

YOUR FACULTY HEAR FROM EXPERIENCED LEADERS



Nicole Crutcher, Director,
Strategic Planning, HR Department,
CANADA REVENUE AGENCY



Marc Séguin, Demographic
Analyst, **GLOBAL AFFAIRS CANADA**



Zachary Nichol, HR Metrics
Analyst, Human Resources,
CITY OF HAMILTON



Alice Law, Associate Director of
Workforce Planning,
NATURAL RESOURCES CANADA



Steven Francis, Manager,
Measurement and Analytics,
**CANADIAN CENTRE FOR DIVERSITY
AND INCLUSION**



Roger Blaesz, Senior Workforce
Analyst, HRIS and Compensation,
ARCELORMITTAL DOFASCO



Chantal Gauvreau, Director,
Strategic Human Resources
Planning and Programs,
GLOBAL AFFAIRS CANADA



Wendy Appelbaum, Senior
Advisor, Real Property
Services, **PUBLIC SERVICES &
PROCUREMENT CANADA**



Shaun Brown, Partner,
INNOVATION LLP



Richard Bridle, Former Director of
Human Resources
**UNICEF HEADQUARTERS (NEW
YORK)**



Cole Dolhaniuk, Director,
Workforce Strategy,
ALBERTA EDUCATION



Russell Loga, Director,
HR Planning and Programs,
Alberta Municipal Affairs,
GOVERNMENT OF ALBERTA



Stevan Zonjic, Director,
Analysis, Treasury Board of Canada
Secretariat,
GOVERNMENT OF CANADA

HR Analytics for the Public Sector

September 26 – 27, 2018 | ONTARIO

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2018 EVENT

September 25 - 26, 2018
Ottawa, Ontario
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Build an Effective HR Analytics Strategy
Advantage of Your Data

- ✓ Examine the work the Treasury Board of Canada Secretariat is doing to support effective decision making and HR planning using HR analytics based on 260,000 employee data sets
- ✓ Learn how ArcelorMittal Dofasco combines their existing HR data with publicly available Stats Canada data to create “Super KPIs”
- ✓ Get tips for improving evaluation systems to identify top talent
- ✓ Explore legal and ethical issues that can come up in HR analytics, and how to avoid them
- ✓ Understand the importance of visualization for communicating business information
- ✓ Learn how to build and recruit a proper HR analytics team: identifying the talent and skills required
- ✓ Analyze lessons learned from a case study on using analytics for strategic planning: data-driven decision-making for your human capital
- ✓ Learn what you can expect from predictive HR analytics in the next ten years

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HR Analytics for the Public Sector

September 26 – 27, 2017 • Ottawa, Ontario

DAY ONE PROGRAM AGENDA: TUESDAY, SEPTEMBER 26, 2017

8:00-9:00 Registration and Continental Breakfast

9:00-9:20

Welcome and Opening Remarks from the Chair

Nicole Crutcher, Director, Strategic Planning, HR Department, Canada Revenue Agency

9:20-10:10

What Are HR Analytics and How Can They Be Used?

Stevan Zonjic, Director, Analysis, Treasury Board of Canada Secretariat, Government of Canada

- Case study of the work the Treasury Board Secretariat is doing to support effective decision making and HR planning using the HR analytics based on 260,000 employee data sets
- Overview of the Federal Public Service (FPS) of Canada human resource data sets and analytics
- Basic principles and most commonly used and useful metrics for government organizations



Stevan Zonjic has been responsible for reporting and analysis of the Federal Public Service (FPS) workforce and he has been providing HR analytics that have been used to support various government transformation initiatives, program and policy development, and evidence based decision making. For the past two years, he has been leading Analysis and Measurement team within OCHRO/TBS that is responsible for enterprise-wide HR analytics and surveys for the FPS of Canada.

10:10-10:30

Networking Break



10:30 - 11:40

Government of Alberta

Russell Loga, Director, Human Resources Planning and Programs, Alberta Municipal Affairs, Government of Alberta
Cole Dolhaniuk, Director, Workforce Strategy, Alberta Education

- Identification of the drivers of change to assist in moving the workforce analytics program forward corporately at the leadership level
- Understanding the complexities with initiating an HR analytics program in a large organization
- Building consistent practices, processes, and definitions within the HR system in order to produce timely, accurate, and relevant metrics
- Building the necessary infrastructure and competency to move towards a more effective and efficient future state



Russell Loga leads the development, planning, and implementation of strategic programs for his clients. After spending over a decade working in various human resources positions in the public sector, Russell believes that to develop strategic solutions to client needs, you need to truly understand their people. His major tool in reaching this understanding is through workforce analytics.



