



# IPM's 2011 TORONTO FALL CONFERENCE

## IPM's 2011 Toronto Fall Conference on *Bullying & Fraud:*

### *What to Do?*

**Date:**  
Thursday,  
October 27, 2011

**Time:**  
9:00 a.m. to 4:30 p.m.  
(Breakfast at  
8:30 a.m.)

**Location:**  
Radisson Hotel  
Toronto East,  
55 Hallcrown Place,  
Toronto, ON

Cost for the Full Day  
Conference includes  
breakfast, lunch,  
coffee breaks & all  
four sessions.

Get your registration  
in by September 26,  
2011 and become  
eligible to win  
training programs  
worth \$1000!

Early Bird  
Registration:  
Payment and  
registration must be  
received by  
September 26, 2011



### **Workplace Bullying, Fraud & Investigations: Recent Trends & Best Practices**

*Sandy Boucher, B.Sc, CFE, Senior  
Investigator, Financial Advisory  
Services, Grant Thornton LLP*

The link between fraud and bullying exists. Review some real fraud cases where there has been bullying that either precipitated the fraud or allowed it to go undetected. Learn how to develop and implement proper policies and procedures in dealing with bullying and fraud.

Discover a practical approach and best practices in conducting fraud investigations. The principles can be applied to other internal investigations including theft, harassment, conflict of interest, breach of IT policies or allegations of workplace violence. Implement a basic framework for fraud investigations before it begins. Examine your present strategy and process and understand potential problem areas to avoid the courts.



### **Workplace Trauma – No One is Immune**

*Susan McGrail, MSW, RSW  
Director of Clinical Services,  
Bellwood Health Services*

This presentation will address the variety of situations that employers must manage in order to maintain safety in the workplace. Often it is not one event that causes trauma in people, rather the interplay between an event, the organizational response and the supports outside the workplace. There are multiple levels of influence and no single, one size fits all model for assistance.

What are the best practices for employers following critical events in the workplace? Discuss case studies and policies which employers need to have in order to protect the employer and the employee. Learn how to assist affected staff on site following the stressful or traumatic event and the important role in the return to work phase.



### **Legal Perspective: Bill 168 and Beyond - An Employee's Guide for Employers**

*Ruben R. Goulart, B.A., LL.B.,  
Managing Partner, Keyser  
Mason Ball LLP*

With the benefit of one year of experience under Bill 168, this session will provide an overview of the various legal options available to employees when confronted with workplace harassment. Learn how to manage this given the new reality in Ontario.

Obtain legal updates on: Bill 168: the operation of the Bill and the Ministry of Labour's approach, what to do when the MOL arrives at your door, Human Rights and the Courts: recent cases and "best practice" strategies to manage harassment complaints, Violence: exploring the obligation to protect your workforce versus the privacy rights of your employees and Internal investigation strategies: maximizing the likelihood of resolution before everything goes legal. Review sample fact scenarios designed for analysis and resolution of real life claims.



### **Difficult Conversations: How to Get a Grip**

*JJ Brun, President,  
JJ Communications Inc.*

We have all held an uncomfortable conversation as a result of poor performance, an investigation into unwelcomed behaviour or attitude and offensive conduct at work. The conversation becomes tough when employees feel the stakes are high, when perception varies regarding the circumstances of the events and when emotions are strong.

Discover what makes people tick. Stop battling with people - carrying out difficult conversation on their terms. Learn to decipher people and understand that people don't do things to you, they do things for themselves.

This session will provide behavioural based strategies to understanding and effectively communicating with all types of people, no matter how destructive their behaviours, by proactively using their own internal drivers to disarm them and create more productive interactions.



Sponsored by: Institute of Professional Management • Workplace Today® Online • Association of Professional Recruiters of Canada • Canadian Management Professionals Association • Canadian Association of Assessment Specialists • Canadian Professional Trainers Association

# BOOK TODAY AND SAVE!

Don't wait for the last minute to reserve your place. Get involved and stay on top of your field and your industry. **Register three (3) participants from the same organization at the same time and the 4th attends free!** Also, qualify to win training programs worth over \$1000 by registering early. Early Bird registrants are the only ones who are eligible! More information and registration at: [www.workplace.ca](http://www.workplace.ca) and click on "Events".

Cost for the full day workshop (includes breakfast, lunch, coffee breaks, all four sessions and handout materials) ....

## Early Bird Registrations

(payment and registration **received**  
by **September 26, 2011**)

Members of APRC/CMPA/CAAS/CPTA & Students:  
**\$119 plus HST per person**

Non-Members/Guests:  
**\$139 plus HST per person**

## Regular Registrations

(payment and registration **received after**  
**September 26, 2011**)

Members of APRC/CMPA/CAAS/CPTA & Students:  
**\$179 plus HST per person**

Non-Members/Guests:  
**\$199 plus HST per person**

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Early bird registrants qualify to win management training programs worth \$1000!

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Register at [www.workplace.ca](http://www.workplace.ca) and click on "Events" OR fill out the Fax-Back registration below

## FAX BACK REGISTRATION FORM (613) 721-5850

### Toronto Full Day Conference on October 27, 2011

APRC/CMPA/CAAS/CPTA Members & Students

Non-Members & Guests

Name		Title	
Company		Address	
City	Province		Postal Code
Telephone	Fax	Email	

VISA or  MASTERCARD      Expiry Date 

MM	YY

      Add 13% HST  
(Our GST #: 892341421RT0001)

Card Holder's Name \_\_\_\_\_ Signature \_\_\_\_\_  
(not valid without an authorized signature)

Cheque enclosed made payable to IPM (Don't forget to add the 13% HST)  
2210-1081 Ambleside Drive, Ottawa, ON, K2B 8C8, 1-888-441-0000 or 613-721-5957      Date \_\_\_\_\_

Number of colleagues registering with you on this form : \_\_\_\_\_ Names : \_\_\_\_\_

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**NOTE: Payments must accompany registrations. Space is limited so to avoid disappointment, REGISTER NOW!**