conestoga College, and is the co-vice-chair of the Board of Directors of Guelph-Wellington Women in Crisis.

Richard Clarke is the director of the Transformation, Innovation and Excellence Branch, Modernization Division, at the Ontario Ministry of Government Services, where he is dedicated to providing leadership in strategic change, business transformation and

service excellence. A career civil servant, Clarke has worked for the governments of Saskatchewan, Ontario and Canada. He will speak about the Ontario Ideas and Innovation Program and the OPS Innovation Fund.

John Schaffter is the director of the Organizational Effectiveness & Learning Section in the Human Resources Division at the City of Toronto. He is responsible for developing and maintaining policy and initiatives around organizational development, performance, change and succession management, coaching and mentoring, learning and training programs, management/executive development, and the Toronto Public Service Framework. The Framework, the first of its kind for the City, provides a blueprint for building a shared Toronto Public Service culture and identity.

John has extensive experience in organizational development at every level of the Toronto Public Service coupled with skills in complex change management, strategic planning, organizational design, negotiation and mediation. He worked in the non profit sector prior to his 20 years at the City of Toronto.

Jocelyne Cormier, visiting director general, Leadership Network, Canada Public Service Agency.

A4) Culture Is More than You Think!... And Ours Is Quite Unsustainable: Resilience and Adaptation in Organizations

Dr. Glenn Sutter consultant, WorldViews Consulting was previously head of the Life Sciences Unit at the Royal Saskatchewan Museum and an adjunct professor of biology at the University of Regina. His goal as a researcher and teacher is to foster sustainable forms of community and regional development by exploring the resilience of linked eco-social systems and the value of cultural indicators aimed at individuals, institutions and communities. Sutter and Worts are founding members of the Canadian Working Group on Museums and Sustainable Communities.

Douglas Worts consultant WorldViews Consulting was previously an interpretive planner and audience researcher at the Art Gallery of Ontario, in Toronto. He has published and spoken widely, in Canada and internationally, on the topics of museum audiences, creativity, education and the relationship of culture to sustainability. His goal is to bring his unique perspective on culture's relationship to sustainability into practical applications in fostering meaningful societal change. Worts and Sutter are founding members of the Canadian Working Group on Museums and Sustainable Communities.

Gala Dinner at the Palais Royale



A native of Halifax, **Hazel Walker** is an accomplished jazz artist. Her musical expertise spans live theatre, radio and television, and performances in concert venues across North America and Asia. After working in the administrative side of the arts, she returned to performing in 2001 and began creating a niche and an audience as she performed in noted Toronto jazz venues like the Montreal Bistro and the Rex Jazz Bar. Her live concert was broadcast on the CJRT Sound of Toronto Jazz Series. Walker has two recordings, *I Have Dreamed* and *On This Quiet Night*. She will perform with her quartet. You can hear Walker at www.hazelsings.com.

FRIDAY, NOVEMBER 16, 2007

Keynote: The Public Good



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As a politician, diplomat and international envoy for humanitarian efforts, **Stephen Lewis** has dedicated himself to improving the human condition. From June 2001 until the end of 2006, he was the UN Secretary-General's special envoy for HIV/AIDS in Africa. He is currently a professor in global health at the Faculty of Social Sciences, McMaster University. He is also co-director of AIDS-Free World, a new international AIDS advocacy organization, and the chair of the board of the Stephen Lewis Foundation in Canada. Lewis holds 25 honorary degrees from Canadian universities and is a Companion of the Order of Canada, Canada's highest honour for lifetime achievement.

CONCURRENT SESSIONS — FRIDAY MORNING

B1) Creativity and Public Space

Matt Blackett is publisher and creative director of Spacing magazine.

B2) Bad Dog Theatre: It's Improv Time!

For 20 years, the **Bad Dog Theatre Company** has provided an affordable, accessible

training ground for improvisational comedy for thousands of ordinary people who want to learn the joy of improvisation and be part of Toronto's exciting improv and theatre community.

B3) Governments Working Together: Learning from the Revitalization of Regent Park

In her capacity as director, Economic Research & Business Information with the City of Toronto, **Christine Raissis** (moderator), is responsible for economic research, policy and long term planning in the Economic Development, Culture and Tourism Division. Currently Raissis's team is supporting the *Mayor's Economic Competitiveness Advisory Committee* and guiding the development of Toronto's new *Prosperity Agenda*.

Raissis has a diverse range of public and private sector experience. Formerly with the Municipality of Metropolitan Toronto, she focused on strategic infrastructure, dealing with such issues as airports and convention/trade centres. Prior to this, she worked with two internationally recognized consulting firms; as manager of the Tourism Consulting Practice of KPMG and as an associate with Marshall Macklin Monaghan, as manager of the Travel and Leisure Planning Group. Christine also spent three years as a manager in the Tourism Policy Unit of the former Ontario Ministry of Tourism, Culture and Recreation.

