



## **FOCUSING ON MANAGING RISK: SHARING STRATEGIES**

**2019 FOCUS ACCREDITATION  
LEARNING EVENT**

### **JOIN FOCUS FOR A DAY OF LEARNING & IDEA SHARING!**

June 5th, 2019, 8:30 am - 4:00 pm  
Holiday Inn, Toronto International Airport  
Registration starts at 8:00 am

FOCUS Affiliated Organizations: \$242.90+HST/person  
Non FOCUS Affiliated Organizations: \$269.00+HST/person

Event Registration at:  
<https://focusingonmanagingriskregistration.eventbrite.ca>

For more information: [www.focusaccreditation.org](http://www.focusaccreditation.org) or 1.866.805.2600

# PROGRAM

**8:00AM-8:45AM**

**Registration & Continental Breakfast**

**8:45AM-9:00AM**

**Opening Remarks and Welcome**  
FOCUS Accreditation

**9:00AM-10:00AM**

**Resilience: A Vital Workplace Competency**  
Claudia Ferryman,  
Rainmaker Strategies Group

**10:00AM-10:15AM**

**Networking Break**

**10:15AM-11:15AM**

**Assessing Risk: Sharing Strategies**  
Peter Wyngaarden,  
Christian Horizons

**11:20AM-12:05PM**

**Risk Management: Health and Safety Strategies**  
Sherri Bastos,  
Public Services Health & Safety Association

**12:05PM-1:00PM**

**Lunch & Networking**

**1:00PM-2:30PM**

**Essentials of Emotional Intelligence at Work**  
Claudia Ferryman,  
Rainmaker Strategies Group

**2:30PM-2:45PM**

**Networking Break & Draws**

**2:45PM-4:00PM**

**Essentials of Emotional Intelligence at Work - con't**  
Claudia Ferryman,  
Rainmaker Strategies Group

**4:00PM**

**Closing Remarks**  
FOCUS Accreditation

# PROGRAM



9:00 AM - 10:00 AM

## Resilience : A Vital Workplace Competency

Those who serve others in the human services sector are faced with a high level of stress and pressure in their lives. Emotional strength, and resilience are essential skills for coping with difficult situations.

In this engaging keynote, Claudia Ferryman will review the concepts, tools and principles for enhancing resilience as a key competency. Claudia will discuss the importance of developing resiliency as a vital component of how an organization can manage the risks associated with employees who experience a high level of stress and pressure in the workplace .

In this interactive session, we will discuss how resilience is a key component of emotional intelligence and bridges to the primary workshop of the day – Essentials of Emotional Intelligence @ Work.



**Claudia Ferryman,  
President, Rainmaker Strategies Group**

Claudia Ferryman is a world-leading authority on subconscious communication, leadership, persuasion and influence. For over 20 years she has assisted corporations and audiences around the world to solve difficult communications and leadership problems by guiding them on what has been described as an engaging, fast-paced and fascinating journey toward greater self-insight.

Claudia is the president of Rainmaker Strategies Group and teaches business courses at the University of Toronto, where she has received the Award of Excellence in Teaching and was nominated as a master facilitator from among 30,000 respondents.

Claudia has written multiple publications and is the author of The Communication Chameleon.

# PROGRAM

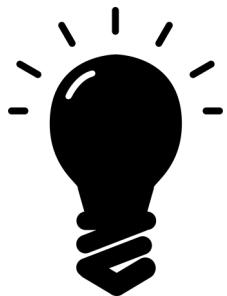


10:15 AM - 11:15 AM

## Assessing Risk : Sharing Strategies

Having a framework to understand and manage risks is important in the context of FOCUS Accreditation standards. Through the review of Christian Horizons' risk management plan, participants will learn how to prepare for foreseeable risks, estimate and prioritize impacts, define responses to risk and allocate resources to identified risks. Participants in this interactive session will begin to take a comprehensive review of self identified key factors to assess their organization's levels of risk.

Peter Wyngaarden, Director of Quality, Research and Practice Initiatives at Christian Horizons will share the organization's robust risk management plan, introduce participants to a process that provides a roadmap for assessing risk within their own organization, and lead an engaging and thought-provoking discussion where each staff person considers their responsibility in assessing risk, to ensure the best quality supports to service users.



**Peter Wyngaarden,  
Director of Quality, Research and Practice Initiatives , Christian Horizons**

Peter has worked with persons with disabilities for over 35 years in a variety of direct support, vocational, research and clinical settings. He has developed and/or presented courses and workshops in academic and professional settings on a variety of topics such as Person-Centred Supports, Self-Managed work teams, consent issues, working with persons who have come into contact with the criminal justice system, dealing with challenging behaviours, ethical issues in providing services and investigating allegations of abuse. He has provided consultation to a variety of government committees and private agencies.

Peter currently works as Director of Quality, Research & Practice Initiatives for Christian Horizons. A supporter of FOCUS Accreditation from its inception, he has previously served as a Lead Peer Validator and has assisted FOCUS in developing and updating its Clinical Standards.

# PROGRAM



11:20 AM - 12:05 PM

## Risk Management: Health and Safety Strategies

Is health and safety imbedded in your workplace? Can your organization easily demonstrate compliance with health and safety requirements?

Learn about key principles and strategies for implementing effective health and safety management systems which supports a strong internal responsibility system, due diligence and reduced risks.

This session will also highlight resources available to support Occupational Health & Safety, share current health and safety emerging issues and enhance awareness of health and safety authority inspection initiatives. Information reviewed will enrich the culture of safety at your workplace.



**Sherri Bastos,  
Director of Prevention and Operations, Engagement, Retention ,  
Public Services Health and Safety Association**

Sherri is a passionate and motivating health and safety professional, dedicated to enhancing worker and public health, safety and injury prevention. Her 20 years' experience encompasses prevention and rehabilitation in acute care clinics as a Kinesiologist, and management in Long Term Care. The majority of Sherri's career included directing national OH&S teams and best in-class occupational health, safety and claims management programs in hospital, long-term care, retirement and home care; within both the private and non-profit sectors.

Sherri is a respected speaker and has enjoyed presenting various interactive OH&S seminars, education and training to all workplace parties, OH&S professional and participants of prevention conferences. She is proud of successfully achieving leading health and safety strategic goals by focusing and valuing team collaboration, fostering strong networking and partnerships, and supporting innovative ideas and programs.

# PROGRAM



1:00 PM - 4:00 PM

## Essentials of Emotional Intelligence at Work, presented by Claudia Ferryman

Emotional Intelligence (EI) is increasingly relevant in all areas of work. It can provide a new way to understand and assess people's behaviours, management styles, attitudes, interpersonal skills and individual potential as well as build their competency in navigating difficult situations. EI in the workplace is essential to promote the overall health, safety and wellness of organizational personnel and the people they serve.

This engaging session is designed to provide the essence of Emotional Intelligence (EI) in the workplace. Claudia Ferryman will lead participants in discussion about the factors that make up EI including self-awareness, self-regulation, empathy, motivation and social skills, in addition to:

- Learning to understand our own emotions and how our mood might impact others around us and affect team spirit.
- Discussions on how emotional hijack affects our thinking process and our reactions.
- Reviewing tools and techniques for emotional regulation.
- How to apply emotional intelligence in building resilient teams and responding in challenging situations including delivering effective feedback to staff.

*Each participant will receive a handbook on Emotional Intelligence, written by Claudia Ferryman, for reference after the event.*