Cole Dolhaniuk provides leadership, advice and management to visioning, planning, development, implementation and evaluation of HR programs, initiatives and strategies. His background spans the fields of analytics, leadership and human resources, but his specific area of interest is finding ways to advance an evidence-based approach to human resources,

11:40 – 12:40

Franken-Lytics: Creating Your Own Customized KPIs and Analytics in Your "HR Metrics Lab"

Roger Blaesz, Workforce Planning Specialist, ArcelorMittal Dofasco

- How ArcelorMittal Dofasco (AMD) combined existing HR data with publicly available Stats Canada data
- How to use diverse organizational data sources to create an all-in, HR "BIG KPI"
- How AMD improved its retirement savings program in the face of an incoming wave of Baby Boomers
- Using Data Visualization software to create a dashboard for strategic decision making



Prior to joining ArcelorMittal Dofasco, Roger Blaesz was working as a Research Assistant in the Policy and Research Division of the Ministry of Treasury and Economic Development, where he worked in the Mutual Fund Company, where he worked in the Operations and Call Centre area. He has also been involved in HR related metrics and analytics. He spent 2 years working in the HR department of a large toy manufacturer and most recently, worked in the HR department for the City of Burlington.

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12:40 - 1:40

Luncheon Break

1:40 - 2:40

Improving Talent Management at Natural Resources Canada

Alice Law, Associate Director of Workforce Planning, Natural Resources Canada

- How to improve evaluation systems to identify top talent
- Natural Resources Canada's "Talent to Watch" program
- Insights on where to focus your training and recruiting budget



Alice Law is the Assistant Director of Workforce Planning and Talent Management and is currently responsible for Corporate Recruitment, Workforce Planning, Performance and Talent Management at Natural Resources Canada (NRCan). She recently penned the NRCan Strategy for People Management, a strategic framework for the department's HR priorities for the next few years. Alice also contributed to the Corporate Risk Profile on risks to the workforce, and played a key role in the development and management of the in-house leadership development program "Leaders on the Move".

2:40 - 3:00

Networking Break



3:00 - 4:00

Combatting Privacy and Ethical Issues in HR Analytics

- Legal and ethical issues that can come up in HR analytics: how to avoid them
- Examples of legal cases that have been fought over workforce analytics
- Dos and don'ts of how to use HR analytics strategically, without compromising the ethics of your organization



With several years of experience both in the public and private sectors, Shaun's practice focuses on e-commerce, e-marketing, privacy, access to information and information security. Shaun speaks and writes regularly on anti-spam legislation, behavioural advertising and privacy issues, and has an in-depth understanding of the online marketing industry, both from an operational and legal perspective. He is also the primary author of the Canadian e-Marketing Blog. Shaun is also the co-editor and co-author of PrivacyScan, one of Canada's most popular and insightful resources reporting on Canadian privacy issues.

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DAY TWO PROGRAM AGENDA: WEDNESDAY, SEPTEMBER 27, 2017

8:00-9:00 Continental Breakfast

9:00-9:15

Opening Remarks from the Co-Chairs

Chantal Gauvreau, Director of Strategic HR Planning and Programs, Global Affairs Canada

Marc Séguin, Demographic Analyst, Global Affairs Canada

9:15-10:35

Providing Global Affairs Canada with a View into Human Resources Analytics

Chantal Gauvreau, Director of Strategic HR Planning and Programs, Global Affairs Canada

Marc Séguin, Demographic Analyst, Global Affairs Canada

- Enabling a better HR Planning Process: exploring tools provided to managers and the automated dashboards they can produce as well as the ones that feed senior management
- Tracking HR activities and service standards: HR analytics/dashboards used to track HR activities in staffing, classification including service standards, compensation and performance management
- A view into the department (HR Analytics = GAC@a Glance and Branch Dashboards): includes Canadian Based Staff and Locally Engaged Staff



Chantal Gauvreau has over 27 years' experience in the public sector with both a crown corporation and the government of Canada. After a 23 year career with Canada Post Corporation where she worked in HR and on the project team leading the implementation of PeopleSoft HR and SAP HR, Chantal moved to the Government of Canada working at the Canadian International Development Agency (CIDA) which has amalgamated with Global Affairs Canada.



