

The LEARNING & TRAINING CONFERENCE

2020



ONLINE LEARNING PRESENTATION SCHEDULE

TUESDAY, OCTOBER 8

Day One Opening Keynote

Shaping (As Opposed to Stumbling into It!) – The Future of Online Learning and Training

Sponsored by



Grand Ballroom | 8:30 am - 9:30 am

Making learning real, challenging and engaging – that is what we all aspire to do. Technology can help us do that. From his experience of supporting learning – corporate, academic and skills-based – around the world, Dr. Stephen Murgatroyd outlines a series of developments transforming the learning and training landscape. In his keynote address, Dr. Murgatroyd debunks the myths and unmasks the fads as he describes the far-reaching impact of:

- Serious games
- Simulation
- Artificial Intelligence
- Immersive Learning
- Challenge-based Learning
- Adaptive Learning
- Peer to Peer Learning
- Mentoring and Coaching
- Collaborative Learning networks
- Design-based Learning

Dr. Murgatroyd challenges us all to design better, more meaningful and challenging learning and training to make a difference.

Presenter

Stephen Murgatroyd, Chief Innovation Officer, Contact North / Contact Nord

Access and Innovation

Sheraton Hall A | 10:00 am - 11:00 am

Track: Access, Openness and Flexibility

Showcasing innovative practices in expanding access, openness and flexibility.

Presenters

Dirk Morrison, Associate Professor, University of Saskatchewan
Jenn Mosley, Design House QA, AODA, Copyright, Lambton College
Mark Russell, Design House Tech Specialist, Lambton College

Business Impact Mapping

Willow | 10:00 am - 11:00 am

Track: Leading a Business Focused L&D Team

Business Impact Mapping is a simple, but powerful technique that helps organizations ensure their learning solutions are aligned to the needs of the business. Used most commonly when developing new learning solutions, impact mapping helps link learning objectives to the key job performance objectives that ultimately drive desired bottom line results and strategy. In this session, you'll learn what an impact map is, why it's used, and when to use it. You'll assess your organization's need for mapping and discover the many benefits it offers. We'll discuss desired outcomes at three levels: Learning, Job Performance, and Organizational Results. You'll get your feet wet working on a mini-case study describing a slightly messy—but real-world—business situation. Together we'll analyze the business situation and collaboratively construct an impact map creating a clear line-of-sight that aligns training objectives with Job Performance, and Organizational Outcomes.

Presenters

Allan Bailey, CEO, Centre for Learning Impact
Lynette Gillis, Executive Director, Centre for Learning Impact

Design, Delivery and Innovation

Sheraton Hall C | 10:00 am - 11:00 am

Track: Course Design, Development and Delivery

Showcasing innovative practices in online learning design, development and delivery.

Presenters

Karin Barac, Learning and Teaching Consultant (Design), Griffith University
Sophie Chrysostomou, Professor, University of Toronto Scarborough
Natalie Green, Associate Director, Distance Education, University of Guelph
Steve Joordens, Professor, University of Toronto Scarborough
Camelia Karimian Pour, Professor, University of Toronto Scarborough

Embedding Sustainable Innovation: The Sleep Country Story

Osgoode East | 10:00 am - 11:00 am
Track: Performance Consulting and Instructional Design

Many organizations are focused on innovation, but sustainable innovation is often elusive. Sustainable innovation needs to be embedded in the culture and part of the work of every associate and team. There also needs to be an ongoing process to refresh the focus on innovation so that it stays vibrant and motivating. The question is: How can you embed sustainable innovation in your organization? This workshop describes the key elements in embedding sustainable innovation. We then share the Sleep Country Canada story that includes why they chose to focus on innovation, how they proceeded to develop embed innovation in the culture, and how they are keeping it alive so that it stays as a priority for all associates.

Presenters

Youmna Saikali, Manager of Organizational Development, Training and Translation, Sleep Country Canada
David Weiss, CEO, Weiss International Ltd.

Faculty, Institutional Development and Innovation

Sheraton Hall B | 10:00 am - 11:00 am
Track: Faculty, Staff and Institutional Development

Showcasing innovative practices in faculty and institutional development.

Presenters

Linh Dang, Doctoral Student and Adjunct Faculty, Warner School of Education, University of Rochester
Darcy Hardy, Associate Vice President and Client Success Director, Blackboard Inc.
Aaron R. King, Program Development Manager, University of Florida
Brian K. Marchman, Assistant Provost and Director, University of Florida
Dave Miller, Associate Director & Clinical Associate Professor of Education, University of Rochester

Innovations in Assessment, Analytics and Student Success

Chestnut | 10:00 am - 11:00 am
Track: Assessment, Analytics and Student Success

Showcasing innovative practices in online assessment, analytics and student success.

Presenters

Robert Clapperton, Assistant Professor, Ryerson University
Anthony J. Levinson, Director, Division of e-Learning Innovation, McMaster University
Shiyi Shen, PhD student, University of Rochester

Innovative Uses of Technology and Pedagogy

Birchwood | 10:00 am - 11:00 am
Track: Technology, Innovation and Pedagogy

Showcasing innovative use of technologies and pedagogies used for online learning.

Presenters

Francisco Cervantes-Perez, General Director, Universidad Nacional Autónoma de México
Aline Germain-Rutherford, Vice Provost, Academic Affairs, University of Ottawa
Jovan Groen, Senior Analyst — Strategic Research and Impacts Evaluation, University of Ottawa
Rory McGreal, UNESCO/ICDE Chair in OER, Athabasca University
Micheal Murphy, Graduate Student, University of Ottawa
Nancy Vezina, Manager, Educational Development, University of Ottawa

Nimble: Building your Agility at the Front of the Room

Osgoode West | 10:00 am - 11:00 am

Track: Managing Change for Results: New Perspectives

This facilitation training responds to three truths: 1. Complexity requires collaboration, but getting the right people together is not enough to ensure collaboration is effective. Groups need structure. 2. Life's too short for boring, unproductive meetings. Groups need engaging processes. 3. Given we can't predict accurately what will happen, we need to build our capacity to be responsive. Groups need to be nimble. Nimble facilitation provides groups with structure and engagement while staying responsive to changing conditions.

Nimble: Building your agility at the front of the room will equip you with practical skills and tools to design and lead group sessions that are purposeful and dynamic, even when they take surprising turns. Learn to plan thoroughly, then loosen your grip on that plan. Leave with confidence that you can transform time wasted as a group into time well spent.

Presenter

Rebecca Sutherns, Founder and Principal, Sage Solutions

Applications of Artificial Intelligence in Online Learning

Chestnut | 11:15 am - 12:15 pm
Track: Technology, Innovation and Pedagogy

What is the promise of artificial intelligence for online and flexible learning?

Presenters

Mohidine El Tamame COLY, Manager/ Founder, XELEDRING
Serigne Mbacke KA, Conseiller pédagogique, XELEDRING
Dirk Morrison, Associate Professor, University of Saskatchewan
Hosni Zaouali, Executive Course Facilitator / CEO of Voilà Learning, Voilà Learning - Stanford University

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Assessing Skills and Competencies Online

Sheraton Hall C | 11:15 am - 12:15 pm
Track: Assessment, Analytics and Student Success

This hands-on workshop showcases practical online approaches for companies and organizations seeking to assess skills and competencies of employees and candidates. Strategies, benefits and limitations of video-based assessment and online competency-based assessment methodologies are explored, as well as how to ensure assessments of competence are legally defensible.

Presenters

Stephen Murgatroyd, Chief Innovation Officer, Contact North / Contact Nord
Robert Smart, Founder CEO, Vametric

Experiential Learning: Case Studies of Practice

Birchwood | 11:15 am - 12:15 pm
Track: Course Design, Development and Delivery

Strategies, approaches and applications of coupling technology and experiential learning.

Presenters

Mireille Blanchette, Conseillère pédagogique, Collège Boréal
Jacqueline Lyndon, Faculty, SAIT
Suzanne Huot, Conseillère pédagogique, Collège Boréal
Amélie Ouellet, Gestionnaire, Boréal en ligne, Collège Boréal
Anthony Ralston, Teaching and Learning Specialist, University of Alberta

Going Mobile at Loblaw – Onboarding in a Bring-Your-Own-Device World

Osgoode West | 11:15 am - 12:15 pm
Track: Enabling Performance Through Technology

In 2018 Loblaw Companies Limited launched a new best practice, technology driven onboarding program for its front-line team members in grocery stores across the country. It is a custom built mobile- learning based program designed to be completed Anytime, Anywhere and on Any Device. With a young workforce who is technology savvy and eager to access learning in the moment of need, this solution meets their needs by combining must know knowledge with elements of gamification with hands-on practice. Join us in this session to learn more about the Loblaw journey and assess if your organization is ready to leave the classroom behind and embrace a technology driven mobile learning curriculum.

Presenters

Maggie Carter, VP, Learning Strategy and Design, Metrix
Irina McQuade, Sr. Director, Learning & Leadership Development, Loblaw Companies Limited
Dawn Stephens, Sr. Manager, Learning & Leadership Development, Loblaw Companies Limited

Re-designing Institutional Models for Teaching in a Digital Age

Sheraton Hall B | 11:15 am - 12:15 pm
Track: Faculty, Staff and Institutional Development

What changes are being made within institutions to harness the potential of online learning?

Presenters

Alana Ashbourne, Learning Design Coordinator, OISE Continuing and Professional Learning, University of Toronto
Mitchell Farmer, Assistant Director, Campus Partner Programs, Indiana University Office of Online Education
Chris Foley, Associate Vice President

for University Academic Affairs and Director, Office of Online Education, Indiana University

Ilona Hajdu, Senior Associate Director, Indiana University
Keith Pond, EOCCS Director, EFMD Global Network

Samantha Presutto, Portfolio Solutions Officer, OISE Continuing and Professional Learning, University of Toronto

The Global Skills Passport

Sheraton Hall A | 11:15 am - 12:15 pm
Track: Technology, Innovation and Pedagogy

The Global Skills Passport is a gamified e-portfolio web-app aligned to develop a participant's awareness and ability to articulate their Global Skills. The program gives educational providers the chance to encourage and place value upon the development of the Global Skills through experiential learning. The application allows students to track and evidence their Global Skills while allowing the educational provider to validate and rate participant evidence.

