



**Canadian Public Sector Excellence Network /
Réseau de l'excellence dans le secteur public du Canada**

NCR Chapter Networking Event 2016-10-12

Location: Jean Pigott Place, Ottawa City Hall.

Subject: “Empowering Leaders in the Public Sector: leading, managing and thriving”

Presentation: None available at this time.

Registrants: 113

Speaker: Scott Stevenson recently completed an action-research project on leadership and organizational change as a Public Servant in Residence at the University of Ottawa, Graduate School of Public and International Affairs. Scott will share his insights on the nature of change, organizational transformation, and leadership in the public sector. His bottom-line observation is that leadership should be part of what defines being a professional public servant.

Panel: There were four panelists who each made a major contribution to the meeting:

- **Alison Campbell** - Director of Corporate Services Employment Social Development Canada;
- **Bob Peck** - Special Advisor to the FSP Global Affairs Canada and Former Ambassador to Greece;
- **Marianne Phillips** - Director of Human Resources, City of Ottawa; and
- **Paul Crookall** – Executive Director, NCR, Excellence Canada

Report

The meeting, the second at this venue, was a success as attendees listened attentively to the Speaker and had some good questions to prompt an excellent dialogue. There were close to 80 attendees, many of whom enjoyed a hot buffet dinner before the meeting got under way.



The meeting opened with a presentation by Scott Stevenson who covered a lot of ground as he reviewed all aspects of leadership from his own experience and of others. The attendees were quick to ask some probing questions – very well fielded by Scott.

The next activity was the Panel discussion. Alan Kearns, CareerJoy, then introduced the Panel. There followed an excellent interactive session. In response to questions from Alan and from the audience, Panel members drew on their own experience to discuss their strategies as leaders in their own public service position. The Panelist responses were interesting and also instructive. The cross-section of the Panel revealed considerable leadership experience that was apparent from the start.

It was clear that the addition of a Panel to the NCR Networking meetings has been a huge success and a welcome new feature. CPSEN appreciated CareerJoy's assistance in forming the Panel and providing a Moderator.



Next came the presentation of the *Joint CPSEN-Excellence Canada Public Sector Excellence Lifetime Achievement Award*. This award would normally have been presented at CPSEN's annual event. As it happened, there was no Excellence event in 2016 with the last one held in November, 2015 and the next, Symposium 2017 planned to take place February 7th.

The Award was presented by CPSEN's Don Wilson, a retired Navy Captain, and Paul Crookall, Excellence Canada. The 2016 Award, the 8th Annual Award, was presented to Vice-Admiral Mark Norman, currently the Vice Chief of Defence Staff.

From 2013 to 2016, Vice-Admiral Norman was the Commander of the Royal Canadian Navy. After a short slide show, a video was presented entitled "*Charlie Three Four*", a video in which Vice-Admiral Norman described Excellence at Sea and spoke of the value of sound leadership practices. The video title was derived from the fact that VAdm Norman was the 34th Commander of the Royal Canadian Navy and thus he carried the title of Charlie Three Four.

Vice-Admiral Norman offered some comments and took questions from the audience. It was clear from the questions and his responses that he and the audience interacted very well.

The evening closed after he had responded well to some very interested attendees.

Feedback Reports Summary

The following feedback information was provided by our NCR Chapter Program Manager, Naomi Bambara.

QUANTITATIVE DATA

1. BACKGROUND QUESTIONS Q1-Q5

The majority of the respondents (100%) received an email invitation, while 7 heard about the event from a friend or a business connection. Five respondents (21%) read about the meeting on social media and other ways. Twelve respondents (52%) heard about the event from more than one source.

95% of respondents (97% in May) truly enjoyed the session, and 91% (92% in May) said that it met their expectations. For (86%) of the respondents (88% in May), the facilities were adequate.

Similar to the feedback received in May 2016, half of the respondents found the session to be “excellent,” while 43% found it “very good”.

2. QUESTIONS ON SPEAKERS AND PANELISTS Q6-Q9

- 82% of respondents (66% in May) found the knowledge level of speakers and panelists “excellent.”
- 70 % of respondents (42% in May) said the topics discussed were excellent.
- Similarly, 75% of respondents enjoyed the excellent ability of panelists to answer questions, compared to 90% in May.
- Overall, 78% of respondents said that the event was excellent.

3. CONSTRUCTIVE FEEDBACK

Respondents would have liked to receive copies of the speakers’ notes and resources. Some also indicated that they would have preferred a quieter room with minimal external noise. In addition, they would have liked to see more diversity in the panel and thought that a journalist should have been invited. Finally, respondents said that the press should have been invited to cover the event and honor the Lifetime Achievement Award winner.

4. QUESTIONS ON THE EVENT Q10-Q15

- 91% of respondents said they would recommend CPSEN to colleagues.
- 60% of respondents said they would help CPSEN organize the Symposium in 2017.
- 74% of respondents want to be involved with the CPSEN and provided their email address and contact information.

5. FUTURE EVENTS Q16

Respondents indicated that they would like to learn more on the following topics:

1. Change Management – Leading, Managing & Thriving in Change: 17 respondents (21 in May)
2. Leadership Development: 16 respondents (19 in May)
3. The Resiliency Workshop – Strategies to manage stress: 15 respondents (14 in May)
4. Team Building: 15 respondents (none in May)

CPSEN wishes to thank our co-host CareerJoy whose management and staff were most helpful in preparing and running this event.