Marc Séguin has over 15 years of experience within the Public Service of Canada. He began his HR career in Labour Relations at the Canadian International Development Agency (CIDA). Marc's love for HR Planning in Demographics came a few years later when he worked at Customs Border Services Agency (CBSA) before returning to CIDA.

10:35 - 10:55 Networking Break



10:55 - 12:00

Telling a Story with Data: Visualizing HR Analytics

Zachary Nichol, HR Metrics Analyst, City of Hamilton

Alice Filice, Director, HR Systems and Operations, City of Hamilton

- Importance of visualization to communicate business information
- How to transform data into a visual picture conveying business information
- Telling the talent story to those with no analytics background
- Why good storytelling is essential



Zachary Nichol is responsible for arming the business and HR team with data-driven insights through analytics to identify critical HR priorities and drive optimal decisions about our people. He ensures that relevant, actionable and insightful metrics and trends are identified and reported accordingly, serving as the technical liaison for HR data/information.

12:00 - 1:00 Luncheon Break

1:00-2:15

WORKSHOP SESSION

How to Build and Recruit a Proper HR Analytics Team

Nicole Crutcher, Director, Strategic Planning, HR Department, Canada Revenue Agency

- Understanding what your needs are and if you have the internal skills necessary to meet those needs



- How to identify the talent required for an effective analytics team, and how to recruit them
- Working with different departments internally to meet your analytics needs

Nicole Crutcher began her career in the public service in 2001 working in research and statistics groups within the criminal justice system at the Department of Justice Canada and the Correctional Service of Canada. She has honed her research and statistics skills working in areas such as financing, drugs and terrorism as well as various population groups such as women and indigenous offenders.

2:15-3:15

Discovering the ROI of HR Analytics

Steven Francis, Manager, Diversity and Inclusion, Canadian Centre for Diversity and Inclusion

- What the business outcomes are from HR analytics
- Selection tools and hear about HR analytics in your organization
- How to determine what you wish to measure with HR analytics



Steven analyzes survey data from our Diversity Census Tool (DCT) to create reporting for our employer partners and clients. In addition to writing reports using the results of the Diversity Census, he is currently working on the Diversity by the Numbers project. Steven brings data analysis and reporting experience gained from marketing, communications, and public relations roles to his role at the CCDI.

3:15- 3:30

Networking Break



3:30 – 4:30

Future Predictions: HR Analytics in 2030

Wendy Appelbaum, Senior Advisor, Real Property Services, Public Services and Procurement Canada

Richard Bridle, Former Director of Human Resources, UNICEF Headquarters, New York

- Looking ahead, learn what is in store for HR analytics in the future
- How to prepare for and stay ahead of coming changes in the industry so your organization can better compete
- Potential privacy concerns and legal issues that could come up with the advancement of predictive analytics, and how to avoid these issues



Wendy Appelbaum is responsible for Delivery and Results for Strategic Planning, Administration and Renewal for Public Services and Procurement Canada (PSPC). Prior to joining PSPC, she worked at the Department of National Defence, where she was responsible for developing and implementing HR strategies and programs as well as providing strategic advice, analysis and recommendations in support of evidence-based decision-making.



Richard Bridle spent 35 years with the United Nations Children's Fund (UNICEF). Having worked in various countries, including Cambodia, India, Nepal, North Korea and Senegal, as head of office or head of programmes, he rounded off his career as Director of Human Resources at UNICEF's Headquarters in New York.

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WHO SHOULD ATTEND THIS EVENT

- Human Resources Managers and Officers
- People Analytics Managers
- HR Analysts
- Employee Engagement Managers
- Employment Assistance Providers (EAP)
- Disability Managers
- EAP Program Managers
- Human Resources Generalists
- Return-to-Work Managers and Coordinators
- Accommodations Managers
- Diversity and Inclusion Specialists
- Workplace Health and Safety Managers

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Course for Groups of 3 +	\$2,199 each	\$1,599 each
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LOCATION:

HR Analytics for the Public Sector will be held at a convenient downtown location in Ottawa which could include the Ottawa Conference and Event Centre or the Radisson Hotel Parliament Hill. Detailed venue information will be forthcoming as it becomes available.

YOUR REGISTRATION INCLUDES:

Registration fees include all course materials, continental breakfast, lunch, and refreshments. **Parking and accommodation are not included.**

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