

# WORKTECH™ 19

## Toronto

WORK / WORKPLACE / TECHNOLOGY / INNOVATION

# EXPLORE THE FUTURE OF WORK AND THE WORKPLACE

## MASTERCLASS

MONDAY NOVEMBER 4TH

9:00 - 13:00

MCCARTHY TÉTRAULT, 66  
WELLINGTON STREET

## CONFERENCE

TUESDAY NOVEMBER 5TH

9:00 - 16:30

DELOITTE HOUSE, 8  
ADELAIDE STREET WEST

[www.worktechevents.com/events/worktech19-toronto](http://www.worktechevents.com/events/worktech19-toronto)

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Isabel Dewhurst-Marks

Managing Director, UNWIRED  
Ventures

## A Warm Welcome To WORKTECH19 Toronto

**WORKTECH19 Toronto is the fastest growing forum for all those involved in the future of work and the workplace as well as real estate, technology and innovation.**

**Never before has the workplace, and the way we work been so high on the agenda for organisations looking to improve productivity, attract and retain talent, and increase business return.**

You are invited to join 100+ senior professionals from real estate, facilities, HR, technology, executive management, architecture, design and professional advisors to listen to global thought leaders and share best practise and expertise.

The event will take place over 2 days; Masterclass, November 4th and Conference, November 5th. The Masterclass half day will be an interactive workshop that will provide an excellent opportunity to take a deeper dive into workplace experience.

The conference will be run in one stream, which means our delegates will get to attend every speaker presentation. Alongside the conference, we will also have a curated innovation exhibition happening in the breakout areas for attendees to meet with our education partners, complementing learning throughout the day.

There will be three networking breaks creating time for attendees to meet with partners and the other participants.

We hope you will be able to join us, and we are looking forward to welcoming you to the event.

Warmest regards,  
Isabel

# Contents



# MEET THE SPEAKERS



**WORKTECH19 Toronto will attract some of the biggest and brightest names to debate, discuss, and divulge the latest thinking on the future of work and the workplace.**

The day will feature leading international thinkers from industry and academia. Our speakers represent some of the world's biggest brands and best universities and research departments, alongside radical visionaries from new innovative organisations.

Through inter-disciplinary speakers and learning experience, we focus on bringing cutting edge ideas and inspiration to the workplace community to enhance creativity and move thinking forward. Instead of focussing on peer to peer innovation through imitation, we aim to curate a unique programme, bringing together experts in the fields of people, place and technology and relevant adjacencies to reflect on the future of work and workplace.

Alongside the conference series, the WORKTECH Academy knowledge hub, explores the future of work through 6 key themes: people, place, technology, design, culture and innovation. Creating leading commentary, research, and publications, that places scientific research at the heart of key business problems.

[www.worktechacademy.com](http://www.worktechacademy.com)

## Speakers Include

Peter Aprile [Counter](#)  
Earle Arney [Arney Fender Katsalidis](#)  
Colleen Baldwin [Scotiabank](#)  
Sheila Botting [Deloitte LLP](#)  
Scott Francisco [Pilot Projects Design Collective](#)  
Arjun Kaicker [Zaha Hadid](#)  
Simon Mhanna [The Moment](#)  
Michelle Moore [ET Group](#)  
Imogen Privett [WORKTECH Academy](#)  
Beth Porter [Riff Learning](#)  
Gus Scaiano [Scotiabank](#)  
Peter Smit [Collabogence](#)  
Kristi Woolsey [BCG Smart Environments Practice](#)  
Kay Sargent [HOK](#)  
Brent Lowe [Scale Coach for Founder CEOs](#)





Scott Francisco, Founder & Director, Pilot Projects Design Collective



Gus Scaiano, Vice President, Workplace Transformation, Scotiabank



Arjun Kaicker, Head of User Experience, Parametrics, Zaha Hadid Architects



Kristi Woolsey, Leader, BCG Smart Environments Practice



Imogen Privett, Senior Research Associate, WORKTECH Academy



Beth Porter, Founder and CEO, Riff Learning Inc



Kay Sargent, Director of Workplace, HOK

# SESSION HIGHLIGHTS

The future of work and the workplace is on everyone's agenda. This event brings thought leaders together to share cutting edge ideas on the future, from both a people, place, and technology perspective. It will allow an understanding of the key drivers of change and enablers of innovation that will shape how, where and when work takes place.

Key themes we will be discussing at this event include:

**WORKPLACE UX** | As workplace experience moves up the global business agenda as part of a strategy to attract and retain the best talent, how can your companies improve the experience for people at work.

**ENABLING COLLABORATION IN TEAMS** | How can you build culture and support organic collaboration to drive engagement and productivity?

