

# ACMP TORONTO CHAPTER

*Advancing the discipline of change management in the GTA*



## November 2014 Newsletter

### This Month's Newsletter

[President's Message](#)

[Join the Board to Discuss the Standard for Change Management](#)

[Participate Now in the Chapter Annual Survey](#)

[November Event Recap](#)

[Member Profile: Sapna Malhotra Chapter Vice-President](#)

[Conference Board of Canada - Public Sector Transformation](#)

[Upcoming Events](#)

### [President's Message](#)

This will be my last message of 2014 and it's a whirlwind of activity this year that makes me so proud to be part of the Change Management community. I'm not going to take time to reflect in this message – I think that is better placed in New Year reflections.

We had a great event this past week – thank you to Wade and all the people that came out for the event – another success story for chapter growth, more details below of attendees' thoughts. Over the next few weeks we will be running some informal round table discussions on the ACMP Standard © - not structured events, but opportunities for you to come and discuss how the standard will impact you, how you see it supporting the practice of change management and progressing towards certifications in the future. Details on the three round tables are below here.

I'm very pleased to welcome a new addition to the Chapter Board. Sapna Malhotra has taken up the role of Vice President from November 1 and will also take responsibility for chapter partner relations moving forward. We persuaded Sapna to introduce herself in this newsletter, so see her thoughts below too.

My final thoughts are to show thanks and gratitude to my fellow volunteer board members, Chapter committee volunteers, Chapter members and all supporters of the chapter. I doubt I am the first to do so, but I want to wish all of you a Happy Christmas, Amazing New Year and Joyous holiday season.

Best Wishes

Rich Batchelor

President, ACMP Toronto Chapter Board

Email: [president@acmptoronto.org](mailto:president@acmptoronto.org)

### Join the Board to Discuss The Standard for Change Management©

ACMP officially released The Standard for Change Management© on October 2nd, 2014. This 93-page document outlines the terms, concepts and process of change management in addition to discussing change management plans and strategies. Join the Chapter Board Members at one of the following informal events to discuss The Standard and what its application means for our change



**Toronto Chapter**

Advancing the discipline of change management

#### Best Advice I've Ever Received...

*"Your success in life isn't based on your ability to simply change. It is based on your ability to change faster than your competition, customers and business"*

- Mark Sanborn, acclaimed speaker and bestseller author

#### [Toronto Chapter Upcoming Events](#)

January 2015 – ACMP Toronto Chapter Knowledge Sharing / Social Event

March 2015 – ACMP Toronto Chapter Quarterly Event

**Stay tuned to future emails for further details!**

**ACMP Toronto Chapter Newsletter**

management discipline. No need to register, just show up!

- November 26, 5pm: First Canadian Place, B2 Orchid Room
- December 3, 1pm: 120 Bloor St E, Water Buffalo Room
- December 4, 5pm: Region of Peel, Brampton

Email [info@acmptoronto.org](mailto:info@acmptoronto.org) for more information

Click to read more about The Standard:

<http://www.acmpglobal.org/?TheStandard>

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## Participate Now in the Chapter Annual Survey

### Deadline is December 31st

For the third year in a row, we are running a short survey to gain insight into how we can better serve and support our members and future members. By answering the survey, you can help shape the future of the Chapter, as your feedback provides us with valuable information so that we can continually improve our Chapter operations, communications and events.

[Click here to complete this brief survey](#) - it will only take about 5 minutes. Share this survey link with other like-minded change management professionals in your community too!

Your answers are completely anonymous and confidential. Thank you for taking the time to complete the survey. We appreciate your feedback!

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## In case you missed it – November Event Recap

We had a great event on November 18th hearing from Wade Jack and his experiences in the world of Change Management. He shared some great anecdotes and reflected on how he had built his own approach to the discipline. All attendees were treated to 90 minutes of animated interaction and thought provoking points of discussion. Here are actual quotes from the event feedback:

*Presentation was very well articulated, most importantly with great reference materials*

*Excellent Program and presentation was just right. Speaker was very clear. Excellent.*

*I really enjoyed the presentation very informative*

*I am looking forward to hearing more professional developed events, certifications & charge accreditation*

*Wade was very good ... covered lots.*

*Keep up the good work and momentum*

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## Member Profile – Sapna Malhotra, Chapter Vice-President

