

ACMP TORONTO CHAPTER

Advancing the discipline of change management in the GTA



March 2014 Newsletter

This Month's Newsletter

[President's Message](#)

[2014 Chapter Events](#)

[Member Profile: Jack Sloggett](#)

[Board Elections Update](#)

[Thank You Carol Arshoff](#)

[Reminder: The Conference Board of Canada - Change Management 2014](#)

[Reminder: ACMP Global Conference](#)

[Visit the Chapter Website Regularly](#)

President's Message

As I write this, I have just finished putting together a personal message inviting you to join me at this month's chapter event in Mississauga. It is important to remember that even though this is the Toronto Chapter, our reach stretches well beyond the city boundaries. In fact over a third of our members are based outside the city limits. It is important that we reflect this diversity when we choose locations for our events. This reflects the will of the chapter membership and also gives consideration for those who are about to sign up!

Looking ahead to 2014 we have an activity packed schedule. Not only are we going through our first formal elections process, but we are developing a number of



Toronto Chapter

Advancing the discipline of change management

Reminder: ACMP Global Conference

Change Management 2014 (formerly called the ACMP Global Conference) is the preeminent conference for Change Management Professionals. It is the largest gathering of all levels of change practitioners. This annual

regular events, offering both formal and informal knowledge sharing in most months of the year. We are pleased to be building relationships with local companies to sponsor events and offer member benefits. Please contact me if you know someone who is interested in offering to support the chapter.

I would, of course be amiss not to mention the ACMP Global Conference, coming up in the next few weeks. It looks set to be a fantastic learning experience, great networking opportunity as well as showcasing Toronto chapter to the world of ACMP. I am looking forward to attending, and if any of you are also going to be there, please do reach out at the networking opportunities, I'd love to talk with you. For those unable to attend, we will be hosting an informal meet-up to share the experience and the knowledge gained by attendees.

I am always keen to hear ideas for the chapter and connect with members. Feel free to email at president@acmptoronto.org and I will be in touch.

Best Regards
Rich Batchelor
President ACMP Transition Board

2014 Chapter Events

On the heels of a very successful and well attended event Tuesday March 18th where we heard Kirby James talk about how to 'Make Change Communication Personal', we thought we'd share information about more of our upcoming events. Check the ACMP Toronto Chapter website periodically or watch for our newsletters for details, and for additional events we're still working to confirm. The following events will normally occur Tuesday to Thursday.

March 30 to April 2, 2014 – we hope to see you at the ACMP Global Conference in Orlando; please seek out your local board members during some of the exciting new networking events, we'd love to chat.

event is produced by the Association of Change Management Professionals (ACMP) and will be held from March 30 to April 2, 2014 in Orlando, Florida. For more information and to register, please visit the following website: <http://acmpglobal.site-ym.com/page/2014ConferenceHome/?> or send an email to conference@acmpglobal.org.

Reminder: The Conference Board of Canada "Change Management 2014 - Engaging the People, Managing the Process"

The ACMP Toronto is is pleased to be a marketing partner with The Conference Board of Canada for [Change Management 2014](#), taking place May 5-6 in Toronto. Now in its eighth year, this event has established itself as the premiere conference for change and transformation professionals across the country. As a member of ACMP, you can save \$460 off of registration! [Simply register online](#) and quote rebate code **PRM2** to access the savings! You may use this rate for yourself or a colleague, but please note that it is available for non-registered delegates only. If you have any questions on the event, or this special rate, contact Joel Elliott at elliott@conferenceboard.ca.

Mid April – let's grab a coffee and catch up; look for a mid-week 'coffee chat' opportunity in the downtown core...just something we'd like to try out a time or two...and who knows you may find these casual conversations just what you need to inject a little life back into your weekday.

Week of June 16th – we'll hear the best kept secrets and lessons learned from a seasoned practitioner on how to tackle Organizational Change successfully. In addition we'll share our progress and plans in an annual general meeting segment.

Week of September 22nd – we'll address two topics, first a case study on how a large corporation approached building change capability for an agile/adaptive organization; second we'll learn techniques for making change stick by enhancing user adoption.

Week of November 17th – we'll see a structured change management model and examine how it was applied to actual client engagements to move them from the current to the desired future state.

As a reminder, the topics for speaker proposals were based on what you told us mattered most when you completed the annual survey. But if you have an idea for a great event, there's no need to wait until next fall's survey, simply let us know at programs@acmptoronto.org. We'd love to hear from you about how to enrich your experience with the Chapter. See you soon.

Member Profile: Jack Sloggett

Jack Sloggett MBA BSc., VP, EnPower Group
Member since 2013

What is your experience with change management?

I have, by my nature, been involved in change management from the beginning of my career.