**SUSTAINABLE FUTURES** | As the world wakes up to the fact that the throwaway society that we live in has long-term consequences for the planet and for all our futures, it is incumbent upon all of us to become more sustainable in the ways that we live and work. Sustainability begins in the workplace.

## KEY THEMES

WORKPLACE UX

ENABLING COLLABORATION  
IN TEAMS

SUSTAINABLE FUTURES





## Masterclass

### Workplace Experience

Join us for a collaborative half-day workshop, taking place on November 4th in partnership with WORKTECH Academy and HOK. This is an excellent opportunity to take a deeper dive into the Future of Work discussion with interactive sessions examining emerging trends in workplace experience, followed by a networking lunch. We will explore the rise of new experience design in the workplace, sharing case studies and principles around 'Super-Experience' and the talent agenda

## Conference

### The Self Learning Workplace

Arjun Kaicker, Head of User Parametrics, Zaha Hadid Architects

Arjun will show how Zaha Hadid Architects use data analytics, sensor technology and smart algorithms to help create transformational opportunities for user-centred workplace design. He will explore how technology is helping create design processes that allow workplaces to become self-learning - adapting and transforming throughout their lifecycle as user needs evolve.



## Conference

### Digital UX in the Physical World

Kristi Woolsey, Leader, BCG Smart Environments Practice

Buildings are becoming smart products. We would do well to look at the evolution of technology embedded products and trending best practices in smart product design to help us understand how the disparate collection of smart building tech offerings could become part of an overall building user experience. In this talk, Kristi Woolsey will share product development history and best practices, expound on the ways those might be applied to building design, and share a few examples of application.

## 08.30 Registration

## 09.00 Chair's Welcome

### WORKPLACE UX

## 09.15 The Future of Work, Worker & Workplace in the War for Talent

Sheila Botting **Canadian Real Estate Leader, Deloitte LLP** / Earle Arney **CEO and Founding Director, Arney Fender Katsalidis**



Disruptive technologies are challenging every aspect of our daily lives including how we live, work, shop and play. In the workplace, employers consider the "employee value proposition" and changing demographics, along with profitability and investor returns. Suddenly, the focus on "user experience design" becomes a business imperative in the War for Talent.

## 10.15 Super Experiences

Imogen Privett  
**Senior Research Associate, WORKTECH Academy**

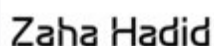


Sharing new research report looking at the rise of new experience design for the workplace. The report explains why 'Super-Experiences' are needed and what they comprise of. Including case studies and principles around 'Super-Experience' and the talent agenda.

## 10.45 Coffee Break

## 11.15 The Self Learning Workplace

Arjun Kaicker  
**Head of User Parametrics, Zaha Hadid Architects**



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## 12.15 Lunch Break

### ENABLING COLLABORATION IN TEAMS

## 13.15 Can You Influence Collective Intelligence Through Online Interactions?

Beth Porter  
**Founder and CEO, Riff Learning Inc**



What if we could take video [and text, chat, etc] and use what we know about human signals and social physics to \*augment\* our online interactions, start making them better, and maybe even more informative than in-person meetings? What could we learn? How might that help us be more effective in remote teams? Beth will address these questions and examine how augmented communications platforms can help organizations better understand how individuals and teams work, and the patterns of behavior that lead to successful outcomes.

## 13.45 Activity Based Agile: Creating Shared Environments for Agile Development Teams

Gus Scaiano **Vice President, Workplace Transformation Scotiabank** / Colleen Baldwin **Global Design Director, Scotiabank**



When Scotiabank's Activity Based Working (ABW) implementation bumped up against the strategy to move to full-stack Agile development, we paused, dug deeply, and designed a new way for Agile development teams to work - respecting the key components of Agile, while enabling the sharing and informal interactions that ABW enables.



## 14.15 Is It the Design of Your New Space or Having the Right People Sharing the Space with Each Other, That Increases Collaboration?

Peter Smit  
Founder and CEO, Collabogence


**Collabogence**

As organizations re-design their space, they all strive to have their people be more collaborative. New [GDPR compliant] data tools provide insights and understanding, not only into space utilization, but also into inter and intra group dynamics allowing space assignments to be made based on the strength of relationships between groups.

## 14.45 Coffee Break

## 15.15 Leading the Future of Work: Insights & Lessons from Self-Organizing Companies

Moderator: Brent Lowe Author of "Reinventing Scale-Ups" and Scale Coach for Founder CEOs / Peter Aprile Lawyer & Founder, Counter / Michelle Moore Lead, Collaboration Advisory, ET Group / Simon Mhanna Innovation Designer, The Moment

There is a growing subset of leaders who are redefining the future of work. Radical may be an insufficient description of how these leaders' workplaces are evolving. Join this session for a transparent look into organizations operating without managers. Why do these companies believe self-management will soon define the future of work? How have they made the transition? What challenges came up along the way? Everything is on the table in this wide-ranging conversation about the journey to self-management. Whether your organization is embracing this new way of working or you are curious about small steps you can take in moving beyond the well-worn path of traditional management, this session will inspire new thinking and provide tactical advice.

