



# Next Generation Leadership



iapco2020.ca #IAPCO2020  
Programme at a Glance

## Tuesday, 11 February 2020

## Wednesday, 12 February 2020

## Thursday, 13 February 2020

## Friday, 14 February 2020

## Saturday, 15 February 2020

Time	Tuesday, 11 February 2020	Wednesday, 12 February 2020	Thursday, 13 February 2020	Friday, 14 February 2020	Saturday, 15 February 2020
08:00 - 19:00	Registration at Pan Pacific Hotel (Lobby)	Registration at Pan Pacific Hotel (Lobby)	Registration at Vancouver Convention Centre West (3rd floor)	Registration at Vancouver Convention Centre West (3rd floor)	Registration at Vancouver Convention Centre West (3rd floor)
08:00 - 08:30				EDGE Meeting (Closed) - Vancouver Convention Centre West, Room 306	
09:00 - 09:30			09:00 - 09:30 Opening Remarks	09:00 - 09:50 Moments of Power in Customer Service - Mark Colgate	09:00 - 09:15 Welcome & Energiser
09:30 - 10:00			09:30 - 10:30 The Five Question Leader - Michael Bungay Stanier	09:50 - 10:00 Energiser	09:15 - 10:00 AI and I: How Artificial Intelligence Will Impact Our Industry - Salil Ahuja, IBM
10:00 - 10:30			10:30 - 10:50 Coffee Break	10:00 - 10:40 The Neuroscience of Team Motivation - Shimi Kang	10:00 - 10:40 IAPCO General Assembly - Part 2
10:30 - 11:00			10:50 - 11:15 An Interview with the Honorable Jonathan Wilkinson, Minister of the Environment and Climate Change	10:40 - 11:00 Coffee Break	10:40 - 10:55 Invitation to Rome Italian Coffee break
11:00 - 11:30			11:15 - 11:55 IAPCO Highlights	11:00 - 12:05 Next Generation Leadership - Bold Ideas by Young Leaders - In Cooperation with UBC Sauder School of Business	10:55 - 12:00 Your Oxygen Mask First - Kevin Lawrence
11:30 - 12:00			11:55 - 12:40 IAPCO General Assembly- Part 1 (Members Only)	12:05 - 12:50 Lunch Break	12:00 - 12:30 Closing
12:00 - 12:30				12:50 - 13:00 Energiser	12:30 - 13:15 Closing Lunch
12:30 - 13:00		12:30 - 15:00 Field Trips - Sign Up Required - Meeting Point: Pan Pacific Hotel Lobby	12:40 - 13:25 Lunch Break	13:05 - 13:25 Age of Disruption - Sherrif Karamat	
13:00 - 13:30		<ul style="list-style-type: none"> <li>Behind the Scenes of the Vancouver Convention Center</li> <li>EA Sports</li> <li>Innovation Showcase at Globe 2020</li> </ul>	13:25 - 14:10 How a Shift in Mindset Can Help You Create the Future - Krista Pawley	13:25 - 14:10 Interactive Panel Discussion Conference - Evolutions and Disruptions - Moderator: Sherrif Karamat - Panelists: Claire Smith, Juliano Lissoni, Katherine McCartney	
13:30 - 14:00			14:10 - 14:50 "Espresso Exchange" & Meet the Experts	14:10 - 14:50 "Espresso Exchange" & Meet the Experts	
14:00 - 14:30			14:50 - 15:00 Wrap Up of the Day	14:50 - 15:05 Coffee Break	
14:30 - 15:00				15:05 - 15:50 Interactive Partner Session "Pub Quiz"	
15:00 - 15:30		15:00 - 16:00 IAPCO Partner Meeting (Closed)		15:50 - 16:10 Environmental Spotlight - Brianne Miller	
15:30 - 16:00				16:10 - 16:55 IAPCO Legacy Lecture - The Power of Human Determination - Mohammed Alsaleh	
16:00 - 16:30				16:55 - 17:00 Wrap Up of the Day	
16:30 - 17:00		16:30 - 17:30 Ambassadors' Meeting (Closed)	15:30 - 18:30 Afternoon Excursion - Join us for a tour of Capilano Suspension Bridge - Meeting Point: Pan Pacific Hotel Lobby, Street Level - Bring Your Warm Jackets and Boots		13:30 - 17:00 IAPCO Council Meeting (Closed)
17:00 - 17:30					
17:30 - 18:00					
18:00 - 18:30		18:00 - 19:00 First Timers' Reception - Pan Pacific Hotel, Coal Harbor Bistro			
18:30 - 19:00		(18:30 Bus Departure)			
19:00 - 19:30		19:00 - 21:30 Welcome Reception - Vancouver Aquarium	18:30 - 21:00 Casual Dinner on the TOP of Vancouver - Grouse Mountain Resort		
19:30 - 20:00					
20:00 - 20:30					
20:30 - 21:00				19:00 - 23:00 Gala Dinner - Fairmont Pacific Rim - Sponsored by Tourism Toronto	
21:00 - 21:30					
21:30 - 22:00					
22:00 - 22:30			21:00 - 23:00 IAPCO After Hours - Sheraton Wall Centre		
22:30 - 23:00					

■ Interactive Sessions  
 ■ Educational Events  
 ■ Official Business  
 ■ Social Events  
 ■ Registration Hours

All sessions will take place at the Vancouver Convention Centre, West Building, 3rd Level unless otherwise indicated.