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José Tolovi Neto

Culture Building Block: Resilience

In a world where constant change is the new normal, resilience is the new skill. With decades of experience studying thousands of organizations all over the world, we have identified key organizational traits that predict a company's ability to successfully navigate these times of Volatility, Uncertainty, Complexity and Ambiguity (VUCA).

- ❖ Trust as a driver of High Performance
- ❖ Understanding Resilience
- ❖ Building Trust and Fostering Resilience
- ❖ Business Cases

Cathy Gallagher-Louisy

Best Practices – the Global Diversity and Inclusion Benchmarks

How can an organization assess their current state of maturity on diversity and inclusion initiatives? What are the best practices for holistic diversity management? How can you create a roadmap for improvement? This session will introduce participants to the Global Diversity and Inclusion Benchmarks – Standards for Organizations Around the World (“GDIB”). The GDIB provides a set of globally validated benchmarks for managing diversity and inclusion in all aspects of your company's operations – from your employees, to product and service development and delivery, to external relations and suppliers. Participants will have an opportunity to assess their own organizations and engage in discussions about how to move their organizations forward on the benchmarks.

Agenda

May 4 - Employee Resilience

Time	Activity	Presenters
8:30 a.m.	Check in and breakfast	
9:00 a.m.	Welcome and Introduction	Sheryl Helsdon-Baker
9:10 a.m.	Culture Building Block: Resilience	 José Tolovi Neto
10:10 a.m.	Questions	
10:20 a.m.	Break	
10:30 a.m.	Best Practices – the Global Diversity and Inclusion Benchmarks	 Cathy Gallagher-Louisy
11:30 a.m.	Lunch	
12:30 p.m.	Roundtable	
1:00 p.m.	End of HR Forum	

Host: Oracle, Room G006 in the CVC (Customer Visit Centre) in the lobby level at 100 Milverton Drive, Mississauga

Moderator: Sheryl Helsdon-Baker

HR CPD: HR Forum attendees earn one (1) CPD credit per hour

[**Register**](#)



José Tolovi Neto
Managing Partner
Great Place to Work Institute

Before starting this position in 2009, he was a Partner and the Vice President of our Brazilian affiliate, where he is still a board member. Jose also serves as a member of GPTW's Global Advisory Board and sits on the board of directors of GPTW France, Spain and Mexico.

José has been studying the characteristics of high-trust work cultures for over 10 years and uses this experience to help companies create and sustain great working environments. He has been a guest speaker at several conferences and seminars and is frequently asked to contribute to a variety of business and HR management publications. Prior to joining the Institute, José was a senior business executive in the technology industry, having worked for organizations such as Microsoft and EDS in Brazil, England, Germany and Spain. He holds Bachelor and Graduate degrees in business management from FGV (ranked Latin America's top business school).



Cathy Gallagher-Louisy
Senior Director, Consulting
Canadian Centre for Diversity and
Inclusion (CCDI)

Cathy Gallagher-Louisy leads the CCDI's cultural competence portfolio and provides a range of leadership development, consulting, and training. She is the author of CCDI's five toolkits, and she has written or co-written 17 major research/benchmarking reports on diversity and inclusion.

Cathy was the lead developer for the Centennial College Certificate in Leadership and Inclusion, she is a faculty member at the UofT Certificate in Corporate Social Responsibility, an Expert Panelist for the Global Diversity and Inclusion Benchmarks, and a regularly invited guest speaker at academic and professional conferences and corporate events regarding diversity and inclusion and corporate social responsibility.