



Conference 2018: Leadership Summit – Rising to the Challenge!

Coast Canmore Hotel & Conference Centre, Canmore, Alberta

Monday, June 11 through Thursday, June 14, 2018

PRELIMINARY Agenda (SUBJECT TO CHANGE)

Sunday, June 10, 2018

4 to 5:30 p.m.	MGMAC/AACM registration for any delegates already on site
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Monday, June 11, 2018

a) ALBERTA DAY portion

7:15 to 8 a.m.	If you registered for AACM’s Alberta Day, meet us for registration and breakfast.
8 to 8:15 a.m.	Welcome and opening remarks
8:15 to 9:30 a.m.	Latest Developments in the Medical Field and How They Affect You, Your Doctors, and Your Clinic with a representative of the Health Quality Council of Alberta An open and frank discussion about what is happening in healthcare in Alberta and what it means for you as a clinic manager.
9:30 to 10:30 a.m.	Labour Law Changes and How They Affect Your Practice with Gwen Ganske of MNP LLP, an accounting and business advisory firm This discussion will cover changes to employment standards law and their effect on how we manage our staff. How are you feeling about the changes from an employer’s and manager’s point of view? This will be an informative time learning about our rights and responsibilities as managers. Gwen Ganske, CPHR, is Human Capital Senior Advisor with MNP in Red Deer.
10:30 to 10:40 a.m.	Vendor presentation
10:40 to 11 a.m.	Refreshment and networking break
11 a.m. to 12:30 p.m.	Cracking the Code of Conversational Influence with Faith Wood You have less than nine seconds to grab your listener’s attention before he or she moves on to the next thing. Learn how to influence discussions and decisions and have

	people fascinated by what YOU bring to the table. Discover how to trigger more powerful outcomes. Faith Wood is a communication and presentation specialist, author, and hypnotist. She spent 15 years in law enforcement, helping her develop a style of communicating through conflict and crisis that is insightful and efficient.
12:30 to 1:20 p.m.	Lunch
1:20 to 2:50 p.m.	Understanding Body Language with Faith Wood (plus time for some interesting and fun handwriting analysis) What does your body language say about you as a leader and manager? What does your staff's body language say about them and how they are receiving you? In a world where we are judged heavily on our talent for communicating, it pays to master the psychology that affects interpretation of the spoken and written word.
2:50 to 3 p.m.	Vendor presentation
3 to 3:20 p.m.	Refreshment and networking break
3:20 to 4:30 p.m.	AACM Annual General Meeting, followed by member-driven round table discussion of current issues, led by AACM President Susan Le Doux.
4:30 to 7 p.m.	Free time to settle in and explore. Dinner on your own.
3 to 4:30 p.m.	Exhibitors may choose to set up now or on Tuesday morning

Monday, June 11, 2018 continued

b) MGMAC/AACM joint conference begins

6:15 to 7 p.m.	Registration for anyone not yet registered
7 p.m. +	MGMAC President's reception Conference delegates, registered companions, and exhibitors are welcome. Join us for hors d'oeuvres and cocktails. Reconnect with friends and meet new colleagues.

Tuesday, June 12, 2018

7 to 8:15 a.m.	Breakfast
8:15 to 8:30 a.m.	MGMAC welcome and opening remarks Exhibitors may set up this morning beginning at 8:30 a.m. (or Monday from 3 to 4:30 p.m.) to be ready at 10:10 a.m. for Exhibitor Showcase.
8:30 to 10 a.m.	Get Your Heart In The Game! with Tammy Robertson Have you ever wondered what makes the difference between people who are genuinely excited and turned on to life and those people who just seem to be getting it done? This session will point to some simple shifts that can bring more fulfillment to your life and work. Tammy helps leaders and organizations engage people to make a difference. An author, international speaker, and engagement expert, Tammy offers training and coaching to inspire success.