Presenter

Megan Underwood, VP Canada, Practera

The Impacts of Data Science, Machine Learning and Artificial Intelligence on Learning and Development

Osgoode East | 11:15 am - 12:15 pm
Track: Learning Analytics and Data

Data Science, ML & AI are transforming learning and talent development. They improve, empower, and reshape the TD industry and will end the L&D as we know it. In this session, the focus will be the application of Data Science, Machine Learning and Artificial Intelligence in Learning and Development, the ways it's being transformed and the future of our industry.

Presenter

Alan Bostakian, Senior Analyst, TD Bank - Future Ready project

The Meta-Skilled Organization: Building the Capability to Evolve

Willow | 11:15 am - 12:15 pm

Track: Managing Change for Results: New Perspectives

Skills allow us to execute. Meta-skills like empathy, resilience, creativity, and self-awareness allow us to evolve. As organizations and industries face increasingly rapid change and disruption, in which job descriptions are fluid and agility is essential, meta-skills are fast becoming the currency of talent. Packed with ideas on both how to foster the development of meta-skills for yourself, and how to build meta-skilled organizations as stewards of talent, this keynote lays out a framework for six key meta-skills that allow individuals and organizations to see clearly, move quickly, and stay the course.

Presenter

Dane Jensen, CEO, Performance Coaching Inc.

Designing multi-cultural social- and behaviour-based content results in increased knowledge retention beyond traditional intervention metrics

Osgoode West | 1:45 pm - 2:45 pm
**Track: Performance Consulting and
Instructional Design**

We've all seen measurement models of diminishing knowledge retention due to time and type of intervention. What if I tell you that you can design content that will increase knowledge retention over 62% six months post-intervention and address your company's need to increase learner engagement of your multi-generational and multi-culturally rich organization? Traditionally, this is less than 25%.

Wouldn't you want to know how to design behaviour-based content that links to your company's current challenges? From the neuroscience of boredom, jadedness, and annoyance to social interaction- and technology-to-human competency-based learning activities. You will get new tools resulting from a four-year study of over 2150 learners including a federal grant ethnographic Canadian newcomer with advanced degrees research on how they learn in the workplace. Result: A new toolkit from a highly interactive session, a way to

upcycle your existing toolsets, and a fresh perspective of why we are motivated to learn in the first place.

Presenter

Dr. Robin Yap, Professor, George Brown College

Educating the Next Generation Workforce: Preparing Students to Meet Employers' Expectations

Chestnut | 1:45 pm - 2:45 pm

Track: Technology, Innovation and Pedagogy

As the workplace and technology evolves, higher education is challenged to change. Drivers of major change are transforming the job markets of the future. It has become crucial for higher education to evolve in order to provide students with the knowledge, skillsets and experiences necessary to meet the needs and expectations of employers. This presentation will explore future jobs and innovative examples of how robust technologies are changing the workplace. Industry applications of technologies such as AI, VR, AR, gamification, unmanned vehicles, voice and facial recognition will be highlighted.

Presenter

Susan Aldridge, President (Ret.), Drexel University Online

Engaging Online Learners

Birchwood | 1:45 pm - 2:45 pm
**Track: Course Design, Development
and Delivery**

Improving learner engagement to improve learning outcomes.

Presenters

Tyler Bourne, Education Media Specialist, Algonquin College

Tyler Hendry, Educational Media Specialist, Algonquin College

Cheryl Oyer, Coordinator of Online Learning, University at Buffalo

Kay Swartzwelder, Associate Clinical Professor, Drexel University

Paul Thomas Clements, Professor in Residence, University of Nevada - Las Vegas

Making the Leap to Virtual - Are Your Facilitators Ready?

Osgoode East | 1:45 pm - 2:45 pm

Track: Enabling Performance Through Technology

Are you and your team ready to make the leap to virtual? Or maybe you are mid-leap and you can see some obvious skill gaps? Are you ready to clarify expectations and coach to achieve "Virtual Facilitation Excellence"? This will be an interactive and highly engaging session with Moe Poirier, Founding Partner at Shift Facilitation. In this workshop you will be challenged to complete a fitness assessment to test your team's readiness to achieve "Virtual Facilitation Excellence". You'll walk away from the session with a practical and powerful benchmark of where you and your team are at today, the gaps you observe, and a clearer set of expectations and priorities for future growth and development.

Presenter

Moe Poirier, Founding Partner, Shift Facilitation Inc.

Motorcycle Metaphor for Lifelong Learning

Willow | 1:45 pm - 2:45 pm

Track: Leading a Business Focused L&D Team

As Learning Leaders, our impact on others is supercharged and we are often unaware of it. We take actions that have outcomes and those outcomes can either have an intended impact or an unintended impact. Learn how to leverage your impact and take responsibility when your impact creates a mess. To move forward in our career and life, we can't do it alone. Asking for help can sometimes put us in a vulnerable place. Connect with that vulnerability to get the help you need to move forward by removing your ego from the situation. Finally, we will delve into target fixation where our brain perceives an obstacle in front of us as our true objective. We will develop the skill of removing yourself from target fixation so you can move in the direction of your true objective.

Presenter

Michael Wallace, Author / Speaker / Coach, Fascinnovation Inc.

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TUESDAY, OCTOBER 8

New Thinking about Design in Online Learning

Sheraton Hall A | 1:45 pm - 2:45 pm

Track: Course Design, Development and Delivery

What is new in instructional design?

Presenters

Josée Leblanc, President, Les applications MariJo inc.

Anthony J Levinson, Director, Division of e-Learning Innovation, McMaster University

Mary Jo Parker, Exec Director Scholars Academy, University of Houston-Downtown

Story-telling VR examples of previous projects and testimonials from Brand Heroes clients.

Presenter

Mike Leon, Managing Director, Brand Heroes

world. But even with digital disruption of machine learning and AI – in fact, BECAUSE of digital disruption, our work as L&D professionals requires the skills that make us uniquely human. To be future ready we need to be innovative and agile and we need to build solutions with empathy.

Design Thinking is a core skill that all professionals can use. In this session you will learn to apply some simple techniques so your learning solutions are human-centric and truly provide the experience you want your people to have. You will leave with Design Thinking micro-practices that you can use to apply and develop your skills and some new ideas on using prototypes during your design and development process.

Presenter

Sue Donnelly, Managing Director, Head of Global Performance Solutions, KPMG International

Simulation: Examples of Use in Education

Sheraton Hall C | 1:45 pm - 2:45 pm

Track: Technology, Innovation and Pedagogy

Simulations in learning - their development and impact.

Presenters

Brian Harfe, Associate Dean, Assistant Provost, Professor, University of Florida

Catherine Jewell, MN Student, University of Toronto

Adriana Lopez Forero, President, Onlea

Heather Thomson, Assistant Professor, Teaching Stream, University of Toronto

From Anxiety to Opportunity - The next 20 years of learning innovation

Sheraton Hall C | 3:00 pm - 4:00 pm

In a world where everything is moving at breakneck speed, trying to get a clear picture of your surroundings is like trying to watch the countryside from the window of a bullet train. In education, that's true too. For those of us in the field, with our head buried in our work every day, the educational landscape is whipping past. So it can be hard to look back and see where we've come from, challenging to look around and take stock of where we are, and all but impossible to look ahead and see where we're going. Join D2L's founder and CEO, John Baker, as he looks back 20 years ago to a time of optimism and stability in education, speaks about where we are now -- which is an age of anxiety and innovation and concludes with where he believes education is going in the next 20 years -- an age of opportunity and discovery.

Presenters

*John Baker, President and CEO, D2L
Olivier Chartrand, eLearning Development Manager, Collège La Cité
Jacqueline (Jaci) Lyndon, Instructor, School of Business, Southern Alberta Institute of Technology
Linda Young, Senior Manager, Learning Systems Services, Fanshawe College*

Improvisation for Leading Through Change

Osgoode East | 3:00 pm - 4:00 pm

Track: Managing Change for Results: New Perspectives

A series of exercises introduces participants to the core principles used by improvisors for good communication and collaboration both on and offstage. Key concepts explored include: Staying Others- Focused, Gratitude for Information, Active Listening, Follow the Follower, and our fundamental tenet of Yes And – the cornerstone of improv philosophy. With a foundation of improv philosophy in place, focus shifts to how improv can specifically help when navigating uncertainty and how leaders can establish environments that foster a positive outlook on change. Key areas of focus include: becoming comfortable being uncomfortable, taking responsibility for the message, using Yes And in the face of No, leveraging insights and resources from fellow ensemble members, and creating a risk- tolerant environment that accepts small failures as crucial steps on the path to greater success in the process of adapting to change. In Ensembles, we say, "Got your back."

