



# LEADING WITH FOCUS:

LEADERSHIP EXPLORATION & DEVELOPMENT



**JOIN US FOR A DAY OF LEARNING,  
LEADERSHIP & NETWORKING!**

2018 FOCUS Accreditation Learning Event

April 18th, 2018, 8:30- 3:30  
Holiday Inn, Toronto International Airport  
Registration starts at 8:00 am

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

<https://leadingwithfocusregistration.eventbrite.ca>

For More Information: [www.focusaccreditation.org](http://www.focusaccreditation.org) or 1.866.805.2600

# MORNING

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8:00 AM - 8:45 AM	<b>REGISTRATION &amp; BREAKFAST</b>
8:45 AM - 9:00 AM	<b>FOCUS WELCOME</b>
9:00 AM - 10:00 AM	<b>FRANCOISE MATHIEU</b> <i>Refilling the Well: Top Strategies to Remain Healthy &amp; Compassionate</i>
10:00 AM - 10:15 AM	<b>BREAK</b>
10:15 AM - 11:15 AM	<b>DR. MIKE CONDRA</b> <i>Calming the Storm: A primer on verbal de-escalation &amp; conflict-resolution for Managers/Leaders.</i>
11:20 AM - 12:15 PM	<b>MICHAEL LOUGH &amp; KELLY MCKINNEY</b> <i>An Introduction to Abuse: The Risks, How to Reduce The Risk, How to Finance The Risk.</i>

# AFTERNOON

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12:15 PM - 1:15 PM	<b>LUNCH &amp; NETWORKING</b>
1:15 PM - 2:15 PM	<b>CLAUDIA FERRYMAN</b> <i>Mindful Leadership &amp; The 5 Practices of Exemplary Leaders.</i>
2:15 PM - 2:30 PM	<b>BREAK</b>
2:30 PM - 3:30 PM	<b>CLAUDIA FERRYMAN</b> <i>Mindful Leadership &amp; The 5 Practices of Exemplary Leaders.</i>
3:30 PM	<b>FOCUS CLOSING REMARKS</b> <i>Thank you &amp; Recognition</i>

# REFILLING THE WELL: Top Strategies to Remain Healthy & Compassionate.

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9:00 AM - 10:00 AM

**COMPASSION FATIGUE** has been described as the “cost of caring” for others in emotional pain (Figley, 1982). The helping field has gradually begun to recognize that workers are profoundly affected by the work they do.

There is now over two decades of research proving that working in high stress, emotionally demanding professions carries elements of risk to the provider: compassion fatigue, secondary trauma and burnout can take a cumulative toll on us as individuals and as teams.

In this engaging keynote, Compassion Fatigue Specialist, Francoise Mathieu will share her knowledge and answer the following question:

*What can professionals do to protect themselves from the difficult stories that they work with on a regular basis, limited resources, and a high volume of work, while remaining effective and compassionate?*

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## **Françoise Mathieu, M.Ed., RP., CCC. Compassion Fatigue Specialist Co-Executive Director, TEND**

Françoise is a Registered Psychotherapist in the province of Ontario and compassion fatigue specialist. Her experience stems from over 22 years as a mental health professional, working as crisis counsellor and trauma therapist in community mental health and with military and law enforcement professionals. Françoise is co-executive director of TEND, whose aim is to offer consulting and training to helpers on topics related to secondary trauma, compassion fatigue, burnout, self-care, wellness and organizational health. Since 2001, Françoise has given hundreds of seminars on compassion fatigue and secondary trauma across North America to thousands of helping professionals in the fields of education, health care, criminal justice, child welfare, immigration and refugee support and related professions. Françoise is the author of “The Compassion Fatigue Workbook” which was published by Routledge in 2012.

# CALMING THE STORM: A Primer on Verbal De-escalation & Conflict-Resolution for Managers & Leaders.

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10:15 AM - 11:15 AM

**WHILE INTERPERSONAL** disagreement and tension is an inevitable part of life – and work, the skills needed for de-escalation and conflict-resolution are not always part of training for leaders and managers. Learning the skills of conflict-resolution and de-escalation increases comfort in dealing with difficult situations and reduces the risk of negative consequences.

In this engaging session, Dr. Condra will describe the guiding principles and practical steps which underlie the process of de-escalation, the importance of effective de-escalation/conflict -management for workplace effectiveness, and the crucial role of organizational culture in de-escalation and in managing and preventing conflict.



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## **Dr. Mike Condra, PH.D., C. Psych**

Dr. Condra is a practicing clinician and an Adjunct Assistant Professor in the Department of Psychology at Queen's University.

He has extensive experience in providing public education, training workshops and consultation on the topics of mental health, verbal de-escalation, crisis-intervention and suicide-risk assessment across Canada and internationally.

Dr. Condra provides consultation and training to a range of government and private organizations on mental health, dealing with people in distress, verbal de-escalation and crisis-intervention.

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***Conflict Resolution is first  
mindset and then skill set.***



# RISK MANAGEMENT: Abuse - How to Reduce the Risk, How to Finance the Risk.

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**11:20 AM - 12:15 PM**

**MANAGING RISK** is key for the health of organizations and leaders in the non-profit sector. A key issue when supporting vulnerable people, is the risk for abuse to occur. What strategies can an organization employ to help mitigate risk?

This presentation outlines the various forms of abuse that can and does occur when supporting vulnerable people, including the sharing of real life examples. The presentation includes:

- How to reduce the risk of abuse including specific guidelines.
  - Strategies (insurance) for financing the risk.
  - Key Components and Types of Abuse Policies.
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**Michael Lough, FCIP, CRM**  
**Vice President, Specialty Programs & Associations**  
**Frank Cowan Company**

With over 26 years of experience in the insurance industry, Michael has progressed throughout his career in to his current role as Vice President. Michael's focus is to develop relationships with specialized brokers across Canada and create new opportunities with specialty organizations and targeted associations.

Michael and his team of experts specialize in creating new and unique solutions for brokers and clients by providing the best risk solutions available. This enables Frank Cowan Company to continue to be an innovator and a pioneer in the insurance industry.

Michael is a University of Toronto graduate and has obtained his FCIP and CRM designations. Michael is a licensed broker in every Canadian province and territory with the exception of Quebec.

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**Kelly McKinney, Broker**  
**McDougall Insurance & Financial**

Kelly McKinney lead bicycle trips through Europe and Asia for 15 years, doing research on new trips from Australia to Israel and many points in between.

He joined McDougall Insurance in 2005 as a shareholder and commercial insurance expert. He now provides risk management to the most challenging sectors and loves assisting people that make non-profits work.

Kelly has an MBA from University of Toronto and holds his designation as Canadian Accredited Insurance Broker.



# LEADERSHIP: Mindful Leadership & The Five Practices of Exemplary Leaders.

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**1:15 PM - 3:30 PM**

**MINDFUL LEADERSHIP:** What is a mindful leader? A mindful leader is someone who embodies leadership presence by cultivating focus, clarity, creativity and compassion in the service of others.

In this session Claudia will review the key components of being a mindful leader who focuses on developing personal mastery through the exploration of values, resilience, compassion fatigue and mindfulness.

Engaging and interactive discussion will be framed through the lens of the Five Practices of Exemplary Leaders, a research-based leadership program which over 3 million people have experienced around the world to enhance their leadership competencies and distilled from the 30 years of research covered in The Leadership Challenge®.



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## **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 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.

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***"LEADERS DON'T CREATE FOLLOWERS,  
THEY CREATE MORE LEADERS."***

- TOM PETERS