Christine holds an Honours B.Sc. from the University of Guelph, and a teaching diploma from the University of British Columbia and a Diploma in Public Administration from the University of Western Ontario.

Derek Ballantyne was named chief executive officer of the new Toronto Community Housing Corporation in 2001. Derek previously served as chief executive officer of the Toronto Housing Company, from 1999-2001. Prior to that, he was general manager, City Living, City of Ottawa Non-profit Housing.

Derek was a long-time volunteer and board chair of a community-based non-profit housing corporation in Ottawa; a founding board member of the Ontario Non-Profit Housing Association, and chair, Raising the Roof, a national charitable organization dedicated to finding solutions to homelessness.

He currently sits on the board of the Ontario's Social Housing Services Corporation, and has worked on provincial housing working groups and committees in the design and implementation of social housing programs. He has a background in the public and private sectors, and has worked as an independent consultant in project management and delivery.

Catherine Goulet is the executive director of the Regent Park Neighbourhood Initiative, a neighbourhood-based community planning council responding to the needs of the neighbourhood in the face of the redevelopment of Regent Park. She worked previously as a political assistant to city councillors and in the Housing Department at the City of Toronto.

B4) Changing a Risk-Averse Culture

Graham White (moderator), is professor of political science at the University of Toronto, where he teaches courses on Canadian politics. He holds a B.A. in economics and political science from York University and an M.A. and a Ph.D. in political science from McMaster University.

From 1978 to 1984 he worked in the Clerk's Office at the Ontario legislature, where he provided administrative support and procedural advice to MPPs of all parties and to such committees as the Public Accounts Committee, the Standing Committee on the Ombudsman and the Select Committee on Pensions.

His research and most of the books he has written or edited focus on Canadian governmental institutions at the provincial and territorial level.

White has served as a consultant to a range of governmental organizations.

Reg Alcock is a former Liberal cabinet minister and one of Canada's most influential voices on government and modernizing public sector management, Reg Alcock was a member of parliament for 13 years and President of the Treasury Board for two years. Mr. Alcock is currently executive-in-residence at the Asper School of Business, University of Manitoba.

Adalsteinn (Steini) D. Brown was appointed the assistant deputy minister, Health System Strategy Division, Ministry of Health and Long-Term Care (MOHLTC), in March 2006. The role of this division is to establish overall strategic directions and provincial priorities for the health system. In 2004 Brown was seconded to the MOHLTC as the lead, information management, Health Results Team, and he continues in this role. He is an assistant professor in the Department of Health Policy, Management and Evaluation, Faculty of Medicine, at the University of Toronto. He received his D.Phil. from the University of Oxford and was a Rhodes Scholar. He was named one of Canada's Top 40 Under 40 in 2003.

B5) Networks and Networking in the Public Service

Leslie Cheung (moderator) has worked in a number of diverse environments, including community organisations and NGOs, academia, the labour movement, and the public service. She currently works as a research associate in Strategic & Corporate Policy in the City Manager's Office at the City of Toronto.

She has recently been selected as the new professional representative on the IPAC Toronto Regional Group's Executive Committee, and is highly engaged in the process of forming and operating the Toronto Professional Network (TPN) at the City of Toronto. The TPN is an emerging networking organisation committed to learning, career development, and building a more effective and efficient public service.

Leslie received a Bachelor in Social Work from McGill University, and completed her Master in Public Policy at Simon Fraser University. Her policy interests are mainly around issues of migration and labour, particularly around temporary migrant labour and settlement and integration policy. She is extending her research to include analysis of policy frameworks and their influence on notions of citizenship, nationalism, and identity.

Dana Richardson is the assistant deputy minister of the Local Government and Planning Policy Division, Ministry of Municipal Affairs and Housing. Richardson leads the development of local government policy related to finance, governance, land use planning, service delivery and management issues. After practising law in Toronto, Richardson joined the Ontario Public Service in 1983. She began her public service career as an adjudicator in residential tenancies and then worked in policy development for residential tenancies and land use planning. She has both a law degree and a masters of public administration degree from Queen's University. Her undergraduate degree is from the University of Toronto.

After a career in the Canadian federal public service, **David C.G. Brown** is a senior associate of the Public Policy Forum and a doctoral candidate in the Department of Political Science at Carleton University.

A graduate in political science from the University of Toronto, Brown spent most of his career working on public service reform issues, working at various times in the Office of the Commissioner of Official Languages, the Department of External Affairs, Privy Council Office, Treasury Board Secretariat and the Canada Customs and Revenue Agency. He also spent two years on an exchange assignment in the Cabinet Office of the British government.

Among his responsibilities in Treasury Board Secretariat, he was assistant secretary, policy development, in the Human Resources Policy Branch and executive director,

information, communications and security policy, in the Chief Information Officer Branch. From 2000 to 2005 Brown was director, special projects, at the Public Policy Forum (PPF), a not-for-profit organization based in Ottawa concerned with promoting excellence in government. Research that he conducted at PPF provided the basis for his contribution to *Digital State at the Leading Edge*, of which he is a co-author.