### What is your experience with change management?

I accidentally got involved in change management quite a few years ago. It started when one of our client's key stakeholders was frustrated that he wasn't seeing the solution benefits to justify the overall capital expenditures. It was then that I really started to understand and recognize the magic & success requires end user adoption and utilization. Employee & customer satisfaction has always been an area that fascinated me. As my curiosity around organizational change management began to grow and eventually led me into the role as the Amdocs Consulting Global Organizational Change

Please feel free to forward this newsletter to your colleagues and change management professionals. Contact us for more information:  
website: <http://acmptoronto.org/>  
email: [info@acmptoronto.org](mailto:info@acmptoronto.org)  
tweet: [@acmptoronto](#) #acmpto

You can also find us on the Chapter pages of [www.acmpglobal.org](http://www.acmpglobal.org)

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

Management (OCM) Practice lead.

In this role, I was responsible for building a global OCM practice, developing & maintaining methodologies, training & developing our consultants. I have been really fortunate enough to work with clients across North America, Europe, South America and across Asia. My latest fascination is how different cultural dynamics play into the complexity of implementing change.

**What has been your most significant challenge with implementing change management?**

Oh wow! There has been so many. Many executives still view change management as the 'light & fluffy' stuff. It's a hard area to demonstrate tangible benefits to gain their 'buy-in'. It takes a few strong converted believers to become change agents. Another big lesson learned is to never underestimate shadow cultures and different cultural dynamics. It is essential to understand the environment in which one is trying to make change stick in!

**What has been your greatest success with implementing change management?**

Gaining 'buy-in' from strong technical & system solution driven executives who believe that systems create the changes, not people. Helping them change their perspective has further enabled me to understand a different audience's mindset.

Recognizing that change management is used in everyday situations personal & professionally – from solution implementation, strengthening & building client relationships and even getting my dad to 'buy-in' into hiring someone to clear his snow from his driveway!

Click to read more about Sapna on our Chapter website:

<http://acmptoronto.org/about-us/board-members/>

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## Conference Board of Canada – Public Sector Transformation

We are pleased to be working with The Conference Board of Canada for [Public Sector Transformation](#) on December 9-10, 2014 at the Fairmont Château Laurier in Ottawa. As a recipient of the ACMP Toronto Chapter newsletter you are able to attend the event at the reduced rate of \$1,155 - use **Rebate Code PRM5** when registering to receive your exclusive rate!

The event focuses on a foundation of case studies complimented with the observations and experiences of senior change thought leaders and practical sessions about how to do a better job leading change. The end result is an eclectic and varied line-up, with diverse perspectives that illuminate and demystify the complexity of change. Each year, this event presents a broad range of change examples and perspectives, and encourages dialogue between delegates and its stellar line-up of speakers. This year, speakers include:

- Ted Cadsby, Principal, TRC Consulting
- Heather Caltagirone, Assistant Deputy Minister, Leadership and Talent Development, Government of Alberta
- Nicholas Charney, Senior Research Officer, Institute on Governance
- José R. Dino, Vice-President, Business Development, TELUS Sourcing Solutions
- Ashley D. Good, Chief Executive Officer and Founder, Fail Forward
- Sunil Johal, Policy Director, Mowat Centre
- Jeff Mackey, Managing Director, Business Consulting, Western Canada, Fujitsu Consulting (Canada) Inc.
- Nicole McNeill, Vice-President and Chief Financial Officer, Municipal Property Assessment Corporation
- Ian Stephenson, Director, Change Management, Canada Post Corporation
- Doug Williamson, Chief Executive Officer, The Beacon Group

This conference provides senior level contacts and essential information for leaders across your organization, including Assistant Deputy Ministers, Directors General, Directors, and Senior Managers of human resources, risk management, finance, IT, crisis management, communications, project management, service delivery, public policy and social media.

Register online today! Be sure to use Rebate Code PRM5 to receive your exclusive offer of \$1,155.

For more information or help with your registration, please contact Emily Hayward at the Conference Board at 613-526-3090 ext. 393 or [hayward@conferenceboard.ca](mailto:hayward@conferenceboard.ca)

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ACMP local Toronto Chapter Membership

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