

Leadership Masterclass - May 1, 2020 – Session Descriptions

Eagle, Duck, Turkey, or Vulture – How Do You Fly in the First 90 Days?

Christine Bruce, MLT, MHA, CHRL

Learning Objectives:

- *Identify the importance of managing yourself as a new leader*
- *Recognize how to engage others as a new leader*
- *Gain insights into what “being the boss” is all about*

The first days in a new position are critical because small differences in actions can have a huge impact on long-term results. It is even more challenging when those first days are in a position of leadership and influence. This informal presentation will provide a learning experience that will assist participants in understanding what leadership is all about, and what to do in your first 90 days to increase your likelihood of success and workplace joy. This foundational learning on great leadership that can also be used by informal leaders and independent contributors.

Speaker Bio:

As a multi-faceted senior leader in the Canadian medical laboratory and diagnostics services industry, Christine has spent her 20-year career leading laboratory services delivery in both the private and public sector. Currently, she serves as the administrative director for microbiology at University Health Network and Sinai Health System in Toronto. Christine has held varied positions in the key areas of new testing, business development, operations management, quality, and process engineering. Here she has demonstrated a special talent for developing creative solutions to improve and expand laboratory testing applications, while also championing innovation, high employee performance and client service. An MLT since 1997, Christine also holds a Masters in Health Administration, a Lean Six Sigma Black Belt, Certified Human Resource Leader and Clinical Laboratory Quality Manager certification.

Words Matter: The Art of Communicating as a Leader

Samantha Rae Ayoub, MA, CMP

Learning Objectives:

- *Communicate effectively: Understand how word choice, tone, and delivery can positively or negatively impact the people you manage.*
- *Get the most out of your people: Understand how to best communicate and give feedback as a manager in order to get the best results from your employees, while also maintaining a high level of engagement.*
- *Handle the tough stuff: Understand how to have difficult conversations to resolve conflict and tension, keep your team calm and focused while in crisis mode, and how to say “I don’t know” without losing credibility.*

The concept is simple: As a manager, how you communicate with the people you lead can make you or break you. What is not so simple however, is learning how to communicate effectively, while also getting results, giving feedback, handling tough conversations, and keeping your team motivated, on time, on budget, and loving their jobs. Sounds exhausting right? It doesn't have to be.

In this session you will learn about the concepts behind how people process information and communication, particularly from management. Chock-full of real-life examples and tips, this session will help you bolster your communication skills as a both a leader and a manager of people.

Speaker Bio:

Samantha Rae Ayoub is a seasoned communication professional with 15 years of experience advising organizations and senior leadership. She has built her career working within organizations to improve their communication, planning and operational efforts, and has also worked closely with numerous CEOs and scientific experts, coaching them on effective communication strategies and media relations. Samantha currently serves as the immediate Past President of the Ottawa Chapter of the International Association of Business Communicators where she works to advance the profession and guide and mentor the future generation of communication professionals. She has a Masters degree in Professional Communication and has obtained her certification as Communication Management Professional.

The Art of Delegation

Richard Chee-A-Tow & Suzanne Nolan

During the “Art of Delegation” session, participants will learn how to effectively reach goals, avoid burnout and nurture responsibility among staff – for projects big and small. Dynacare’s director of laboratory operations, Richard Chee-A-Tow, and Manager of Learning and Organizational Development, Suanne Nolan, will draw on real-life leadership lessons and organize a practical activity based upon delegating and goal-setting.

Speaker Bios:

Richard Chee-A-Tow, in his role as laboratory director, is responsible for overseeing all operations and daily functions of the Brampton lab. Richard has been with Dynacare (and its predecessor organizations) for over 32 years. His specializations include business process improvement and facilities management. Richard is well admired for his leadership capabilities, having overseen the transformative “lab of the future” initiative in 2018, as well as our recent reorganization which brought our entire Bowmanville staff and laboratory equipment into our Brampton space.

Suzanne Nolan has built an expertise in the areas of learning and development from a human resources perspective in over 20 years of progressive position across various organizations. At Dynacare, she works to proactively identify learning, performance, behavioural and knowledge gaps to provide innovative solutions that support organizational strategic goals. Suzanne regularly engages in performance consulting with stakeholders to design innovative solutions that incorporate the end-to-end learning cycle (assessment, design, evaluation and sustainment) ensuring measurement against key business and performance metrics.

Building and Maintaining Effective Teams

Nicholas Dibdin, BSc, MLT, PMP

It's inevitable that as a leader of a team, it's up to you to get everyone moving towards the same goals. But how do you do that in a motivating and inspirational way? In this session, Nicholas Dibdin will share his experiences of managing teams in a variety of laboratories across Canada. Not only will he explain the steps towards a successful team, but also the consequences of an ineffective team. His learnings will take you beyond lunch and learn team building tactics and give you daily intentional activities you can implement for real change.

Speaker Bio:

Nick is currently the Associate Director for the Canadian Blood Services' Cord Blood Bank and Stem Cell Manufacturing program and has been with Canadian Blood Services for over 19 years in numerous capacities. He has over 20 years of experience in laboratory environments, supply chain management, biologics manufacturing and project management. Nick has a Bachelor of Science from the University of Windsor, is a registered MLT (and CSMLS member) and certified Project Management Professional. His latest adventure involves coaching clients to help inspire them to maximize their potential. He is married with two kids, who are both currently attending University.

Inspirational Leadership

CWO (ret'd) Kevin West, MMM, MSM, CD, MA

Learning Objectives:

- *Understand the effects of leadership on our team*
- *Awareness of the effects on oneself in your role as a leader*
- *Understand the importance of being a transformational leader*

The session is intended to be a guided discussion on leadership. It will provide ideas and tools of how to and what to consider when inspiring your team, and yourself to do the best they can.

Speaker Bio:

Kevin has over 35 years of service with the Canadian Forces, 30 years of which were in leadership roles. He has served at all levels of leadership within the force, culminating his career as the Canadian Forces Chief Warrant Officer in 2013. He retired from the forces in 2018, and now operates his own consulting company. He is currently on contract with DND as a Strategic Advisor on the sexual misconduct file. His passions are in the mentorship and development of future leaders, focused on making others better through sharing his experiences.