Virtual Reality And Augmented Learning: How Story Telling Through VR Can Shape Education

Sheraton Hall B | 1:45 pm - 2:45 pm

Track: Access, Openness and Flexibility

This workshop will explore major developments, trends, challenges and opportunities related to Virtual Reality (VR) and Augmented Learning (AR). It will cover the current technology of VR, how it can be utilized to reach the largest audiences and how both educational and corporate institutions can utilize both the technology and integrated storytelling to provide better educational and training experiences. This presentation will include demonstrations with Google Cardboard,

Human Centric: Using Design Thinking to Bring Empathy, Innovation and Agility to your Learning Solutions

Osgoode West | 3:00 pm - 4:00 pm

Track: Performance Consulting and Instructional Design

If you are human and are responsible for the learner experience for other humans, this is a session you won't want to miss! We live, work and learn in a digital

Presenters

Lindsay Leese, Facilitator, Second City Works
Lee Smart, Facilitator, Second City Works

Making Workforce Skills Visible with Digital Credentials

Willow | 3:00 pm - 4:00 pm

Track: Learning Analytics and Data

Open Badges represent a new portable standard for "smart" digital credentials that make skills visible and actionable. Companies such as IBM, SAP and Amazon are pioneering their use for workforce development. Educational institutions are using them to ease students' transition to the workplace. In this interactive workshop, you'll learn about Open Badges as digital credentials of skills. You'll see real examples of badges in action at employers such as IBM, EY, and Doctors Without Borders and from educators such as Open University, Waterloo and Ryerson. You'll have an introductory experience in designing a badge that can recognize skills in ways that are useful to HR, line managers and employees. You'll work with tools that we provide to develop the capability to create your own badges. You'll leave bursting with ideas on how to start your own badging initiative!

Presenter

Don Presant, President, CanCred by Learning Agents

education to the workplace. Giselle will share national research on Gen Z's expectations around learning, education and career. We will hear in their own voices how Gen Z students and employees want to learn, what motivates and engages them, and how our profession can adapt to a new future of learning experiences. Challenges and opportunities for education and workplace learning will be discussed. We will explore how Gen Zs differ from Millennials, their learning preferences and instructional design techniques that can be applied to co-create, collaborate and connect with the next generation of learners.

Presenter

Giselle Kovary, President, n-gen People Performance Inc.

Accessibility in Online Learning: Removing Barriers

Sheraton Hall A | 10:00 am - 11:00 am

Track: Access, Openness and Flexibility

What are the new developments in accessibility for online students?

Presenters

Martha Susana Contreras Ortiz, Doctor candidate, Universidad de Cartagena / Ryerson University
Csilla Stewart, Senior Instructional Designer, Indiana State University

Digital Learning 4.0: How to Guarantee Measurable Learner Impact Where Others Have Failed

Osgoode West | 10:00 am - 11:00 am

Track: Performance Consulting and Instructional Design

Digital Learning 4.0 How can you create digital learning that sticks? For online learning to yield tangible results, a number of elements need to be deployed in parallel and constantly adjusted throughout the learner's journey. In this session we will examine the 7 key success factors which ensure that learners are not only engaged, but also transfer their learning into meaningful actions in their professional and personal

contexts. Attendees at the end of this session will have been made aware of the typical traps many executive education providers fall into as they seek to expand their reach through the use of digital learning offerings. They will also have had the opportunity to reflect on the pedagogical principles that underpin successful online elearning and will leave the session equipped with the key success factors that will guarantee measurable impact from the online programs they design, produce and deliver.

Presenter

Paul Hunter, Director, Digital Learning, IMD

Learning Uncovered: An Employee's Perspective

Osgoode East | 10:00 am - 11:00 am

Track: Leading a Business Focused L&D Team

Learning is happening! It goes on all the time with or without our influence. With the explorations around 70/20/10 and the associated kinds of learning captured in each domain, it is evident that the volume of Learning in the 70% domain, the one mostly associated with overcoming on the job challenges, is paramount. The related experiences and challenges while on the job provide the greatest opportunity to maximize individual development investment. But what are they? A number of Learning Moments can be readily identified. However some might be less obvious such as Project Post Mortems"" and "Team Meetings". The objective is not to capture and institutionalize but to uncover, encourage and invest in maximizing time around these "people" practices. Mapping these Learning Moments within identified People Practices is what we call a "Learning Lane", the journey of learning through the eyes of an Employee."

Presenters

Michael Nolan, President, Friesen, Kaye and Associates
Greg Smith, Managing Partner, GHS Enterprise

WEDNESDAY, OCTOBER 9

Day Two Opening Keynote

The Gen Z Learning Journey From Higher Education To The Workplace

Grand Ballroom | 8:30 am - 9:30 am

As technology is redefining the learning experience, as classrooms evolve into learning labs and as corporate training shifts to talent development, we must be ready to engage our future learners, employees and leaders. This keynote presentation will explore the Generation Z's learning journey from higher

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WEDNESDAY, OCTOBER 9

Leveraging Learner Analytics for Students, Faculty and Institutions

Birchwood | 10:00 am - 11:00 am
Track: Assessment, Analytics and Student Success

How learning analytics are used to help students, faculty and institutions?

Presenters

Terralyn McKee, *Learning Technologies Specialist, University College of the North*
Jeanne E Mulder, *BHSc Program Development Associate; Assistant Professor, Queen's University*

New Approaches to Quality

Chestnut | 10:00 am - 11:00 am
Track: Faculty, Staff and Institutional Development

Current approaches and new developments in quality assurance and practice. Examples of what colleagues are doing to ensure the quality of courses and programs.

Presenters

Alexandra Bitton-Bailey, *Academic Innovation Specialist, University of Florida*
Matt Norsworthy, *Director of Strategic Partnerships, Online Learning Consortium*
Jennifer K. Smith, *Director, University of Florida*

New Thinking about Online Assessment

Sheraton Hall B | 10:00 am - 11:00 am
Track: Assessment, Analytics and Student Success

New developments in online assessment. What is working and why?

Presenters

Karyn Holt, *Professor and Director of Educational Quality and Innovations, University of Nevada Las Vegas*
Linda Facchini, *Professor, Faculty Development, Seneca College*
Mike Olsen, *Founder/ CEO, Proctorio*

Optimal Learning in ANY Context; includes, Is there a better way to X?

Grand Ballroom | 10:00 am - 11:00 am
Track: Secondary School/Online Teaching

Learning professionals often ask if face-to-face classrooms can be replicated online, or in a blended format. As a professional academic, instructional designer and graduate-level professor, I am convinced that replicating the face-to-face experience is not the point. Rather, let's find ways to optimize learning based on context. I look at the obvious---why do I end up lecturing for 3 hours each week when time with my students can be more productive? Why are employees who desire advancement far from excited about on-site training? As an academic instructional designer, I consider four main elements in designing and re-conceptualizing the learning experience: the knowledge, the learner, the instructor, and the environment. Learning transforms when we acknowledge that our teaching and practices need to be re-conceptualized. We need to disrupt our thinking on what defines a learning experience. So let's take a step forward and push ourselves to develop learning experiences that leave room for growth. This session also looks at the process of thinking about how we spend our time with our students; and asks, what is the value added by lecturing/taking notes/group activities. This practical session will look at ways to optimize the time teachers spend with students.

Presenters

Alexandra Makos, *Lecturer, Ontario Institute for Studies in Education, University of Toronto*
Sarah Kett, *MEd Student, LxD Learning Experience Designer, Ontario Institute for Studies in Education, University of Toronto*

Powering Next-Gen Learning with xAPI & VR

Willow | 10:00 am - 11:00 am
Track: Learning Analytics and Data

Virtual reality technologies have long been just out of reach for the mainstream. However, recent VR innovations have

allowed instructional designers and learning engineers to create and distribute custom VR content in ways that make it a transformative part of training and learning programs. When combined with xAPI, these futuristic technologies allow us to gain never before captured insights from next-gen digital experiences. In this session, you will learn about the benefits of VR training and explore case studies that demonstrate how organizations are designing and building their own xAPI-enabled 360-degree VR content to support employee learning when it comes to safety, soft skills, and onboarding.

Presenter

John Blackmon, *CTO, Trivantis*

What's New in Blended and Hybrid Learning?

Sheraton Hall C | 10:00 am - 11:00 am
Track: Course Design, Development and Delivery

Best practices in design and implementing blended learning.

Presenters

Michael A Adams, *Director, Bachelor of Health Sciences, Professor, Queen's University*
Oliver Alfieri, *Chargé de cours, Uhearst*
Marc Bedard, *Vice-rectorat, Uhearst*
Ron Owston, *Professor Emeritus, York University*

Are Universities Immune to Disruptive Technology Innovations? Looking at Failed Predictions from Multidisciplinary Perspectives

Chestnut | 11:15 am - 12:15 pm
Track: Faculty, Staff and Institutional Development

The session convener, Dr. Miller, starts the session by identifying a few notable predictions about disruptions in higher education caused by technology innovations that have not come to fruition and then pose the question to the rest of the panel of why this may have happened. Dr. Harris first addresses this question by identifying organizational dynamics

typical of universities that are at play, Dr. Borasi then points out key pedagogical challenges (as well as opportunities) still to be addressed, and Dr. DeMartino closes by exploring external market/economic forces and potential market demand for innovations that should be taken into consideration. The audience is asked to contribute their own analyses as well as react to the panelists' contributions. A Padlet is used to stimulate and record "back-channel conversations" throughout the session.

Presenters

Raffaella Borasi, Director, Center for Learning in the Digital Age, Warner School of Education, University of Rochester
Richard DeMartino, Albert J. Simone Endowed Chair for Innovation and Entrepreneurship, Saunders College of Business, Rochester Institute of Technology
Nathan Harris, Assistant Professor, Warner School of Education, University of Rochester
David E Miller, Associate Director & Clinical Associate Professor of Education, University of Rochester Warner School of Education

Bring the LOVE: Learn How to Create an Experience

Willow | 11:15 am - 12:15 pm

Track: Performance Consulting and Instructional Design

Selling is about getting others to fall in love with what you're selling. This is especially true when what you're selling is not just a product, but an experience. And if you don't love what you're selling, then how are you going to convince someone else? Looking for love turned what started as product knowledge training into something entirely refreshing and future ready...a foundational program that builds on three themes of learn, love and live (get to know the product, become a product connoisseur, and get others to love our products). Join Lydia Sani and Luben Blagoev as they describe the journey Weston Foods took to design, develop and build the content and how Redwood provided value every step of the way as a trusted partner and influencer. Attendees will also get an Artisan bread experience with Weston Foods' best-selling ACE signature baguette.