## SUSTAINABLE FUTURES

## 15.45 Workplace4forests – How Next Generation Office Space Can Become A Hero In The Battle For Climate And Biodiversity

Scott Francisco  
Founder & Director, Pilot Projects Design Collective

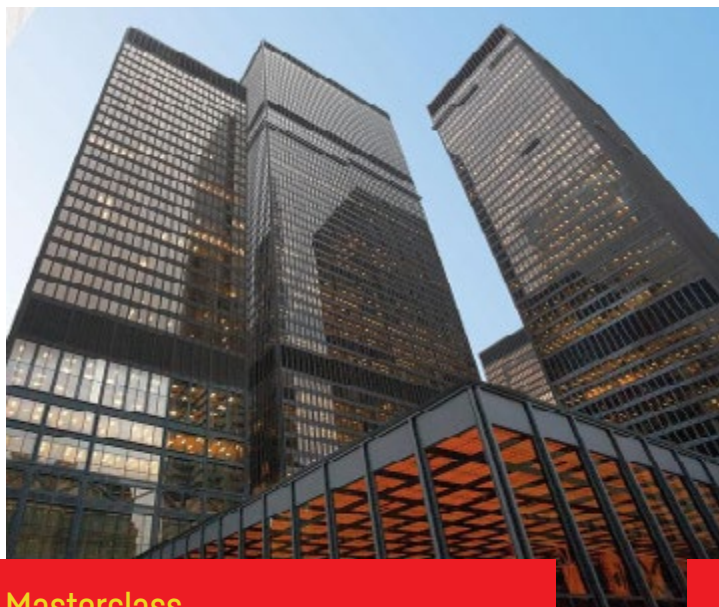
**PILOTPROJECTS**

Workspace is now a ubiquitous element in our global landscape with tremendous power to shape markets and behaviours. Does it have untapped potential to save the world's forests, our vital reserves of atmospheric carbon and biodiversity? Cities4Forests co-founder Scott Francisco will share provocative connections between work life and planetary survival.

## 16.15 Chairperson's Closing Remarks

## 16.30 Conference Close

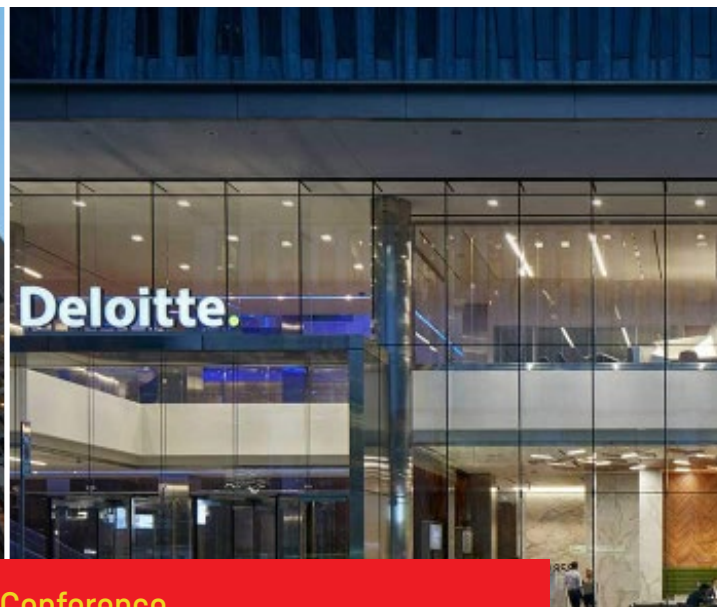
# OUR VENUES



## Masterclass

### McCarthy Tétrault, Toronto, Canada

McCarthy Tétrault Toronto office is located at 66 Wellington Street West, in the TD Bank Tower. Main reception is on the 53rd floor. The office is situated between Bay Street and York Street.



## Conference

### Deloitte House, Bay Adelaide Centre, East Tower, Toronto, Canada

Deloitte House is located at 8 Adelaide Street West, in the Bay Adelaide Center East Tower, Suite 200.

## GETTING HERE

### Address

Suite 5300, TD Bank Tower  
Box 48, 66 Wellington Street West  
Toronto ON M5K 1E6

### Public Transport

McCarthy Tétrault is situated a short walking distance from Union Station [approx. 6 minute walk].