Reminder: ACMP Global Conference

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Reminder: Change Leadership - The Niagara Institute

The Niagara Institute, a division of The Conference Board of Canada, is pleased to provide ACMP members a preferred fee for the upcoming sessions of its leadership program, Change Leadership. Join us April 14-15 in Toronto or April 30-May 1 in Ottawa. Change Leadership is also available in French May 27-28 in Montreal.

As a member of ACMP, you can save

My formal involvement began in 1983 when I was made the internal Kraft Canada resource on a project with a major international consulting firm. It was much later that I fully appreciated the pros and cons of the “big consulting firm” approach. On one hand, their analysis and recommendations were right on. On the other, it was up to the client to do the implementation. That’s where most initiatives fall down.

While I do strategy development work, my real strength has evolved to leading the implementation of change initiatives. I work to eliminate the strategy “execution gap”, focusing teams on the few key things that will really make a difference and using Lean principles to streamline processes.

Now, the first thing I ask new clients is “Have you ever had consultants here before, and can I see their reports?” Invariably, they made great recommendations that are still valid and still unimplemented. Since my days with Kraft, I have helped companies improve their performance in transportation and logistics, oil extraction, medical devices, forest products and a variety of manufacturing sectors.

What has been your most significant challenge when implementing change management?

The biggest challenge has been working through the unique personalities and uncoordinated agendas to create a common vision of success. And, critically, creating buy-in to being part of the change.

People below the top levels generally don’t have the experience or perspective to understand and “feel” the leader’s vision. They don’t start with the same sense of urgency, and solutions are almost always related to someone else changing.

Leaders need to create a sense of urgency with a clearly and repeatedly communicated vision, and support it with resources, time and uncompromising persistence. I emphasize persistence because, change is generally

\$200 off of registration! Simply register online and quote rebate code

ACMP14 to access the savings! You may use this rate for yourself or a colleague. If you have any questions on the event, or this special rate, contact the Niagara Institute team at info@NiagaraInstitute.com.

[Visit the Chapter Website Regularly](#)

If you haven’t visited the Chapter website (www.acmptoronto.org) recently, we’ve added a couple of new sections that you may want to check out. In the >> About Us>> section we’ve added our vision, mission and a short section about our history. We’ve also added some content about the Communications and Nominations Committees.

You’ll also notice a new menu item >>Board Elections>> where you’ll find the entire board nominations package and information about our upcoming board elections. A subscription widget is now live on the homepage, for non-members interested in being added to our e-mail and newsletter distribution lists.

Check out the website on a regular basis – we’re working to keep it dynamic!

ACMP Toronto Chapter Newsletter

Please feel free to forward this newsletter to your colleagues and

incremental. All the small wins add up to a transformed and more successful organization that is more fulfilling to be part of.

What has been your greatest success when implementing change management?

In the end, financial/quantifiable impacts are critical, and I've certainly helped to create those. But my biggest thrill comes from real people who say things like "Jack led us through a process where we came to see the problems and opportunities that we faced every day. By acting on them we not only dramatically improved our group's performance, but we also changed the entire culture. We've gone from "what can I do about it" to "I'm empowered to make things right. That's a lot more fun!"

When you achieve that, you've really helped to create a culture of continuous improvement and added to the career fulfillment of all the people in the organization.

Board Elections Update

Our inaugural board elections process is well underway. During the nominations period we received multiple inquiries from members who were interested in becoming candidates but did not meet the 12-month membership requirement.

We are delighted to share that the Transition Board has approved removing this qualification for the four remaining open positions:

- Director of Member Relations (one year term)
- Director of Events (one year term)
- Director of Programs (two year term)
- Director of Communications and Marketing (two year term)

So if you are a member with an interest in running for the Chapter board in one or more of these roles, please visit the website at www.acmptoronto.org >>Board Elections to complete the appropriate documents and submit your nominations package on or before Sunday, March 30,

change management professionals.

Contact us for more information:

email: info@acmptoronto.org

tweet: @acmptoronto #acmpto

You can also find us on the Chapter pages of www.acmpglobal.org

[Click here to sign up to our mailing list](#)

2014.

Please forward any questions to Jack Sloggett, ACMP Toronto Chapter Nominations Committee Chair at nominations@acmptoronto.org.

Thank You Carol Arshoff

We regret to announce that Carol Arshoff, our tireless Chapter Secretary stepped down from the board in late February.

Carol joined the steering committee in 2012 to help steer the chapter creation. She was our first secretary, taking the role on the transition board of the ACMP Toronto Chapter, for the past 14 months. Carol has tackled the busy, time consuming job of establishing many of the foundational governance policies and practices, the most recent results being the comprehensive nominations and election package to guide our inaugural board election process.

On behalf of the board and the Chapter members, we thank you for your dedication and hard work Carol and look forward to continuing to see you at an upcoming Chapter event.

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ACMP local Toronto Chapter Membership

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