Presenters

Luben Blagoev, Sales Capabilities Manager, Weston Foods
Lydia Sani, Managing Partner, Redwood Performance Group

Designing for Student Engagement

Sheraton Hall B | 11:15 am - 12:15 pm

Track: Course Design, Development and Delivery

Innovative strategies and practical examples of course design with a focus on student engagement.

Presenters

Allison B. Fairbairn, Online instructor and graduate student, University of Saskatchewan
Summer Garrard, Media Producer, Boston University
Ed Wozniak, Senior Media Producer, Boston University

Digital Platforms: Case Studies of Applications

Sheraton Hall C | 11:15 am - 12:15 pm

Track: Technology, Innovation and Pedagogy

Current digital tools used to enhance the learning experience.

Presenters

Tomohito Hiromori, Professor, Meiji University
Ryo Kirimura, Professor, Ritsumeikan University
Jeremy Schweitzer, Director of Customer Solutions, eThink
Francisco Javier Velazquez Sagahon, Professor, University of Guanajuato
Masahiro Yoshimura, Professor, Setsunan University

Exploring Online Instructor Identity and Roles

Sheraton Hall A | 11:15 am - 12:15 pm

Track: Faculty, Staff and Institutional Development

What are the roles and characteristics of online instructors that contributes to online instructor identity?

Presenters

Raffaella Borasi, Professor of Education and Director, Center for Learning in the Digital Age, Warner School of Education, University of Rochester

Syeda Farzana Hafsa, Research Assistant, Center for Learning in the Digital Age, Warner School of Education, University of Rochester

Heather McTavish, Graduate, Ontario Tech University

Lorayne Robertson, Associate Professor, Ontario Tech University

Ana Maria Zurita Delfin, Instructional Designer, Algonquin College

Game On: Taking Gamified Learning to the Next Level

Osgoode West | 11:15 am - 12:15 pm

Track: Enabling Performance Through Technology

In an increasingly busy digital world, the demand for attention-grabbing, innovative and engaging learning that draws on the behavioural science of motivation and reward is higher than ever. Learners are no longer satisfied or stimulated by standard eLearning courses. Gamification offers a solution and large corporations including Google, IBM and Salesforce have successfully incorporated it into their organizations. Through clever and thoughtful game design, business leaders can encourage employees to interact with learning materials, increasing engagement and knowledge retention. In this session, Metrix will walk participants through a recent project where we designed and developed a largescale, multi-channel gamified learning experience for a US-based salesforce. This experience included multichannel gameplay including physical elements, augmented reality, and digital online components. During the session, participants will have the opportunity to prototype a simple gamified learning experience. Metrix will also share some lessons learned from implementing a large-scale gamified learning experience.

Presenters

Jessica Knox, Chief Executive Officer, Metrix

Daniel O Sullivan, Instructional Designer, Metrix

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WEDNESDAY, OCTOBER 9

Leading Innovation: Mindsets for Architecting the Future

Osgoode East | 11:15 am - 12:15 pm
Track: Managing Change for Results: New Perspectives

With the pace of change accelerating and disruption happening across every industry, today's leaders face a predicament. Not only must they continue to manage the business of today, driving increasing efficiency, productivity and profitability. They must also be responsive to the changing environment and become architects of the future of their organizations. But the traditional business mindsets and behaviours that have made many leaders successful to date are actually preventing them from succeeding in the face of change and disruption. In this keynote, innovation thought leader and former Doblin by Deloitte COO, Melissa Quinn, explores the mindsets that people must embrace in order to lead innovation, and teaches practical skills everyone can leverage to adopt innovation mindsets.

Presenter

Melissa Quinn, Partner & Innovation Practice Lead, Performance Coaching Inc.

The Challenges of Online Teaching and Learning: Findings from 10 Years of Research

Grand Ballroom | 11:15 am - 12:15 pm
Track: Secondary School/Online Teaching

This presentation is a synthesis of research that identifies key areas of concern across online learning including; cultivation of community, instructional design, and educational technologies and tools. These considerations exist across grade level or content area, and are integral to delivering education online.

Presenters

Teresa Avery, PhD student, Ontario Institute for Studies in Education, University of Toronto

Jim Hewitt, Associate Chair of the Department of Curriculum, Teaching & Learning, Ontario Institute for Studies in Education, University of Toronto

Rubaina Khan, PhD Student, Ontario Institute for Studies in Education, University of Toronto

Preeti Raman, PhD student, Ontario Institute for Studies in Education, University of Toronto

Wafa Sarguroh, M.Ed. Curriculum & Pedagogy, Curriculum, Teaching and Learning, Ontario Institute for Studies in Education, University of Toronto

Noah Schwartz, PhD student, Ontario Institute for Studies in Education, University of Toronto

Lesley Wilton, Lecturer, Ontario Institute for Studies in Education, University of Toronto

achieve the best possible outcomes for their patients. This method not only has clinical application, but can also be applied in a non-clinical setting to explore complex problems in a goal-oriented manner. As trainers, we can employ this technique to constructively analyze unique and interesting cases within the workplace, even situations which led to a catastrophic result. Members of multidisciplinary teams have a forum to pose questions which they may otherwise be hesitant to ask, or provide constructive feedback which they may not otherwise have an opportunity to voice. Because rounds focus on real-life situations with the goal of improving future performance, they are incredibly relevant and naturally lead to meaningful lessons for the whole team to share and champion.

Presenter

Raymond Angod, Performance Consultant, EMKAL Inc.

DOI2T: The successes of using creativity-centred technologies to teach adult learners in Northwestern Ontario

Sheraton Hall B | 1:30 pm - 2:30 pm
Track: Access, Openness and Flexibility

Attendees at this workshop receive an overview of the Online Integrated Information Technology (DOI2T) initiative followed by an exploration of the technologies used and how they are implemented for adult LBS learning.

Presenters

Evan J Hoskins, DOI2T Co-Lead, Sioux-Hudson Literacy Council and Good Learning Anywhere

Linda Wright, Director of Distance Projects, Good Learning Anywhere

How Flipped and Blended Learning is Changing Higher Education

Sheraton Hall C | 1:30 pm - 2:30 pm
Track: Course Design, Development and Delivery

Examples of how blended learning is making an impact on higher education.

Clinical Rounds in a Non-clinical Setting

Willow | 1:30 pm - 2:30 pm
Track: Managing Change for Results: New Perspectives

For decades, hospitals have been using clinical rounds to share knowledge and

Presenters

Olivier Alfieri, Concepteur Pédagogique, Campus Saint-Jean/University of Alberta
Nobuko Fujita, Learning Specialist, University of Windsor
Shafik Nanji, Senior Instructional Designer, St. Francis Xavier University
Lise Niyuhire, Senior Coordinator, Innovation, Campus Saint-Jean/University of Alberta
Martine Pellerin, Associate Dean, Research and Innovation, Campus Saint-Jean/University of Alberta

Instructor Videos and Video-making in/for the Classroom

Grand Ballroom | 1:30 pm – 2:30 pm

Track: Secondary School/Online Teaching

This presentation will explore the benefits (and challenges) of instructor-developed videos in online and blended K-12 and post-secondary classrooms. Grounded in recent research, we will discuss the pedagogical value of instructor videos as a means to support student engagement, and ongoing retention. The presenters will share practical advice and step-by-step methods for instructors/ teachers wishing to delve into video-making in their classrooms.

Presenters

Taru Malhotra, PhD student, York University
Alison Mann, PhD student, Ontario Institute for Studies in Education, University of Toronto
Danica Vidotto, PhD Student, Ontario Institute for Studies in Education, University of Toronto

Open World Digital Gaming for Professional Education: Autopoietic Systems, Hyper Reality Gameworlds and Mixed Reality

Osgoode East | 1:30 pm – 2:30 pm

Track: Enabling Performance Through Technology

Open gameworld design is the use of immersive technology to create effective simulations for professional education and training using game elements and positive psychology. Its origins lie in the work of Simon Fraser University over the past 15 years across many grants and research initiatives to optimize its

use. In this session we will examine some new key concepts for using this technology. Autopoietic learning refers to self- generative education, where we use a newly developed process of building domain-based learning to create an open, learner-controlled experience. Hyper Reality refers to the use of simulacra and other elements to populate this open world simulation with virtual objects. Virtual objects may include simulated people, organizations or physical objects such as construction sites or medical devices. Virtual objects must be designed using “life-paths” which describe how these objects will behave as learners interact with them. Don’t learn the facts, be the facts!

Presenter

David Chandross, Program Coordinator, Ryerson University and Humber College

Proving Structured Skills Training in a Scalable Manner: How Do We Do It, and How Do We Know When It's Working?

Sheraton Hall A | 1:30 pm – 2:30 pm

Track: Technology, Innovation and Pedagogy

This Special Briefing highlights the potential of technology-enabled peer-assessment, combined with a principled use of validated rubrics, as a concrete and actionable approach for supporting and measuring skill development. We demonstrate a technology-enabled education process that draws on peer-assessment, self-assessment and a formative use of feedback, and emphasize how it provides the repeated structured practice with these skills required for their development. Given the process is “content agnostic” it can theoretically be used in any educational context at any level. Moreover, given the learning is driven almost exclusively by the students themselves, it can support skill learning while causing little to no disruption with respect to our educators offer their classes. Once described and demonstrated. We then provide research data from 21 different class contexts that directly assess the validity of the proposed approach, and its potential to provide a scalable solution to this important challenge.

Presenters

Steve Joordens, Professor, University of Toronto Scarborough
Dwayne Paré, Professor, University of Toronto Scarborough

Teaching and Learning in the Digital Age for Indigenous Learners

Chestnut | 1:30 pm – 2:30 pm

Track: Access, Openness and Flexibility

Athabasca University, Faculty of Business (AU-FB) has entered into a new agreement with the Aboriginal Finance Officers Association of Alberta (AFOA AB) with a goal of implementing a new educational approach for Indigenous people interested in obtaining a Bachelor of Commerce (BComm). This panel session shares their new approach, lessons learned and future plans.