From Union station:

Exit towards Bay Street  
Walk north on Bay Street  
Left on Wellington Street

For more information on public transport, driving and parking instructions please visit our website.

## GETTING HERE

### Address

Deloitte House, Bay Adelaide Center East Tower,  
8 Adelaide Street West, Suite 200  
Toronto, ON M5H 0A9

### Public Transport

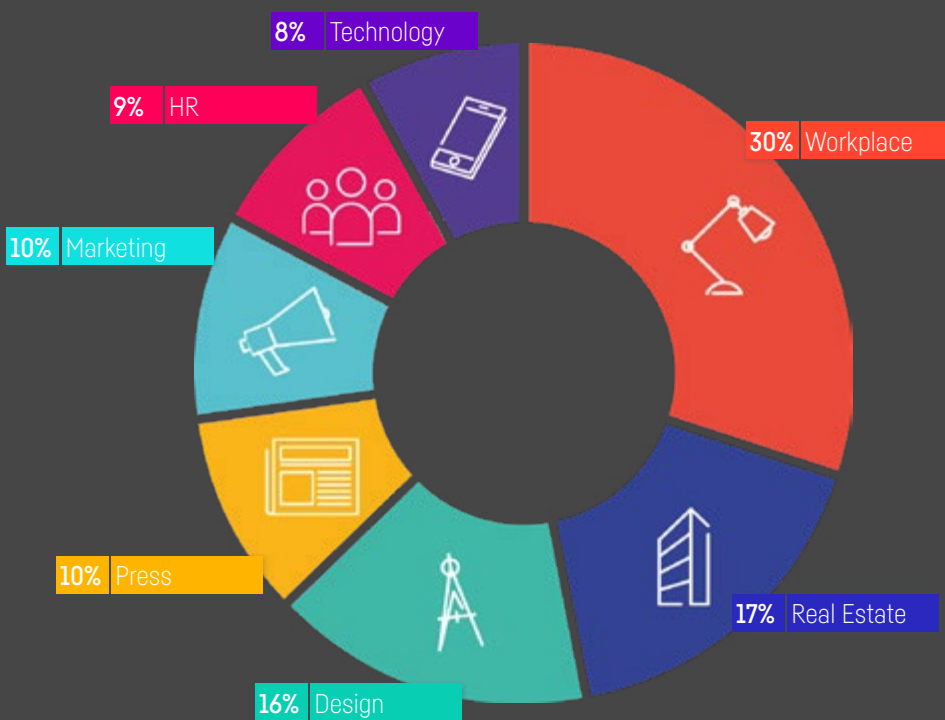
Deloitte House is located a short walking distance from Union Station [approx. 9 minutes]

From Union Station:

Turn right onto Front St W  
Turn Right onto Yonge St  
Head East on Adelaide St W toward Yonge St

For more information on public transport, driving and parking instructions please visit our website.

# WHO ATTENDS



Forward thinking &  
innovative sharing

GLOBAL CHANGE MANAGEMENT  
STRATEGIST, MICROSOFT



The conference stimulates interest and curiosity for  
the development of our multidisciplinary knowledge

EMEA, REGION BUILDING OPERATIONS, CITIBANK



## BOOK NOW:

### Conference

Early Bird: \$599 CAD until 13th September

Standard: \$699 CAD

### Masterclass

Early Bird: \$300 CAD until 13th September

Standard: \$349 CAD

For booking please visit [www.worktechevents.com/events/worktech19-toronto/](http://www.worktechevents.com/events/worktech19-toronto/)



## Key information

**When:** Masterclass - Monday, November 4th

**Where:** Masterclass - McCarthy Tétrault, 6 Wellington Street, Toronto, Canada

**When:** Conference - Tuesday, November 5th

**Where:** Conference - Deloitte House, 8 Adelaide Street West, Toronto, Canada

## How to Book:

Visit: [www.worktechevents.com/events/worktech19-toronto](http://www.worktechevents.com/events/worktech19-toronto)

Email: [lilly.abbott@unwired.eu.com](mailto:lilly.abbott@unwired.eu.com)

## Offer a Special Rate to Your Network!

Become a marketing partner for this event and qualify for a special rate for your colleagues, complimentary passes for yourself, logo exposure for your organization, and more!

If you are part of a group that would like to attend and are looking for a joint group rate please get in touch to arrange a bespoke ticket price.

We also offer a paired ticket discount; if you book one ticket you can book another for a friend with a 20% discount.

## Become a WORKTECH Ambassador

We're looking for people that love the future of work and the workplace and social media. People who are willing to become part of our team and help spread the word to the masses. There will be a free event ticket available to successful applicants.

For more information on the above initiatives, please contact [kassiani.kappelos@unwired.eu.com](mailto:kassiani.kappelos@unwired.eu.com)



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