

Leadership Day



Presentations

## 2019 Leadership Day April 5

*"Emerging Best Practices in Service Delivery and Risk Management"*

Friday, April 5th, 2019

9:15 am

**On-Boarding Contractors —**

Expert Panel Discussion - (Clayton Seymour - (Mike Seiling)

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10:30 am

**Service Level Improvements such as Concierge Services —**

Expert Panel Discussion - (Arash Shahi) – (Michael de Lint) – (Dean Findlay)

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1:00 pm

**Engineering Reports – Review or Reliance —**

Expert Panel Discussion - (Kyle Bentley) – (Jonathan DeWeerd)

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3:15 pm

**Reflections, Key Concepts, Best Practices for CBOs —**

Ralph Kaminski and Grant Brouwer

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