Presenter

Deborah Hurst, Dean, Athabasca University

The Gamification of Education

Birchwood | 1:30 pm – 2:30 pm

Track: Technology, Innovation and Pedagogy

Examples of gamification to increase student engagement and improve learning outcomes.

Presenters

Audrey Bistodeau, Professor, Université du Québec à Trois-Rivières
Anastasia Dimitriadou, Research Writer, Ryerson University
Naza Djafarova, Director of Digital Education Strategies, Ryerson University
Martin Dubuc, Professor, Université du Québec à Trois-Rivières
John Paul Foxe, Director, Ryerson University
Marc-André Maheu-Cadotte, PhD Candidate, Université de Montréal
Ozgur Turetken, Professor, Ryerson University

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WEDNESDAY, OCTOBER 9

Better Online Courses in Half the Time

Sheraton Hall B | 2:45 pm - 3:45 pm
Track: Course Design, Development and Delivery

An online course does not need to take months to design, develop and deploy. In this workshop, instructional designers and course development managers share approaches to course design and development that take significantly less time. This rapid development approach often involves a shift from content-rich courses to more engaging, experiential learning, which place greater responsibility on learners for their own learning.

Presenter

Stephen Murgatroyd, Chief Innovation Officer, Contact North / Contact Nord

Enabling an Agile Culture Through Learning Technology

Willow | 2:45 pm - 3:45 pm
Track: Enabling Performance Through Technology

Agility is a key need for businesses today. To get there, organizations need to look at creating best-in-class career experiences for their people and the opportunity to gather real-time insights that inform smart decisions. Traditional performance management doesn't work anymore and many engagement scores show a massive desire for more access to career support and better communication. It is critical to look at the next wave of performance management and career tracking that focuses on progression and learning. In this session, we share strategies on how to integrate technology in order to drive career ownership and mobility, a culture of agility and the ability to connect employees and managers in a way that is simple and effective. We will share case studies of leading global organizations that have leveraged technology to drive key results in engagement and agility.

Presenters

Anne Fulton, Founder, Career Engagement Group
Liane Taylor, Career Agility Lead & Senior Consultant, The Talent Company

Faculty Support and Development for Teaching in a Digital Age

Sheraton Hall A | 2:45 pm - 3:45 pm
Track: Faculty, Staff and Institutional Development

Examples and best practices of support and professional development for online faculty.

Presenters

Susan Aldridge, President (Ret.), Drexel University Online
Kate Andrushenko, Manager, Online Studies, Seneca College
Anna M Bartosik, PhD Student, Ontario Institute for Studies in Education, University of Toronto
Paul Thomas Clements, Professor, University of Nevada Las Vegas
Karyn Holt, Professor and Director of Educational Quality and Innovations, University of Nevada Las Vegas

Leveraging Learning For Enterprise Impact: Success Stories Of Learning-Driven Change

Osgoode West | 2:45 pm - 3:45 pm
Track: Learning Analytics and Data

Organizations today face a relentless pace of change. Learning can be a key driver of these changes. Truly effective learning happens when ideas change how work is done, contributing to desired business outcomes. Josh Bersin calls this "learning in the flow of work," where teams need to "learn something, apply it, and get back to work." We'll explore two sides to the learning equation that's required for change: delivering learning in ways that support individual behaviour change, and leveraging technology to measure learning outcomes, increasing L&D's influence in the process. We'll bring several success stories from our experience with clients, including how a small learning and culture change program resulted in 13% revenue growth in less than 12 months. There will also be time for discussing how to apply lessons from this case study to current programs and projects that attendees have underway.

Presenter

Alyssa Burkus, Head of Program Strategy, Actionable.co

Mechanics and the Motivators: A Deliberate Approach to Gamifying Learning Experiences

Osgoode East | 2:45 pm - 3:45 pm
Track: Performance Consulting and Instructional Design

When it comes to creating gamified or game-based learning experiences, most practitioners throw game mechanics at a program without a methodology or rational strategy. They assume that what is fun for them will be fun for their participants. The result is hit-or-miss. When budgets and time are in short supply, organizations cannot afford such an approach. This session outlines a practical approach to determining which game mechanics will motivate a targeted audience. You learn how an empirically based taxonomy of core human desires predicts what will be "fun" for specific participants, why some people like competition while others prefer quiet concentration, and still others enjoy letting it all ride on black. Now, instead of trying to force everyone to play, you create experiences they want to engage with.

Presenter

Jonathan Peters, Chief Motivation Officer, Sententia Gamification

Online Design for Teaching and Learning

Birchwood | 2:45 pm - 3:45 pm
Track: Course Design, Development and Delivery

What new and innovative designs are being used to enhance teaching and learning online?

Presenters

Leon Cygman, Associate Professor, Mount Royal University
Lorayne Robertson, Associate Professor, Ontario Tech University
Toru Sato, Professor, University of Tokyo

Preparing Beginning Teachers for Blended Learning

Grand Ballroom | 2:45 pm - 3:45 pm

Track: Secondary School/Online Teaching

This session focuses on a course at OISE, beginning from the rationale behind the creation of the course. It is a practical seminar that touches on major course themes and ideas: theoretical ways of thinking about technology integration, issues related to technology integration in K-12, scaffolding assignments to encourage students to think more critically about integrating technology into teaching. The session will allow participants to look together at some of the meanings behind the value-added of technology for learning. Student researchers will also have posters around their own explorations of technology for learning, and participants will be able to ask them questions about specific teaching technology ideas.

Presenters

Sarah Bernholz, Teacher, Ontario Institute for Studies in Education, University of Toronto

Kim MacKinnon, Ph.D. Sessional Instructor, Department of Curriculum, Teaching and Learning, Ontario Institute for Studies in Education, University of Toronto

Professional Learning and Training: Not Your Average Student

Sheraton Hall C | 2:45 pm - 3:45 pm

Track: Faculty, Staff and Institutional Development

How has online, distance and flexible learning (ODFL) and blended learning helped to change the way in which professionals learn and train?

Presenters

Wendy Cukier, Director, Diversity Institute, Ryerson University

Marian Read, Graduate Student, Master of Arts in Learning and Emerging Technology, SUNY- Empire State College

Brian Robson, Director, Business Development & Training Programs, Diversity Institute, Ryerson University
Jeffery Scholl, Online Learning Recruitment Officer, Contact North / Contact Nord
Carrie Stuart, Director, Recruitment & Partnerships, Contact North / Contact Nord

The 2019 National Survey of Online Learning in Canadian Post-secondary Education: Preliminary Results and Implications

Chestnut | 2:45 pm - 3:45 pm

The 2019 preliminary survey results will be announced in this session, including a comparison with the results from 2017 and 2018, and will include a discussion with the audience about the implications for institutional and government policies.

Presenters

Tony Bates, Research Associate, Contact North / Contact Nord
Tricia Donovan, Executive Director, Canadian Digital Learning Research Association
Nicole Johnson, Research Associate, Canadian Digital Learning Research Association
Denis Mayer, Board Member, Canadian Digital Learning Research Association
Jeff Seaman, Board Member, Canadian Digital Learning Research Association

Thinking of Our Learners - Creating Breathing Room

Grand Ballroom | 3:45 pm - 4:15 pm

Track: Secondary School/Online Teaching

Being more connected than ever, we are finding that our learners are accessing and engaging with their online courses in different ways. How do we acknowledge and incorporate this into course design? We will unpack and tackle the idea of anytime, anywhere learning by thinking about ways to create virtual "breathing room" for our learners.

Presenter

Alexandra Makos, Lecturer, Ontario Institute for Studies in Education, University of Toronto

A Case Study on the Use of LMS Analytics to Support Student Success

Birchwood | 4:15 pm - 5:15 pm

Track: Assessment, Analytics and Student Success

The goal of this workshop is to share Algonquin College's use of LMS analytics in identifying early-at-risk

students and to share their strategies used to support these students. This session will include: -The LMS data being used, and the conditions that are applied to the data in order to identify student groups. -The types of training and guidance that are provided to facilitators to ensure that this data is accurate and meaningful. -The types of outreach and support that the Success team has been able to provide to students.

Presenter

Rob Kershaw, E-Learning Training Specialist, Algonquin College

Creating an Agile Learning and Performance Function

Willow | 4:15 pm - 5:15 pm

Track: Leading a Business Focused L&D Team

Learning and development is feeling challenged to keep pace with the speed of business as it continues to be transformed by digital technologies. While the business is adopting modern work methods like Agile and Lean Innovation to manage complexity and uncertainty, many learning functions are stuck in older management and solution development practices that simply can't produce the outcomes needed by our organizations. The management playbook emerging from applications of agile, lean and design thinking in the technology world has much to offer the learning and development community as it strives to maintain relevance in the modern workplace. This two- part presentation will help you use Agile approaches to manage learning functions and projects.

Part 1 will provide an Agile model and supporting methods for leading and managing a learning function. Part 2 will provide a proven agile methodology for rapidly creating and learning design and development projects.

Presenters

Christopher Dsouza, President, The Seventh Line
Tom Gram, Principal, Gram Consulting

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WEDNESDAY, OCTOBER 9

Institutional Transformation in Higher Education

Sheraton Hall A | 4:15 pm - 5:15 pm
Track: Faculty, Staff and Institutional Development

What changes do we need to make to the ways our institutions operate to fully leverage the potential of online learning?