10 to 10:10 a.m.	Vendor presentation
10:10 to 11 a.m.	Visit Exhibitor Showcase and enjoy refreshments and networking
11 a.m. to 12:30 p.m.	Best Practices in Laboratory Results Follow Up with Dr. Tino Piscione, MD, Physician Advisor, Practice Improvement, CMPA (Canadian Medical Protective Association) We'll discuss the importance of this frequent medical-legal problem, including ways to ensure you build a good follow-up system for lab results. Clinic managers have an important role to play in this crucial step of the diagnostic process.
12:30 to 1:45 p.m.	Lunch then visit Exhibitor Showcase
1:45 to 3 p.m.	Authentic Leadership: Stand In The Fire! (Without Getting "Fried or Fired") with Tammy Robertson Real leadership isn't about theories or models – it's about what happens every day with the people you lead. Tammy returns for a hands-on workshop about how to become a more authentic leader. What practices could you adopt to help you "stand in the fire" more of the time? What are the characteristics of an authentic leader? What gets in the way of being real and genuine? Can you still be influential? Authenticity is becoming more important than ever. Most people won't follow you without it.
3 to 3:10 p.m.	Vendor presentation
3:10 to 5:15 p.m.	Free time
5:15 p.m.	Meet for a short walk to evening event at nearby Cornerstone Theatre
5:30 to 8 p.m.	Chef of Steel Chili Cook Off group activity (and friendly competition!) followed by dinner
8 p.m. +	Continue the evening at a local pub (location tbd)

Wednesday, June 13, 2018

7 to 8:15 a.m.	Breakfast
8:15 to 8:30 a.m.	Opening remarks
8:30 to 10 a.m.	Bring About What You Think About with Eddie Lemoine Top performers do not necessarily work more hours or have more knowledge or ability. Eddie reveals their secrets of success and shows you techniques you can use immediately in your work and personal life. Discover the three key elements to help you change your future outcomes. An author and international speaker, Eddie specializes in leadership, employee attraction and retention, and the psychology of success.
10 to 10:10 a.m.	Vendor presentation
10:10 to 11 a.m.	Visit Exhibitor Showcase and enjoy refreshments and networking
11 a.m. to 12:30 p.m.	Facilitated networking and problem solving with peers part 1 Bring your questions and get solutions to challenges you face in your clinic. The floor is yours in an informal, safe environment for sharing and helping each other.

12:30 to 1:45 p.m.	Lunch and MGMAC Annual General Meeting
1:45 to 2:50 p.m.	Leading Five Generations In The Workplace with Eddie Lemoine Look around at your next meeting and you'll likely see someone close to retirement sitting next to a recent graduate. This phenomenon is contributing to the newest and probably most significant challenge for today's leaders. There is overwhelming research that shows bridging the generation gap leads to a much more productive and happy work environment. We have passed the point where training leaders to manage a specific generation (i.e., the Millennials) works. To be truly effective as a leader, it is critical to understand, manage, and communicate across all generations.
2:50 to 3 p.m.	Vendor presentation
3 to 3:30 p.m.	Visit Exhibitor Showcase one final time and enjoy refreshments and networking at our Vendor Appreciation break Exhibitors take down displays following this break
3:30 to 4:30 p.m.	Two 30-minute presentations from MGMAC members who will share learnings and best practices
4:30 to 4:50 p.m.	Prize draw with exhibitors (must be present to win)
4:50 to 6:30 p.m.	Free time
6:30 p.m. +	Dinner on site at the Coast Hotel with after-dinner entertainment

Thursday June 14, 2018

7 to 8:15 a.m.	Breakfast
8:15 to 8:30 a.m.	Opening remarks
8:30 to 10 a.m.	Emerging Technologies in Healthcare with Cassie Frazer, Consumer Health & Innovation team member with Canada Health Infoway Since 2009, Cassie has been working with Canada Health Infoway, which helps accelerate the development, adoption, and effective use of digital health across Canada. In this session, she will delve into current examples of online/mobile solutions that are transforming how healthcare is delivered. Find out what's here and what's coming next.
10 to 10:30 a.m.	Break with refreshments and networking
10:30 to noon	Facilitated networking and problem solving with peers part 2 We've saved more time in the agenda for talking with and learning from colleagues about the topics that matter most. In this session, we will continue unfinished discussion from Wednesday and/or break out into small group activities. Gain the information you need to make your work day easier!
Noon to 1 p.m.	Lunch Thank you and safe travels!