For several years Brown chaired the international committee of the Institute of Public Administration of Canada, and from 1995 to 1998 he was president of IPAC's global counterpart, the International Institute of Administrative Sciences (IIAS), which is based in Brussels. He continues to be a member of the IIAS Research Advisory Council and is a member of the editorial committee of the *International Review of Administrative Sciences*.

An expert in negotiating and public policy, **David Eaves** works with leading organizations across North America, helping them develop and implement strategies for maximizing value from partnerships, alliances, customers, and suppliers. In addition, David works with non-profits and government agencies, consulting on public policy and strategy. He has written about, and given keynotes on public service sector reform to a range of audiences including the Association of Professional Executives (APEX) and the Treasury Board's annual Executive Summit.

In the past David volunteered extensively with Canada25, a non-profit think-tank that engages Canadians aged 20-35 around the world in public policy debates. In the summer of 2003 David served as Canada25's lead author of *Charting a New Path: A Compass for Canada's Future*, written at the request of the Privy Council Office. In 2004 he served as lead author of *From Middle to Model Power: Recharging Canada's Role in the World*. Last year, David was an Action Canada Fellow and as a Sauvé Scholar at McGill University in Montreal. David is a graduate of Queen's and Oxford University, and currently lives in Vancouver.

CONCURRENT SESSIONS – FRIDAY AFTERNOON

C1) After the Conference... P.R.E.P. for Re-entry

Maureen (Mo) McKenna of mentoring with MOmentum Ltd. is a facilitator and organizational development specialist. She has worked with clients in many sectors — corporations (small and large), education, not-for-profit and municipal, provincial and federal governments. She has volunteered on the boards of the Progress Career Planning Institute and Communities in Schools, and is currently a mentor to a Toronto youth organization called iDREAM.

C2) Books and Movies: Lessons in Public Sector Management

Sandford Borins is professor of public management in the Division of Management at the University of Toronto at Scarborough and at the Joseph L. Rotam School of Management. He spent the 2003-04 academic year as scholar in residence, Ontario Cabinet Office. He is the author of numerous articles on public management as well as seven books. Borins did his undergraduate studies at Harvard and took his master in public policy at the Kennedy School of Government; he received his Ph.D. in economics at Harvard.

C3) Moving Up in the Public Service: Toeing the Line or Rowing Your Own Course

Art Daniels joined BearingPoint after serving over 36 years in the Ontario Public Service. He has served as assistant deputy minister in six ministries and the OPS Excellence & Innovation Office and the OPS Restructuring Secretariat in Cabinet Office. Daniels has been associated with many award-winning innovations, including Teranet, Ontario Business Connects, Direct Access, Delegated Authorities and Citizens First. He has published a number of books and articles on public administration. Daniels is a regular contributor to *Canadian Government Executive* magazine. He has also been an advisor and lecturer on public service reform and executive development to many countries all across the globe, mainly on e-government, strategic planning, innovation, service improvement, values and ethics, alternative service delivery, land reform and performance management.

Jean-Pierre Kingsley brings to the International Foundation for Election Systems more than three decades of management experience and a proven commitment to public service. As Canada's chief electoral officer for 17 years, Kingsley increased the transparency, efficiency and accessibility of the electoral process for Canadian citizens. He also led high-profile international elections observation and monitoring missions, in countries including Iraq and Haiti. Prior to his elections work, Kingsley served in several government posts and was a leader in the health care sector, as executive director of Edmonton's Charles Camshell Hospital and as president and chief executive officer of the Ottawa General Hospital.

Joe-Anne Priel began her career with the Alberta provincial public service 38 years ago. After ten years in an administrative capacity she enrolled in the Commerce Program at the University of Alberta. She graduated in 1985 with a bachelor's degree in Business with specializations in Organizational Analysis and Industrial Relations. She

increasingly challenging positions mainly within the field of training and development.

In the fall of 2000, Priel was offered a position with the City of Hamilton as the general manager of the Community Services Department. This department offers a unique blend of human services including welfare assistance, management of the child care system, two long-term care facilities, employment services for those that have difficulty accessing the labour market, culture and recreation programming, social housing and homelessness initiatives.

In conjunction with community partners and the Caledon Institute, she lead the development of the Social Vision for the City of Hamilton, which is regarded as a key social policy paper used to guide the City of Hamilton to reach its goal of being a safe, healthy, vibrant and caring community.

Priel's passion as an advocate for the less-fortunate has been invaluable in her role as a co-convenor of the Hamilton Roundtable for Poverty Reduction, which was formed in February 2005. She firmly believes that poverty reduction in Hamilton must become a priority. The strength from this collaborative approach is drawn from residents and leaders who are at its base. Priel is committed to the development of a made-in-Hamilton solution, to an issue that is not unique to Hamilton but is being experienced by communities across the county.