Presenters

Olivier Alfieri, Concepteur pedagogique senior, University of Alberta, Campus St. Jean
Elizabeth Barrie, Director of the Office of Online Education, University of Nevada Las Vegas
Karyn Holt, Professor and Director of Educational Quality and Innovations, University of Nevada Las Vegas
Lise Niyuhire, Coordonnatrice principale à l'innovation, University of Alberta, Campus St. Jean
Rick Oliver, CEO, American Sentinel University
Martine Pellerin, Vice-doyenne à la recherche et à l'innovation/Associate dean of research and innovation Professeur agrégé, Education/ Associate Professor, University of Alberta, Campus St. Jean

Panel Q & A: Transformative Learning in a Digital Age: Re-imaging Learning

Grand Ballroom | 4:15 pm - 5:15 pm
Track: Secondary School/Online Teaching

Education in the digital age is at a pivotal moment, in which technological capability, accessibility, and increased financial pressure on educational institutions make online courses particularly attractive. With this, we need to carefully identify the most promising opportunities and widespread challenges for maximizing student experience in online learning environments. This presentation will be delivered by a diverse and experienced group of scholars and educators who are on the cutting-edge of the field. They will engage the audience with a synthesis of research-based insights that have been gained from the daily challenges of over a decade of teaching and learning online.

Presenters

Clare Brett, Chair of the Department of Curriculum, Teaching & Learning, Ontario Institute for Studies in Education, University of Toronto
Alexandra Makos, Lecturer, Ontario Institute for Studies in Education, University of Toronto
Alison Mann, PhD student, Ontario Institute for Studies in Education, University of Toronto
Kim MacKinnon, Sessional Instructor, Department of Curriculum, Teaching and Learning, Ontario Institute for Studies in Education, University of Toronto
Lesley Wilton, Lecturer, Ontario Institute for Studies in Education, University of Toronto

Psychological Safety - A Simple Look at How to Create a Workplace Where We Can Be Ourselves

Osgoode East | 4:15 pm - 5:15 pm
Track: Managing Change for Results: New Perspectives

Shape an organization worth working for. Imagine a workplace where employees come to work with the belief and knowledge that they will not be punished or humiliated for speaking up. This would lead to better retention, more engagement, innovation, inclusion, and ultimately better results. "If I believe my boss and organization care for me, I'll give it my all." C.A.R.E.TM is a simple model of logical leadership and a set of daily leader habits that creates psychological safety. Through our contemporary learning approach, we create safe spaces that allow leaders to self-discover their current reality, stripping away technical expertise, and focusing on leadership behaviors. Today's talent pool is a demanding one. If you want the best, your organization has to be its best with leadership that puts people first. This session includes 4 mini experiential activities designed to show how our natural habits contradicts treating people like humans.

Presenter

Priyanka Mehandiratta, Director of Learning, DX Learning Solutions Canada

Speed Dating L&D Tech Tools

Osgoode West | 4:15 pm - 5:15 pm
Track: Enabling Performance Through Technology

Get Tech Savvy with online and in-class courses! A little bit of tech enhancement can make a big difference to your learning content. Join Garima as she scratches the surface of many tools that will add interactivity and engagement to your L&D efforts. Show off your new-found tech-ability in your next in-class session, webinar or e-learning course. Get introduced to a variety of tools, pick the few that are most useful to you, and explore them in further depth using provided resources. This interactive session will be a hands-on, BYOD workshop designed to give you the lay of the tool land. Most of these tools are free or low-cost. The tools include, online persona creation, H5P interactive videos, AR, live polling in a class, branching with Twine, best kept secrets for diagrams and visuals, instant email surveys, pro project management, closed captioning tools and more...

Presenter

Garima Gupta, Director, Artha Learning Inc.

The Community of Inquiry Framework in Practice

Sheraton Hall B | 4:15 pm - 5:15 pm
Track: Course Design, Development and Delivery

Developments in the use of communities of inquiry in online learning.

Presenters

David Annand, Associate Dean, Student Experience, Athabasca University
Shannon Maheu, Professor Psychology, Fanshawe College
Jackie Murphy, Assistant Clinical Professor Interim Chair, MSN Advanced Role Department, Drexel University
Shauna Roch, Coordinator of Online Learning, Fanshawe College
Fortunate Silinda, Lecturer, University of South Africa
Kay Swartzwelder, Associate Clinical Professor/MSN Advanced Role, Drexel University

Using Neuroscience to Improve Outcomes in Online Learning

Sheraton Hall C | 4:15 pm – 5:15 pm
Track: Assessment, Analytics and Student Success

- Get a Special Briefing from Dr. Divya Singh on:
- How neuroscience and our emerging understanding of Neuroplasticity support new approaches to the design of online and flexible learning
 - What our emerging understanding of neuroscience tell us about Student Engagement in online learning AND the ways in which this helps us better understand the design of adaptive learning pathways
 - The myths and “hype” around neuroplasticity and learning

Takeaways: An understanding of:

1. Key findings of recent neuroscience research and the implications for the design and development of online learning programs and courses
2. The misleading claims about neuroscience and learning
3. Improving teaching online through neuroscience

Presenter

Divya Singh, Chief Academic Officer, Stadio Holdings Ltd

Best Practices in Creating a Skills Strategy for Your Organization

Sheraton Hall B | 5:15 pm – 6:00 pm
Track: Faculty, Staff and Institutional Development

The world of work is changing rapidly. The big question we ask really needs to evolve from just “what skills do we need for the future” into “how can we enable learning in our organization so that no matter what skills we need in the future, our organization is prepared to learn and adapt”? Without attention to creating appealing and engaging learning opportunities within a modern learning culture, investments made in skills development are likely to fall short of the potential.

In this session, tactics will be presented to help you:

- Embed learning into organizational culture
- Design learner-centric programs that put your employees in the driver's seat of their professional development

Presenter

Kerri Manorek, Learning Strategy Consultant, D2L

Hacking the LMS Evaluation Process: Considerations for a Smooth Selection

Sheraton Hall A | 5:15 pm – 6:00 pm
Track: Technology, Innovation and Pedagogy

The process of evaluating LMS solutions and building a modern learning ecosystem can seem daunting, but you can simplify the process by obtaining executive buy-in and asking the right questions of the vendors you evaluate. This session will explore strategies and considerations for a successful LMS evaluation process.

Presenters

Randy Jones, VP of Sales, eThink Education

Jeremy Schweitzer, Director of Customer Solutions, eThink Education

The Online in Blended Learning: Challenges and Opportunities

Grand Ballroom | 5:15 pm – 6:00 pm
Track: Secondary School/Online Teaching

As we proceed into the 21st century, blended learning will be a quintessential part of K-12 education, preparing a new generation of students for a digitally infused way of life. Educators are increasingly expected to adapt to digital learning platforms while maintaining the same consistently high standards of teaching. Our conversation centers around questions such as: How do we know that our students are prepared to be digital citizens? How do we assess learning in these relatively new environments? How do we help students learn in digital environments that didn't exist when many of us were learning? Anticipating expectations

around global competencies and mitigating possible misconceptions of student communication and collaboration in a digital world are two of the many challenges and opportunities that educators must consider. Join in this important conversation where participants will leave this session with an extended understanding of the promises and implications of student learning in blended environments. An actionable toolkit of resources will be provided for participants to start using in their own classrooms.

Presenters

Sarah Bernholtz, Teacher, Ontario Institute for Studies in Education, University of Toronto

Matthew Stodolak, K12 Teacher and Creative Agency Owner, Ontario Institute for Studies in Education, University of Toronto

Lesley Wilton, Lecturer, Ontario Institute for Studies in Education, University of Toronto

Fireside Chat/Social

Grand Ballroom | 6:15 pm - 7:00 pm
Track: Secondary School/Online Teaching

Join us in this interactive informal chat with experts from academia and industry on the everyday challenges and triumphs of technology in education.

Tweet/email your questions ahead of time or ask in person.

Day 3 Plenary

Grand Ballroom | 8:30 am - 9:30 am

The Thursday Plenary features four presenters (2 corporate learning and development professionals, 1 university and 1 college representative) exploring the range of synergies and opportunities that exist for the higher education online learning and corporate learning and development marketplaces. Items such as content, delivery, certification/accreditation, technology, and more are discussed that clearly show the parallels between higher education and corporate learning and development.

Presenters

*Karen Creditor, President & CEO, OCAS
Deborah Hurst, Dean of Business,
Athabasca University
Alex Wilner, Assistant Professor, Norman
Paterson School of International Affairs
(NPSIA), Carleton University*

**Channel Your Inner
Salesperson: Make 'em Beg to
Fund your Learning Programs**

Osgoode East | 10:00 am - 11:00 am
**Track: Leading a Business Focused
L&D Team**

Convincing busy senior executives to invest hard earned dollars in training and development can often feel like a futile mission. How do you get the attention of senior leaders and build a compelling case to invest in talent - particularly when change is rampant and budgets are slim? What does it take to become a trusted advisor in the eyes of senior leadership? Drawing on over twenty years of selling learning solutions to clients from small start-ups to global multi-nationals, Glain Roberts-McCabe will share with you the insider secrets on how to cultivate your inner salesperson and make a bigger impact with your training solutions. In this session you will learn:

- The one mistake most L&D professionals make when pitching learning
- The 3 things you need to do to build a compelling business case
- How saying 'No' will give you more opportunity than saying 'Yes'.

Presenter

*Glain Roberts-McCabe, Founder &
President, The Roundtable*

**Collaborative & Team-based
Course Design**

Birchwood | 10:00 am - 11:00 am

Track: Course Design, Development and Delivery

How adapting team-based and collaborative design models can effectively and efficiently assist in the development of online courses.

Presenters

*Casey Allen, Senior Instructional Designer,
Algonquin College
Jeanne E Mulder, BHSc Program
Development Associate; Assistant
Professor, Queen's University
Mark Russell, Design House Tech
Specialist, Lambton College
Jason Thompson, Project Technologist,
Lambton College*

Designing for the Digital Age

Chestnut | 10:00 am - 11:00 am

Track: Course Design, Development and Delivery

Models and frameworks for designing today's online courses.

