



Tuesday, February 15, 2022

All times listed are in Eastern Standard Time (EST)

- 12:00pm to 1:00pm **Opening Remarks and Welcome Keynote – Working Across Differences**
Anne-marie Joy Henry, Co-ordinator, Global Engagement Programming, Wilfrid Laurier University
 Working Across Difference refers to the meeting of two or more people embodying different cultural contexts. As our world becomes more complex and interconnected, intercultural interaction has increasingly become part of our daily lives. The ability to communicate across difference is not the sole domain of diplomats or international businesspeople, but a critical life skill for everyone. Developing intercultural skills is important for success in your chosen career, satisfaction in your relationships with others, and to sustain peaceful and harmonious relationships both locally and globally. To relate across difference goes beyond tolerance to an appreciation of diverse perspectives with an ability to leverage difference to grow and create solutions for our changing contexts. This Working Across Difference session is based on an experiential learning model and your active participation will be an important element of your learning.
- 1:00pm to 1:45pm **Virtual Conferencing Panel - Ask Me Anything**
 Michael Zaigh and Cliff Fielder from Western University along with Heleena Stephens from Lakehead University will share tips and tricks on virtual conferencing and answer any questions you may have.
- 1:45pm to 2:00pm Break
- 2:00pm to 3:00pm **Reimagining the Future of Events During a Global Pandemic**
Lesley Mackay, Vice President - Meeting & Major Events, Ottawa Tourism
 This session provides a brief overview around the International Congress and Convention Association (ICCA) Global Association Meetings Protocol. Re-imagining the future of events during a global pandemic is one of our biggest challenges as an industry, so let's look at the global meetings events industry moving forward and the strategic framework to help guide us through. The new protocol identified by ICCA has four pillars which showed a heightened set of priorities across the global events industry, and they are: Enhanced Engagement & Value; Digital Restructure & Hybrid Events; Shared Risk Management; and Innovative Business Models. Phase two of the protocol is designed to help host destinations, their partners, and association clients collaborate more effectively on Sustainability, Equity & Legacy, Crisis Planning & Mitigation, Advocacy & Policy, and Sector & Community Alignment. So what does this all mean for us in our day to day? Perhaps the most important question of the session for consideration is "what regrets will you have when this is all over?"
- 3:00pm to 3:45pm **Social Media Panel – Let's Get Social**
Mara Lowrey, Manager of Marketing and Communications, Campus Services, Algonquin College and Kate Dudley, Manager of Marketing, Ancillary Services & Office of the Vice-Provost & Associate Vice-President, Students, Brock University
 Join our colleagues to chat about all things social media – from a run through of social media platforms, to what's trending, best practices, paid advertising, strategy & more!
- 3:45pm to 4:00pm Break and Move to Kitchen (if possible)

4:00pm to 5:00pm

Cooking Demo - How to Make Risotto

Chef Mark Catering & Event Services, University of Waterloo

Learn how to make a delicious Butternut Squash Risotto alongside Chef Mark Meinzing, Catering & Event Services Chef at the University of Waterloo. Yes, we know it takes time to prepare but it's worth the wait. It's the perfect complement for grilled meats and chicken dishes and also tastes awesome on its own.

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Central Region Business Meeting & Photo

Susanne Keppler, Central Region Director & Laura Dimic, Central Region Deputy Director

1:00pm to 2:00pm

Hotel Panel – Providing Accommodation During a Pandemic

Amanda Axt, Director of Sales and Marketing at Hilton Garden Inn Kitchener/Cambridge, Nancy Keizer, General Manager at Radisson Hotel Kitchener Waterloo and Vanessa Stevenson, General Manager at Homewood Suites by Hilton Cambridge Waterloo

This panel will share their unique experiences regarding hotel accommodation throughout the pandemic.

2:00pm to 2:45pm

Working Together with Your Local Tourism Board

Zanth Jarvis, Director of Sports Tourism, Tourism London

Join this session to learn about the benefits of working with your local tourism board. Zanth Jarvis, Director of Sport Tourism with Tourism London discusses working with Western University for the 2018 Ontario Summer Games and a look into future events.

2:45pm to 3:00pm

Break

3:00pm to 4:00pm

Round Table Discussions

Individuals will have the opportunity to discuss up to three topics with their peers. Please don't forget to complete this [form](#) so we know what topics you'd like to discuss.

4:00pm to 5:00pm

Closing Keynote – Resiliency Resq: Re-Think, Re-New, Re-Energize

Sajel Bellon Ed.D. Founder of Mind Armour and SOS Psychotherapy

You already have everything you need to navigate life's challenges and overcome obstacles, even a pandemic! You've proven that! "Life isn't always easy, but it does make us STRONGER". You will continue to have to endure immense pressure and stress, especially during these times of uncertainty and growth. So, it is vital that you learn how to enhance your performance, boost your well-being and resilience, by leveraging that stress.

In this session, you will explore the science of positive psychology in a highly interactive and practical way. These interventions will leave you walking away feeling energized and well-equipped with new insights and strength-based tools that support stress-management, build resiliency and compassion.

Participants will learn how to:

- Re-frame & Re-define their Emotions
- Re-cover & Re-charge from Stress
- Re-align & Re-connect Personally and Professionally
- Move from Pain to Possibilities

5:00pm

Virtual Cocktail Hour

Grab your drinks and join us for a virtual social hour using the Wonder virtual platform! You can "walk" around the room and catch up with your colleagues! This will be a casual social hour, and we will also take a few minutes to teach you about the Wonder virtual platform.