Presenters

*Robin Potter, Coordinator, Business and
Technical Communication, Seneca College
David Simon, eLearning Co-ordinator,
Lambton College
Csilla Stewart, Senior Instructional
Designer and Adjunct Instructor, Indiana
State University
Jason Thompson, Project Technologist,
Lambton College*

**Ensuring Quality - How to
Design and Deliver Quality
Courses in a Supportive
Learning Environment**

Sheraton Hall C | 10:00 am - 11:00 am

Track: Course Design, Development and Delivery

Get a Special Briefing by Dr. Tony Bates on:

- How new technologies and the needs of learners in a digital age require a rethinking of traditional teaching to successfully help learners develop the knowledge and skills they require
- Quality defined as teaching methods that reach this goal
- Guidelines and practical advice about how to design and deliver quality courses in a supportive learning environment

Takeaways: An understanding of:

1. Quality teaching in a digital age
2. The nine steps to quality teaching in a digital age
3. The characteristics of an effective learning environment

Presenter

*Tony Bates, Research Associate,
Contact North / Contact Nord*

**Learning Offline in an
Online World: Our Trek into
Corrections and Technology**

Sheraton Hall B | 10:00 am - 11:00 am

**Track: Access, Openness and
Flexibility**

What happens when your fully online program is asked to support clients who don't have access to the Internet? This panel discussion explores how Good Learning Anywhere (GLA) and Rumie are working on unique solutions to provide access to some of our most vulnerable populations who have limited access to technology - incarceration, online vulnerability or geography.

Presenters

*Jami Clouthier, Online Instructor/Mentor,
Sioux-Hudson Literacy Council
Mair Greenfield, Director of Indigenous
Programs, Rumie
Linda Harvey - Rioux, Mentor/Online
Instructor, Sioux-Hudson Literacy Council
Linda Wright, Director of Distance Projects,
Sioux-Hudson Literacy Council*

Team Coaching - Maximizing ROI for Leadership Development for a Future Ready World

Osgoode West | 10:00 am - 11:00 am
Track: Managing Change for Results: New Perspectives

In a VUCA world, where there is a lot of disruption, organizations need to be agile and nimble. Organizational models are changing to meet business and client needs. Research indicates the rise of teams and networked teams to enable organizations to be more adaptable and change agile. Research conducted by the Human Capital Institute shares that 92% of organizations say that teams are crucial to their success, but only 23% of respondents saw their teams as effective. Team Coaching, enables teams to become high performing and sustainable by working with the team as a system within a larger system to achieve business goals. Learn why this process is creating alignment on common purpose and collective intelligence in a way that teams have not experienced before. Furthermore, learn why investing in this type of learning produces a better ROI than leadership coaching and is being used by leading edge organizations.

Presenter

Michelle Chambers, Chief Coaching, Culture & Strategy Officer, Chambers & Associates and Teams Matter

Technologies for Teaching and Learning 1

Sheraton Hall A | 10:00 am - 11:00 am
Track: Faculty, Staff and Institutional Development

What is being done to enhance the digital literacy and skills of learners?

Presenters

*Olivier Alfieri, PHD Candidate, University of Ottawa
Razika TAHI, Professeur, University M'Hamed Bougara (UMBB)*

Transform Your Organization and its Corporate Culture While Executing the Strategy

Willow | 10:00 am - 11:00 am
Track: Leading a Business Focused L&D Team

In our increasingly digital world, corporate transformation has become a top imperative across sectors. To succeed with the challenge, it is critical to work on three tightly-integrated thrusts: 1. Strategic / business planning & execution; 2. Leadership & change capability building; 3. Culture change – which is the thrust around which everything else evolves. The L&D function has a unique opportunity to play a critical, integrative role on these thrusts – hence adding tremendous value to the organization, and being seen as such by the C-suite. This workshop will be highly engaging and interactive. You will devise pragmatic ways to play a bigger role in making your organization “future-ready”. Edmond will fuel and guide your reflection by drawing on his rich international experience executing challenging corporate transformations. Learn with a respected expert in the field how you can raise your game and earn a seat at the table!

Presenter

Edmond Mellina, President & co-founder, ORCHANGO

Course Design, Development and Delivery 1

Sheraton Hall C | 11:15 am - 12:15 pm
Track: Course Design, Development and Delivery

Case studies of the design, development and delivery of online courses and programs.

Presenters

*Olajide O. Agunloye, Professor and Program Director, Educational Leadership Program, Augusta University
Alana Ashbourne, Learning Design Coordinator, Ontario Institute for Studies in Education, University of Toronto
Florence Colquhoun, Teacher / Head of the Language Programme, Abbotsford Virtual School
Kristi Ivan, Curriculum Lead, Ontario Institute for Studies in Education, University of Toronto*

Create Effective Microlearning in Record Time with PowerPoint

Willow | 11:15 am - 12:15 pm
Track: Enabling Performance Through Technology

Microlearning can be a fantastic tool to train people when they need it, for maximum effectiveness. It also doesn't need to take a long time. See how you can create microlearning in record time using only PowerPoint! This session looks at the principles supporting microlearning best practice, like visual, dynamic, and interactive content to make it engaging, taking into account the wide range of devices that people use to access microlearning. Then explore practical techniques to create microlearning content quickly and easily using PowerPoint. You'll be amazed at the way you can use this standard tool to deliver visual content, with animation, and high impact media, like audio, voice over, video, screen recording. And, then ways to export it to video or HTML5 for easy distribution, in isolation, or through your LMS. All of which will make your microlearning an effective tool that your learners will be delighted with.

Presenter

Richard Goring, Director, BrightCarbon

Expanding Access to Underrepresented Peoples

Sheraton Hall A | 11:15 am - 12:15 pm
Track: Access, Openness and Flexibility

Expanding access to educational and training opportunities to rural, refugee and underrepresented peoples.

Presenters

*Tammy Austin-Ketch, Dean and Professor, Upstate Medical University
Raffaella Borasi, Director and Federica Warner Professor of Education, University of Rochester
Robert Cenczyk, Director of Academic Operations, University at Buffalo School of Nursing
Diane Dempsey, Grants Manager, University at Buffalo
Dave Miller, Associate Director & Clinical Associate Professor of Education, University of Rochester
Linda Paine Hughes, Clinical Assistant Professor, University at Buffalo
Maria Wolfe, Instructional Designer, Loyola University Chicago*

The **LEARNING & TRAINING CONFERENCE** 2020



THURSDAY, OCTOBER 10

Innovating in Pedagogy: It's All About the Process!

Chestnut | 11:15 am - 12:15 pm

Track: Technology, Innovation and Pedagogy

The existing literature barely defines the process one has to follow before innovating or developing an educational product, tool or service. However, a rigorous, structured, systematic and creative method, named Pedagogical Value Analysis (PVA), requires one to identify and specify all the functions that the future product, tool or service needs to fulfill to satisfy the needs of his users at low cost into an organized Functional Specification Matrix before one innovates, creates, implements, monitors and assess its efficiency. Furthermore, the PVA method provides a process that leads to a prescriptive and nominative tool useful for assessing the innovation's efficacy. The goal of this session is to present the PVA method tools and offer hands on experience.

Presenter

Nathalie Myara, Associate Professor,
University Montreal

Natural Intelligence in a World of Artificial Intelligence

Osgoode East | 11:15 am - 12:15 pm

Track: Leading a Business Focused L&D Team

How can one succeed and thrive in a volatile, uncertain, complex and ambiguous world? Professionals and managers will need mental preparation both in terms of managing emotions and interpersonal relationships, to succeed in a world of accelerated AI and complex change. Let's dig deep to see what are the skills and personality traits needed to succeed in this 4th industrial revolution. What is the profile of the future professionals and leaders? We need to identify what it will take, define it, and measure it, if we want to develop it. Emotional intelligence will be tested by the advent of AI, but its importance will grow. Until we can digitize empathy, maintaining balance will always be a must! How to prepare for AI remains a crucial question. Leaders and L&D professionals

have a dual challenge, how to prepare themselves and how to develop the associated skills among employees.

Presenter

Jocelyn Berard, National Practice Leader, Leadership, Assessment and Development, Optimum Talent

Personal Learning Versus Personalized Learning - Making Lifelong Learning Happen

Birchwood | 11:15 am - 12:15 pm

Track: Course Design, Development and Delivery

Get a Special Briefing from Stephen Downes on:

- The difference between Personalized Learning and Personal Learning
- Why personal learning is of growing importance, the tools which enable personal learning and the significant potential of personal learning as a key to lifelong learning and the skills agenda

Takeaways: An understanding of:

1. The distinctions between personalized and personal learning and their implications for a college, university or training organization, including an examination of specific cases of effective personal learning and share some of the challenges of encouraging and enabling effective personal learning
2. The range of tools available to enable personal learning
3. The challenge of designing and delivering personal learning "systems" within an organization

Presenter

Stephen Downes, Senior Research Officer, National Research Council

Smartphone Accommodation Resource Toolbox - An Innovative and Inclusive Pedagogy

Sheraton Hall B | 11:15 am - 12:15 pm

Track: Technology, Innovation and Pedagogy

This session explores how SmART provides innovative pedagogical models and technical supports for using video as

a teaching, learning and feedback tool. We also share how faculty members and students from diverse disciplines use smartphone skills videos and feedback tools and what can we learn from each other to enhance practical skills acquisition beyond traditional classroom, studio or laboratory walls.

Presenters

Iris Epstein, Assistant Professor, York University

Kurt Thumblert, Assistant Professor, York University

Strengthening your Personal Resilience

Osgoode West | 11:15 am - 12:15 pm

Track: Managing Change for Results: New Perspectives

Resilience is a key skill for today's leaders. As leaders, we need to put on our own oxygen mask before assisting others. But how do we develop our own resilience muscles and how do we re-charge when our reserves are low? This highly interactive session introduces a set of 7 resilience muscles used by individuals and organizations to withstand the constant onslaught of change challenges that are the reality of today's business environment. Participants will self-assess and develop an action plan to strengthen their personal resilience.

Presenter

David Donaldson, Director, Client Solutions, Juice Inc.

Digital Learning 4.0: The 7 Secrets of Impactful Learning Transfer

Sheraton Hall C | 1:30 pm - 2:30 pm

Track: Course Design, Development and Delivery

In this workshop, 7 key success factors are examined to ensure learners are not only engaged, but also transfer their learning into meaningful actions in their professional and personal contexts. Three components are highlighted: designing online journeys, producing online material and delivering online programs-all of which need to be addressed in a holistic fashion to ensure learning impact.

Presenter

Paul Hunter, Director, Digital Learning, IMD

Emotional Intelligence for Learning and Development Professionals

Osgoode West | 1:30 pm - 2:30 pm

Track: Performance Consulting and Instructional Design

The World Economic Forum has listed Emotional Intelligence as one of the top 10 employability skills for 2020 and then goes on to list 9 other employability skills that all fall under the umbrella of Emotional Intelligence. It's based on a lack of understanding of what Emotional Intelligence actually is. L&D professionals must understand exactly what Emotional Intelligence is and why it is critical to effective L&D initiatives in the workplace. Join David Cory, B.Ed., M.A., founder of the Emotional Intelligence Training Co., as he provides information about Emotional Intelligence and the workplace from the research and his own 20 years of designed and delivering Emotional Intelligence initiatives around the world.

Presenter

David Cory, Leadership Development Consultant, The Emotional Intelligence Training Company Inc.

Improving Access and Supporting Students

Chestnut | 1:30 pm - 2:30 pm

Track: Access, Openness and Flexibility

What's new and what's working in how we improve access and support our online students?

Presenters

*Ayesha Bhatti, Program Manager, Trent University
Patricia Bradley, Associate Professor, York University
Ike Okafor, Senior Officer, University of Toronto
Linda Patrick, Dean, University of Windsor
Nikki Philbrook, BHSc Manager Admissions, Registration, and Advising; Assistant Professor, Queen's University
Kirsten Woodend, Dean, Trent University*

Leveraging Your Toolbox

Willow | 1:30 pm - 2:30 pm

Track: Learning Analytics and Data

In today's world, it is more important than ever to meet learners in their space. The way we all consume information has changed; as learning professionals we must keep up and in some cases future pace organizational and learner needs in order to remain meaningful and relevant. In this session we will discuss... Claiming Your Seat at the Table Realizing the power of relationships and the criticality of meaningful collaboration with the business Cultivating the Desire to Learn, Change, and Adapt What you can do to make your audiences yearn to learn How We do Things Matters Using processes and governance to make the relationship with training easier and more valuable Leveraging Technology to Curate Compelling Content Being prepared to meet clients and learners when, where, and how they want Telling Your Story Changing the narrative from "nice to have" training results to how training is making business work better.

Presenter

Tracy Barrett, Consultant, TrainingFolks

Priority Mapping: A toolkit for Greater Execution on Strategy in the New Game of Constant Change and Overwhelming Distraction

Osgoode East | 1:30 pm - 2:30 pm

Track: Leading a Business Focused L&D Team

This Priority Mapping workshop is a toolkit to help busy L&D professionals stay on track and aligned with their most important strategic goals in the new game of constant change and overwhelming distraction.

A) Creating a clear, visually effective Priority Map that answers the question "In order to achieve my desired Goals/Results for this year, what do I want to get done this month?" Utilizing different formats to map out different types of goals and results. (A priority map tool is provided to participants and is positioned as one of many possible options that they can use). B) A New Paradigm for Alignment.

Strategies for supplementing the traditional 2-3 times a year performance check-ins with more frequent, results-focused conversations to gain alignment across teams, adjust for change and keep plans "alive".

C) Making time to Think. Practical tips and best practices to create windows of high quality, "decontaminated" thinking time.

Presenter

Doug Heidebrecht, Principal, Sun Mountain Self Management

Student Retention, Persistence, Completion and Success

Sheraton Hall B | 1:30 pm - 2:30 pm

Track: Assessment, Analytics and Student Success

Successful strategies for addressing the challenges of student retention, persistence, completion and success.

Presenters

Shayvard Asvar, Online student pathway advisor, Algonquin College of Arts and Technology

Hussein Liban, Formateur, Coalition ontarienne de formation des adultes

Patricia A. Miller, Associate Professor (Part-time), McMaster University

Mohamed Toukaleh, Formateur, Coalition ontarienne de formation des adultes

Technologies for Teaching and Learning 2

Sheraton Hall A | 1:30 pm - 2:30 pm

Track: Technology, Innovation and Pedagogy

Leveraging technology to improve learning outcomes and student engagement.

Presenters

Mariam Aida Manzur Leiva, Spanish Instructor & TA Program Supervisor, New College of Florida

Kris Skalsky, Associate Dean, American Sentinel University

Heramb Vadalkar, Faculty, Southern Alberta Institute of Technology

Karen Whitham, Associate Dean, American Sentinel University

The LEARNING & TRAINING CONFERENCE 2020



THURSDAY, OCTOBER 10

Connecting Your Courses to Executive Concerns

Osgoode East | 2:45 pm – 3:45 pm

Track: Leading a Business Focused L&D Team

There are two ways to manage your training courses: with executive support, or unsuccessfully. Gone are the days of token support for training. You must connect every project to the goals of your business leaders. Find out how to identify their objectives. Learn to ask the right questions and flesh out the details you need. Find the links that connect your work to their concerns. Socialize your ideas to keep abreast of ongoing developments. Show your value and connection to strategic plans. This session will help you explore the best practices in connecting the activities of the training department to the business plans of the organization. You'll work with colleagues to actually begin the process of linking your work to that of executives, and bring home tools to continue with the effort back at the office.

Presenter

Alan Magnan, Director, Master Trainer, Langevin Learning Services

Course Design, Development and Delivery 2

Sheraton Hall A | 2:45 pm – 3:45 pm

Track: Course Design, Development and Delivery

Case studies of the design, development and delivery of online courses and programs.

Presenters

Donald Dietrich, Program Head of Instructional Design, Saskatchewan Polytechnic

Tanzina Mohsin, Senior Lecturer, Teaching Stream, University of Toronto

Education and Professional Development is a Shared Responsibility

Birchwood | 2:45 pm – 3:45 pm

Track: Access, Openness and Flexibility

Organizations who offer/delivery education and training must consider effective mechanisms to enable both the upgrading (120,000 members) and successful Military to Civilian Transition (5000 members per year), by removing barriers and implementing innovative methods to increase inclusiveness by ensuring accessible and flexible mechanisms in order to enable our Military service member population to extend and fully-realize their existing engrained culture of continuous learning through education, training and self-development. We will set the stage with the current landscape of Education and Professional Development in the Military community and present the needs in Education and Professional Development for career development, retention and the eventual successful Military-Civilian Transition (MCT) through an interview style format with engagement from the audience. Attend this Special Briefing with Major Steven Champ, C.D, Base Personal Selection Officer, Canadian Forces Base Borden, Canadian Armed Forces, in an interview with Trish Treter, Director, Recruitment & Partnerships Contact North | Contact Nord.

Presenters

Steven Champ, Base Personnel Selection Officer, Canadian Armed Forces

Trish Treter, Director, Recruitment & Partnerships, Contact North / Contact Nord

Leading Virtual Teams

Chestnut | 2:45 pm – 3:45 pm

Track: Faculty, Staff and Institutional Development

During the session, the presenters explain the ConnecT Framework and describe how it is used to inform executive e-leadership training. They also present preliminary results from the SSHRC-funded research evaluating the framework's effectiveness as a tool for staff training. Throughout the sessions, the presenters draw on their own extensive experience as online instructors

to specifically relate the ConnecT Framework to the needs of higher education institutions, as well as corporate and government training institutions.

Attendees at this session leave with greater knowledge of current research on virtual teamwork, an understanding of the principles of e-leadership, and a practical tool (the ConnecT Framework) to guide their future learning and inform institutional decision-making around virtual teamwork.

Presenters

Martine Durier-Copp, Director, Dalhousie University

Joyline Makani, Assistant Professor, Dalhousie University

What Is Learning Experience Design (And Does Adopting It Require You to Leave ADDIE and SAM Behind?)

Willow | 2:45 pm – 3:45 pm

Track: Performance Consulting and Instructional Design

Over the past few years, the term "learning experience design" has crept into the instructional design lexicon. But what is it really? This session provides an overview. Specifically, taking a design-sprint approach, this session engages participants in performing some the essential practices of learning experience design, including the development of use cases and personas, learning journeys, and prototyping; explains the benefits of these practices; explores the benefits of learning experience design to the overall effectiveness of instructional programs; and suggests how these practices integrate into the i4PL Competencies and existing instructional design processes.

Presenter

Saul Carliner, Professor, Concordia University

**What L&D Can Learn from Marketing's Use
of AI, Chatbots and AR****Osgoode West | 2:45 pm – 3:45 pm****Track: Enabling Performance Through Technology**

It's no secret the marketing industry is investing millions on emerging technology to change people's behaviour. What can L&D learn from their endeavours? How can you capitalize on their success and failures to design learning solutions that incorporate their best practices and are truly effective? In this game-based session, you'll explore the leading practices the world's top marketers are using in artificial intelligence, machine learning, chatbots, and augmented reality. These practices are changing behaviour, and you'll examine how you can apply them in a learning program. You'll see the success and mistakes that marketers have made, and you'll apply best practices to create effective training solutions.

Presenter

*Danielle Wallace, Chief Learning Strategist, Beyond the Sky:
Custom Learning*